

# FAQ

## Colorado Transcript Center (CTC)

DISTRICT

FREQUENTLY ASKED QUESTIONS ABOUT THE COLORADO TRANSCRIPT CENTER

### CTC Overview

#### 1. What is the CTC?

The Colorado Transcript Center (CTC) is an online system that enables public school districts in Colorado to send and receive PK-12 records and high school transcripts electronically. The Colorado Department of Education contracted with the National Transcript Center (NTC) to build this system based upon NTC's deep expertise in processing secure online transactions of student data.



Powered by  
National Transcript Center

#### 2. Who is using the CTC?

Everyone responsible for sending, receiving, managing, tracking and importing transcripts and student records (e.g., public high school guidance counselors and registrars or admissions offices and registrars at higher education institutions). The CTC is a secure, convenient and effective solution for processing student records and transcript exchange.

#### 3. What can I do with CTC? How much does it cost?

As part of a Statewide Longitudinal Data Systems Grant, the Colorado Department of Education is currently offering the following CTC Services at no cost:

- Send electronic student records and transcripts to other in-state public PK-12 districts, colleges and universities
- Receive electronic records and transcripts from these same institutions and other NTC members across the country
- Request records and transcripts from any school in the country
- Provide students (18 and older) and parents the ability to initiate no-cost transcript requests to in-scope institutions via the [OrderaTranscript.com](http://OrderaTranscript.com) consumer facing Web site. *(Transcript requests can also be initiated and sent to out-of-scope institutions for a fee that is paid by the parent / student.)*

#### 4. Does the CTC allow a student or a parent to request their transcript electronically?

Yes. The CTC includes access to [OrderaTranscript.com](http://OrderaTranscript.com), a Web application for students and parents to request free, fast, secure electronic transfers to your school and other institutions. The service is easy and available 24/7/365. *(For out-of-scope institutions, there is a \$5 / transaction fee, paid by the student or parent.)*

#### 5. Can we send electronic records and transcripts to schools outside the scope of capabilities defined in question #3 above? What about employers and the military?

Yes. The CTC is powered by the nation's largest e-transcript solution provider, giving you access to the largest network of trading partners. To expand the universe of recipients (beyond those defined in question #3), districts may enroll in NTC National Option™. Enrollment is free and enables your district to use CTC to send to any of the following for a \$5/transaction fee:

- In-state private PK-12 schools, colleges and universities
- All out-of-state schools: public and private, PK-12 and higher education
- Armed Forces
- NCAA Eligibility Clearinghouse
- Scholarship providers
- Employers
- Any recipient with an email address (*Actual records/transcripts are not emailed. A notification is sent via email with a link to download the record/transcript from a secure server. The document is an Avow/VeriSign®-certified PDF, the highest level of authenticity and security available for PDF documents.*)

Adding the NTC National Option™ is completely elective. If your district is interested, please contact NTC at 512-879-5400, or via email at [colorado@transcriptcenter.com](mailto:colorado@transcriptcenter.com)

#### **6. Is CTC mandatory?**

No. However, over time, the benefits and resource savings for school counselors/registrar make the CTC an extremely valuable solution, especially during the peak transcript ordering season.

#### **7. When can I start using the CTC?**

Immediately. The first version of the Colorado Transcript Center launched on Sept. 19, 2008.

#### **8. How do I sign up?**

Complete two easy steps:

- Sign the CTC Disclosure Acknowledgement and return it to NTC either by fax (512-879-5499) or via email ([colorado@transcriptcenter.com](mailto:colorado@transcriptcenter.com))
- Complete the CTC Implementation Checklist and email it to [colorado@transcriptcenter.com](mailto:colorado@transcriptcenter.com)

The CTC Disclosure Acknowledgement and the CTC Implementation Checklist can be downloaded from [www.transcriptcenter.com/colorado](http://www.transcriptcenter.com/colorado)

## **SECURITY**

#### **1. How secure is the transmission of electronic records/transcripts sent through CTC?**

Extremely secure. CTC uses the same underlying security features as online banking Web sites (such as HTTPS and Secure FTP) to facilitate transactions and student record management.

#### **2. How can users be sure that the information they receive is authentic?**

CTC sends student data from the source institution and secures the end points in each transaction to create the highest level of confidence in the record/transcript authenticity. Additionally, each transcript is assigned a unique tracking number which authenticates the information received. To view tracking information, enter the number into NTC's public [Web site](#). (*Student data is not viewable.*)

#### **3. Does OrderaTranscript.com offer the same security and authentication?**

Yes. Orders placed via OrderaTranscript.com are authenticated by the requestor's credit card

information. A guidance counselor or registrar receives the order for final approval. (*Credit card numbers are not viewable to the guidance counselor/registrar.*) For more information, or to be trained on the OrderaTranscript.com functionalities, visit [www.transcriptcenter.com/orderinginfo](http://www.transcriptcenter.com/orderinginfo)

#### **4. How does CTC address transcript fraud?**

CTC prevents transcript fraud in several ways:

- CTC secures each transaction end points so that only the appropriate people see who sent a record from a source institution and who accepted a record at the target institution
- CTC utilizes state-of-the-art Internet security protocols to safeguard the transmission of the data
- The CTC central server is protected by sophisticated application security provisions and uncompromising physical security

### **CONFIDENTIALITY and FERPA**

#### **1. Does CTC comply with FERPA (Family Educational Rights and Privacy Act)?**

Absolutely. CTC is a fully FERPA-compliant solution and integrates cleanly with the current business processes used by members. NTC personnel are experts in FERPA compliance and student confidentiality, so the system builds upon the existing safeguards schools have in place. Members must accept the Terms of Use before they can send or receive records. Agreeing to this policy acknowledges that members have the right to send, view or request a student's record.

#### **2. How does CTC protect confidential information such as student data?**

CTC has several layers of security in place to ensure that only the right people have access to the right data. CTC displays student information only to authenticated users relevant to a particular transaction (e.g., users from the sending or receiving institutions). Even approved users are unable to view data not related to their institution. Moreover, when a general user tracks a particular transaction from NTC's public Web site, only a narrow subset of student data is returned.

### **SPEED**

#### **1. How long does it take to send a record/transcript through CTC?**

Sending a record/transcript through CTC only takes a few seconds. The process of selecting a student and even multiple target institutions can be completed in as few as six mouse clicks! The records/transcripts are delivered to the recipient(s) within a few seconds.

#### **2. How long does it take to receive a record/transcript through CTC?**

Upon logging in, a user will be notified of any new records/transcripts that have arrived. At that time, they can be viewed and/or accepted. Once a record is accepted, downloading it is practically instantaneous.

### **MORE**

#### **1. Do the recipients of records/transcripts receive real data or PDF images of data?**

CTC offers both. If an institution sends a record/transcript as a PDF, then the recipient will only receive the PDF image. If an institution sends a record/transcript as actual data, recipients may download the data or view it as a PDF.

**2. If I send a record/transcript through CTC, will it always be delivered electronically?**

Whenever possible (depending on the ability of the recipient institution to receive data), the record/transcript will be sent electronically. Otherwise, the record/transcript will be processed through the NTC secure print center and mailed via USPS.

**3. What standards are supported by CTC?**

The Colorado Department of Education has determined that the school districts will use the PESC XML data standard. NTC members across the country each select their preferred data standard (e.g. PESC High School XML, PESC College XML, SPEEDE EDI, SIF), and NTC will automatically translate between the formats as necessary. This allows CTC to send records and transcripts to schools regardless of their preferred receiving format. If the recipient isn't ready to receive records/transcripts electronically, NTC will print the record/transcript on secure transcript paper and send it via USPS.

**4. How does student data get uploaded into CTC?**

A district will produce a data extract from its Student Information System. (*This data must be CTC PESC XML compliant.*) Once the data extract has been created, it may be uploaded through the CTC user interface, or sent to CTC via secure file transfer protocol (SFTP). If you are interested in utilizing PESC XML to upload your data and have questions about the extract, formatting or process, please email [colorado@transcriptcenter.com](mailto:colorado@transcriptcenter.com)

**5. How long do the student records/transcripts uploaded by my district live in CTC?**

This depends on the purge policy determined by your district. The minimum is one day; but the maximum length of time allowed for the purge policy is 270 days.

**6. If a student's record/transcript is uploaded after the fall semester, what happens if this same student's record/transcript is also uploaded after the spring semester?**

This depends on the record-update policy determined by your district. The policy can be set to keep duplicate records/transcripts in the system, or to replace if there is a match is found.

**7. Is there any additional software needed to use CTC?**

No. Because the CTC is a Web-based application, users only need an Internet connection and a valid username/password to log on.

**8. How much training is required to use CTC?**

Training needs are minimal. Because the user interface was designed with input provided by registrars and admissions officers, the solution is very intuitive. By simply clicking through the Web interface, most users easily navigate and use the CTC without any necessary training. However, ongoing training webinars, videos and other resources are always available at [www.transcriptcenter.com/colorado](http://www.transcriptcenter.com/colorado)