This document identifies the business need, proposed solution, desired benefits and costs for purposes of obtaining approval to implement an electronic transcript solution.

Business Need

Currently, three causes warrant the exploration of an updated electronic transcript ordering system.

1. Ellucian Banner will soon upgrade Banner 9, which will change the way students access their Bobcat Web Account. With this new version, COCC will be implementing "single-sign-on", which will require students use their Active Directory (AD) account to access their Bobcat Web Account, as opposed to the COCC issued student identification number. Currently, AD accounts are created shortly after a student applies to the college and are terminated approximately one year after the student stops taking classes. Former students, who frequently order official transcripts, will lose their AD account, which includes their ability to access their Bobcat Web Account and request official transcripts online.

2. The current fee structure is inconsistent for students who order transcript online as compared to in person. In person requests are $5 for the first transcript and $1 for each additional transcript ordered at the same time. Online requests are $5 for each individual transcript, in line with how Banner is designed. This reduces the incentive for students to order online.

3. COCC participates in EDI electronic transcript exchange, currently hosted by the National Student Clearinghouse. The server is currently at end-of-life and requires significant MIS time for troubleshooting, researching, and developing solutions when the process breaks, or when new Banner upgrades or patches are installed.

Proposed Solution

COCC currently uses National Student Clearinghouse (NSC) services for enrollment reporting and verification. NSC is also a strategic partner with Ellucian Banner. Given these factors, COCC can adopt the NSC electronic transcript solution without having to go out to bid. While there are other electronic transcript vendors, NSC offers an electronic transcript solution at no charge to institutions.

NSC is able to collect payment, provide secure electronic transcript delivery within minutes of request, and send email/text updates on order status. Transcript ordering can be facilitated through COCC's public website, eliminating the need for former students to request transcripts via their Bobcat Web Account. <mark>Additionally, outsourcing transcript requests will save staff time (approx. 27.5 hours per term) associated with manually handling requests. This staff time will be reallocated to enhanced, high-touch recruitment and admissions efforts.</mark>

Transcript Fee Structure

Students are charged $2.25 per transcript by NSC. Institutions can elect to implement additional security features to validate authenticity and prevent fraud. If these reasonable costs are passed on to the requestor, there is no charge to the College. A summary of these recommended features is below.

NSC Charge	$2.25
Blue Ribbon Security	$1.00
Document Controls	$0.75
Total cost per transcript	**$4.00**

1   Assures that digital certificate is valid, the document is authentic, and the contents of the transcript have not been altered; aligns with professional association standards.

2   Provides a higher level of security after a transcript is issued. Students cannot forward it to a third party, displays a "copy" image on printed PDF's, and related security measures.

In 2016 transcript requests generated nearly $28,000. Institutions have the option of adding a surcharge to each outsourced transcript request to generate income and/or make up for potential lost revenue. The below table offers estimated revenue based on reasonable surcharge amounts, as well as a staff recommendation to include the additional security measures. Note that five of the thirteen Oregon Community Colleges charge between $7 - $8 per transcript, while others charge either smaller fees and/or incorporate it into a "universal fee".

NSC baseline fee	COCC Surcharge	Total transcript fee	Estimated COCC revenue
$4.00	$2.00	$6.00	$12,390
$4.00	$3.00	$7.00	$18,585
$4.00	$3.50	$7.50	$21,682.5
$4.00	$4.00	$8.00	$24,780
$4.00	$4.50	$8.50	$27,877.5

Recommendations

Alicia Moore, Dean of Student and Enrollment Services and Courtney Whetstine, Director of Admissions and Registrar also recommend outsourcing electronic transcript exchange to the National Student Clearing house charging a $7 transcript fee. Charging $7 will keep us in

alignment with other Oregon Community Colleges and generate a portion of the lost revenue when the pricing structure is realigned.

Policy committee approvals

Student Affairs Committee: Approved both recommendations for a second reading on January 17, 2018

College Affairs Committee: Approved both recommendations for a first reading on January 12, 2018