



AT-A-GLANCE

National Transcript Center FAQs

Security:

How secure is the transmission of electronic records/transcripts sent through NTC?

NTC utilizes the same underlying security features as used by online banking websites. NTC uses secure and encrypted formats such as HTTPS and Secure FTP to facilitate transactions and student record management.

How can members be sure that the information in the records/transcripts received is authentic?

NTC secures the end points in each transaction, which means a receiving institution can have a high level of confidence in the record/transcript's authenticity. Moreover, because NTC sends actual student data from the source institution's Student Information System, the receiving institution can have a high level of confidence that the information is correct. In addition, each transcript is assigned a unique tracking number that authenticates the information received. Users or students can enter the number on our website, www.transcriptcenter.com, to receive this information.

How does NTC prevent transcript fraud?

NTC prevents transcript fraud in several ways. First, it secures the endpoints of a transaction so that the appropriate people can see exactly who sent a record from a source institution and who accepted a record at the target institution. Secondly, NTC utilizes state-of-the-art Internet security protocols to safeguard the transmission of the data. Thirdly, the NTC central server is protected by sophisticated application security provisions and uncompromising physical security. Finally, each transaction is given a randomly generated and unique transaction number that can be tracked from the NTC website. This transaction number is encoded within the academic record data and displayed whenever the data is viewed. Even if a student tried to forge a record they would also have to somehow forge NTC's transaction number, which is practically impossible.

Confidentiality and FERPA:

Does NTC comply with the laws set by FERPA (Family Educational Rights and Privacy Act)?

Absolutely. NTC 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 our solution builds upon the existing safeguards schools have in place. Our system requires that users agree to the Terms of Use policy before they can send or receive records, and by agreeing to this policy, users acknowledge that they have the right to send, view, or request a student's record.

How does NTC protect confidential information such as student data?

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



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Speed:

How quickly can members start sending/receiving records/transcripts?

Almost immediately, if the school's transcript data is already exported in one of our supported standards (e.g., SPEEDE EDI, SIF eTranscript, or PESC XML). NTC verifies every institution that registers – so as soon as that process is complete, the institution is ready to go. If the institution has not yet integrated its transcript data to a standard, then NTC's professional services group can help.

How long does it take to send a record/transcript through NTC?

Sending a record/transcript through NTC takes only a few seconds. The process of selecting a student and even multiple target institutions can be completed in less than one minute.

How long does it take to receive a record/transcript through NTC?

As soon as a user logs in, he/she will be notified that new records/transcripts have arrived. At that time, they can be viewed and, if desired, accepted. Once the record is accepted, downloading it is practically instantaneous.

Data/Translation:

Do the recipients of records/transcripts receive real data or PDF images of data?

Both, but we prefer to send data. And while most institutions prefer to receive REAL data, NTC also allows users to view and print records/transcript documents from PDF files.

What standards are supported by NTC?

NTC was built on open standards. Data can be exchanged via PESC High School Transcript XML, PESC College Transcript XML, SPEEDE EDI, SIF eTranscript, etc. Each member selects its own preferred data standard, and NTC translates automatically between the formats as necessary.

Is there any additional software needed to use NTC?

No additional software is needed when using NTC. NTC is a browser-based application, so users only need an Internet connection and a valid username/password to log onto NTC.

Usability:

How much training is required to use NTC?

Very little. NTC built the user interface only after lengthy discussions with registrars and admissions officers. Much of their feedback is built into the product. Most users can figure out NTC simply by clicking through it, but we also provide some training modules that can have a user up and running in less than one hour.

Who are the primary users of NTC?

Typically, NTC users are registrars at K-12 schools and colleges and universities. We also support other non-academic institutions such as certification boards, scholarship organizations, employers, and the Armed Forces.



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Can users trade records/transcripts with institutions not in the NTC trading partner network?

Absolutely. In fact, that is one of the most powerful aspects of NTC. Other electronic transcript providers only facilitate exchanges within their own network, but NTC already allows its members to send to institutions that are on other networks, including the SPEEDE transcript server. The SPEEDE transcript server hosts over 500 colleges and universities. In addition, members can send to any of over 137,000 public and private K-12 and postsecondary institutions across the country. If the recipient isn't set up to receive records electronically, we'll automatically print the record/transcript on secure paper and send it through the U.S. Postal Service.

Savings/Pricing:

What are the benefits of joining NTC's trading partner network?

Joining NTC will help institutions save time, save money, improve efficiency, decrease transcript fraud, and improve customer service.

How much does NTC cost?

NTC is priced to be substantially less than what an academic or co-academic institution is currently paying. For example, the Texas Education Agency recently released a study that found that it costs a typical school district \$7.71 to send a paper transcript. It costs receiving institutions even more because they have to rekey all of the data. NTC not only saves organizations time and energy, it also saves a lot of money. There is a one-time set-up fee based on the size of the institution and then a per transaction fee thereafter. In most cases, NTC only charges for records/transcripts that are sent.



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