

# **AACRAO Survey of Electronic Transcript Delivery Services**

AACRAO's VP for Records and Academic Services has directed a workgroup to collect information and report on the current availability and pricing of electronic transcripts delivery services. To this end we have developed this survey to identify prospective suppliers for the electronic delivery of transcripts and to describe their companies, services, and pricing. Results of this survey will be made available to AACRAO members in a report that will be published In AACRAO's College and University, as well the AACRAO website. In addition, the work group will also present the results of the survey at the AACRAO annual meeting in New Orleans, April 2010.

Please note that the workgroup will not recommend any one technology, vendor, or practice over another. The questions are intentionally exploratory and encourage you to provide detailed responses so that AACRAO members may conduct a prudent evaluation of the features, prices and services offered by each company. Our purpose is to describe the current state of electronic transcripts and to provide useful information to the AACRAO membership that will help them make an informed decision regarding whether or not they should deploy an electronic transcript service.

Thank you in advance for taking the time necessary to complete the survey.

| <b>Part 1<br/>CORPORATE INFORMATION</b>   | <b>Short Answer<br/>(Yes, No, n/a, number, etc)</b>                                      | <b>Description / Explanation</b>   |
|---|--|--|
| What is your company's full name  | Pearson  |  |
| Year of incorporation   | 2001   |  |
| How is your company organized?  | Edustructures is a business unit of NCS Pearson  | Edustructures owns the National Transcript Center product line (which includes state-specific products, such as Colorado Transcript Center), and Pearson is the umbrella company that owns Edustructures |
| List any other products/services you currently provide.                                     | Standards-based interoperability solutions   |  |
| How many academic customers do you currently serve?   | Seven state-wide customers, over 16,000 individual institutions                          |  |
| How long has your company been providing electronic transcript services?                    | Since 2006   |  |
| Where or to whom should schools interested in learning more about your service be directed? | <a href="mailto:info@transcriptcenter.com">info@transcriptcenter.com</a> or 512-879-5400 |  |
| Web link  | <a href="http://www.transcriptcenter.com">www.transcriptcenter.com</a>                   |  |
| Where or to whom should technical questions be directed?                                    | <a href="mailto:info@transcriptcenter.com">info@transcriptcenter.com</a> or 512-879-5400 |  |
| Other information you wish to add   |  |  |

| <b>Part 2<br/>ELECTRONIC TRANSCRIPT FORMATS</b>                                  | <b>Short Answer<br/>(Yes, No, n/a, number, etc)</b> | <b>Description / Explanation</b>                              |
|--|---|---|
| In what format(s) can you deliver electronic transcripts? (Check all that apply) |   |   |
| • PDF  | Yes   |   |
| • EDI (ANSI X12 standard)  | Yes   |   |
| • XML (PESC standard)  | Yes   |   |
| • ASCII/flat file  | Yes   | If the flat file is in one of the NTC supported data formats. |
| • MS Word or MS Excel  | No  |   |
| • Proprietary format   | Yes   |   |
| • Other  | SIF Student Record Exchange                         |   |

| <b>Part 3<br/>CREATION OF THE ELECTRONIC<br/>TRANSCRIPT</b>  | <b>Short Answer<br/>(Yes, No, n/a, number, etc)</b> | <b>Description / Explanation</b>  |
|--|---|---|
| What data format do you require from the school as you prepare to deliver the school's transcript electronically? (Check all that apply) |   |   |
| <ul style="list-style-type: none"> <li>PDF</li> </ul>  | Yes   | All formats are not required. The system supports the upload of PDF and/or one data format for each member. Because NTC translates the sender's transcript data into the recipient's preferred format (PDF, PESC XML, EDI, or paper), the sender does not need to be able to produce multiple formats in order to "match" a recipient's preferred format. |
| <ul style="list-style-type: none"> <li>EDI</li> </ul>  | Yes   |   |
| <ul style="list-style-type: none"> <li>XML</li> </ul>  | Yes   |   |
| <ul style="list-style-type: none"> <li>ASCII/flat file</li> </ul>  | No  |   |
| <ul style="list-style-type: none"> <li>MS Word or MS Excel</li> </ul>  | No  |   |
| <ul style="list-style-type: none"> <li>Proprietary format</li> </ul>   | Yes   |   |
| <ul style="list-style-type: none"> <li>Other</li> </ul>  | SIF Student Record Exchange                         |   |
| Does your system create the PDF for the sending institution?   | Yes   | Yes, if the transcript is uploaded into the system as data.   |
| If you deliver an electronic transcript in PDF format, does it include:  |   |   |
| <ul style="list-style-type: none"> <li>Cover sheet?</li> </ul>   | No  |   |
| <ul style="list-style-type: none"> <li>If a cover sheet is provided, what information is included?</li> </ul>                            |   |   |
| <ul style="list-style-type: none"> <li>Link to school website?</li> </ul>  | Yes   | If it is included on the transcript.  |
| <ul style="list-style-type: none"> <li>Link to registrar's website?</li> </ul>   | No  |   |
| <ul style="list-style-type: none"> <li>Link to school course catalog?</li> </ul>   | No  |   |

|                         |     |   |
|-------------------------|-----|---|
| • School identity       | Yes | If it is included on the transcript or on the key/legend.                 |
| • Transcript Key/Legend | Yes |   |
| • Other features        | Yes | The ability to attach supplementary documents to the transcript delivery. |

| <b>Part 4<br/>DISTRIBUTION OF OUTGOING ELECTRONIC<br/>TRANSCRIPTS</b>   | <b>Short Answer<br/>(Yes, No, n/a, number, etc)</b> | <b>Description / Explanation</b>   |
|---|---|--|
| How do you distribute transcripts (Check all that apply)  |   |  |
| <ul style="list-style-type: none"> <li>Texas Server delivers to each recipient using the senders' specified requirements</li> </ul>                           | Yes   |  |
| <ul style="list-style-type: none"> <li>Provide a secure web service where receivers can retrieve transcripts.</li> </ul>                                      | No  | NTC delivers transcripts either via the NTC interface, the SPEEDE Server, Secure PDF Recipient, or as a printed transcript   |
| <ul style="list-style-type: none"> <li>We utilize a network registry.</li> </ul>  | Yes   | NTC includes a database of every academic institution in the country. The registry consists of institutions that want to send or receive electronically, and the remainder of the database can receive transcripts via print.  |
| <ul style="list-style-type: none"> <li>We email the transcript.</li> </ul>  | No  |  |
| <ul style="list-style-type: none"> <li>How are transcripts delivered to recipients unable to use the Texas Server or your in-network capabilities?</li> </ul> |   | Printed on secure transcript paper or sent an email with a link to a secure server from which the certified PDF can be downloaded  |
| <ul style="list-style-type: none"> <li>Are recipients required to be registered with your service?</li> </ul>   | No  | Registration only required to receive transcripts electronically via the NTC interface   |
| <ul style="list-style-type: none"> <li>Other, please describe.</li> </ul>   | Yes   | Transcripts can be electronically delivered to employers or individuals via the Secure PDF Recipient feature. A link to a secure server is then delivered via email to the recipient from which the recipient can access a PDF of the transcript with an Adobe-VeriSign blue ribbon certification applied. |
| Once delivered to the recipient, will the transcript expire?  | Yes   | Once the transcript is accepted by the recipient, the recipient's purge policy will govern how long the transcript will be available within NTC. However, the PDF or data can be   |

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|   |    | downloaded/saved to a local location and will not expire from this location. |
| Once opened by the recipient, will the transcript expire for the recipient? | No |  |

| <b>Part 5<br/>RETRIEVAL/DISTRIBUTION OF INCOMING<br/>ELECTRONIC TRANSCRIPTS</b>   | <b>Short Answer<br/>(Yes, No, n/a, number, etc)</b> | <b>Description / Explanation</b>   |
|---|---|--|
| Other than a PDF reader, does your system require any special software installation to receive delivered transcripts?   | No  | System is browser-based  |
| <b>NOTE: Questions below may pertain only to a PDF transcript.</b>  |   |  |
| How are “mailboxes” established for recipients?   |   | Each institution has its own accounts that let it send and receive transcripts. These accounts are created for each NTC user when the institution joins NTC.           |
| Does your system deliver to multiple “mailboxes” at a single school/organization?   | No  | Delivery can be made to multiple campuses and to multiple recipients at one campus.  |
| Does your system deliver in batch to a single destination?  | Yes   | Users can send multiple transcripts to an institution in a single operation. Likewise, recipients can download batches of transcripts at one time.                     |
| Are recipients required to identify themselves each time transcripts are delivered?   | Yes   | If receiving a transcript via the NTC interface, the user must login using unique user id and secure password.   |
| Are email(s) delivered to the receivers with instructions (perhaps including passwords and URL's) whenever a transcript is ready for be retrieved electronically? | Yes   |  |
| Are students notified that their transcript requests have been delivered and have been opened by intended recipient?  | Yes   | Email notification occurs if the students ordered the transcript using the online ordering functionality.  |
| Is the sending institution notified that transcripts have been delivered and opened by intended recipients?   | Yes   | Each transcript sent has a tracking number and history that shows the exact status of the transaction, whether it was accepted, rejected or is waiting to be accepted. |
| Are transcripts delivered in real time?   | Yes   |  |



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| Other |  | Electronic recipients of transcripts indicate their preferred data format, and NTC translates the sent transcript data into this preferred format even if the sender's data format was a different format. If a recipient indicates that they only want a PDF, then only a PDF is delivered, if data is delivered, a PDF rendering is also always delivered. |
|-------|--|--|

| <b>Part 6<br/>DATA STORAGE</b>  | <b>Short Answer<br/>(Yes, No, n/a, number, etc)</b> | <b>Description / Explanation</b>   |
|---|---|--|
| Does your service require a copy of the sending school's transcript data base?                                | Yes   | If the sender wants to send data, then a data extract containing the transcript data must be supplied. |
| Does your service store transcript data after delivery of the transcript?                                     | Yes   |  |
| <ul style="list-style-type: none"> <li>If so, for how long?</li> </ul>  | User-defined, up to 270 days                        | For customers who license the Transcript Archive, the final transcripts are stored permanently         |
| <ul style="list-style-type: none"> <li>If so, can the transcript data be released multiple times?</li> </ul>  | Yes   |  |
| <ul style="list-style-type: none"> <li>If so, can the data be mined?</li> </ul>                               | No  |  |
| How are delivered transcripts documented and reported if (after) they are physically removed from the system? |   | Tracking history for all transactions is permanently archived.   |
| Other information you wish to include.  |   |  |

| <b>Part 7<br/>TECHNICAL REQUIREMENTS</b>  | <b>Short Answer<br/>(Yes, No, n/a, number, etc)</b> | <b>Description / Explanation</b>  |
|---|---|---|
| List the Student Information Systems on which you have installed your electronic delivery service.              |   | NTC is a hosted solution and therefore not installed. A data extract or PDF produced by the SIS are uploaded into the system, and therefore, it does not matter which SIS created the PDF or extract. |
| Describe a typical installation process and the time required for implementation and activation of your system. | 2+ business days                                    | Setting up an institution to send and/or receive PDFs only can be completed as fast as two business days. Data integration timelines vary based on scope.   |
| Does your service require the use of proprietary software?  | No  | Web-based system  |
| What are the minimum hardware/software requirements that your service requires of a school, if any?             |   | In terms of using the user interface, the following browsers are supported IE 6-8, Firefox, and Safari. For customers wanting to automate data uploads, an SFTP client is required.                   |
| Describe how your system accommodates multi-campus delivery and reporting requirements.                         |   | Each campus has its own account within the NTC network. Therefore, each campus can be chosen separately as a recipient and delivery information is tracked separately for each campus.                |
| Describe the on-line help capability your system provides to all users.   |   | On-line help is available for the users from every page within the system. It serves as context sensitive help as well as searchable help.  |

| <b>Part 8<br/>SECURITY</b>   | <b>Short Answer<br/>(Yes, No, n/a, number, etc)</b> | <b>Description / Explanation</b>   |
|--|---|--|
| How are institutional/campus administrators selected and authorized?                         | Authorized by institution at time of sign up        |  |
| Is the data that you send/receive encrypted?   | No  | The data itself is not encrypted but it is sent over encrypted channels, such as HTTPS and SFTP.   |
| Is the data that you send sent through some form of secure FTP?                              | Yes   | If sent to an NTC member, the delivery is available within the NTC application. If sent to a SPEEDE recipient, it is sent via SFTP.  |
| Are any networks secured?  | Yes   |  |
| Are any servers secured?   | Yes   |  |
| If you deliver PDF transcripts, are they secured via a digital signature?                    | Yes   | Adobe-VeriSign blue ribbon certification   |
| If NO, how does your system ensure that transcripts are authentic and have not been altered? |   |  |
| How are delivered electronic transcripts verified as authentic over time?                    |   | NTC ensures that student data is transmitted securely from the source to the destination institution in each transaction to create the highest level of confidence in the record/transcript authenticity. In addition, recipients of secure PDF transcripts receive a digitally signed document verifying that the contents are original and have not been altered in any way. |
| Describe the use and assignment of user passwords  | Assigned to individual users                        | Randomly generated, forced reset upon first login, password must meet secure standards in order to be accepted.  |

| <b>Part 9<br/>HIGH SCHOOLS</b>                   | <b>Short Answer<br/>(Yes, No, n/a, number, etc)</b> | <b>Description / Explanation</b> |
|--|---|----------------------------------|
| Is your service utilized in high schools?        | Yes   |                                  |
| Describe any features only used by high schools. | N/A   |                                  |

| <b>Part 10<br/>REPORTING FEATURES</b>  | <b>Short Answer<br/>(Yes, No, n/a, number, etc)</b> | <b>Description / Explanation</b>  |
|--|---|---|
| What reporting functions are included with your service?   | Activity and transactional reports are provided     |   |
| Can you report the number (by type, e.g. PDF, XML, EDI) of transcripts delivered on a monthly basis, weekly basis, etc.? | Yes   | This report isn't detailed by type, but the transcript is always delivered in the recipient's preferred format regardless of the format in which it was sent. |
| Are your reporting services offered at additional cost?  | No  |   |

| <b>Part 11<br/>PRICING/CONTRACT TERMS</b>  | <b>Short Answer<br/>(Yes, No, n/a, number, etc)</b> | <b>Description / Explanation</b>   |
|--|---|--|
| Is a binding contract required?  | Yes   | Pearson needs the legal authority to act as your institution's transcript agent.   |
| If yes, please describe contract period.   | Varies  | Depends on customer needs  |
| Is there a per transcript fee? How much?   | Varies  | Up to \$5 per transaction  |
| Is there an installation/initiation fee?   | Varies  | Not applicable to institutions that only wish to receive transcripts   |
| Is there an annual fee?  | Yes   | Subscription fee dependent on enrollment   |
| Are there initial or annual third party license fees?                            | No  |  |
| Do you offer tiered pricing/service models? If so, please explain.               | Yes   | Depends on enrollment and other factors  |
| Are there charges for training?  | Varies  | Regularly scheduled webinars and online training are available at no cost. Additional training is available for a fee. The fee varies depending on scope.  |
| Do you offer discounts?  | No  | Discounted pricing is rolled into tiered pricing model   |
| Are there code escrow fees?  | No  |  |
| Are there charges for upgrades or new releases?                                  | No  |  |
| Are fees borne entirely by the sender?<br>Are there fees borne by the recipient? | By the sender                                       | Senders can offset costs by allowing students to initiate and pay for order online   |
| Is pricing bundled to other services?  | No  |  |
| Describe your customer support program.  |   | Live Standard Support hours are from 8:30am to 8:00pm Eastern Time. 24 x 7 Premium Support is available as an option. Web access to our Customer Service Center for logging cases and accessing the knowledge base is available 24 x 7 |
| How is your transcript delivery system documented?                               |   | Full end user and local administrative documentation and on-line help is available.  |

| <b>Part 12<br/>SUMMARY</b>   | <b>Short Answer<br/>(Yes, No, n/a, number, etc)</b> | <b>Description / Explanation</b> |
|--|---|----------------------------------|
| Please list and describe the 5 top benefits of your system.  |   |                                  |
| 1. Send transcripts to any institution in the country – plus to individuals and employers, regardless of whether or not they are members of the NTC electronic network.  |   |                                  |
| 2. NTC translates data from the sending data format to the recipient's preferred data format   |   |                                  |
| 3. NTC, a FERPA compliant system, uses the same underlying security features as online banking Web sites. NTC uses secure and encrypted formats such as HTTPS and Secure FTP to facilitate transactions and student record management. |   |                                  |
| 4. Send a transcript to multiple recipients or send multiple transcripts to a single recipient in one streamlined workflow.  |   |                                  |
| 5. Through online ordering, registrars can more quickly respond to student requests for transcripts, and easily monitor the status of those transcripts.   |   |                                  |
|  |   |                                  |
| Describe any features of your service not previously mentioned.  |   |                                  |
| Send supplemental documents as attachments to the transcript   |   |                                  |
| A unique tracking number is generated and associated with every transaction.   |   |                                  |
| Offices of admissions can electronically request transcripts.  |   |                                  |
| NTC users are notified via email when  |   |                                  |



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| transcripts orders are received as well as when a transcript is received or requested. |  |  |
| Students receive status updates via email regarding transcript orders placed online.   |  |  |

| <b>Part 13<br/>AFFILIATIONS</b>   | <b>Short Answer<br/>(Yes, No, n/a, number, etc)</b> | <b>Description / Explanation</b>  |
|---|---|---|
| Are you an AACRAO member?   | Yes   |   |
| Are you a PESCS member?   | Yes   | On the Board of Directors   |
| Are you contracted to provide services to a state(s), region or consortium?   | Yes   | California, Colorado, Iowa, Texas, Virginia, West Virginia, Wyoming   |
| List any other affiliations pertinent to electronic transcript services.  |   |   |
| Attach a list (or active link) identifying the postsecondary institutions using your services as receiving and/or sending institutions. |   | NTC chooses not to disclose its customer list because of its proprietary nature. NTC can deliver a transcript, either electronically or via U.S. Mail, to any postsecondary institution in the country regardless of the recipient's NTC membership status. |

| <b>Part 14<br/>TRANSCRIPT ORDERING SERVICE</b>                    | <b>Short Answer<br/>(Yes, No, n/a, number, etc)</b> | <b>Description / Explanation</b> |
|---|---|----------------------------------|
| This area is focused on transcript delivery.<br>Briefly describe: |   |                                  |
| Do you offer a transcript ordering service                        | Yes   | Also a Web-based system          |
| Is your ordering service integrated with your delivery service    | Yes   |                                  |
| Can other ordering services be used with your delivery service?   | No  |                                  |