

speede

PDF Transcripts

Recommendations & Best Practices

AACRAO Technology Conference
Monday, July 7 3:45-5 pm

Susan Reyes, San Diego State University
Susan Dorsey, University of Colorado Boulder

Other SPEEDE Sessions



AACRAO Tech:

- **Sunday, 12:30 PM – 1:30 PM**
Tools to Successfully Implement Electronic Transcript Exchange
- **Monday, 8:00 AM – 9:15 AM**
Case Studies: Electronic Data Lifecycle from Application to Enrollment
- **Monday, 5:00 PM – 6:00 PM**
EDX: Electronic Exchange of Student Records Roundtable
- **Tuesday, 9:15 AM – 11:30 AM**
The Functional to Technical Overview of Implementing Electronic Data Exchange (Parts 1 & 2))

Other AACRAO Conferences:

- RMACRAO, July 16-18, Albuquerque, NM
 - The Functional to Technical Overview of Implementing Electronic Data Exchange
 - Show Me the Money – Costs/Benefits of Electronic Exchange of Student Transcripts
- SACRAO, Feb. 1-4, Mobile, AL
- AACRAO Annual Meeting, April 12-15, Baltimore, MD

Electronic Transcripts

Electronic transcript = method of delivery

Three forms of electronic transcripts:

- **EDI (Electronic Data Interchange) – flat-file, delimited data file similar to a .csv**
- **XML (eXtensible Markup Language) – newer more verbose data file with tags that identify the data elements that are passed**
- **PDF (Portable Document Format) – an image or picture of the transcript**

What is a PDF Transcript?

- PDF = Portable Document Format
- Originally developed by Adobe Systems
- File format that preserves most attributes (including color, formatting, graphics, and more) of a source document no matter which application, platform, and hardware type was originally used to create it.
- PDF files can be viewed using Adobe Acrobat Reader, which is a free software application provided by Adobe Systems, or using most newer web browsers with the appropriate plug-in installed.

Sample PDF Transcript

From San
Diego State
University

Official Transcript

Prepared for: San Diego State University on 04/23/2012
DID#: TRTU52K
Docufide Student ID: 5428228
Student SSN: 8865
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Gloria J. Carmona
Gloria J. Carmona, A/R Director



Student Name: [REDACTED] es
Student ID: G00604654
Date of Birth: 11/11/1986
Student Address:
1265 J.B. Rodriguez St.
Calexico, CA 92231

Imperial Valley College
380 East Aten Road
Imperial, CA 92251
Tel: (760) 352-8320

Subj No.	Course Title	Cred	Grd	Pts	R	Subj No.	Course Title	Cred	Grd	Pts	R
Beginning of Undergraduate Record											
Fall 2005						Fall 2008					
ENGL 050	Language Laboratory	1.00	CR	0.00		PE 211	Phys Ed in the Elem School	3.00	B	9.00	
ENGL 063	Low Intern Oral Engr for ESL	3.00	A	12.00		PSY 204	Dev Psy Concept to Death	3.00	A	12.00	
ENGL 073	Beg Read & Vocab for ESL II	3.00	A	12.00		Ehrs: 14.00	GPA-Hrs: QPts: GPA:				
ENGL 092	Low Intern Gram & Comp ESL	4.00	A	16.00		Spring 2009					
PE 121	Swimming	1.00	A	4.00	I	ENGL 101	Reading and Composition	3.00	B	9.00	
Ehrs: 12.00	GPA-Hrs: QPts: GPA:					GEOG 108	World Regional Geography	3.00	B	9.00	
Winter 2006						GEOG 110	Earth and Space Science	3.00	B	9.00	
ENGL 064	Intern Oral Engr for ESL	3.00	A	12.00		HIST 100	Early World History	3.00	A	12.00	
ENGL 074	Vocab & Phrasal Verbs I	3.00	A	12.00		POLS 102	American Gov & Politics	3.00	A	12.00	
Ehrs: 6.00	GPA-Hrs: QPts: GPA:					Ehrs: 15.00	GPA-Hrs: QPts: GPA:				
Spring 2006						Fall 2009					
ENGL 065	High Intern Oral Engr for ESL	3.00	A	12.00		ART 150	Sculpture	3.00	A	12.00	
ENGL 075	Vocab & Phrasal Verbs II	3.00	A	12.00		ENGL 102	Introduction to Literature	3.00	B	9.00	
ENGL 084	Reading I: Dev for Bil	3.50	A	14.00		ENGL 201	Advanced Composition	3.00	C	6.00	
ENGL 093	Intern Gram & Comp for ESL	4.00	A	16.00		PE 103	Physical Fitness, Women	1.00	A	4.00	I
Ehrs: 13.50	GPA-Hrs: QPts: GPA:					PHSC 110	Physical Science	3.00	B	9.00	
Fall 2006						Ehrs: 13.00	GPA-Hrs: QPts: GPA:				
ENGL 066	Adv Pub Speak for Bil	3.00	A	12.00		Spring 2010					
ENGL 076	Vocabulary & Idioms Adv ESL	3.00	A	12.00		President's Honor List					
ENGL 085	Reading I: Dev for Bil	3.50	A	14.00		ENGL 069	Reading III: Intern Devel	3.50	B	10.50	
ENGL 094	High Intern Gram & Comp ESL	5.00	B	15.00		FREN 100	Elementary French I	5.00	A	20.00	
PE 121	Swimming	1.00	A	4.00	I	MATH 112	Geometry in Elem Math	3.00	A	12.00	
Ehrs: 15.50	GPA-Hrs: QPts: GPA:					PE 103	Physical Fitness, Women	1.00	A	4.00	I
Spring 2007						Ehrs: 12.50	GPA-Hrs: QPts: GPA:				
ART 120	Drawing	3.00	A	12.00		Spring 2011					
ENGL 086	Reading II: Basic Development	3.50	A	14.00		PSY 202	Learning	3.00	B	9.00	
ENGL 095	Writing Process for Adv ESL	3.00	A	12.00		Ehrs: 3.00	GPA-Hrs: QPts: GPA:				
SPAN 220	Bilingual Spanish	5.00	A	20.00		Fall 2011					
Ehrs: 14.50	GPA-Hrs: QPts: GPA:					MATH 119	Elementary Statistics	4.00	C	8.00	
Fall 2007						PSY 200	Biological Psychology	3.00	W	0.00	
ENGL 100	Basic English Composition	3.00	C	6.00		Ehrs: 4.00	GPA-Hrs: QPts: GPA:				
HE 102	Health Education	3.00	W	0.00		Undergraduate Transcript Totals					
HIST 120	United States to 1877	3.00	C	6.00							
MATH 080	Beginning Algebra	3.00	A	12.00		TOTAL INSTITUTION	Earned Hrs	Gpa Hrs	Points	GPA	
MUS 100	Intro to Music Foundations	3.00	A	12.00		OVERALL	150.00	149.00	537.50	3.61	
PE 100	Lifetime Exercise Science	2.00	A	8.00		Comments					
Ehrs: 14.00	GPA-Hrs: QPts: GPA:					Date Issued: 20-APR-2012					
Spring 2008											
ENGL 101	Reading and Composition	3.00	W	0.00							
HE 102	Health Education	3.00	A	12.00							
MATH 090	Intermediate Algebra	4.00	A	16.00							

Advantages of PDF

- **Customer service**
 - Speed of delivery
 - Charge is usually lower
 - Meet changing expectations
- **Cost savings**
- **Time savings**

More PDF Advantages

- Allows institutions to create electronic transcripts that have the look of their paper transcripts complete with colors, images and backgrounds/ watermarks that mirror their official paper transcripts.
- Also allows institutions to quickly and affordably deliver transcripts to other institutions and businesses that need to verify a student's degrees and coursework.
- Involves a fairly quick and easy implementation that is offered by a variety of vendors and requires little technical knowledge at the institutional level.

PDF Processing Time

How much time does it take to process over a year with PDF?

PEAK (January – mid April, June – August)

Transcript	Load	Download Freq	Download Time	Processing Time
High School**	200-700 / week	3-4 / week	5-10 minutes	2.5-4 hours
College*	3-10 / week	3-4 / week	5-10 minutes	1 hour / batch

NON-PEAK

Transcript	Load	Download Freq	Download Time	Processing Time
High School**	10-30 / week	1-2 / week	5-10 minutes	30 minutes
College*	0-2 / week	1-2 / week	5-10 minutes	1 hour / batch

Estimated Cost:

Transcript	Hours Required	Student Assistant Cost	Staff Cost
High School**	609 Hours / Year	\$6,090	\$12,180
College*	269 Hours / Year	\$2,690	\$5,380
Total	878 Hours / Year	\$8,780	\$17,560

* College Transcripts are turned into OCR Templates and data extracted.

** Average Volume at SFSU is 5500 PDF High School Transcripts a year. 36k FTF/LD Apps (15%), 21K Admitted, 4700 Attend

How long does it take to process the same volume with paper?

Methods of Transmission

- Email – quick, but not very secure
- SFTP – direct Secure File Transfer Protocol from one institution to another
- Vendor networks – network of institutions trading through a particular vendor

PDF Transcript Vendors



The vendor list is always changing, but some we have worked with include:

- AMCAS with XML Header
- Credentials
- eSCRIP-SAFE
- eTranscriptCA (Xap) – California Community Colleges
- Joint Services Transcripts (JST)
- National Student Clearinghouse (NSC)
- National Transcript Center
- Parchment (formerly Avow and Docufide)

PDF Transcripts

Q: How do you determine which methods to accept?

A: Each institution must examine its own business processes and security environment and decide which methods and vendors make sense.

Example: San Diego State has an environment where we will work with whatever vendor the sending institution decides to use, but we only accept transcripts if we are confident that the transcript came from the sending institution directly. It cannot go to the student and then be forwarded to SDSU. We highly discourage direct email because email can be intercepted and compromised. It is also difficult to tell exactly where it came from and if that individual has the proper authority to be sending transcripts.

PDF Transcripts

Q: Do PDF transcripts save time and money?

A: Depends

Sending PDFs: Yes. Reduced paper, printing, mailing times

Receiving PDFs: Not usually. PDF transcripts must be imaged and data input into the student information system. Some institutions have systems that can automatically load images into imaging systems, but in general, PDF transcripts must still be manually entered or OCR'ed into your SIS.

Example: SDSU Transcript Processing

- **Paper** - require up to **5** days to be received via mail (USPS/SDSU campus mail), plus up to **30** business days before they post to SIMSR
- **PDF** - usually arrive within **1** day of being ordered, plus up to **30** business days to be posted to SIMSR
- **EDI** – usually arrive within **1** day of being ordered and post to the imaging system and SIMSR by the next morning

CU-Boulder PDF Transcripts



- Admissions incoming
 - Vendor-supported exchange via Parchment
 - Third-party vendors
 - Common App
 - Emailed from official HS addresses
 - Majority now PDF over paper
 - May increase due to recent community college agreement

CU-Boulder PDF Transcripts



- Office of the Registrar outgoing
 - Official transcript
 - Order online via Parchment
 - Within 30 minutes – 24 x 7 x 365
 - Expires in 30 days
 - Can print, save, forward
 - \$12
 - Unofficial transcript
 - Self-service through student portal
 - Instantaneous
 - No expiration
 - Can print, save, forward
 - Free

CU-Boulder Official Transcripts



- PDF vs Paper:
 - PDF fastest official transcript
 - Paper official transcripts are free
 - Additional charges for rush and Fedex service
 - Thus PDF is cheaper rush option
 - Fee discrepancy due to historical student fee that covers lifetime paper transcripts
- Good to price PDF transcripts lower!

PDF Best Practices

- AACRAO survey conducted in 2013
 - Statistics gathered from responding institutions
 - Results compiled by SPEEDE committee
 - Published as Best Practices Guide
 - On AACRAO website: www.aacrao.org
 - Appendix H of the AACRAO Student Records Management: Retention, Disposal and Archive of Student Records published in early 2014

PDF Best Practices

- Use secure transmission methods
 - Vendor networks
 - SFTP
 - Secure/authenticated email (set policies)
- Use appropriate security for PDF transcripts
 - Secure website with login
 - Encryption
 - Digital signatures

PDF Best Practices

- Appropriate rights management
 - Expiration of the document
 - Watermark background
 - Limit number of times transcript can be accessed
 - Combination of above
 - Notes:
 - Don't lock it down so tight that the receiving institution cannot process the transcript
 - Consider having a different policy for institution-to-institution

PDF Best Practices

- Determine various costs
 - Per transcript order
 - Different feature costs
 - Different recipients
- Determine when to collect fees
 - When ordered
 - When delivered
 - When retrieved

PDF Best Practices

- Accept secure PDF transcripts as official -
Do not accept:
 - NOT encrypted
 - Direct or forwarded from student or among colleges within an institution
 - Opened or accessed by another party
- Automate imaging of transcripts
 - Document import
 - Indexing
 - Content extraction

PDF Best Practices

- Do not treat the PDF as paper!
 - Convert it to electronic data
 - Build electronic processes from the beginning
 - Embedded EDI/XML
- Understand processes for retention and data-mining
 - Research options
 - Determine what best meets your needs

Resources



What's Happening in Your State/Region?

- www.aacrao.org/home/about/committees/aacrao-speede-committee/state-status-on-speede

State Contact List:

- www.aacrao.org/home/about/committees/aacrao-speede-committee/speede-state-contacts

Resources

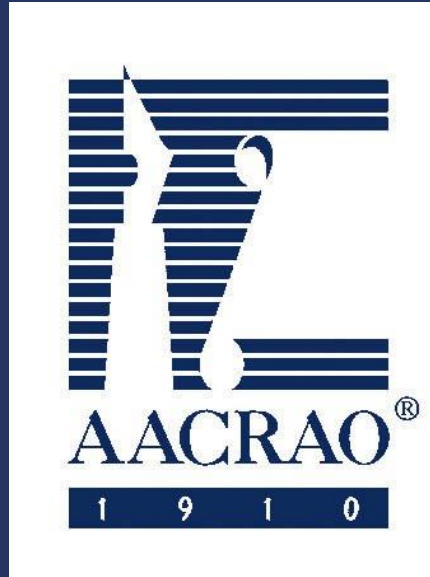


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Questions?

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AACRAO SPEEDE Committee

SPEEDE – A Professional Development Committee of AACRAO
American Association of Collegiate Registrars and Admissions Officers

Thank you!

