

The background is a solid dark red color. Overlaid on this is a large, semi-transparent graphic of a building tower with a clock face, and several stylized human figures in various poses, all in a slightly lighter shade of red. The text is centered and white.

park.edu

STAFF GUIDE:
HOW TO SUBMIT OFFICIAL
TRANSCRIPTS AND ITS
JOURNEY THROUGH
EVALUATION



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OVERVIEW

Training Topics:

1. Long Story Short - Two GUARANTEED methods to communicate to your students for their transcripts to be considered official upon receipt
2. When can a transcript be considered Official? - Most common methods to send an official transcript to Park AND be considered Official upon receipt.
3. When is a transcript NOT considered official?
4. Tracking Transcript Receipt: How the student can track transcript status and what information is needed when reaching out to the Registrar’s Office regarding a “missing” transcript and/or transcript receipt status
5. Outlining the process after receipt of official transcript by the Registrar’s Office
6. After download-Understanding the data entry and evaluation Process
7. Evaluation Timeline once received

Contact Information: For questions, please reach out to the Registrar’s Office at 816-584-6275 or registrar@park.edu

Let’s cut to the chase: Official Transcript Timeline from receipt to evaluation

Task	Typical Turnaround	Extended Turnaround	Notes
Transcripts			
Incoming, Official (Mail, Electronic, regtrans@park.edu)	1-2 days	1-3 days	After uploading, ingestion to the student file will happen overnight. Therefore, 2-4 business days for it to show in P8.
Transcript Evaluations (Record in SF & complete evaluation)	1-2 days	2-3 days	Time begins once transcripts are loaded into P8.

1. Digital transcript: typically downloaded by our Student Workers once every morning from Parchment, Clearinghouse, JST, and ScribOrder. Those sent to regtrans are downloaded within 1-3 business days. Each download requires research to locate the students’ ID before saving to the ingestion folder.
 - a. Transcripts downloaded to the ingestion folder are pushed to the students’ P8/FileNet record overnight.
2. Incoming mailed transcripts: mail is picked up once a day around 2:00pm. This is typically the mail delivered the day before. Each transcript requires research to locate the students’ ID. Once all transcripts have IDs or non-ID, they are scanned into the students’ P8 record.
3. Once the transcript is loaded into P8 the evaluation team uses a report to update the transcript status in SFDC
4. Once transcript statuses are updated to received, a report identifies the transcripts available for evaluation.
5. The evaluation team assigns themselves to transcripts ready for review and begins the evaluation process.

Timeline Examples:

Task	Typical Turnaround	Extended Turnaround
Transcript receipt to student file	2-3 business days	2-4 business days
Transcript evaluation once loaded in P8	1-2 business days	2-3 business days
Entire process from transcript receipt to evaluation	3-5 business days	4-7 business days

IMPORTANT: We ask that staff refrain from asking the status until the extended turnaround for each process has passed.

How to guide your students to send an Official Transcript to Park...AND be considered as official

Long Story Short

Direct students to send their official transcripts to Park by one of the two methods below. These are the only two GUARANTEED methods for them to be considered official upon receipt. Please communicate these instructions to all students!

Digital Transcripts

1. Send Official transcript DIRECTLY FROM the school/designated 3rd party system TO: regtrans@park.edu
 - a. Not yourself, not your Park advisor, not your coach - only to regtrans@park.edu

Mailed Physical Transcripts

1. Mail Official transcript in the sealed educational institution's envelope to:

Registrar's Office
Park University
8700 NW River Park Dr, PMB 27
Parkville, MO 64152

Simple as that!! Easy Peasy, Lemon Squeezy!!

When can a Transcript be Considered Official?

As we know, students do not always follow instructions and/or can discuss the proper sending method with a Park staff member. Below are the most common methods we have seen to send an official transcript to Park AND be considered Official upon receipt.

Digital Official transcripts sent via 3rd party vendors directly to Park University=Official Transcript

- Examples: National Student Clearinghouse, Parchment, JST (Joint Services Transcript), ScribOrder-Uconnect
- When students are asked on the 3rd party site where to send their transcript, typically we are found in the search bar. Otherwise, they can request it be sent to regtrans@park.edu
- **IMPORTANT:** transcripts downloaded by the student from the 3rd party vendor and sent to us/you are NOT considered official =**UNOFFICIAL**
 - *There is a solution if the student has not exhausted the download limit.

Digital Official transcripts sent by the designated school official directly to Park University=Official Transcript

- Examples: High School counselor, Registrar
- They should request it be sent to regtrans@park.edu
- **IMPORTANT:** transcripts sent to the student by the school official and then forwarded to us/you are NOT considered official=**UNOFFICIAL**

Physical/Mailed Transcripts

- **Option 1:** Official transcript is mailed directly from the educational institution to Park University. Ideally to 8700 NW River Park Dr., #27, Parkville, MO 64152=**Official Transcript**
- **Option 2:** Student sends the sealed Official transcript they received directly from the education institution still sealed in the original educational institution's envelope to Park University. Ideally to 8700 NW River Park Dr., #27, Parkville, MO 64152=**Official Transcript**
 - Students typically put the sealed transcript in another envelope and mail
- **Option 3:** Official transcript is mailed in one of the 2 ways above but not to our office
 - **Scenario 1:** If on campus:
 - Inter-office mail - #27 w/o opening or bring it to Mackay 36 =**Official Transcript**
 - Open, write the date, official transcript, SID, and your initials. Send via inter-office mail - #27 or bring to our office, Mackay 36=**Official Transcript**
 - **Scenario 2:** If not on the Parkville Campus: Open, write the date, official transcript, SID, and your initials. Scan/upload to P8 student record**. =**Official Transcript**
 - **Instructions on how to upload to P8 will be discussed later in the training
- **Option 4:** Student brings the Official transcript from the educational institution still sealed in its envelope to Park University. =**Official Transcript**
 - **Scenario 1:** If on campus:
 - Inter-office mail - #27 w/o opening or bring it to Mackay 36 =**Official Transcript**
 - Open, write the date, official transcript, SID, and your initials. Send via inter-office mail - #27 or bring to our office, Mackay 36=**Official Transcript**
 - **Scenario 2:** If not on the Parkville Campus: Open, write the date, official transcript, SID, and your initials. Scan/upload to P8 student record**. =**Official Transcript**
 - **Instructions on how to upload to P8 will be discussed later in the training

*Solutions when a digital transcript is sent to an email other than regtrans@park.edu

Student has the 3rd party vendor send the official transcript to their email instead of regtrans@park.edu

- **All hope is not lost!**
- If the student has not exhausted the download limit (usually 3 downloads) they can send the email containing the link to the password protected file AND the second email usually containing the password to regtrans@park.edu =**Official Transcript**
- This is not the preferred method as it requires us to use their account and password to access the transcript. This method should only be utilized on rare occasions

Student has the 3rd party vendor send it to a Park staff email instead of regtrans@park.edu

- **Option 1:** Park staff can send the email containing the link to the password protected file AND the second email usually containing the password to regtrans@park.edu=**Official Transcript**
- **Option 2:** Park staff can open the password protected file with the password received, download the transcript, and upload the transcript to P8*=**Official Transcript**
 - **Instructions on how to upload to P8 will be discussed later in the training

When a transcript is NOT considered official

Although the transcript may say official right at the top, if the transcript is not sent via the methods discussed in the previous sections, there is a high probability they will be considered unofficial. Here are scenarios in which a transcript would be considered unofficial instead of official.

Digital transcript downloaded by student from the 3rd party vendor & sent to us/you=**UNOFFICIAL**

Digital transcript sent to student by the school official and then forwarded to us/you=**UNOFFICIAL**

Physical transcript received but not in the sealed educational institution's envelope=**UNOFFICIAL**

- a. Scenario 1: Student opened the envelope containing the official transcript before providing it to Park=**UNOFFICIAL**
- b. Scenario 2: Student mails the official transcript after opening/breaking the seal of the envelope from the educational institution=**UNOFFICIAL**

The transcript says unofficial/unofficial transcript, no matter if sent in the correct digital or physical method=**UNOFFICIAL**

Tracking Transcript Receipt

Students can track their transcript progress if they use transcript services such as Parchment and Clearinghouse. This information will assist staff in getting that information before contacting the Registrar's Office. It will let staff know if, when, and how the transcript was sent and if the extended turnaround has passed and it is acceptable to reach out to the Registrar's Office for follow-up. The tracking information will need to be provided in the email sent to registrar@park.edu before research can begin.

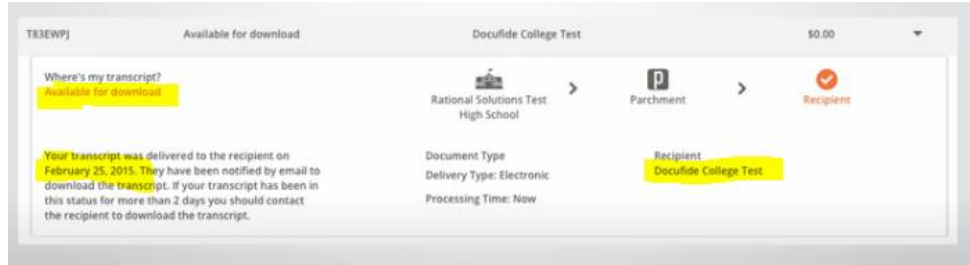
*Additionally, you may want to check the non-ID queue first to see if it is in there and include that information in your email

IMPORTANT: Confirmation of transcript order is NOT confirmation the transcript has been sent.

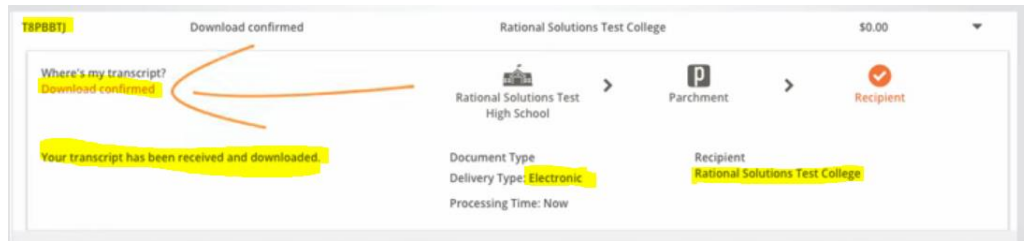
Parchment Tracking <https://youtu.be/GllNecL94y0> This link can be shared with students

- a. Students receive email notifications of all updates to their order including order confirmation, order put on hold, order sent, order available, order downloaded, and order canceled.
 - i. If the email shows it was sent to Park, available for download/downloaded, and it has been outside the extended turnaround please include the email in your email to registrar@park.edu
 1. You may want to check the non-ID queue first to see if it is in there and include that information in your email
- b. Check order status by [signing in](#) to your account and clicking Orders.
 - i. If the tracker shows it was sent to Park, available for download/downloaded –OR- Document shipped 7-10 business days prior AND it has been outside the extended turnaround please provide the information from the tracker in the email sent to registrar@park.edu

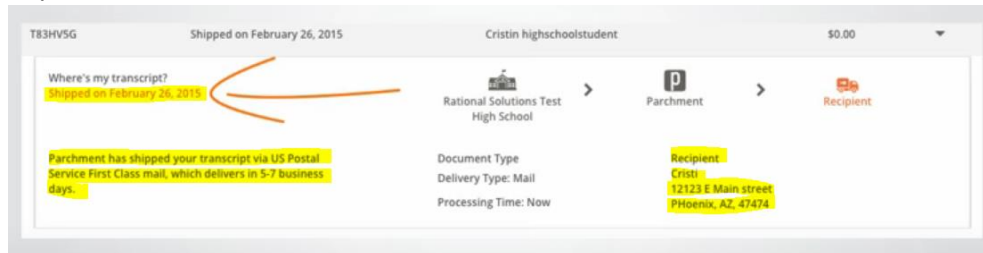
- ii. Available and not downloaded: Please allow 4 business days to see it in P8



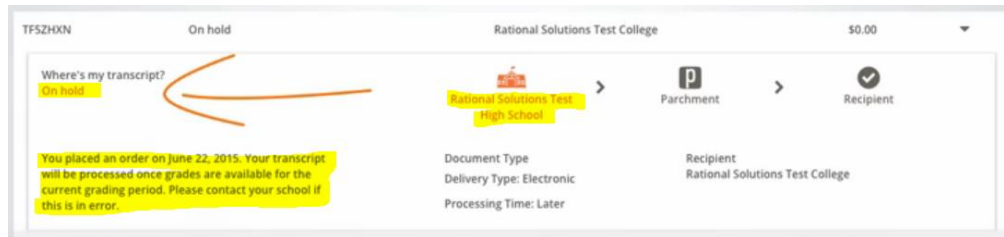
- iii. Download Confirmed: Please allow 4 business days to see it in P8



- iv. Document Shipped: Please allow 7-10 business days for the transcript to arrive AND 4 business days for it to be in P8



- v. On hold: this could be for several reasons and indicated on the tracker. The student will need to contact their school to clear and resend.



Clearinghouse Tracking: <https://nshelpcenter.force.com/student/s/article/Track-Transcript-Order-Status-Transcript-Ordering> - please share with students

- c. Online Tracking: <https://tsorder.studentclearinghouse.org/tyo/login>
 - i. Go to <https://tsorder.studentclearinghouse.org/TrackOrder> enter your order number and email address, then click "View Status." The current order status will be displayed.
 - ii. For the full recipient order history and delivery information, click the "View Details" button to the right of the current order status.
 - iii. To view your full order confirmation, click "View Ordering Confirmation" on the Order Summary screen.

- d. Students receive email notifications of all updates to their order including order confirmation, order put on hold, order sent, order available, order downloaded, and order canceled.
 - i. If the email shows it was sent to Park, available for download/downloaded, and it has been outside the extended turnaround please include the email in your email to registrar@park.edu
 - 1. You may want to check the non-ID queue first to see if it is in there and include that information in your email
- e. Clearinghouse Transcript Statuses
 - i. Print Pending: Your order has been processed and is waiting to be printed and mailed. You will receive an email confirmation when your transcript is mailed.
 - ii. Consent Form Received: Once the Clearinghouse receives your consent form, you will receive an email notifying you that your order has been sent to your institution.
 - iii. Holds: If your school has placed a hold(s) on your transcript order, you will receive an email informing you that your order cannot be processed until the hold(s) is removed. The email will contain instructions provided by your school on how to release the hold(s). The order will be held for up to 30 calendar days of the date the hold was placed on your order. You should check with your school for their specific cancellation policy as its cancellation period may be shorter. If your order is canceled, you will not be charged.
 - iv. Transcript Sent: Your transcript has been mailed to your recipient. You will receive an email from the Clearinghouse confirming that the transcript has been sent to the recipient(s), as indicated in the order. If you requested delivery via a carrier service, you would receive an email containing the tracking number so you can track delivery of your order on the carrier's Web site.
 - v. Ready for Pickup: Your transcript is ready to be picked up at your institution. Please check your confirmation emails for the location, dates, and times you can pick your transcript up.
 - vi. Electronic Transcript Sent: Your electronic transcript has been sent electronically to your recipient. Your recipient will receive an email notification with instructions on how to retrieve your transcript.
 - vii. Electronic Transcript Reminders & Expiration Notice: If your recipient has not retrieved your electronic transcript, you will be notified via email, so you can contact the recipient and ask them to retrieve it before it expires. Until the transcript is retrieved or expires, you will receive an email reminder on the 4th, 11th, 18th, and 27th day after the secure link is sent to the recipient.
 - viii. All electronic transcript links expire 30 days (about 4 and a half weeks) after the secure link is emailed to the recipient. You will receive an email when access to your electronic transcript link expires.

JST (Joint Services Transcript): <https://jst.doded.mil/official.html>

Delivery Methods:

1. **ONLINE DELIVERY:** You can order as many transcripts as needed for on-line delivery.
 - a. Transcripts ordered by 11:59 PM CST will be delivered via the web on the next business day
2. **U.S.P.S DELIVERY:** Only 2 transcripts within 30 days (about 4 and a half weeks) can be ordered due to production and postage costs.
 - a. Hard copies will be mailed on the next business day after the transcripts is ordered.

DANTES – utilizes Parchment – See Parchment Tracking instructions

CLEP: <https://clep.collegeboard.org/scores/send-scores-transcripts>

Institutions typically receive exam scores within 7-10 business days of your exam date. If you have filled out the CLEP Transcript Request Form, CLEP requires two days of internal processing. It could take up to 10 additional business days for your score recipient to get the transcript in the mail.

Other Methods

If transcript is requested via another method, please have them provide the confirmation information that it was sent, not ordered, but sent. Please have them include how (electronic/mail), recipient and address, confirmation of date sent.

Transcript Received by Registrar’s Office: Now What?

Task	Typical Turnaround	Extended Turnaround	Notes
Transcripts			
Incoming, Official (Mail, Electronic, regtrans@park.edu)	1-2 days	1-3 days	After uploading, ingestion to the student file will happen overnight. Therefore, 2-4 business days for it to show in P8.

Electronic Transcripts:

1. Downloaded by our Student Workers once every morning from Parchment, Clearinghouse, JST, and ScribOrder.
 - a. regtrans@park.edu are downloaded within 1-3 business days.
2. Download requires research to locate the students’ ID or marking as Non-ID** before saving to the ingestion folder.

**Non-ID transcripts must be manually uploaded into the P8 Non-ID queue
3. Transcripts downloaded to the ingestion folder are pushed to the students’ P8/FileNet record overnight.

Incoming mailed transcripts:

1. Mail is picked up once a day around 2:00pm. This is typically the mail delivered the day prior.

2. Before scanning each transcript requires research to locate the students' ID or marking as Non-ID each transcript
3. Once all transcripts have IDs or non-ID, they are scanned into the students' P8 record, for immediate view.

After Download/Scanning of Transcript

After transcripts are ingested into P8, what happens next?

Data Entry

- a. This is the process in which transcripts are marked Received in Salesforce.
- b. Data Entry will hold the transcripts ingested from the night before.

Salesforce—Statuses drive workflow!

- c. Once transcripts are marked Received in Salesforce this creates our Evaluation queue (report that pulls the statuses of Received)
- d. We have reports separated out for College Transcripts, High School transcripts and Nursing students (Nursing students get evaluated by the specialized Nursing Evaluators)
- e. Statuses are updated to reflect what was accomplished on the Evaluation
- f. Hold dates are entered if all transcripts have been evaluated or waived

Evaluation Timeline

How Evaluations work

- g. Evaluations are prioritized by date and current or upcoming term. This allows the Evaluation team to do evaluations to assist with getting students registered in courses.
- h. Evaluations are typically completed within 24-72 hours (about 3 days) after they are ingested into P8

Additional Notes about Evaluation workflows:

- LE100 waivers are added 24 hours after the Evaluation is complete
- Substitutions are added every Wednesday for the evaluations that were done since the prior Wednesday
- HS evaluations process daily
- Evaluator email inquiries are responded to within 24 hours
- Evaluation process occurs 2 times a week for legacy students not listed in Salesforce
- Faculty Advisors are assigned every Friday