



California
Community
Colleges

California
Virtual Campus

Best Practices Guide: Receiving and Sending Capabilities Using eTranscripts California for the California Virtual Campus

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Overview

The California Virtual Campus-Online Education Initiative (CVC) is a student-centered California Community College initiative that enables “One-Click” registration into courses at a CVC-enabled Teaching College. Legislatively driven by AB637, CVC is Student Services-focused to address equity gaps and reduce barriers and inefficiencies that exist in a student’s journey to academic success and outcomes. CVC is an API-enabled solution that eliminates the need for students to complete the formal application and complete matriculation process at another California Community College.

eTranscript California serves as the mechanism that delivers completion data for course work completed by a student through cross-enrollment at a participating Teaching College to the student’s Home College so the course(s) taken can be evaluated for earned course credit. The implementation of eTranscript is a required part of being a participating college with the CVC Exchange.

Lifecycle: Student Journey and Cross Enrollment Process

In order for a student to cross-enroll through the CVC Exchange, they must consent to having their transcript sent automatically from the Teaching College to the Home College after the course ends.

Student Consent Form

To register for classes on the Exchange, you MUST consent to all of the following.
PLEASE READ EACH STATEMENT CAREFULLY.

I agree to have my personal information transferred from my Home College to the Teaching College as necessary to provide the course through the exchange.

I agree to have my transcript sent automatically from the Teaching College to my Home College.

My GPA at my Home College is 2.0 or above, or I do not have a GPA yet.

If the class I choose has a prerequisite, I confirm that I meet the prerequisite and will provide proof to the Teaching College, if requested.

Student signature

By typing your full name below, you are signing the above agreement(s) electronically

Print full name

Continue

Once a CVC student completes a course at a participating CVC Teaching College (One-Click Registration), the student's transcript data will be transmitted back to the student's Home College. The FICE code will be sent from CVC to the Teaching College so they can be reported upon each upload.

Two weeks after the Teaching College course ends, CVC will run the Enrollment Detail report in the administrative panel and email each Teaching College a list of students who need to have their transcript sent back to their Home College. CVC will provide this email to the Teaching Colleges after the winter, spring, summer, and fall term ends. It is best practice to send the transcripts back to the student's Home College electronically through eTranscript California.

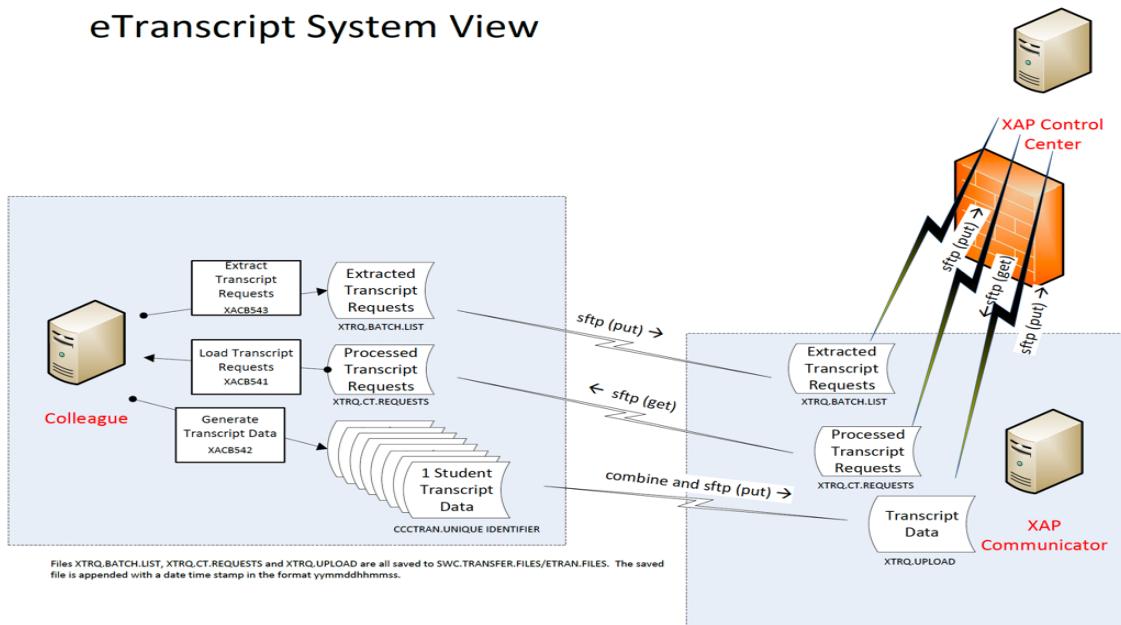
Two weeks later, CVC will reach out to the Home College to ensure they received the transcript from the Teaching College and ask them to start the evaluation process. CVC is not asking the Home College to change any current college processes, but it's important to understand that many students who take courses through the CVC exchange need that final class in order to graduate. It is best practice for the Home College to start the evaluation process as soon as the transcript is received at the college.

If a cross-enrolled student is wishing to transfer to an alternate college or university (other than their declared Home College from the cross-enrollment) the student will need to request the transcript directly from the Teaching College to be sent to the other institution of their choosing. This request would follow the college's standard transcript requesting process and may incur any standard fees for transcripts (if the student is requesting additional transcripts beyond the student's designated two free transcripts).

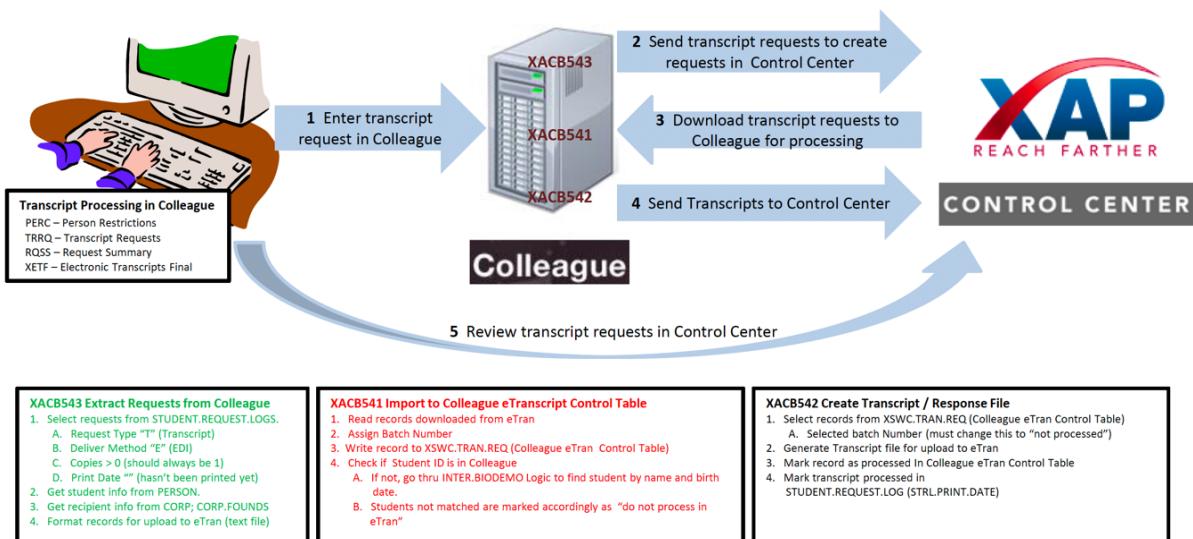
XAP's eTranscript System View

Below is a visual representation of how the XAP system process works between the SIS and the XAP control center when it comes to sending and receiving eTranscripts.

eTranscript System View



The lifecycle process overview can be viewed here:



To learn more about eTranscripts, please visit <https://etranscriptca.org/>

How It Works

There are several components that must be in place before a California Community College can be considered a Home College and/or a Teaching College. Per the guidelines of the Chancellor's Office, the following pertains to the transcript requirements that must be in place:

- In order to be an official Home College, the California Community College must be set up to receive transcripts through eTranscript California.
- In order to be an official Teaching College, the California Community College must be set up to send transcripts through eTranscript California.

A college must first be set up as a receiving college before they can be set up as a sending college. After being set up as a receiving college, it is best practice for the college to move right into being set up as a sending college. However, this is not a requirement as some colleges may have IT constraints and other project priorities.

Enabling Receiving Capabilities:

The process for becoming an eTranscript receiving college is relatively simple and requires minimal IT involvement. CVC and XAP will work closely with the college to:

- Send over a questionnaire so new users can be added to the XAP system
- A contract must be signed and fully executed
- Provide a demo to the college of how the process works
- Go over the option of either manually downloading the transcripts received or by using the XAP communicator to automate the download process
- If a college chooses to use the XAP communicator, XAP is available to assist the college with the install process.
- Provide test files and allow time for the college to test the process in beta
- Once a college is comfortable with the process, XAP will enable the college to receive eTranscripts from other colleges in production

College Participant Involvement:

- Admission and Records
- IT

Enabling Sending Capabilities:

The process for becoming a college who can send transcripts through eTranscripts California is more hands-on and requires a moderate amount of IT involvement at the college. The college will need to install software on their server, create upload settings, and build a report to extract transcript data from their SIS in the correct XML or EDI format to then be uploaded into the XAP Communicator to be picked up by other colleges. CVC and XAP will work closely with the college to:

- Assist the college in setting up the XAP communicator, if not already installed
- Provide the college with documentation needed to help guide the colleges in this process, including the data dictionary, examples of transcript layouts, and a sample of the ASCII Transcript Output
- Assist with configurations
- Provide file layouts for testing in the beta environment
- [Cross-walk guide of California Community College MIS/FICE Codes](#)

College Participant Involvement:

- Admission and Records
- IT

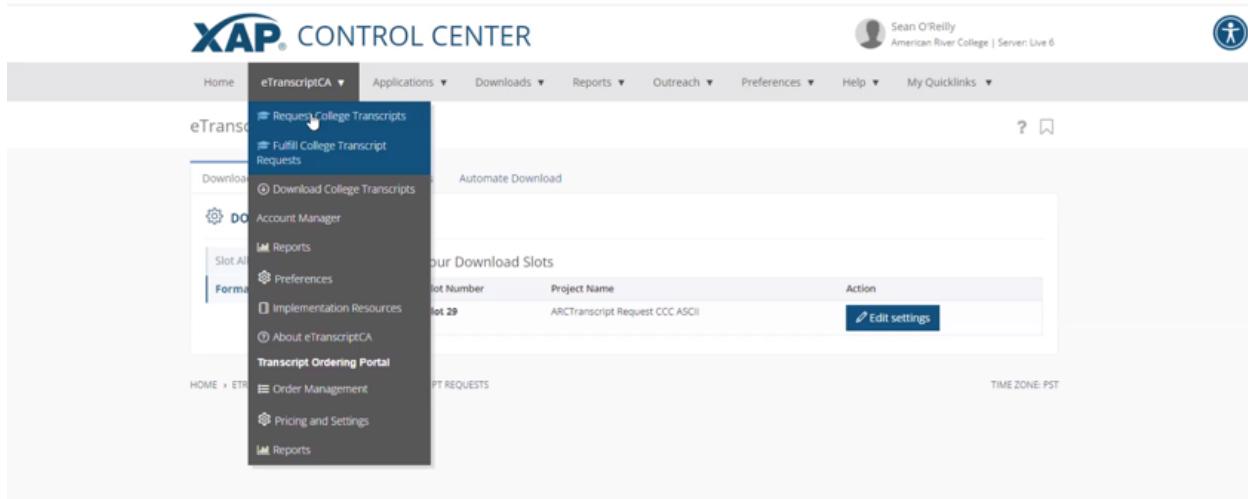
IMPORTANT NOTE: While XAP does provide a sample output, XAP doesn't have a mechanism to assist colleges with creating the reports and extracting the data out of the SIS in the needed format. At this time, there are no sample queries to provide.

Third Party Integration Options

Colleges have multiple options from which to choose for the implementation of eTranscripts. Some colleges have enabled a direct integration with eTranscript (ability to pull data from SIS and generated ASCII files) and some colleges have partnered with Parchment/Credentials to enable the integration and pulling of data from SIS. However, using a third-party service will incur transcript fees for the college. Since cross-enrolled students are not initiating the transcript request, and the student should not be charged for the initial transcript for sending the cross-enrolled credit back to their Home College, any associated costs for using the third-party initiated service to send the eTranscript for cross-enrolled students would need to be absorbed by the college. As the service continues to grow in usage, this could lead to larger transcript costs for the college in the future. Therefore, using a third-party service may have some immediate upsides, such as no additional development costs required to generate eTranscripts independent of the third-party service. However, it could lead to usage costs term over term.

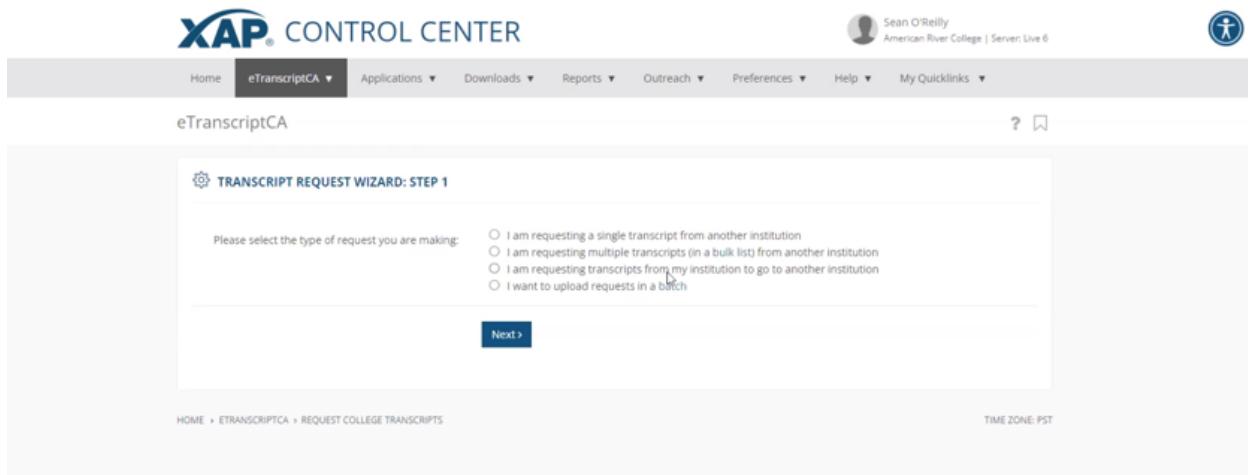
How To Initiate The Unsolicited Transcripts Process in XAP Control Center

A sending institution can initiate an unsolicited transcript request by logging into the XAP control center and selecting the eTranscriptCA option in the navigation bar. Then, click on Fulfill College Transcript Requests.



The screenshot shows the XAP Control Center interface. The top navigation bar includes links for Home, Applications, Downloads, Reports, Outreach, Preferences, Help, and My Quicklinks. A user profile for Sean O'Reilly from American River College is shown. On the left, there's a sidebar with options like Download, Account Manager, Reports, Preferences, Implementation Resources, and About eTranscriptCA. The main content area has tabs for Transcript Ordering Portal, Order Management, Pricing and Settings, and Reports. A dropdown menu for 'eTranscriptCA' is open, with 'Fulfill College Transcript Requests' highlighted. Below this, a table titled 'Your Download Slots' lists a single slot (Slot 29) with project name 'ARCTranscript Request CCC ASCII'. There are 'Edit settings' and 'Delete' buttons for this slot. The bottom right corner shows the time zone as PST.

From there, the user should click the radio button for, "I am requesting transcripts from my institution to go to another institution". Click the "Next" button.

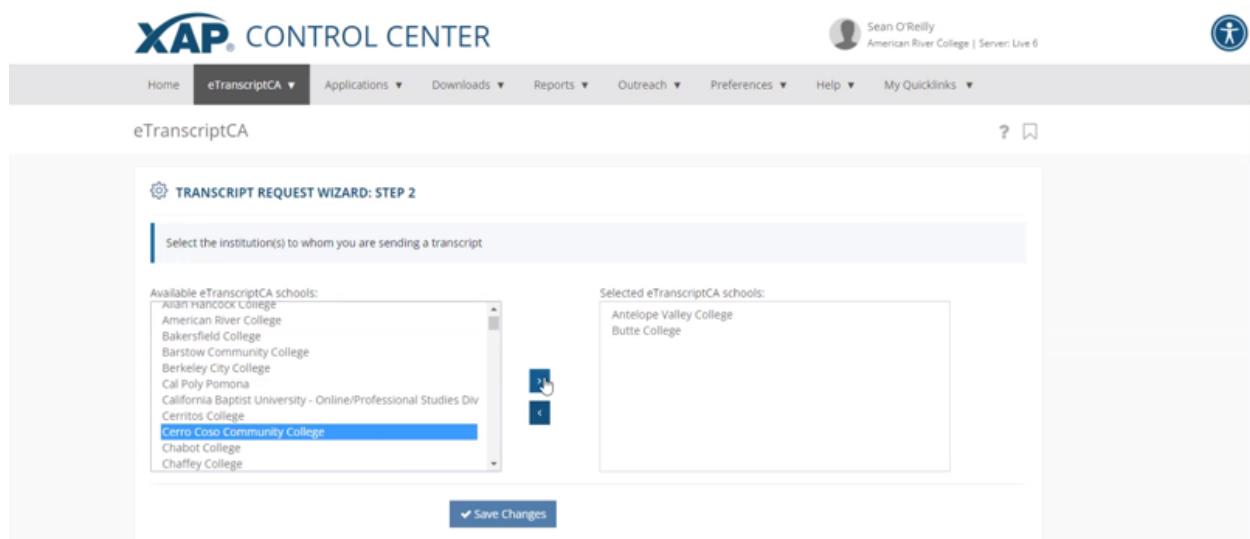


The screenshot shows the 'TRANSCRIPT REQUEST WIZARD: STEP 1' screen. It asks the user to select the type of request: "Please select the type of request you are making:". There are four radio button options: "I am requesting a single transcript from another institution", "I am requesting multiple transcripts (in a bulk list) from another institution", "I am requesting transcripts from my institution to go to another institution", and "I want to upload requests in a batch". A 'Next >' button is at the bottom. The bottom navigation bar shows the user is on the 'REQUEST COLLEGE TRANSCRIPTS' page. The time zone is listed as PST.

The user will then be navigated to the Transcript Request Wizard: Step 2 Screen. The box on the left side of the screen will show a list of institutions. The user should click on the institution that the transcript needs to be sent to. Once the institution is selected, click on the right blue arrow

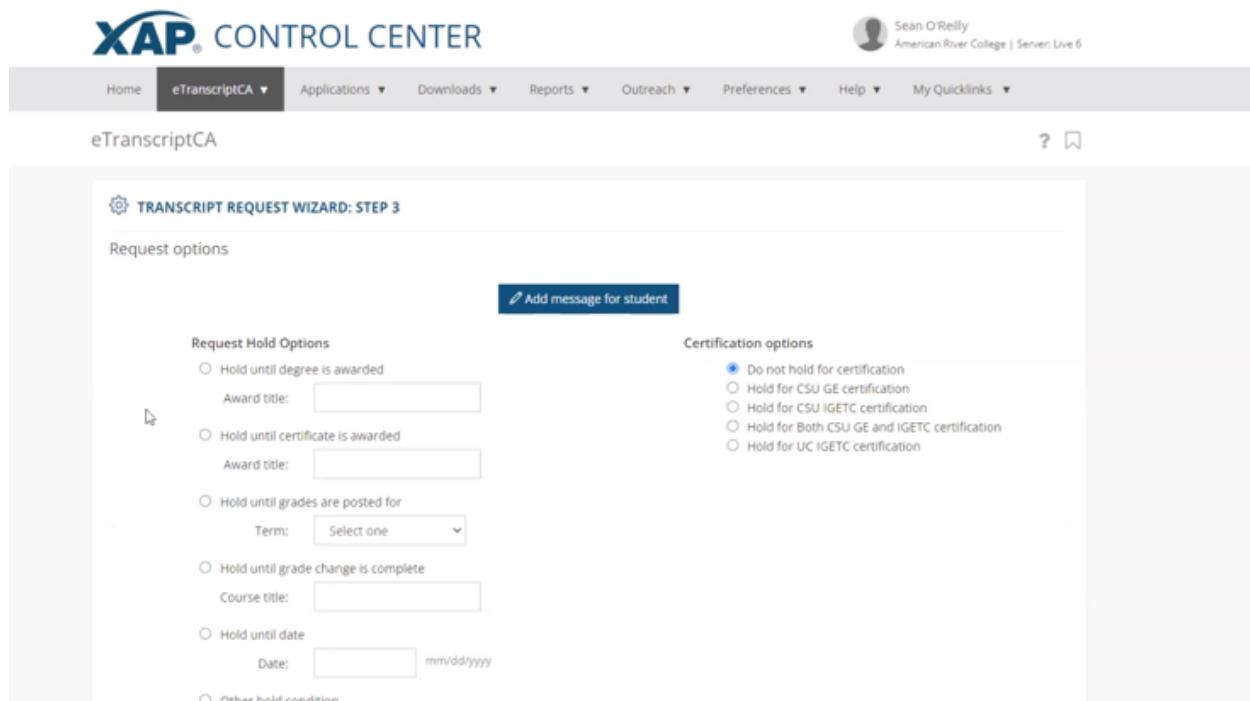
to add it to the Selected eTranscriptCA schools box on the right side of the screen. When finished, click the “Update” button.

NOTE: This can only be done for 1 student at a time. You can add multiple colleges for the transcript to be sent to.



The screenshot shows the XAP Control Center interface for eTranscriptCA. At the top, there's a navigation bar with links for Home, eTranscriptCA (which is currently selected), Applications, Downloads, Reports, Outreach, Preferences, Help, and My Quicklinks. On the right side of the header, there's a user profile for Sean O'Reilly from American River College | Server: Live 6. Below the header, the main content area is titled "TRANSCRIPT REQUEST WIZARD: STEP 2". It has two main sections: "Available eTranscriptCA schools:" on the left and "Selected eTranscriptCA schools:" on the right. In the "Available schools" list, Cerro Coso Community College is selected and highlighted in blue. Other schools listed include Allan Hancock College, American River College, Bakersfield College, Barstow Community College, Berkeley City College, Cal Poly Pomona, California Baptist University - Online/Professional Studies Div, Cerritos College, Chabot College, and Chaffey College. In the "Selected schools" list, Antelope Valley College and Butte College are listed. At the bottom of the screen, there's a "Save Changes" button.

The user will then be navigated to the Transcript Request Wizard: Step 3 screen. This screen will allow you to select other options such as holding the transcripts until degree is awarded, until grades are posted, until a certain date, etc. If none of these options are applicable to the student, press the “Process Immediately” radio button and then click “Next”.



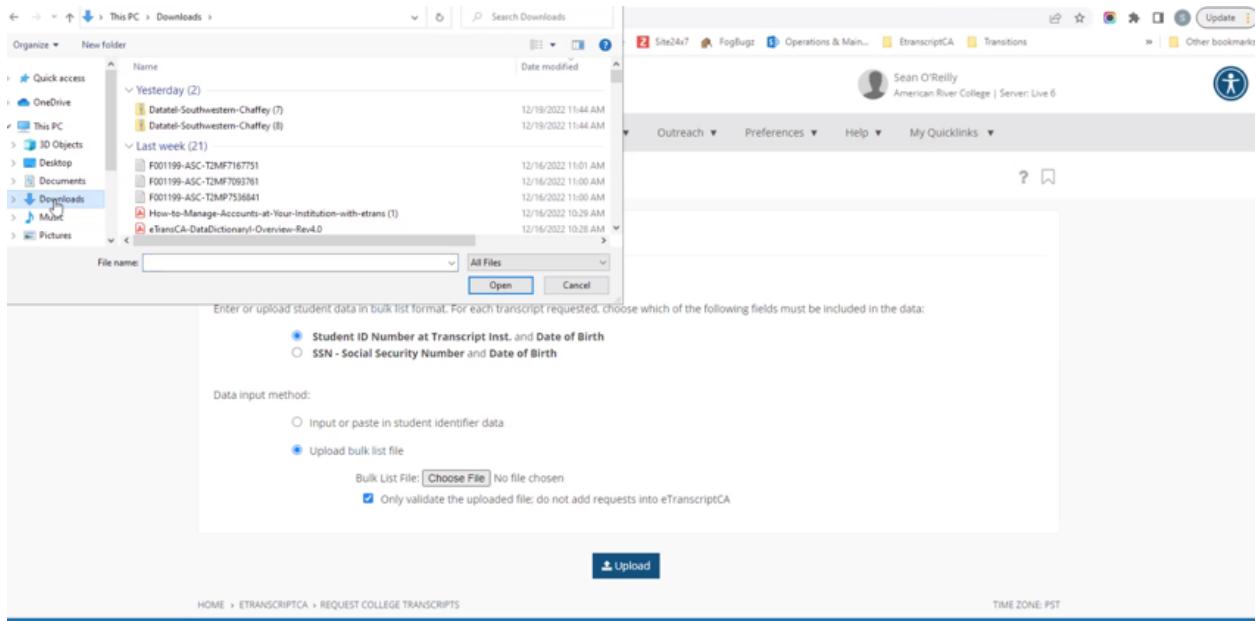
The screenshot shows the XAP Control Center interface for eTranscriptCA, specifically the Transcript Request Wizard: Step 3. At the top, there's a navigation bar with links for Home, eTranscriptCA (selected), Applications, Downloads, Reports, Outreach, Preferences, Help, and My Quicklinks. On the right side of the header, there's a user profile for Sean O'Reilly from American River College | Server: Live 6. Below the header, the main content area is titled "TRANSCRIPT REQUEST WIZARD: STEP 3". It has a section titled "Request options" which includes "Request Hold Options" and "Certification options". Under "Request Hold Options", there are five radio buttons: "Hold until degree is awarded" (with an "Award title" input field), "Hold until certificate is awarded" (with an "Award title" input field), "Hold until grades are posted for" (with a "Term" dropdown menu showing "Select one"), "Hold until grade change is complete" (with a "Course title" input field), "Hold until date" (with a "Date" input field and a "mm/dd/yyyy" placeholder), and "Other hold condition" (with an empty input field). Under "Certification options", there are five radio buttons: "Do not hold for certification" (selected), "Hold for CSU GE certification", "Hold for CSU IGETC certification", "Hold for Both CSU GE and IGETC certification", and "Hold for UC IGETC certification". Above the "Certification options" section, there's a blue "Add message for student" button.

From there, the user will be navigated to the Transcript Request Wizard: Step 4 page. Choose the desired format of the request.

The screenshot shows the XAP Control Center interface with the eTranscriptCA tab selected. The main content area is titled "TRANSCRIPT REQUEST WIZARD: STEP 4" and displays a "Student Information Bulk List" section. It asks users to enter or upload student data in bulk list format and choose which fields must be included. Two radio button options are shown: "Student ID Number at Transcript Inst. and Date of Birth" (selected) and "SSN - Social Security Number and Date of Birth". Below this, a "Data input method:" section offers two choices: "Input or paste in student identifier data" (selected) and "Upload bulk list file".

On the same screen, you can copy and paste and input the student information into the text box or upload in a bulk upload.

This screenshot shows the same "TRANSCRIPT REQUEST WIZARD: STEP 4" page as the previous one, but with a large text input field visible. The field is labeled "Enter student identifier data for each requested student, one student per row." Below it is a note: "Do not enter any characters into this list other than the student identifier data (for example, no commas, quotation marks, etc.)". At the bottom of the input field, there is a checkbox labeled "Only validate the uploaded file; do not add requests into eTranscriptCA".



The screenshot shows the 'eTranscriptCA' Control Center interface. The top navigation bar includes links for Home, eTranscriptCA, Applications, Downloads, Reports, Outreach, Preferences, Help, and My Quicklinks. The main content area is titled 'eTranscriptCA' and features a section titled 'UPLOAD REQUESTS'. Below this, a 'Bulk Transcript Request' section displays statistics: Requests identified in the bulk lists: 52, Requests successfully identified and validated: 0, Requests which encountered errors during processing: 52. A scrollable list of error messages follows, detailing specific validation errors for various lines of the bulk transcript file. At the bottom of the page, a note says 'Right-click here and select "Save Target As" to download the file.'

The transcripts that were requested will then show up in the Transcript Reports page. This page will also show you additional information such as what transcripts your institution has received, which ones were requested, etc.

XAP® CONTROL CENTER

Sean O'Reilly
American River College | Server: Live 6

Home eTranscriptCA ▾ Applications ▾ Downloads ▾ Reports ▾ Outreach ▾ Preferences ▾ Help ▾ My Quicklinks ▾

eTranscriptCA

College Transcripts High School Transcripts Transcript Count

TRANSCRIPT REPORTS

Available Transcript Reports

Incoming transcripts from other institutions

Transcripts we've requested:	Summary	Detail
Transcripts we've received:	Summary	Detail
Transcripts we're waiting to receive:	Summary	Detail

Outgoing transcripts to other institutions

Transcripts requested by all institutions:	Summary	Detail
Transcripts we've sent:	Summary	Detail

Miscellaneous Reports

Institution profiles:	All institutions	Selected institution
Student e-mail addresses:	Student e-mail addresses	SPEEDE server registrant codes
SPEEDE server registrant codes:	SPEEDE server registrant codes	

Below is a diagram of the automated request fulfillment workflow for reference. For a more in-depth demonstration on all the functionality available, please contact Sean O'Reilly at XAP - SOREilly@xap.com.

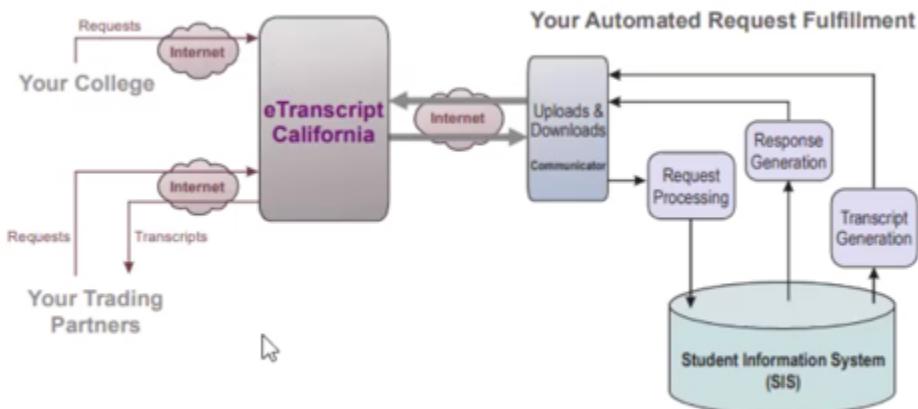
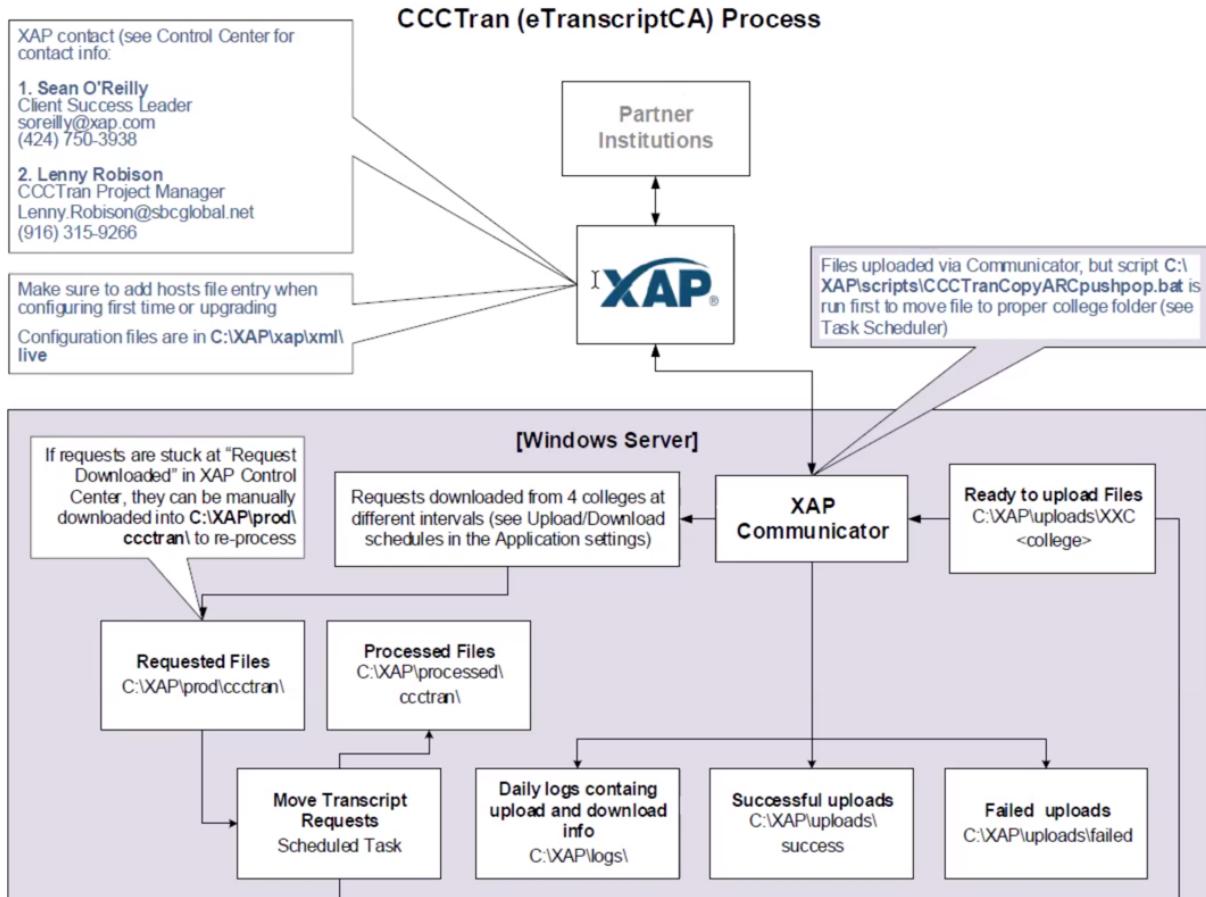


Figure 7. Simple Diagram of Automated Request Fulfillment



XAP Process Documentation

- Technical overview of eTranscript implementation:
<https://etranscriptca.org/tech-info/overview>
- Access [eTranscript Implementation Documentation](#)
- [eTranscript California Data Dictionary](#)
- [eTranscript CA Implementation Resources](#)
- [Sample ASCII Transcript Output](#)
- [Sample PDF Transcript](#)
- [XAP Documentation of Unsolicited eTranscript Process](#)

Version Control

Finalized and Approved: 2.21.23