Sul Ross State University
Business Process Analysis – Student Module

Process Name: Transcript Request Processing WFS, Phone, SRSU Web
Date: September 23, 2005
Time: 9:09 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 at Transcript Request Form via SIS Web for Students. A staff member checks each morning for pending requests on SIS. Staff must specify batch printer and other codes for SIS to process request. A determination is made as to which campus the record is located. The appropriate campus picks their records and continues processing. The request for batch processing is submitted to SIS. The staff checks 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 mailed to the person, otherwise it is placed in an envelope and mailed.

2) A student may submit a request using the phone. The staff takes information from caller to determine where transcript is to be sent. If going an approved agency, the request will continue to be processed. If not going to an approved agency, the caller is advised of the methods that may be used that provide a signature request. If approved for processing, the staff member checks to see if record has hold restrictions. If holds exist or signature does not match, the student is informed over the phone or 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 placed in an envelope and mailed.

3) A student may submit a request using the on-line request available throught the SRSU Registrar’s web page. These requests are routed to the e-mail account of the transcript clerk. The staff member checks each morning for pending requests on her e-mail account. The 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 Registrar’s Office are forwarded to the Imaging Center for imaging and shredding.

Electronic Inputs: SRSU web page Transcript Request screen is completed

Manual/Paper Inputs: Transcript Request Form, e-mail

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
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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.