Sul Ross State University
Business Process Analysis – Student Module

Process Name: Transcript Request Process ALP
Date: September 23, 2005
Time: 8:41 a.m.
Location: BAB 202

Participants:
Session Lead:

Narrative/Description: This analysis looks at three of the six ways students can request transcripts.

1) A student may complete a Transcript Request Form in person at the counter. Staff take in completed form and check to see if record has hold restrictions. If holds exist the student is given the reasons and directed to the appropriate office for resolution. If there are no holds, a check is done to determine if the student attended prior to Fall 1993 (Prior to computerized records). If the student did not attend prior to fall 1993 all the academic history will be in SIS. If not, the student will have a paper record in archives. Students with records in archives must have the record audited and data updated in SIS as well as have a copy made of the archived record to include with the SIS generated transcript. Once all records have been reviewed a determination is made as to whether to print the transcript immediately or place it in a tickler file until final grades and/or the degree is posted. Once the record is ready to be processed, a request is submitted to SIS and the transcript is printed to a network printer and on security paper. At this time the transcript is stamped “Issued to Student” if the transcript is being given to the person or placed in an envelope and mailed.

2) A student may submit a request using regular mail. Staff takes information from letter and verifies the signature against signature in records. Staff member checks to see if record has hold restrictions. If holds exist or signature does not match, the student is sent a form letter specifying the problem that needs to be resolved before a transcript can be sent. If there are no holds, a check is done to determine if the student attended prior to Fall 1993 (Prior to computerized records). If the student did not attend prior to fall 1993 all the academic history will be in SIS. If not, the student will have a paper record in archives. Students with records in archives must have the record audited and data updated in SIS as well as have a copy made of the archived record to include with the SIS generated transcript. Once all records have been reviewed a determination is made as to whether to print the transcript immediately or place it in a tickler file until final grades and/or the degree is posted. Once the record is ready to be processed, a request is submitted to SIS and the transcript is printed to a network printer and on security paper. At this time the transcript is stamped “Issued to Student” if the transcript is being mailed to a non-agency, otherwise it is placed in an envelope and mailed.

3) A student may submit a request using a facsimile machine. Staff takes information from the fax and verifies the signature against signature in records. Staff member checks to see if record has hold restrictions. If holds exist or signature does not match, the student is sent a form letter specifying the problem that needs to be resolved before a transcript can be sent. If there are no holds, a
check is done to determine if the student attended prior to Fall 1993 (Prior to computerized records). If the student did not attend prior to fall 1993 all the academic history will be in SIS. If not, the student will have a paper record in archives. Students with records in archives must have the record audited and data updated in SIS as well as have a copy made of the archived record to include with the SIS generated transcript. Once all records have been reviewed a determination is made as to whether to print the transcript immediately or place it in a tickler file until final grades and/or the degree is posted. Once the record is ready to be processed, a request is submitted to SIS and the transcript is printed to a network printer and on security paper. At this time the transcript is stamped “Issued to Student” if the transcript is being mailed to a non-agency, otherwise it is placed in an envelope and mailed.

All requests received by the Office are forwarded to the Imaging Center for final imaging and shredding.

Electronic Inputs: SIS Transcript Request screen is completed

Manual/Paper Inputs: Transcript Request Form, letter, facsimile

Key Decision Points (list all): Is student who they say they are? Hold Processing and determination if request is to be held for pending information.

Related Policy(s): FERPA, SRSU policy and procedures

Interface to Other Systems: None

Web Features: None

Electronic Outputs: Transcript produced by SIS to network printer

Manual/Paper Outputs: Academic Transcript

Customer(s): Staff, Faculty, Students, and Previous Students

Regulatory Items: FERPA

Frequency/Volume: On-going daily

Potential Break Points: Archive information missed. Failure to request undergraduate, graduate or both.

Automation: Partial

Issues: Most records are archived and not on-line.