

A smiling woman with dark hair in a bun, wearing a red button-down shirt, is seated at a desk in a modern office. She is looking towards a large computer monitor. The desk is cluttered with papers, a spiral notebook, and a white mug. In the background, there are large windows and a green plant.

# Maximizing Your Clearinghouse Services

Julie Esau, Regional Director



# AGENDA

## PART 1

- Clearinghouse Background
  - Enrollment Reporting
  - Current Services

## PART 2

- Reverse Transfer
- Transcript Services and Secure Print
  - StudentTracker Premium
  - Myhub
  - Master Service Agreement (MSA)



# The Clearinghouse Mission

The mission of the National Student Clearinghouse is to serve the education and **workforce** communities and **all learners** with **access** to **trusted data, related services**, and insights.



# Our Value to You

**A non-profit organization** serving  
as a centralized education agent in fulfilling enrollment and  
achievement reporting needs to governmental, financial,  
student service and educational organizations

**We are YOU**



# How We Fulfill Our Mission

**Institutional Effectiveness**

**National Reports & Research**

***Trusted & Secure Partner***





# Improve Institutional Effectiveness

- Relieve administrative work burdens
- Provide easier access to job-related information
- Enable staff reallocation (e.g., counseling, academic advising)
- Help institutions improve service to students and others

# National Reports & Research

- Access
- Persistence
- Attainment

Signature  
REPORT  
STATE SUPPLEMENT

12

Snapshot  
REPORT

Yearly Success and  
Progress Rates

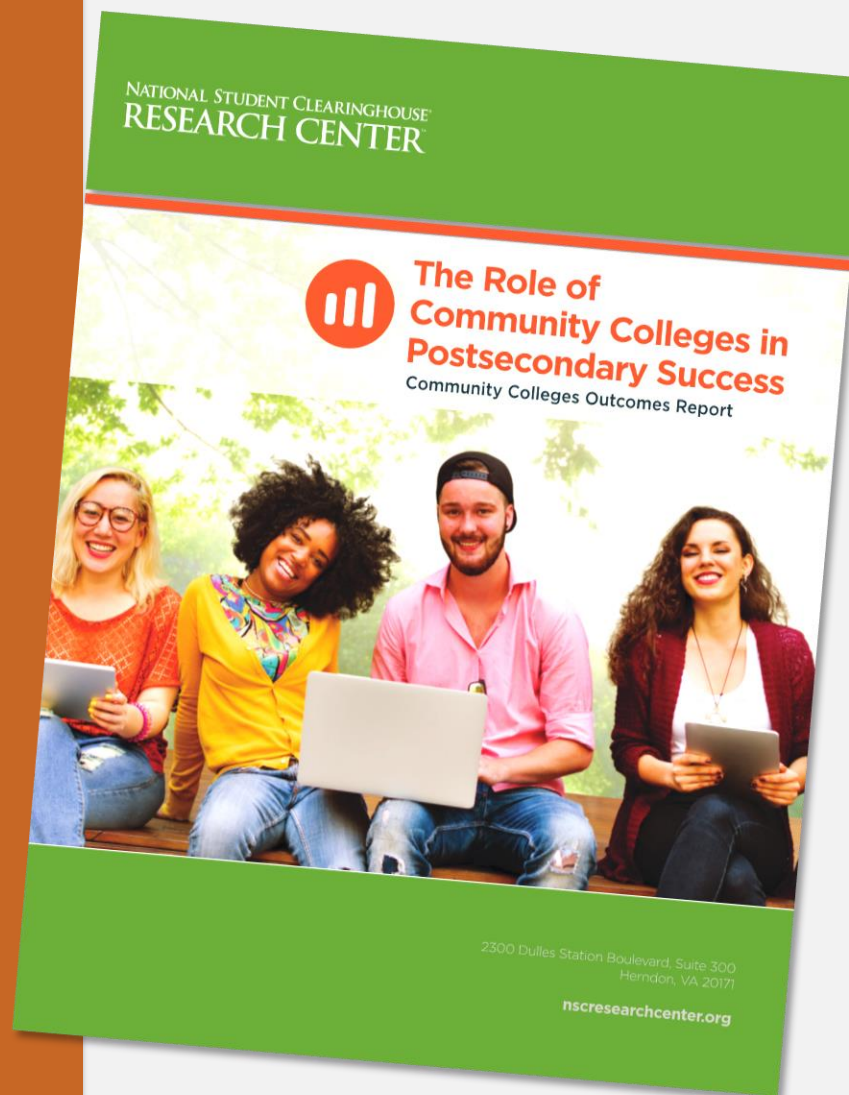
CURRENT  
Term Enrollment  
ESTIMATES

Spring  
2017

HIGH SCHOOL  
BENCHMARKS

2016

NATIONAL STUDENT  
CLEARINGHOUSE™





# Commitment to Privacy, Security, and Transparency

- Education's trusted partner since 1993
- Nonprofit, nongovernmental organization
- Recognized by privacy leaders nationwide

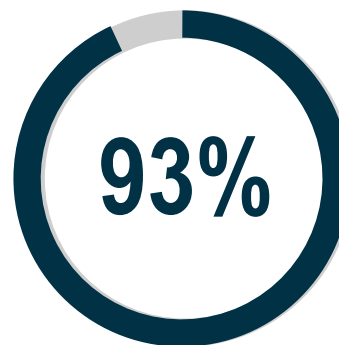
# OUR REACH - ENROLLMENT

**3,700**

colleges and universities participate with the Clearinghouse



Title IV degree-granting institutions representing **98%** of U.S. postsecondary education enrollments participate in the Clearinghouse



Participating postsecondary institutions representing **92%** of all degrees awarded in the U.S.



**1.1 MILLION**

enrollment verifications



**700 MILLION**

student record verifications



**4.5 MILLION**

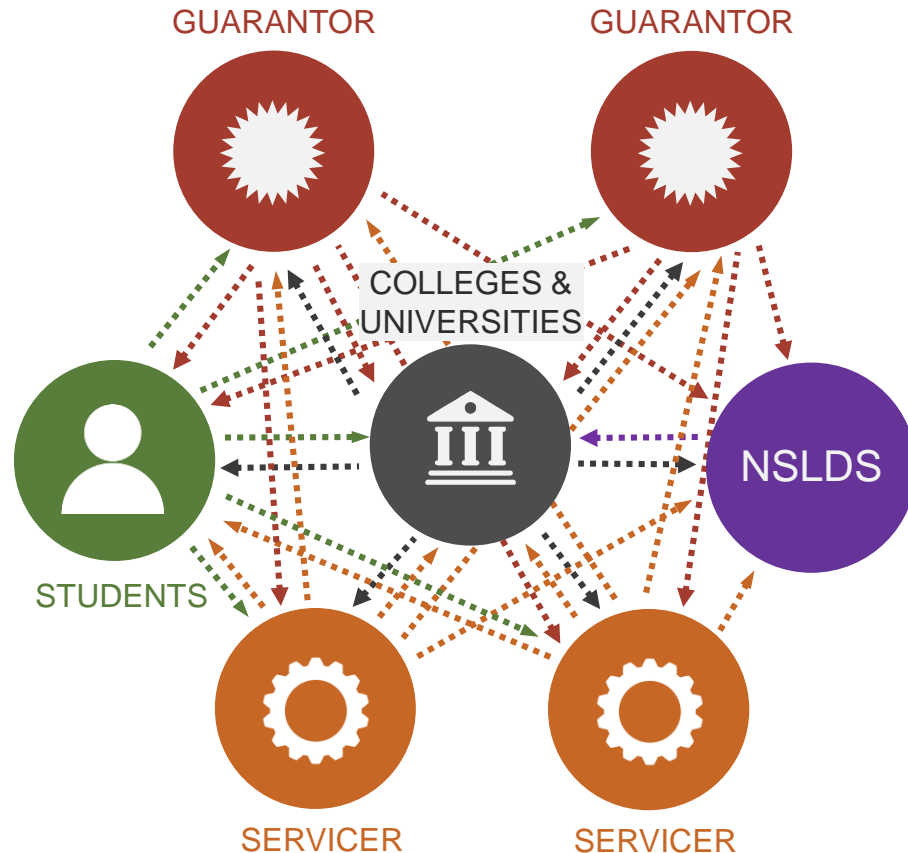
degree verifications



# The World of Financial Aid **Before** the Clearinghouse

Students and institutions suffered

# The World of Financial Aid **Before** the Clearinghouse



## Issues:

Paper-Driven

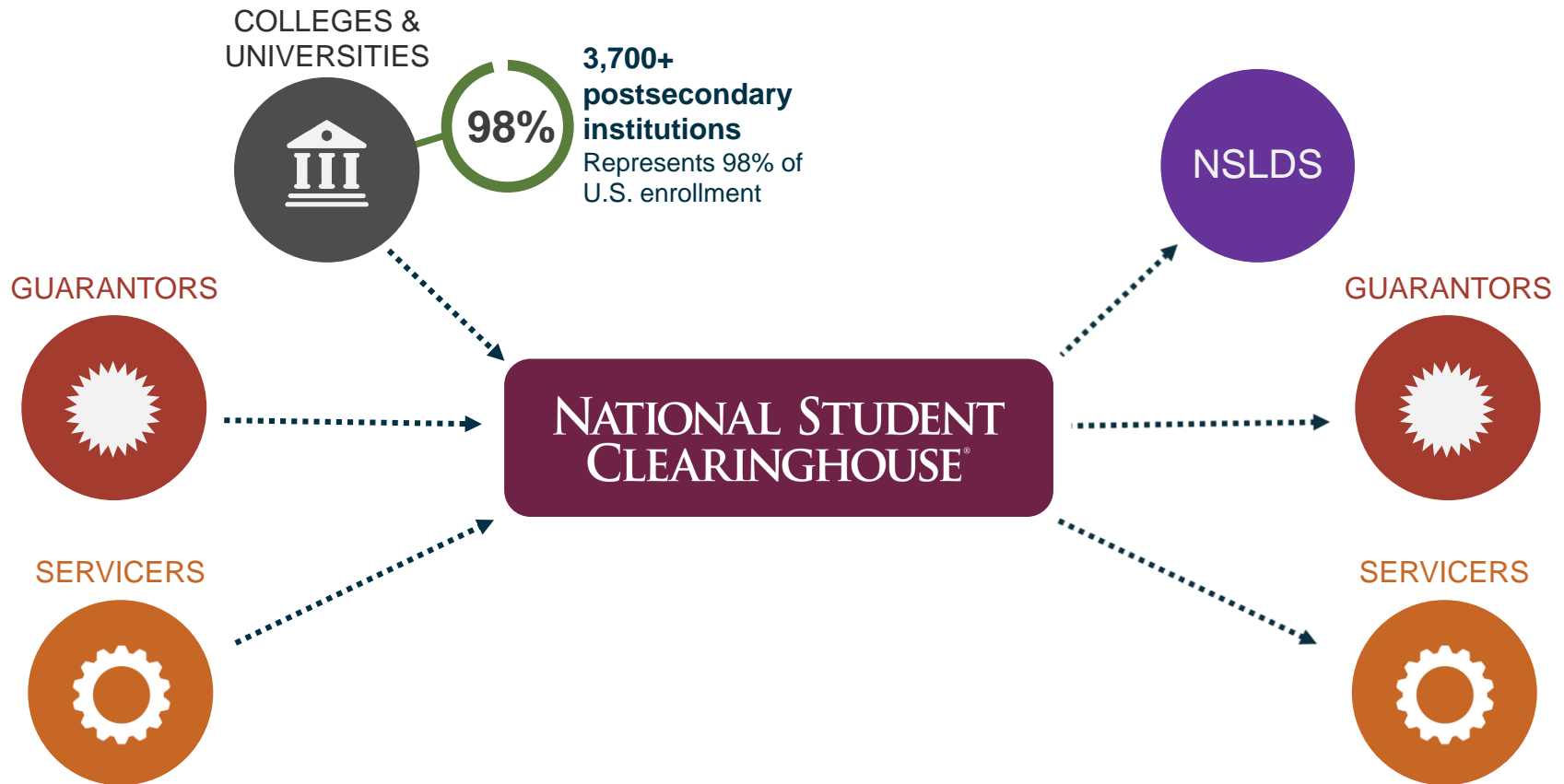
Expensive

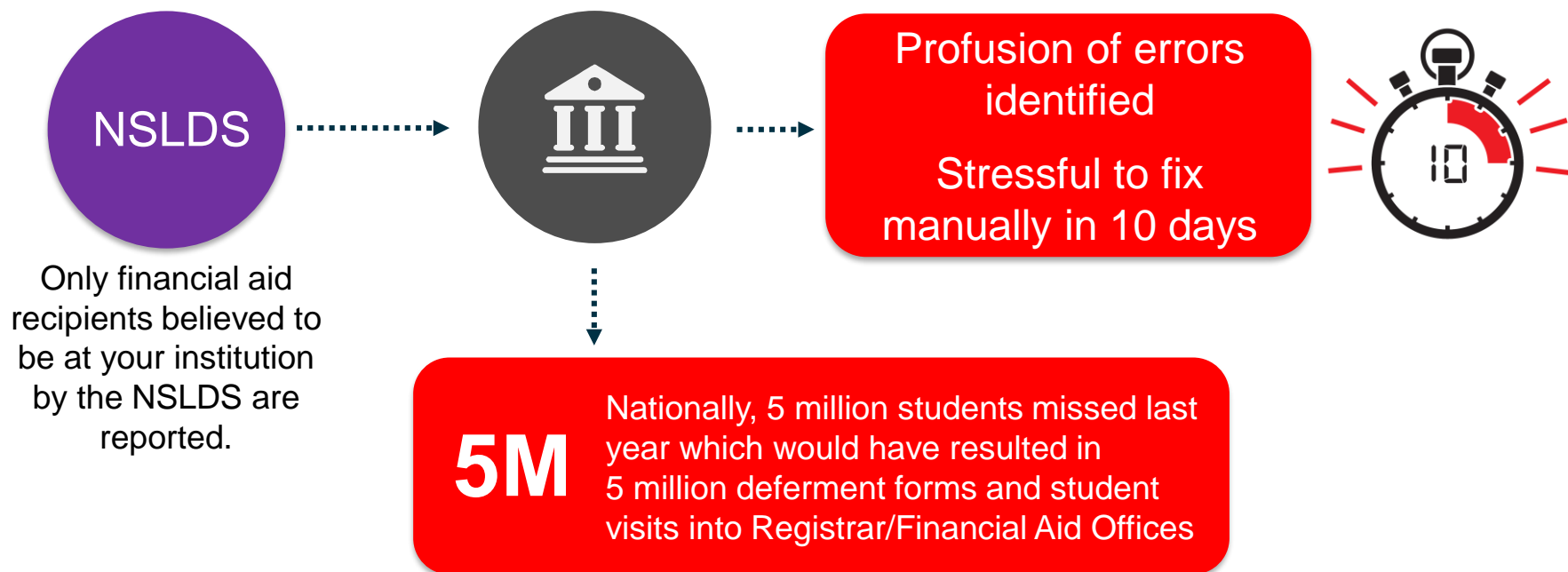
False Positives

Delinquencies

Defaults

# The World of Financial Aid **After** the Clearinghouse







Submits ALL Student Data

#### NATIONAL STUDENT CLEARINGHOUSE

##### Data Pre-check

- Identifies errors and works with school to resolve
- Responds to NSLDS requests for students on Enrollment Roster

NSLDS

# of errors  
reduced or  
completely  
eliminated.

Easier to fix  
in 10 days



**6.5M**

6.5 million errors resolved before  
file submissions last year



National Student  
Clearinghouse®



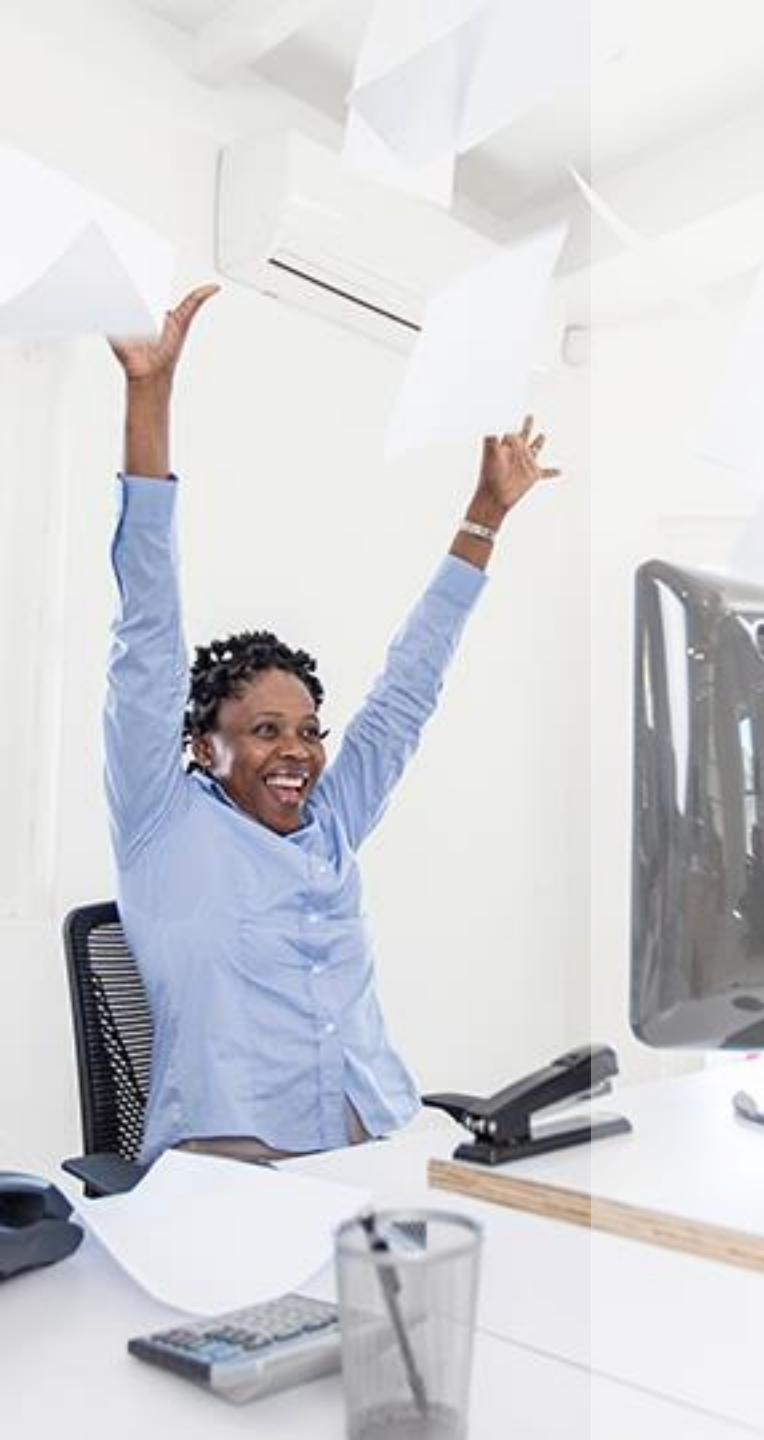


# Enrollment Reporting with the Clearinghouse

**Speed**

**Accuracy**

**Support**



# Speed

*Faster and more timely*

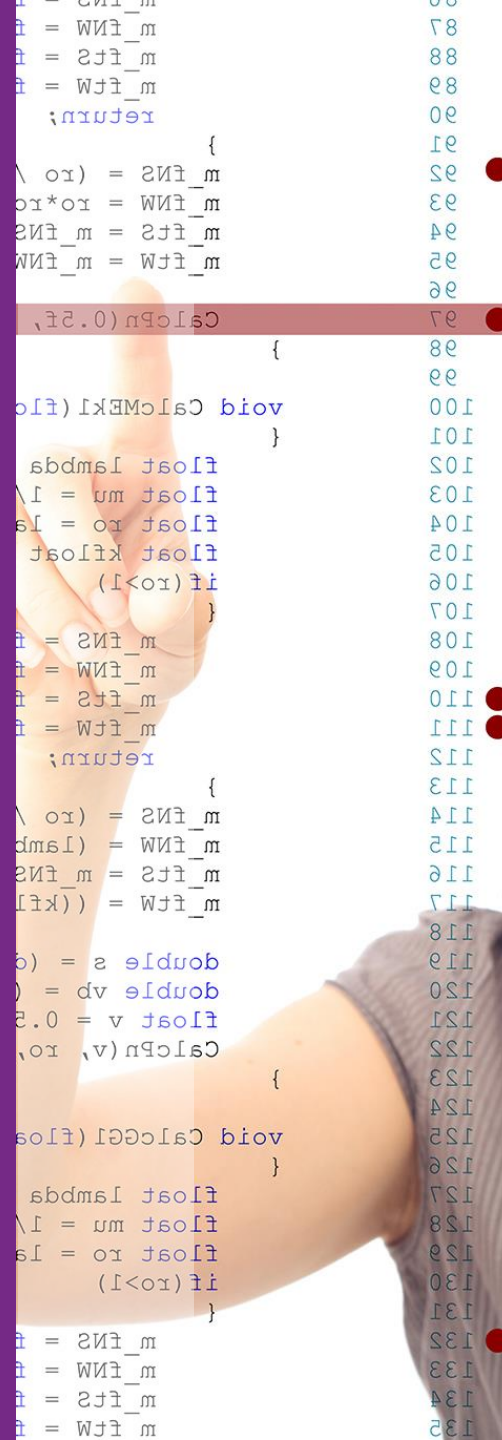
- **ALL** students reported. NSC process determines recipients, including private loan servicers
- Identifies and adds **5 million students annually** missing from NSLDS inquiry
- Outsourced deferment form processing
- In-house compliance and enrollment reporting experts to support your institution through every stage of the process



# Accuracy

## *Reduced errors*

- Data pre-checked to identify and resolve potential issues *BEFORE* submission to NSLDS.
  - Pre-check identifies an average **26 errors per 1,000 records** on enrollment files submitted to NSC that would otherwise have resulted in NSLDS errors
- Improved accuracy enhances the trust and confidence of the institution





# Support

*Enrollment management,  
risk mitigation and education*

- Ongoing enhancements keep schools in compliance with evolving guidance and regulations
  - Reduces need for schools to maintain technical and business resources to adapt to these changes
- Resources for best practices and audit support
- Online, live, in-person and self-paced training and tutorials
- FSA information regarding trends, focus and upcoming changes is proactively shared





# Resources

- Compliance Central
- Audit Resource Center
- Clearinghouse Academy





# Available Resources

- **Regional Director and Client Management Representative**
- **Clearinghouse Audit Resource Center**  
SSCR & Compliance Questions  
**[AuditResource@studentclearinghouse.org](mailto:AuditResource@studentclearinghouse.org)**
- **School Operations**  
Enrollment & Degree File Processing  
**[SchoolOps@studentclearinghouse.org](mailto:SchoolOps@studentclearinghouse.org)**
- **Education Finance Industry Operations**  
SSCR and Loan Servicer Questions  
**[MemberOps@studentclearinghouse.org](mailto:MemberOps@studentclearinghouse.org)**
- **Compliance Updates**  
**<https://compliancecentral.org/>**

# Audit Resource Center

- Assists ~1,000 schools per year
- Works with you and your auditors to explain issues and provide documentation to reduce and eliminate audit findings
- Aids with audits and day-to-day compliance questions
- Offers online resources for preparing and responding to an audit
- Shares trends in auditor areas of focus



[Reporting Data](#)[Fixing Errors](#)[Maintaining Compliance](#)[Getting Audited](#)[Blog](#)[Resources](#)[Clearinghouse Academy](#)[Contact Us](#)

Information and support to keep YOU in compliance.



### Reporting Data

How to report student data to the Clearinghouse



### Fixing Errors

What you need to know about viewing and fixing errors



### Maintaining Compliance

Best practices and reminders to help you maintain compliance



### Getting Audited

Support and resources to help simplify the audit process for you

<https://compliancecentral.org/>

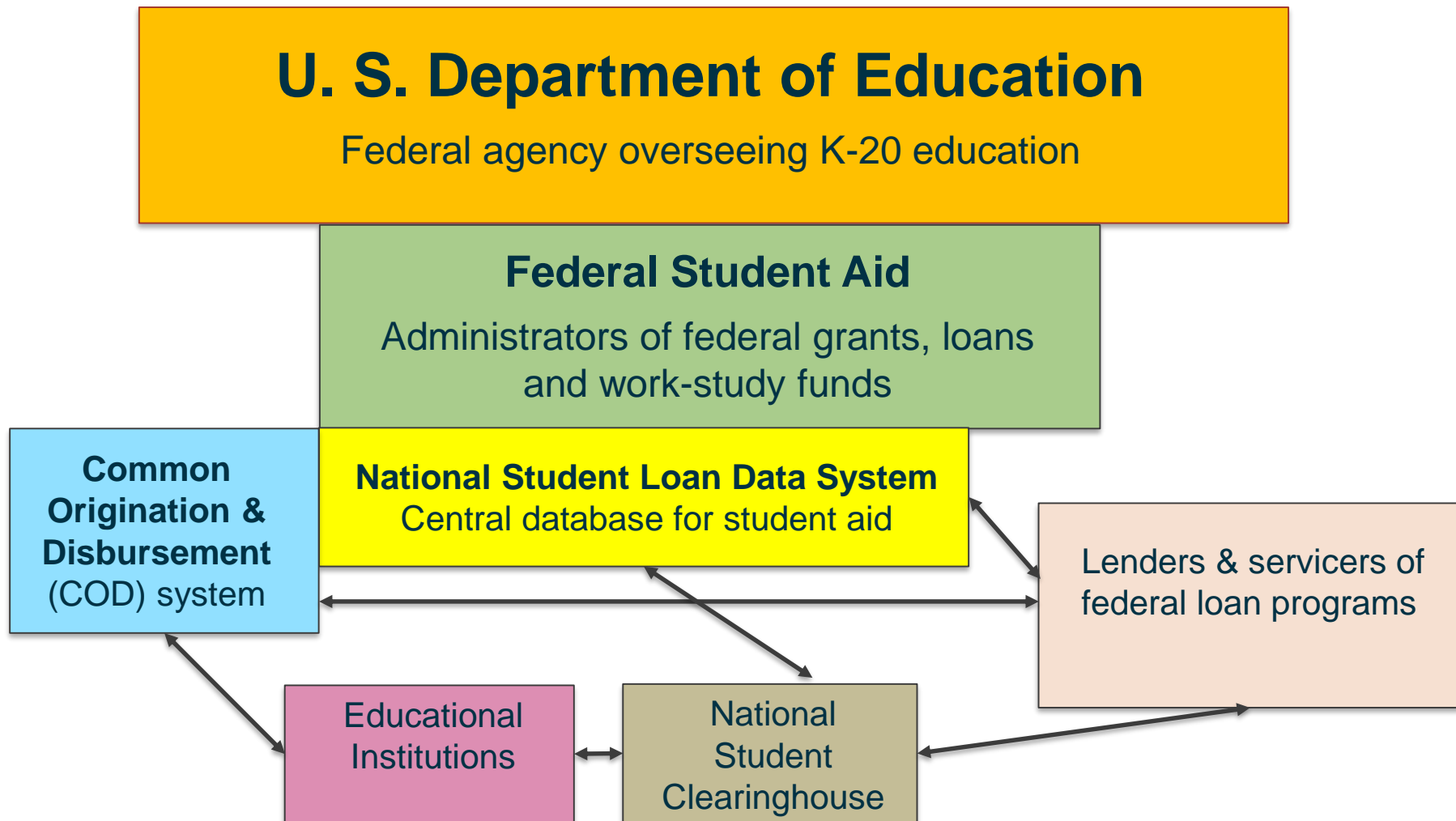
Our Value to You

Since 1993, the National Student Clearinghouse has been higher education's trusted and secure partner committed to privacy and transparency. Our **free Enrollment Reporting service** provides institutions with automated enrollment verification and deferment reporting to the Department of Education and education finance industry. This improves data accuracy and helps institutions stay in compliance, while reducing their workload. Through **Compliance Central**, the **Clearinghouse Academy**, and our **Audit Resource**

Enrollment and Compliance Reporting



# Who are the Participants in this Process?



# Benefits of Enrollment Reporting with Clearinghouse

- Reduced administrative workload
  - NSC Pre-check process prevented 6.5 million NSLDS errors last year
  - 5 million former aid recipients missed by the NSLDS process last year
  - NSC reports to federal and private loan servicers
- Continuously evolving system enhancements



# Some Additional Benefits of Reporting

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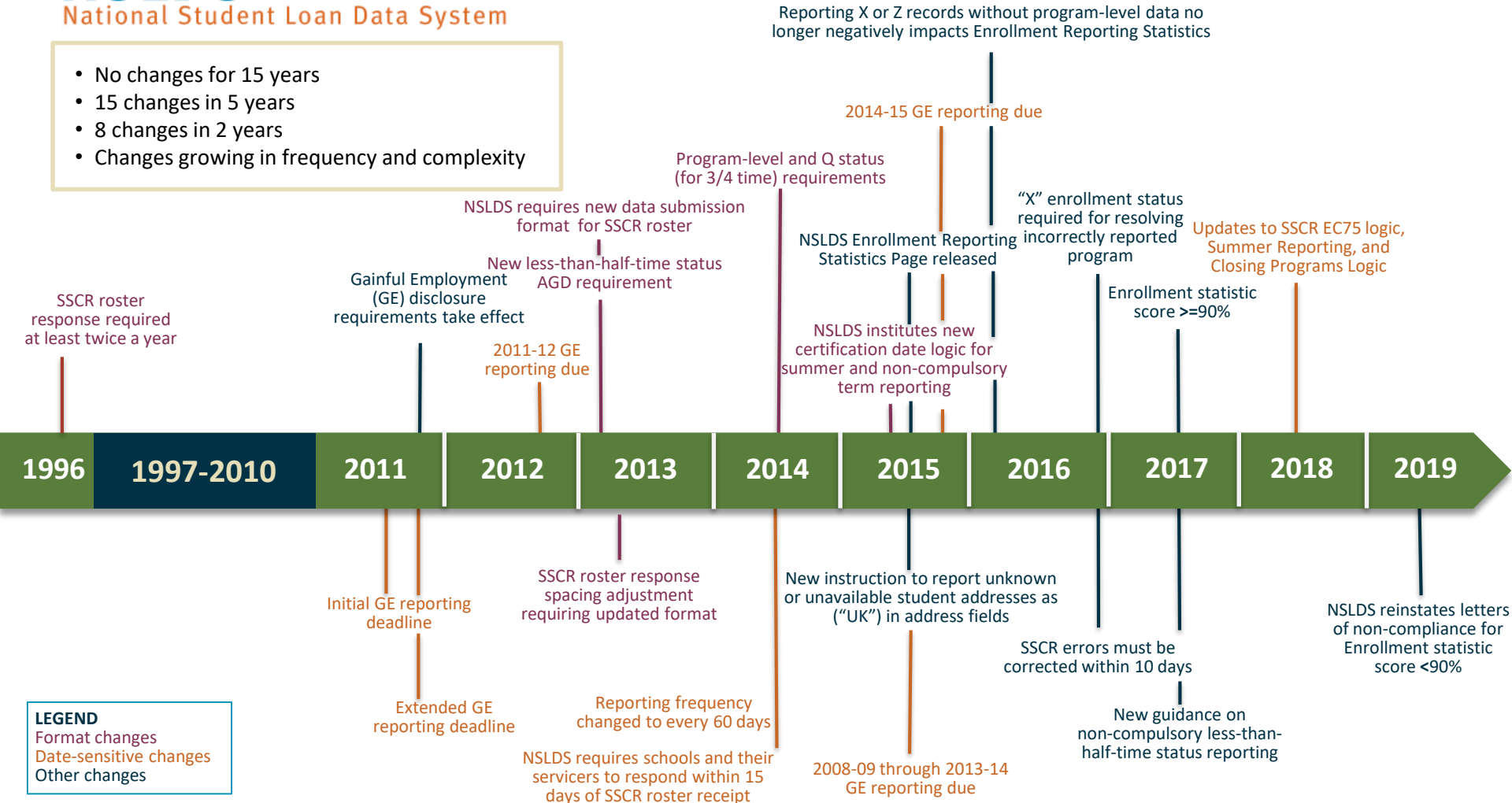
- The collection/reporting of enrollment data is important for many reasons, it:
  - **Protects the rights of borrowers** by ensuring that loan interest subsidies are based on accurate enrollment data.
  - Ensures loan repayment dates are accurate.
  - Allows in-school deferments to be **automatically granted** using NSLDS enrollment data/data provided to private lenders, servicers and guarantors.
  - Provides vast amounts of critical data about the **effectiveness** of Title IV aid programs, Including **completion data**.
  - Supports other Clearinghouse services you participate in, including **Verification Services** and **StudentTracker**

# Acceleration of NSLDS Compliance Changes

## NSLDS

National Student Loan Data System

- No changes for 15 years
- 15 changes in 5 years
- 8 changes in 2 years
- Changes growing in frequency and complexity



**Got  
Questions?**

**NATIONAL STUDENT  
CLEARINGHOUSE®**





# EnrollmentVerify – What Is Included

- Secure automated verifications for your students
- Leverages the data you already supply to the Clearinghouse
- Easy-to-use online management tools
- Flexible reporting options
- Audit trail of all Clearinghouse verifications

# EnrollmentVerify – Why It Works for You



- Automates all your enrollment verifications from:
  - Credit grantors
  - Travel companies
  - Computer hardware and software resellers
- Improves efficiency and student service
- Reduces fraudulent student status claims
- No additional programming or data reporting
- Free to institutions
- FERPA compliant
- Free Student Self-Service



# EnrollmentVerify

- Schools refer requestors to the Clearinghouse for enrollment verifications
- Requestor uses our web page to send identifying information to the Clearinghouse
- Clearinghouse matches the student and provides unblocked directory information to requestor electronically
- Schools review activity on secure web site



No  
SSN

# What Happens When Enrollment Can't Be Verified?

- **Most EV requests confirmed immediately**
- **When EV request can't be verified, it's due to one of the following reasons:**
  - ✓ Cannot identify requested record
    - Often because requestor entered incorrect information
  - ✓ FERPA Block
  - ✓ Institution has not sent record or has a block on it
  - ✓ Requestor wants to verify non directory information
  - ✓ Student not currently enrolled

# DegreeVerify – What Is Included



- Secure automated verifications for your students and alumni
- Income generation opportunities
- Easy-to-use online management tools
- Flexible reporting options
- Audit trail of all Clearinghouse verifications
- Fully integrated with enrollment data, providing a unified view of a student's academic achievements

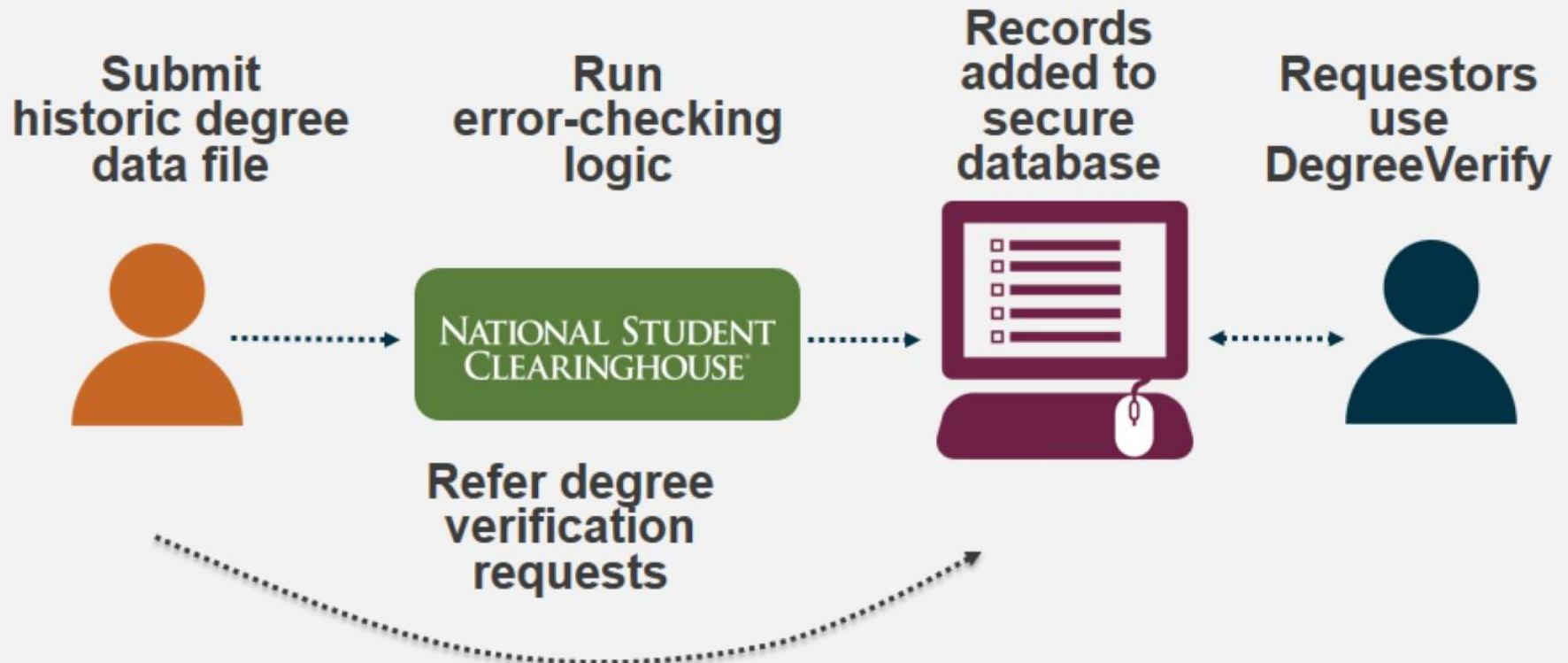
# DegreeVerify – Why It Works for You



- Automates all your degree verifications
- Improves your office productivity
- Enhanced service to your students and alumni
- Free to institutions
- Fast, accurate online verifications
- FERPA compliant
- Reduces credentials fraud
- Free Student Self-Service



# How DegreeVerify Works





## DegreeVerify Certificate

Transaction ID#: 0100204165

Date Requested: 03/15/2012 15:58 EDT

Requested by: LISA BLACK

Date Notified: 03/15/2012 15:58 EDT

Status: Confirmed

Fee: \$14.95

Subject Name: ADAIR

First Name

Middle Name

JONES

Last Name

Name Used While  
Attending School:  
(if different from above)

Date of Birth:

mm/dd/yyyy

School Name: VS - HOMETOWN UNIVERSITY

Degree Award Year:

Attempt To: Verify a degree

### INFORMATION VERIFIED

Name On School's Records:

ADAIR JONES

Date Awarded:

01/16/2012

Degree Title:

BACHELOR OF SCIENCE

Official Name of School:

VS - HOMETOWN UNIVERSITY

Major Course(s) of Study:

FINANCE

Major Course(s) of Study:

ACCOUNTING

Other Honors:

GRADUATED WITH DISTINCTION

# Types of Reports Available

- Transaction Report
  - Illustrates volume transaction data
  - Displays verifications by type and status
- Surcharge Report
  - Provides details on income generated for institution
- Workflow Report
  - Shows turn-around times for how timely your institution manages pending transactions requiring additional research

# Academic Fraud

## Top 5 Resume Embellishments

### 1. Education

2. Job Title

3. Compensation

4. Reason for leaving previous employer

5. Professional accomplishments

*Challenger, Gray and Christmas, Inc.*

# Academic Fraud

## Cost of Academic Fraud

Replacing an employee can  
cost an organization \$3,500 - \$40,000



*Challenger, Gray and Christmas, Inc.*

# Combating Academic Fraud

## Prevalence of Academic Fraud

- 45% of employment, education, and/or credential reference checks contain discrepancies.<sup>1</sup>
- Diploma mills are estimated to generate more than half a billion dollars per year.<sup>2</sup>
- New technologies have made counterfeit diplomas easy and cheap to make or buy.

<sup>1</sup>Annual ADP Screening Index

<sup>2</sup>USA Today



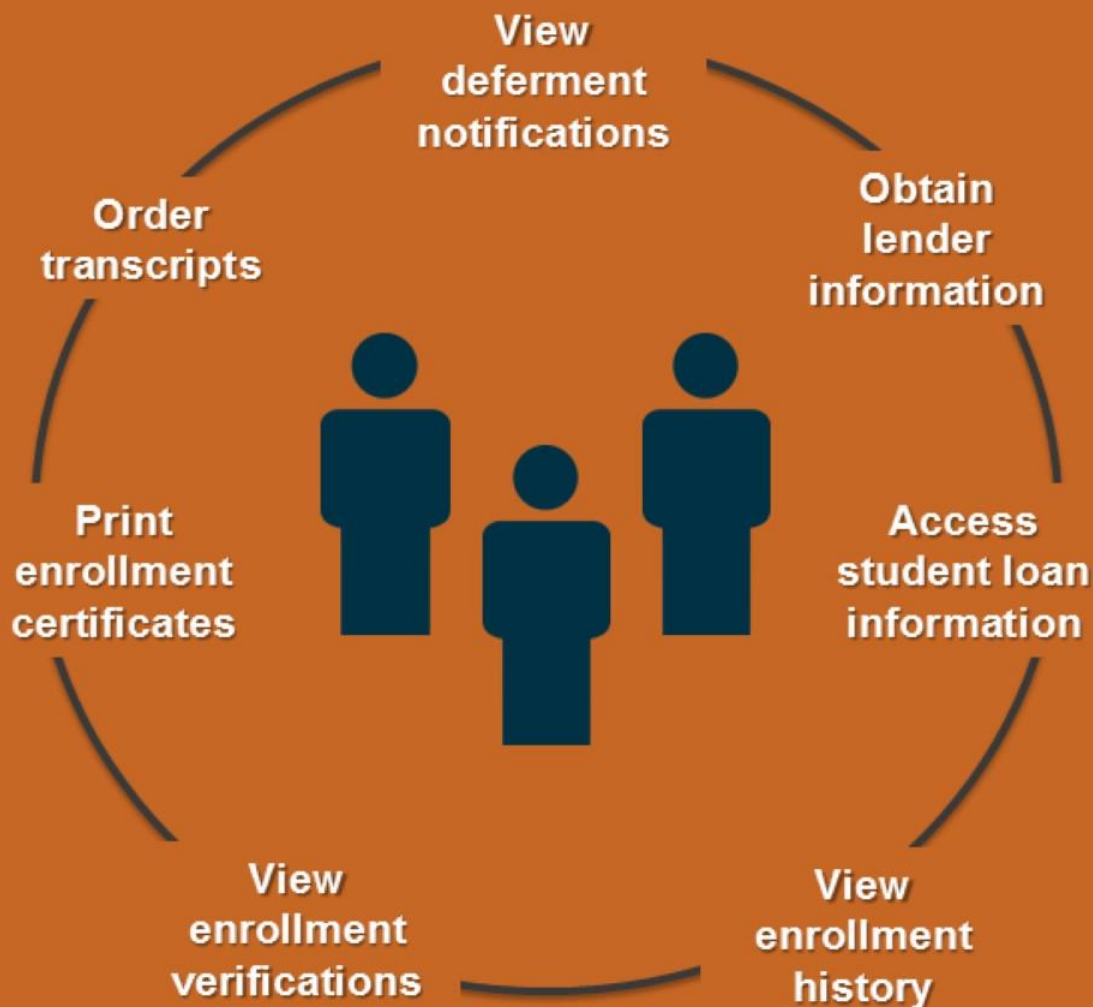
# Benefits of Sending you my Degree Files?

- *Maintaining your degree information in our database allows us to provide enhanced value-added services and research that benefit the entire Higher Education community that we are a part of.*
- Your systems do not have to be available in order for us to perform an immediate verification 24x7 if the degree and enrollment information reside in our database.
- When you add a record currently archived on fiche or paper to our database, it is available for automatic verification from that point forward.
- Your data is always safe and secure. We have 23 years of history to back that up. Should anything happen to your system, we still have the information.
- Sending us your data is fast and easy, and the benefits are significant.

# Eligibility for Additional Benefits

- Free Student Self-Service
  - Student can print enrollment certificates, check deferments, and more at no charge
- Receive degree and graduate data on StudentTracker inquires
- Free DegreeVerify inquiries for your HR department
- Optional surcharge

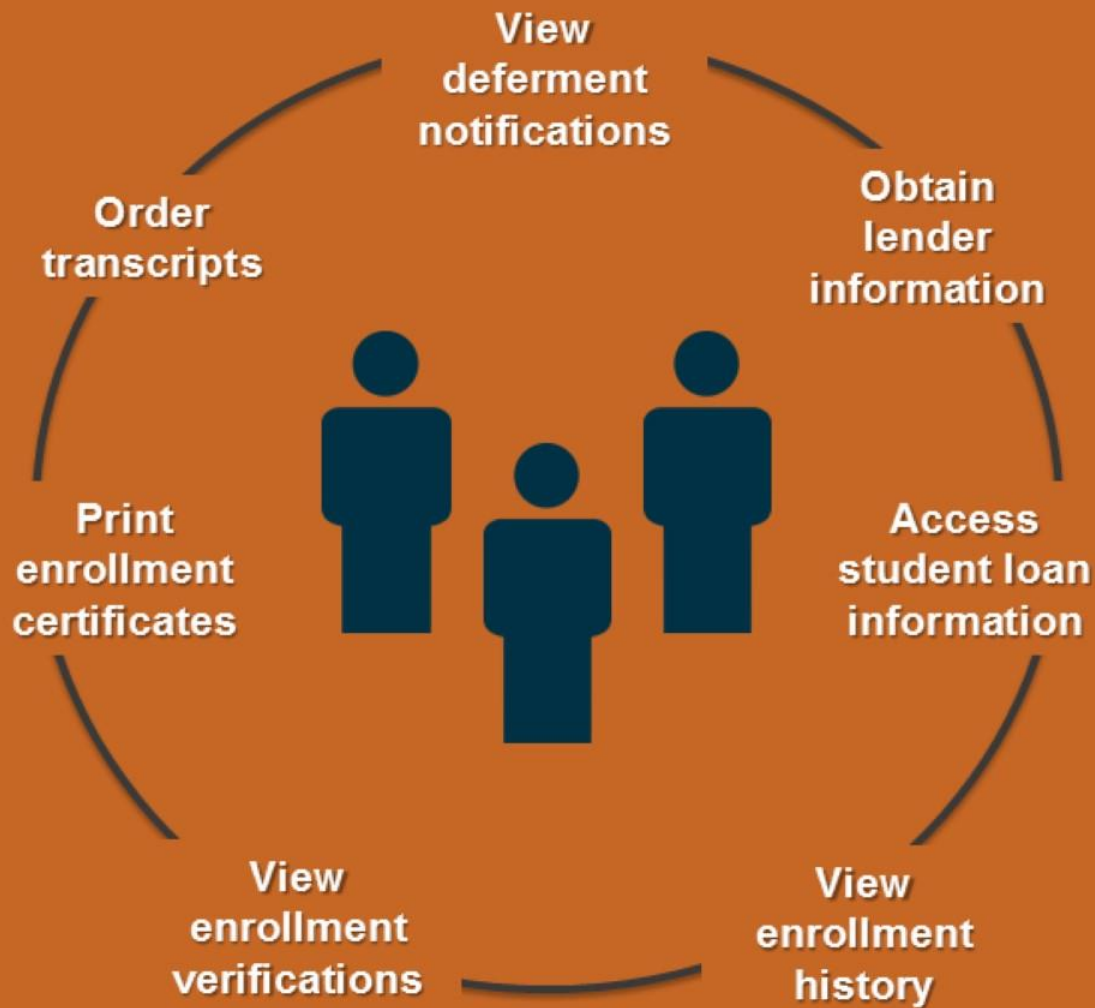
# Student Self-Service



Enables students to access enrollment, student loan information, and other services on their own time



# How Student Self-Service Works



School goes live with  
DegreeVerify and  
EnrollmentVerify

Clearinghouse creates  
custom web pages for  
school

School inserts link from  
their secure student  
portal to our self-service  
web site

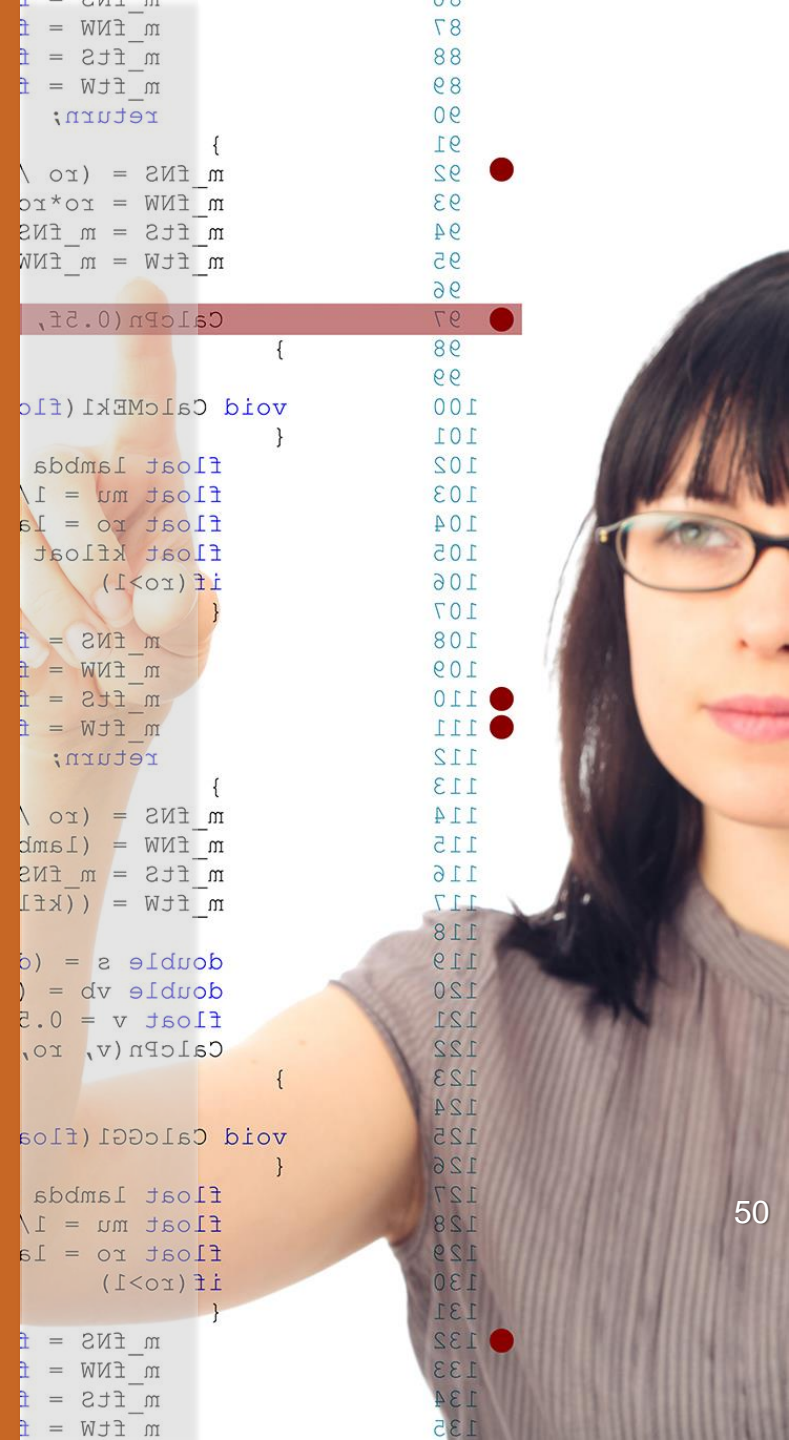


**Your Human Resources department is eligible for a free DegreeVerify account**



# DegreeVerify Enhances StudentTracker

- Participants may receive degree data that will enhance your StudentTracker reports
  - Graduated Status
  - Graduation Date
  - Degree Title
  - Degree Type
  - Major
- Helps to inform completion calculations for Research Center completion reports
- Helps transfer schools confirm admissions eligibility





# StudentTracker®

**Your Source for Nationwide Student  
Postsecondary Outcomes**

Current Students | Former Students | Applicants

# StudentTracker Works Across Your Campus

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## Institutional Research

- Outcome Reporting
- Reporting Reconciliation
- Class Outcomes
- Persistence
- Retention
- Time-to-Completion



## Academic Professors

- Department Outcome Analysis
- Future Programs of Study
- Grant Funding Request
- Pre-Professional Programs



## Registrar

- Cohort Representation
- Transfer Studies
- Retention
- Enrollment Status
- Reporting Reconciliation
- Prior Enrollment
- Time-to-Completion



## Admissions

- Cohort Representation
- Class Outcomes
- Deferred Admissions
- Declined Admissions
- Wait List Outcomes
- Prior Enrollment
- Transfer Studies



## Enrollment Management

- Outcome Oversight
- Feeder Institution Analysis
- Transfer Analysis
- Retention Study



## Student Services/Affairs

- Program Diversity
- Work-Study Analysis
- Mentor Matching
- Enhancing Advising
- Tutoring Planning





# StudentTracker

A cost effective way to replace  
survey and anecdotal  
information with documented  
enrollment and degree data

# Data-driven Decision Making



**We compile enrollment and degree records and present the outcomes in easily accessible reports, giving you time to study the outcomes and make data-driven decisions.**



# How You Can Use StudentTracker



## Subsequent Enrollment Query

For currently and/or previously enrolled students/transfer outs



## Prior Attendance Query

For pending admissions



## Denied/Declined Admissions Query

For students who did not enroll



## Sibling/Parent Enrollment Query

For financial aid reporting requirements



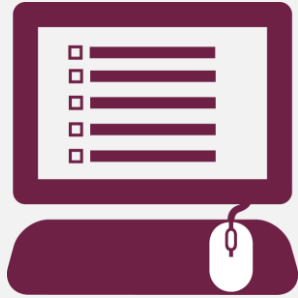
## Longitudinal Cohort Query

For incoming freshmen or transfers

# The Process is Easy

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**Submit  
Request File**  
(automated validation)



**Run file against  
NSC database**

NATIONAL STUDENT  
CLEARINGHOUSE®

**Compile results in  
StudentTracker  
reports**



**Return reports  
via secure FTP  
(email notification)**

**Single Student  
Search Available**

# StudentTracker

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## Convenient User Interface

24/7 easy access to your Request File status, file history, and subscription information



## Efficient and transparent processing

Immediate validation, including email notification on Request File validation status.



## Automated File Review

Auto remediation on most common errors. StudentTracker flags warnings and errors and provides notes on how to correct.



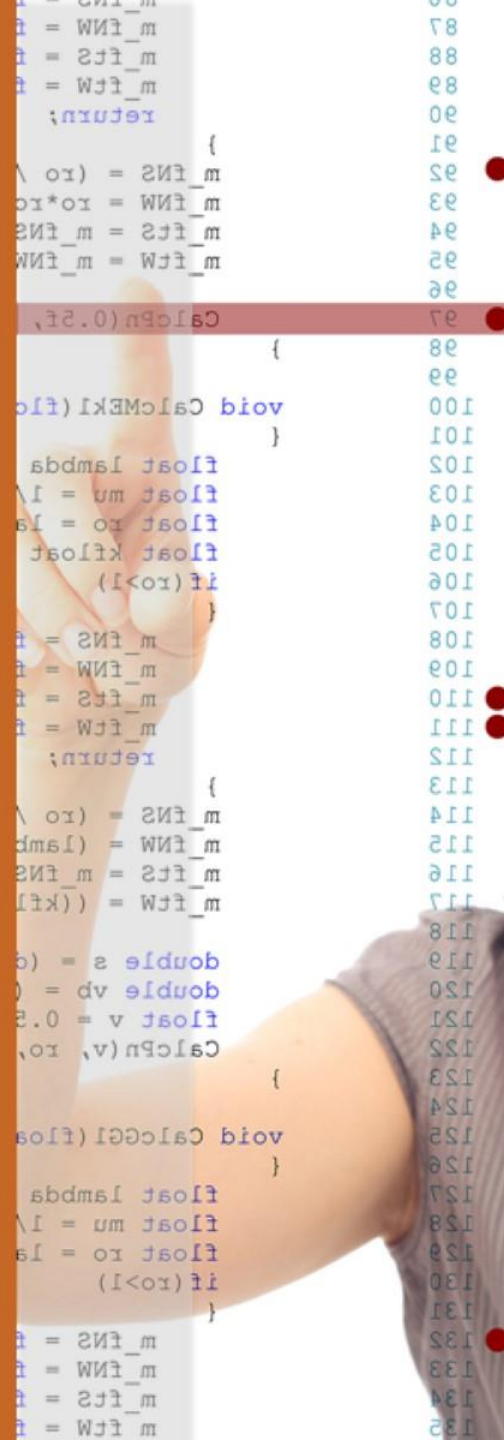
## StudentTracker Reports

- Request File synopsis
- Student-level Detail Report
- Aggregate Report showing most commonly attended institutions

# Response Files

The Clearinghouse returns . . .

- **Control Report**
  - ✓ Overview of Results
- **Aggregate Report**
  - ✓ Reports top institutions that students attended
- **Detail Report File**
  - ✓ Returns enrollment and degree\* records on non-blocked matched students (\*must participate in DegreeVerify service)





# Student Mobility





# 2014/15 Bachelors Degree Earners

Matriculated at age 20 or younger

63%

Attended 2 or more institutions

64%



# 2014/15 Degree Earners With At Least One Stop Out

## Bachelors

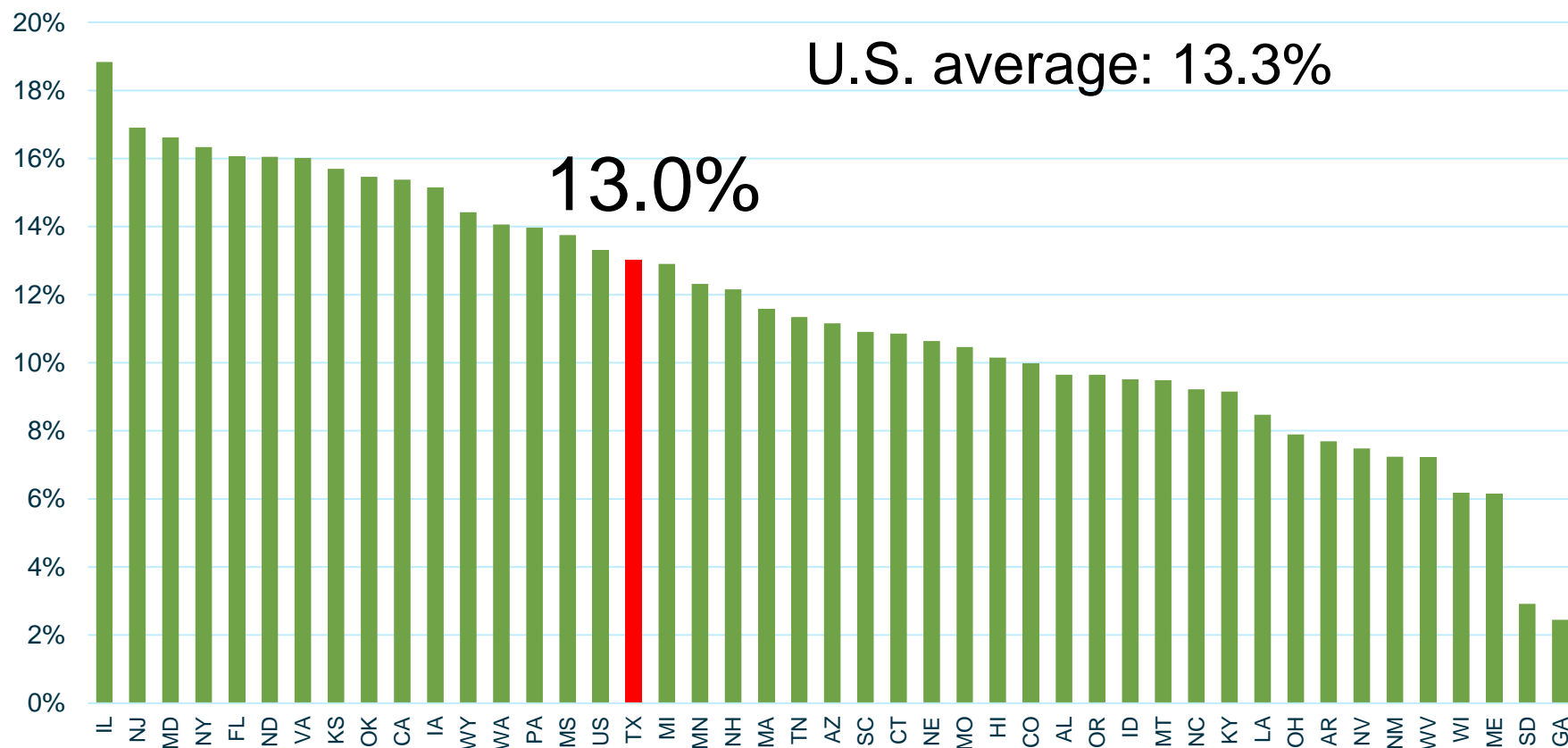
40%

## Associates

52%



# 2010 Cohort Bachelor's Completion Rates For Students Who Start at a CC by state





# Transfer-Out Rates by community college students

US Average

**32%**

Texas

**31%**

**Transfer-out rate:** % of first-time, degree-seeking students who transfer to a 4-year institution within six years

Source: NSCRC Tracking Transfer 2017



National Student  
Clearinghouse



# CC students transferring before earning an associate's degree

US Average

62%

Texas

76%





# Transfer-Out Bachelor's Completion Rates

US Average

42%

Texas

42%

% of students that transferred to a 4-year who earn a bachelor's degree (at any 4-year institution) within six years of entering the CC





## What is Reverse Transfer?

It is the **transfer of credits from a four-year (or two-year) institution to any two-year institution** from which a student transferred. **If eligible, the student is awarded an associate degree.**

# ← REVERSE TRANSFER →

- The **ONLY** national solution to provide the ability to exchange course and grade data for awarding degrees.
- **Supporting your student success** initiatives by helping to increase both associate and bachelor degree attainment
- **Alleviating the workload** for community colleges and universities in the reverse transfer process.







# Why A National Solution?

- Most students are mobile
  - 54% of enrollments (transfer ins and outs) at a typical institution, on average, are mobile at any given time
- Successful students are more mobile
- Transfer patterns are complex
  - **$\frac{1}{4}$  of all transfers move between states**

**Reverse transfer can make the difference**

# Why is Reverse Transfer Important?

Targets student population with highest student loan default rates





# Why is Reverse Transfer Important?

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## Less Student Debt, Higher Default Rates

Students with less student debt are least likely to pay back their loans, because many do not have jobs that pay well.



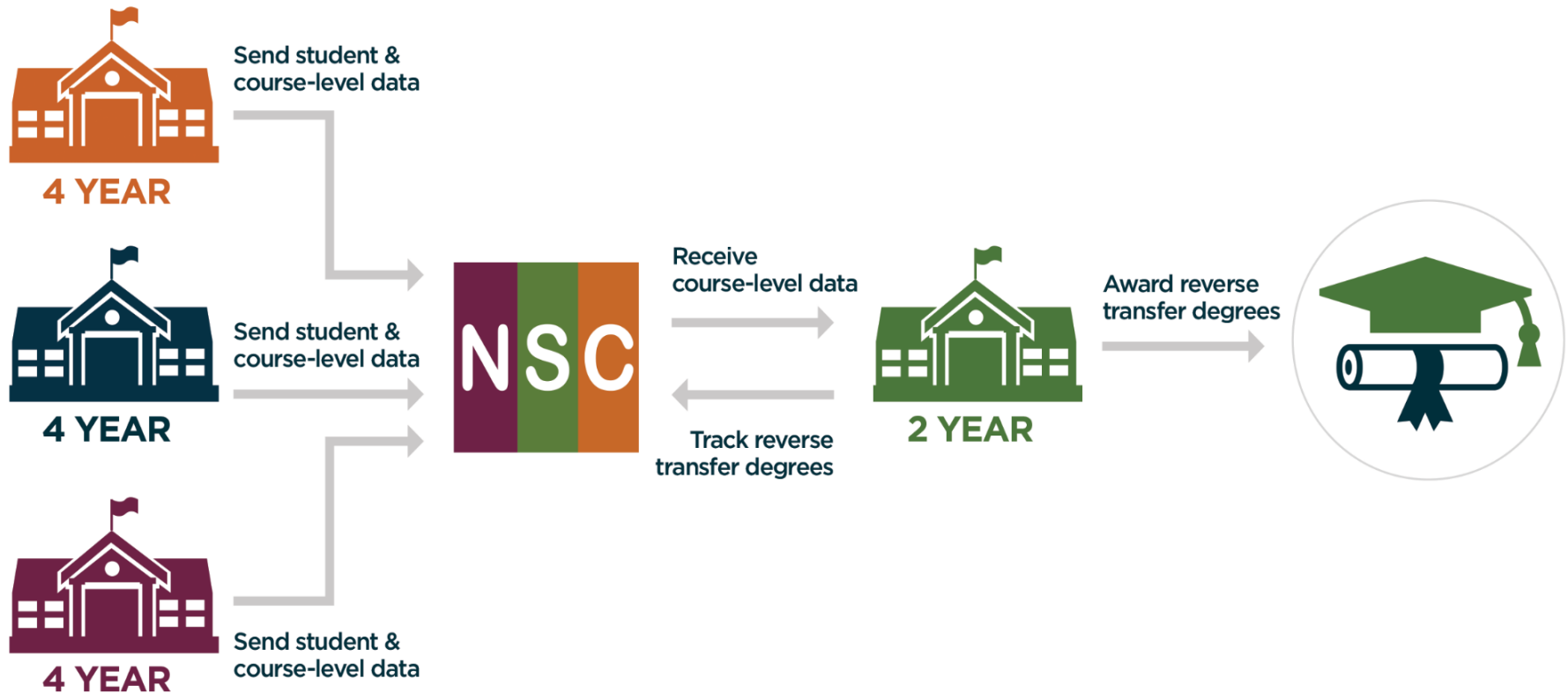
\$1,000 to \$5,000	34%
\$5,000 to \$10,000	29%
\$10,000 to \$25,000	24%
\$25,000 to \$50,000	21%
\$50,000 to \$100,000	21%
more than \$100,000	18%

*Among graduate and undergraduate borrowers who left school in 2009, share who defaulted by 2014.*

*Sources: Federal Reserve Bank of New York Consumer Credit Panel and Equifax (Published in TheUpshot, NYT, August 31, 2015)*

# How does Reverse Transfer work?

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# What can the Clearinghouse's Reverse Transfer do for you?

- **Alleviate the workload** by filtering for associate degrees
- **Process the students on your timeline by downloading** cumulative student data when **you are ready** to evaluate for the semester
- **Easily access** the student's information when they call to ask, when can I get my degree?
- **NO shuffling** through different types of transcripts trying to figure out if the student is physically transferring to your institution or is it a reverse transfer student.
- **Your trusted and secure place** for all the reverse transfer students data

# What can the Clearinghouse's Reverse Transfer do for you?

- Help you increase your transfer student retention and graduates
- Opportunity to offer Reverse Transfer to **ALL your transfer students** no matter where they transferred from across the nation
- **One file** submission of course grade data from sending institution
- No need to send transcripts throughout the semester



**1.**

Sign a  
participation  
agreement

**2.**

Work with  
your partner  
institutions to  
participate

**3.**

Establish  
a Reverse  
Transfer  
account

**Best of All,  
Reverse  
Transfer  
Is Free!**

**Become Part of the  
National Solution Today!**



# **Transcript Services**

**Your Trusted Source for  
Postsecondary Transcript  
Services**



- It is our goal to provide you relief from administrative burdens and costs related to the ordering and fulfillment of transcripts by easing the process and continuing to align ourselves with Strategic Partners such as Ellucian
- With nearly 1,000 schools participating in Transcript Services, we strive to continue to make your transcript process easy by providing *FAST*, *FASTER*, and *FASTEST* service

# The Transcript Process and Benefits are Based on Your Needs

<b><i>FAST</i></b> ONLINE ORDERING	<b><i>FASTER</i></b> AUTOMATION	<b><i>FASTEST</i></b> FULL INTEGRATION
Your Needs		
<ul style="list-style-type: none"><li>• No internal IT resources required</li><li>• Your required effort (guided by your Clearinghouse implementation rep)</li><li>• Implementation Time: In as little as a day</li></ul>	<ul style="list-style-type: none"><li>• Limited development by your SIS experts</li><li>• Your required effort (guided by your Clearinghouse implementation rep)</li><li>• Implementation Time: In as little as two weeks</li></ul>	<ul style="list-style-type: none"><li>• IT/SIS resources for connections/configurations</li><li>• Your required effort (guided by your Clearinghouse implementation rep)</li><li>• Implementation Time: 45 days</li></ul>
Your Benefits		
<ul style="list-style-type: none"><li>• 24/7 online ordering with fee collection</li><li>• Eliminates processing/filing of paper requests</li><li>• Real-time reporting</li></ul>	<ul style="list-style-type: none"><li>• Personnel resource savings</li><li>• Reduced transcript fulfillment time</li><li>• Automated exchange of order and status data between NSC and your SIS</li></ul>	<ul style="list-style-type: none"><li>• Full integration with your SIS</li><li>• Automates every processing step</li><li>• Automatic printing of paper transcripts</li><li>• Savings in paper, postage, and personnel costs</li></ul>



# ***FAST***

## ONLINE ORDERING

- Enables your students and alumni to order transcripts online via your custom transcript ordering form
- Gives you valuable time back by electronically notifying your students of holds
- Tells you “why” your students are ordering transcripts
- Collects your fees for easy reconciliation
- Ensures transcript orders are complete and legible
- Enables electronic transcripts options

# ***FASTER***

## AUTOMATION

- Includes all the benefits and features of the FAST service
- Speeds transcript processing
- Automatically checks for holds, then notifies students with customized text
- Enables automated processing for highly modified SIS software
- Provides batch PDF delivery
- Offers secure delivery and tracking of electronic PDFs and state-of-the-art PDF document security

# ***FASTEST***

## FULL INTEGRATION

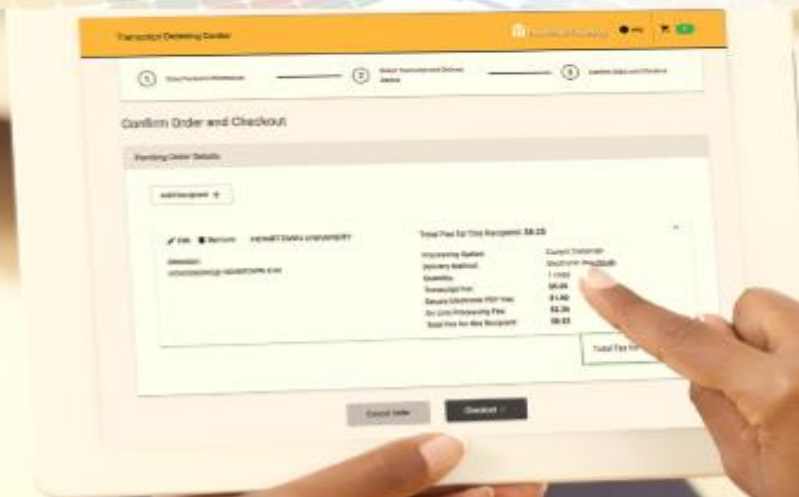
- Includes all of the benefits and features of the FAST service
- Provides real-time, automated transcript ordering, production, and electronic delivery between the Clearinghouse Transcript Ordering and your SIS systems
- PDF and EDI generation capabilities embedded within the solution
- No additional software or hardware required within the institutions computing environment
- No cost to the institution



## Next Generation Transcript Experience

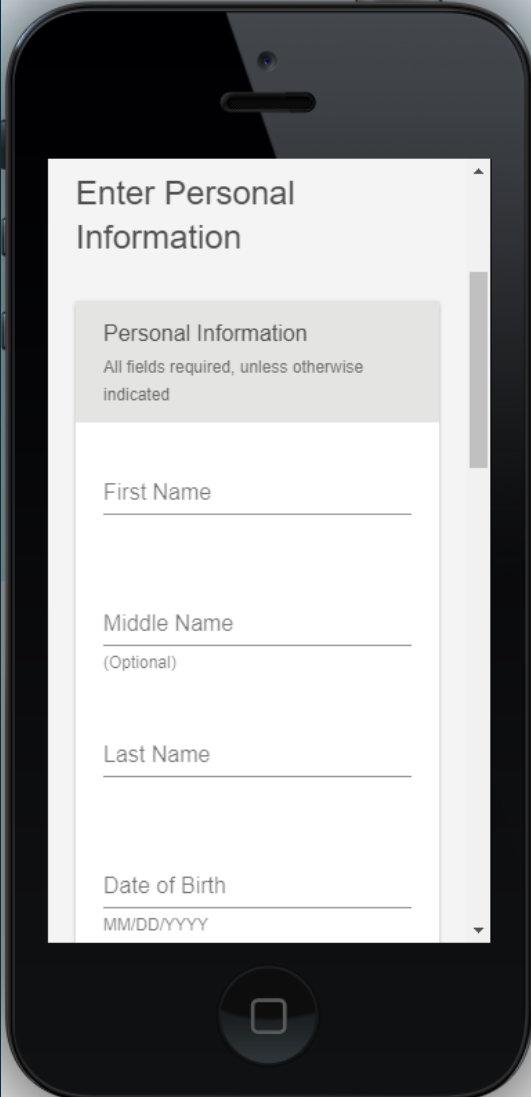

Transcript ordering  
as mobile as  
your students

Ordering transcripts is faster and easier than ever. Your students and alumni can quickly and securely order their transcript wherever they are, whenever they have a moment, so they can get back to their lives and you don't have to interrupt yours.





# The New Transcripts UX



Enter Personal Information

Personal Information  
All fields required, unless otherwise indicated

First Name

Middle Name  
(Optional)

Last Name

Date of Birth  
MM/DD/YYYY

# Personal Page

Transcript Ordering Center



Help



1

Enter Personal Information

2

Select Transcript and Delivery  
Details

3

Confirm Order and Checkout

## Enter Personal Information

Personal Information All fields required, unless otherwise indicated

First Name

Jane

Middle Name

(Optional)

Last Name

Doe

Date of Birth

02/02/1990

MM/DD/YYYY

Has your name changed since attending school?

Yes

No

## Student Identification Information

Hometown ID

123456

Confirm Hometown ID

123456

or

Social Security Number

xxx-xx-xxxx

Confirm Social Security Number

xxx-xx-xxxx

Are you currently enrolled?

Yes

No

Did you attend Hometown University prior to 1990?

Yes

No

Note: Electronic delivery is not available if you attended prior to the date above.

Year From

2007

YYYY

Year To

2011

YYYY

Cancel Order

Continue >

# Recipient Page

Transcript Ordering Center



 Help



1 Enter Personal Information

2 Select Transcript and Delivery Details

3 Confirm Order and Checkout

## Select Transcript and Delivery Details

Recipient All fields required, unless otherwise indicated

According to the Family Educational Rights and Privacy Act (FERPA), in certain instances, schools must obtain the student's permission in order to release information from his or her educational records. The type of consent form that is required is determined by recipient type.

Select Recipient Type

Business or Individual

College or University

Me



Organization

Continue >

# Recipient Page

Transcript Ordering Center



 Help 



1

Enter Personal Information

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Select Transcript and Delivery  
Details

3

Confirm Order and Checkout

## Select Transcript and Delivery Details

Recipient All fields required, unless otherwise indicated

According to the Family Educational Rights and Privacy Act (FERPA), in certain instances, schools must obtain the student's permission in order to release information from his or her educational records. The type of consent form that is required is determined by recipient type.

Select Recipient Type

College or University

Country

United States

State/Territory/APO

Illinois

Select your School

Illinois State University

Department

Registrar's Office

Cancel Order



Continue >



# Delivery Method Page

Transcript Ordering Center

 Hometown University

 Help 

 0

1

Enter Personal Information

2

Select Transcript and Delivery  
Details

3

Confirm Order and Checkout

## Select Transcript and Delivery Details

Recipient: JANE DOE

Delivery Method All fields required, unless otherwise indicated

What transcript do you want sent?

Current transcript

What type of transcript do you want?

Complete/All

What is the purpose of your transcript?

Self

## Delivery Information

Transcript Delivery Method

Electronic - \$1.00

Express/International - \$45.00

Express/United States - \$20.00

Hold for Pickup

Mail

Order

Continue >

# Shopping Cart

Transcript Ordering Center



Help



1

Enter Personal Information

2

Select Transcript and Delivery  
Details

3

Confirm Order and Checkout

## Confirm Order and Checkout

### Pending Order Details

Add Recipient

Edit Remove

**Recipient:** ILLINOIS STATE UNIVERSITY

**Attention:** Registrar's Office

**Total Fee for this Recipient:** \$7.25

**Processing Option:** Current transcript

**Delivery Method:** Electronic

**Quantity:** 1 copy

**Transcript Fee:** \$5.00

**Online Processing Fee:** \$2.25

**Total Fee for this Recipient:** \$7.25

Edit Remove

**Recipient:** JANE DOE

**Email:** HANSON@NSLC.ORG

**Total Fee for this Recipient:** \$8.25

**Processing Option:** Current transcript

**Delivery Method:** Electronic

**Quantity:** 1 copy

**Transcript Fee:** \$5.00

**Secure Electronic PDF Fee:** \$1.00

**Online Processing Fee:** \$2.25

**Total Fee for this Recipient:** \$8.25

Total Fee for Order: \$15.50

Cancel Order

Checkout >

# Consent Form Page

## Confirm Order and Checkout

### Sign Consent Form All fields required, unless otherwise indicated

A signed consent form is required to release your transcript. If we do not receive your consent form within 30 calendar days from the date you submit your request, your order will be canceled and you will not be charged.

Requestor: JANE DOE  
Order Number: 12821712

Transcript Recipient(s)  
JANE DOE  
AUBURN UNIVERSITY

### Electronic Consent Form

The fastest way to submit your consent form is electronically. Use your finger or mouse to draw your signature in the box. After you submit your signature, you may download a signed copy of the consent form for your records prior to providing payment in the next step.

#### Need Help Signing?



#### Desktop

Hold down the left button on your mouse and, using the mouse, sign your name in the signature box as you would with a pen.

Mac with Trackpad only: Hold down the options button on the keyboard, continue to hold down the options button while pressing your finger onto the trackpad, sign your name in the signature box while signing your name on your trackpad.



#### Mobile

Sign your name in the signature box using your finger as a stylus

Sign Here



Signature Date: 07/30/2018 12:53 PM

By submitting this signature, I, JANE DOE, certify that I am the above named student and my electronic signature provided on this form is authentic and has the same validity and legally binding effect as signing this consent form by my hand in ink.

Clear Signature

Accept Signature

# Payment Page

Transcript Ordering Center



Help

1

Enter Personal Information

2

Select Transcript and Delivery  
Details

3

Confirm Order and Checkout

## Confirm Order and Checkout

Payment Details All fields required, unless otherwise indicated

Accepted Credit Cards:



Cardholder Name

Jane Doe

Card Number

4111111111111111

Security Code

123

Expiration Date

Month

February

Year

2020

Do you want to use your contact address as your billing address?

Yes

No

Address 1

2300 DULLES STATION BLVD

Street number and name or PO Box

Address 2

STE 220

Building, campus box, floor, apt, suite (Optional)

Zip/Postal Code

20171

City

HERNDON

State/Territory/APO

Virginia

Country

United States

Total Fees for Order: \$20.50

Cancel Order

Submit Order >



# Summary

Mobile and tablet friendly

Dynamic: options are shown or hidden depending on the users answers to certain questions

Type Ahead: When the user types in a field, options relating to what the letters typed populate below to be selected

Less redundancy on entering the same information. The information auto populates with information entered earlier in the order

3 easy steps for a quick and seamless process!



# Integration Options

- E-transcripts with Ellucian Integration
- PeopleSoft/Campus Solutions Integration
- API Integration



National Student  
Clearinghouse®

# Customer Service

703-742-4200

[service@studentclearinghouse.org](mailto:service@studentclearinghouse.org)

- Dedicated representatives that respond to calls, emails, faxes, and social media requests from students, parents, alumni and school staff
- Available Monday - Thursday 9:00am – 7pm ET; Friday 9:00am – 5:00pm ET
- Answers general and operational service questions. For example:
  - password resets
  - deferment questions
  - FTP contacts/login
  - Transcript student/recipient “how to” questions such as opening a PDF, placing, tracking or canceling orders, and refunds

Average speed of answer is 64 seconds and they handle approximately 29,000 emails and phones calls per month

NATIONAL STUDENT  
CLEARINGHOUSE




# Transcript Volume Report

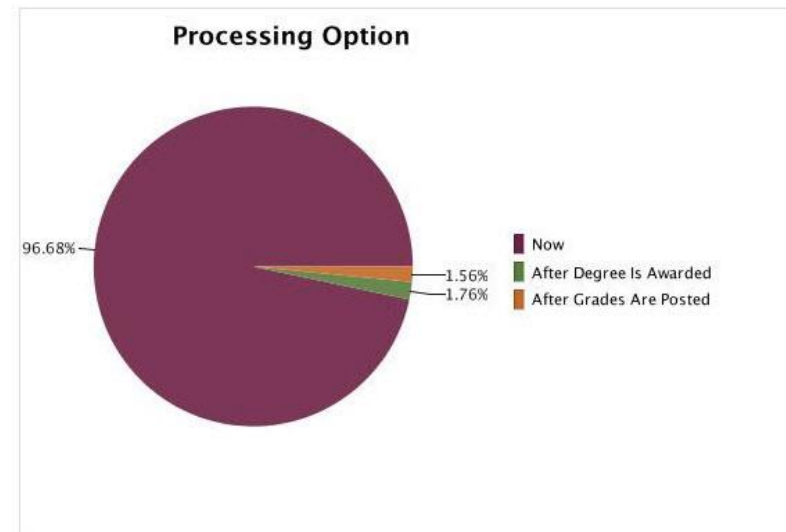
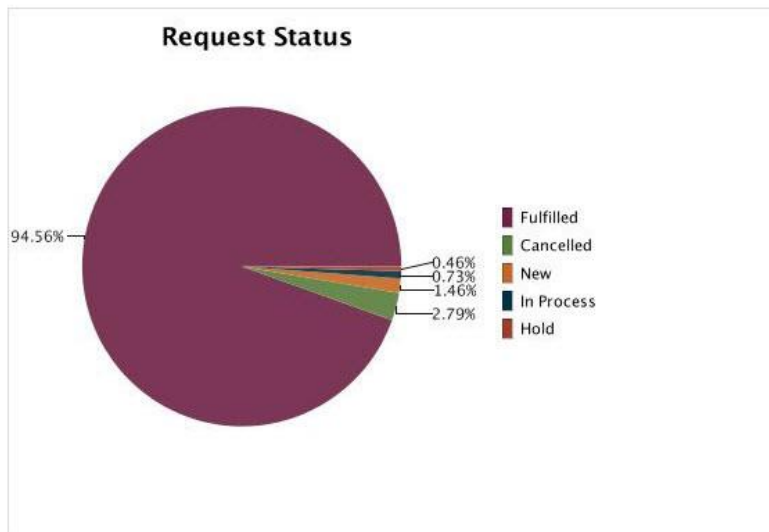
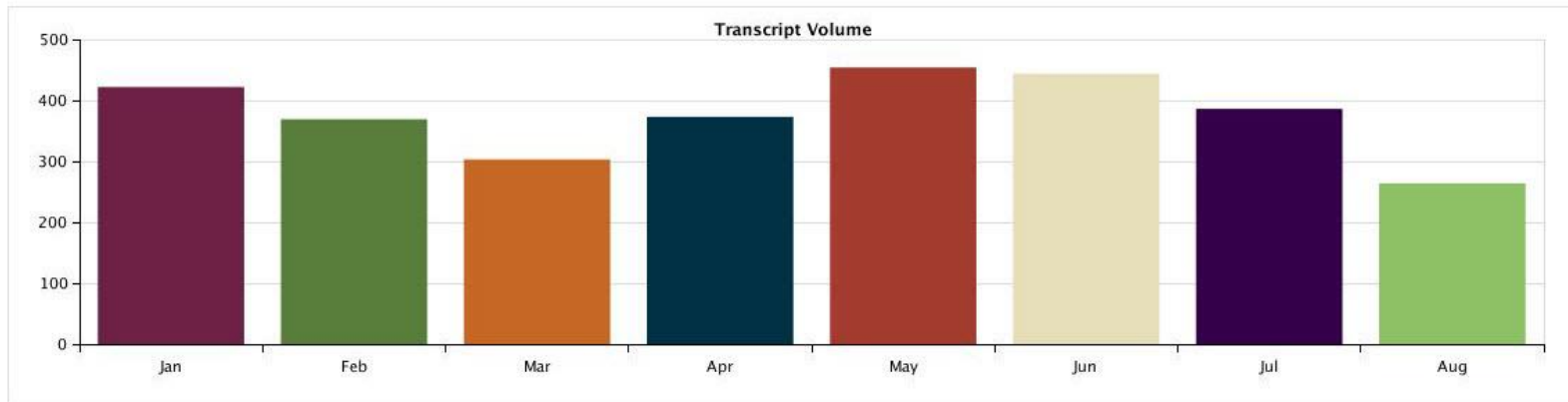
School Name: **HOMETOWN UNIVERSITY**

From Date: 01/01/2012

To Date: 08/23/2012

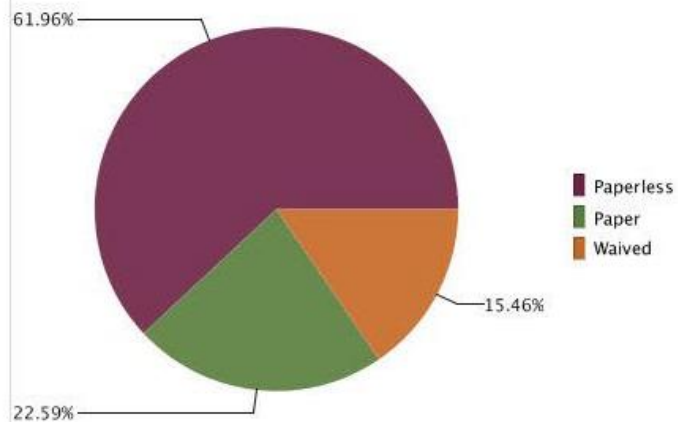
[Click to export](#) 

[Click the chart to view details](#)

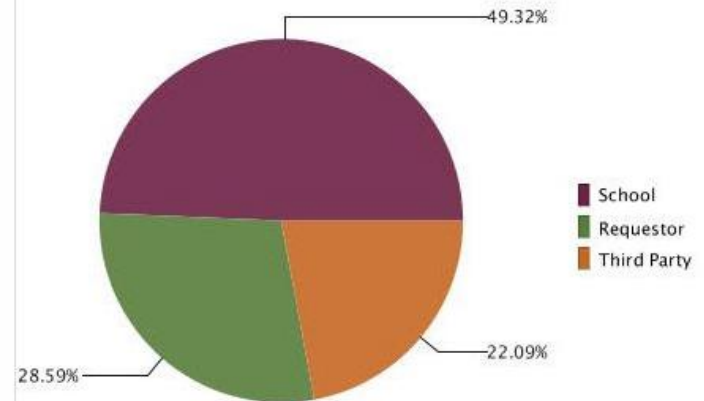




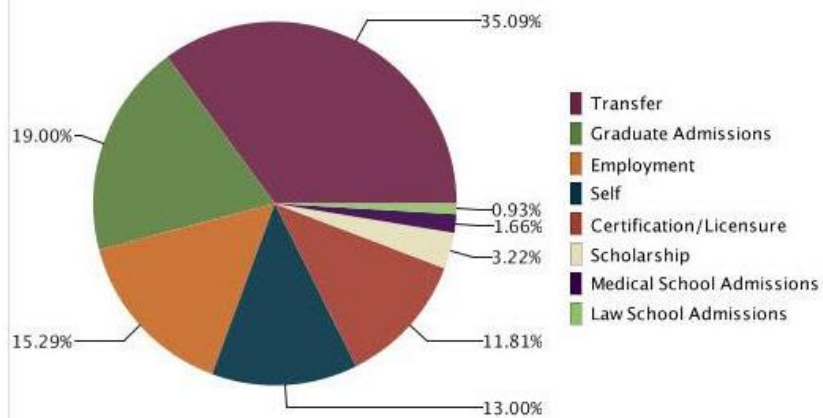
### Consent Type



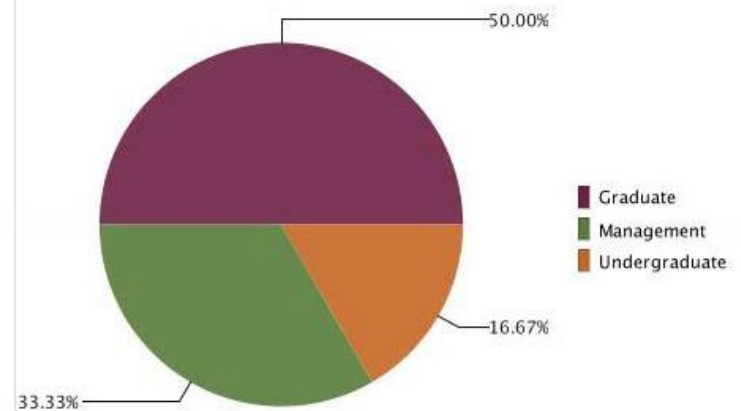
### Recipient Category

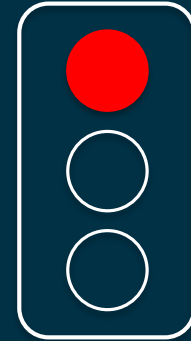


### Transcript Purpose



### Transcript Type





**Stop  
printing  
transcripts!**

Let the  
National Student  
Clearinghouse  
do it for you.

# Print-to-Mail

## Turnkey & Automated



**Printing**



**Inserting**



**Mailing**

## How Does NSC SecurePrint Work?



## Student or Alumnus



## Your Institution



## Print Facility







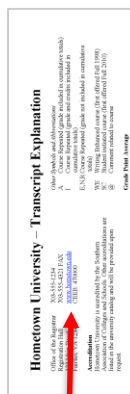
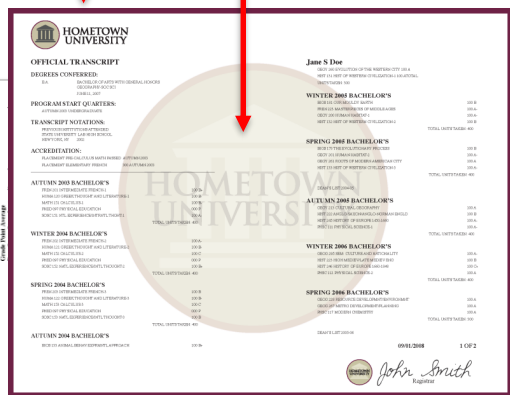
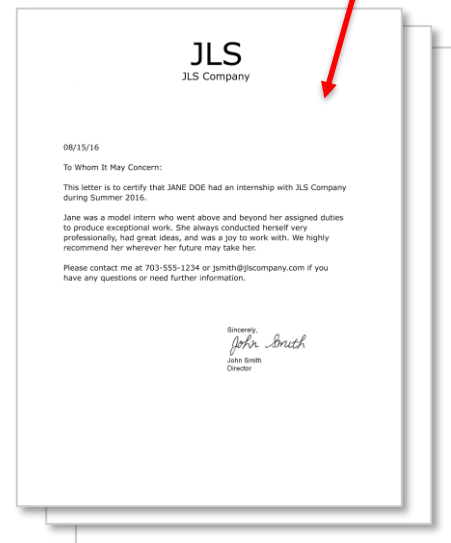
# Printing: Customized

Your branding

Color or B&W

Personalized cover letter

Student attachments



Your legend/grading policy  
on the back





# Printing: Secure

## FISMA-certified and SOC2®-compliant

Uses highly secure  
safety paper

**HOMETOWN UNIVERSITY**

**OFFICIAL TRANSCRIPT**

**DEGREES CONFERRED:**  
B.A. BACHELOR OF ARTS WITH GENERAL HONORS  
DEGREE GRADUATED  
JUNE 11, 2007

**PROGRAM START QUARTERS:**  
AUTUMN 2003 UNDERGRADUATE

**TRANSCRIPT NOTATIONS:**  
PENDING ACADEMIC PROBATION  
PENDING ACADEMIC PROBATION  
PENDING ACADEMIC PROBATION  
PENDING ACADEMIC PROBATION  
PENDING ACADEMIC PROBATION

**ACCREDITATION:**  
PLACEMENT PRE-CALCULUS MATH PLACEMENT AUTUMN 2003  
PLACEMENT ELEMENTARY PHYSICS AUTUMN 2003

**AUTUMN 2003 BACHELOR'S**  
PHYS 101 INTERMEDIATE PHYSICS 1 100-B  
MATH 101 CALCULUS I 100-B  
MATH 102 CALCULUS II 100-B  
PHYS 102 PHYSICAL SCIENCE 1 100-B  
PHYS 103 PHYSICAL SCIENCE 2 100-B  
TOTAL UNITS TAKEN: 400

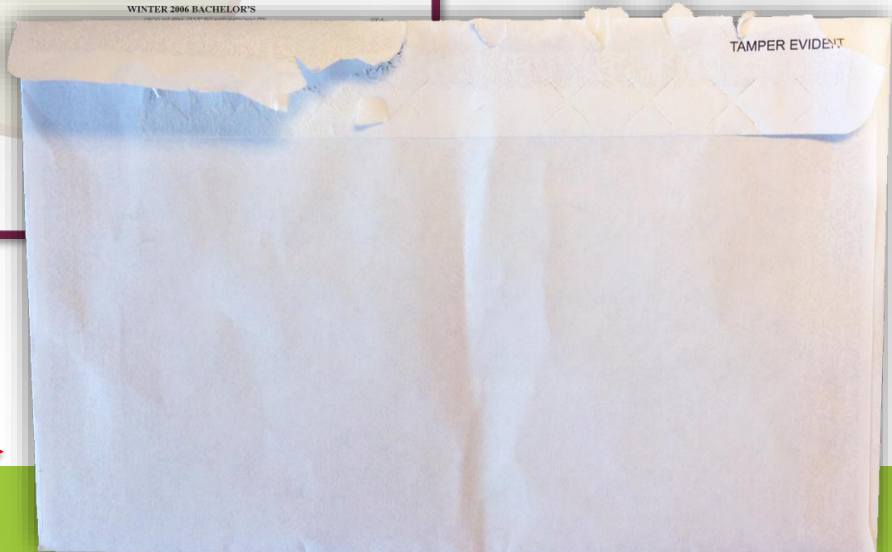
**WINTER 2004 BACHELOR'S**  
PHYS 101 INTERMEDIATE PHYSICS 1 100-B  
MATH 101 CALCULUS I 100-B  
MATH 102 CALCULUS II 100-B  
PHYS 102 PHYSICAL SCIENCE 1 100-B  
PHYS 103 PHYSICAL SCIENCE 2 100-B  
TOTAL UNITS TAKEN: 400

**SPRING 2004 BACHELOR'S**  
PHYS 101 INTERMEDIATE PHYSICS 1 100-B  
MATH 101 CALCULUS I 100-B  
MATH 102 CALCULUS II 100-B  
PHYS 102 PHYSICAL SCIENCE 1 100-B  
PHYS 103 PHYSICAL SCIENCE 2 100-B  
TOTAL UNITS TAKEN: 400

**AUTUMN 2004 BACHELOR'S**  
PHYS 101 INTERMEDIATE PHYSICS 1 100-B  
MATH 101 CALCULUS I 100-B  
MATH 102 CALCULUS II 100-B  
PHYS 102 PHYSICAL SCIENCE 1 100-B  
PHYS 103 PHYSICAL SCIENCE 2 100-B  
TOTAL UNITS TAKEN: 400

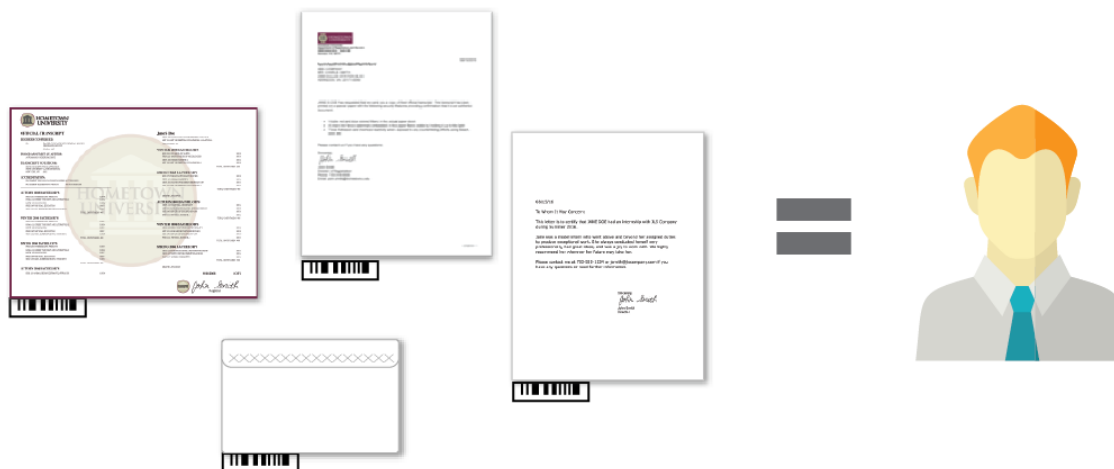
**WINTER 2006 BACHELOR'S**  
PHYS 101 INTERMEDIATE PHYSICS 1 100-B  
MATH 101 CALCULUS I 100-B  
MATH 102 CALCULUS II 100-B  
PHYS 102 PHYSICAL SCIENCE 1 100-B  
PHYS 103 PHYSICAL SCIENCE 2 100-B  
TOTAL UNITS TAKEN: 400

Tamper-evident envelopes

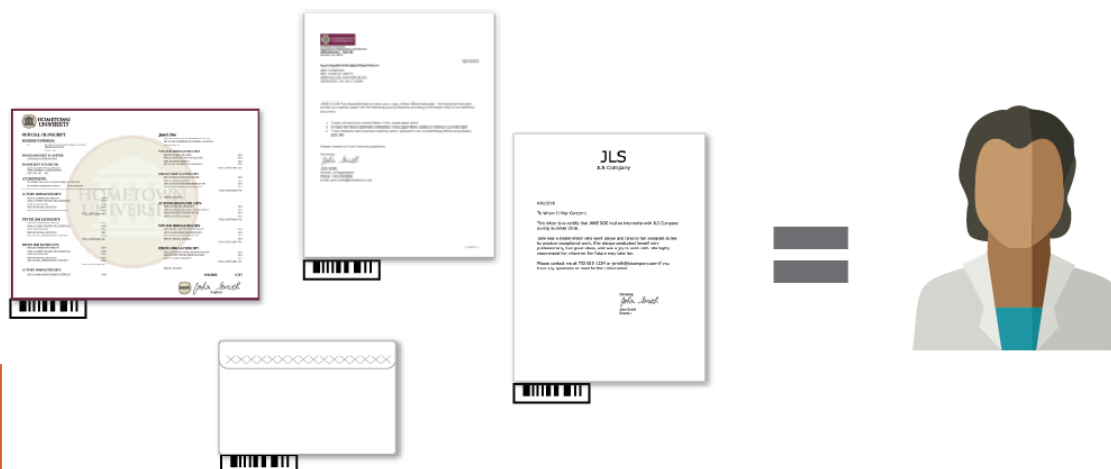




# Intelligent: Accurate



Intelligent barcoding matches documents to recipient





## Mailing: Efficient

- U.S. or international delivery
- USPS 1st-Class or USPS Priority Mail Express
- Delivery tracking (for USPS Priority Mail Express)
- Address Validation
- Status notifications



# Pricing

- Your institution can elect to cover each of the following costs for your students
- Shipping and handling (per order)
  - Black and white: \$ 1.80
  - Color: \$ 2.40
- Express Delivery (per package)
  - Domestic: \$27.00
  - Canada and Mexico: \$47.00
  - International: \$60.00



# StudentTracker®

## Premium Service

### Output



### Efficiency



### Comparisons



### Integration



**ANALYSIS READY**  
Transforms detail report into **one row per student**

**REQUEST FILE RE-RUN**  
Saves time by re-running instead of re-loading file; up to four times within 365 days

**SIGNATURE AND SNAPSHOT REPORTS**  
Uses your institution's data to compare your institution with national sectors

**DATA VISUALIZATION**  
Integrates reporting with graphics for more compelling stories

# Analysis-Ready File

Transmitted via Your Secure FTP Account

---

## Quantitative

Calculates the number of days between different educational milestones

## Organized

One student per row enables concurrent enrollment to be easily identified

## Comprehensive

Eight consecutive years of reporting

## Standardized Logic

Retention and persistence



# Ability to Re-Run Request Files

---



**Save time** by re-running files up to four times over one year

**Follow** your student cohort for several years to see comprehensive outcomes

**Ensure flexibility** so any user can re-run cohort files previously submitted

**Retain your filenames** to ensure you are re-running the correct file

# Download Stored Institution-Level Reports

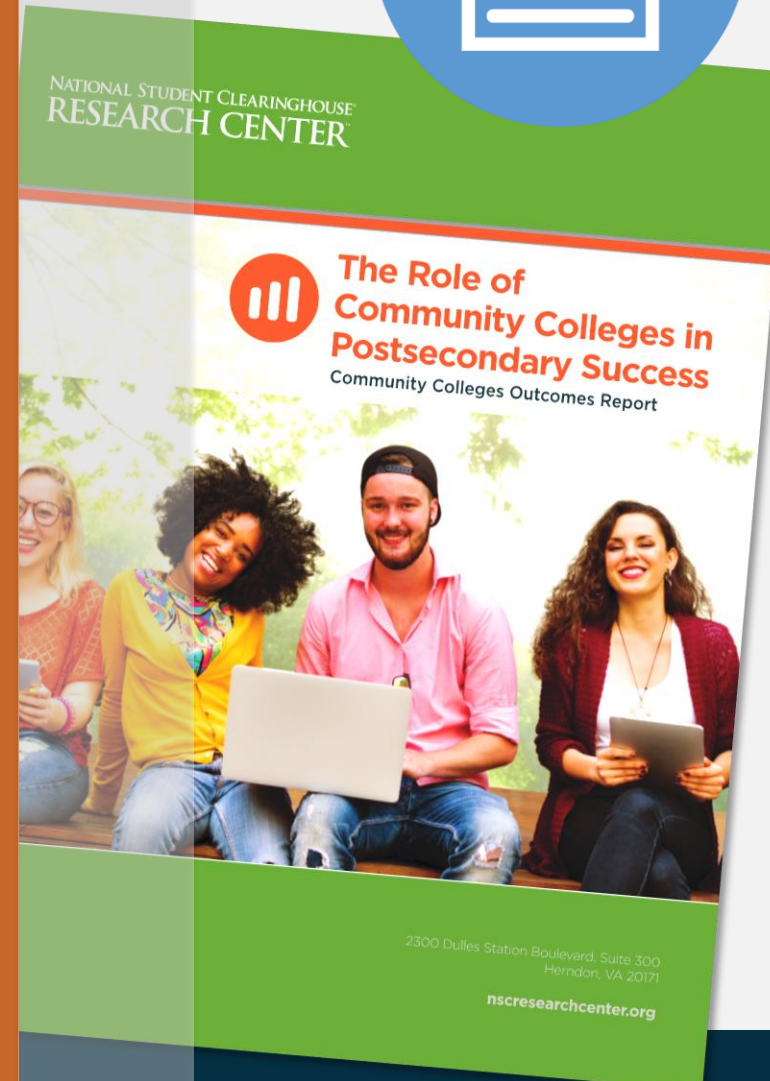
- Completions
- Persistence & Retention
- National numbers for your school sector

Signature<sup>™</sup>  
REPORT  
STATE SUPPLEMENT

12

Snapshot<sup>™</sup>  
REPORT

Yearly Success and  
Progress Rates



# Immediate Collaboration: Visualizations

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Access visual representations of your StudentTracker Request File results and our Research Center's Completions Report



Identify influences impacting your student retention and persistence so you can make the necessary alterations



Tell a story through visualization that you can share with your colleagues and senior leadership team



# StudentTracker®

## Premium Service

### VALUE-BASED PRICING

**\$1,995**

> 10,000 students (all levels)

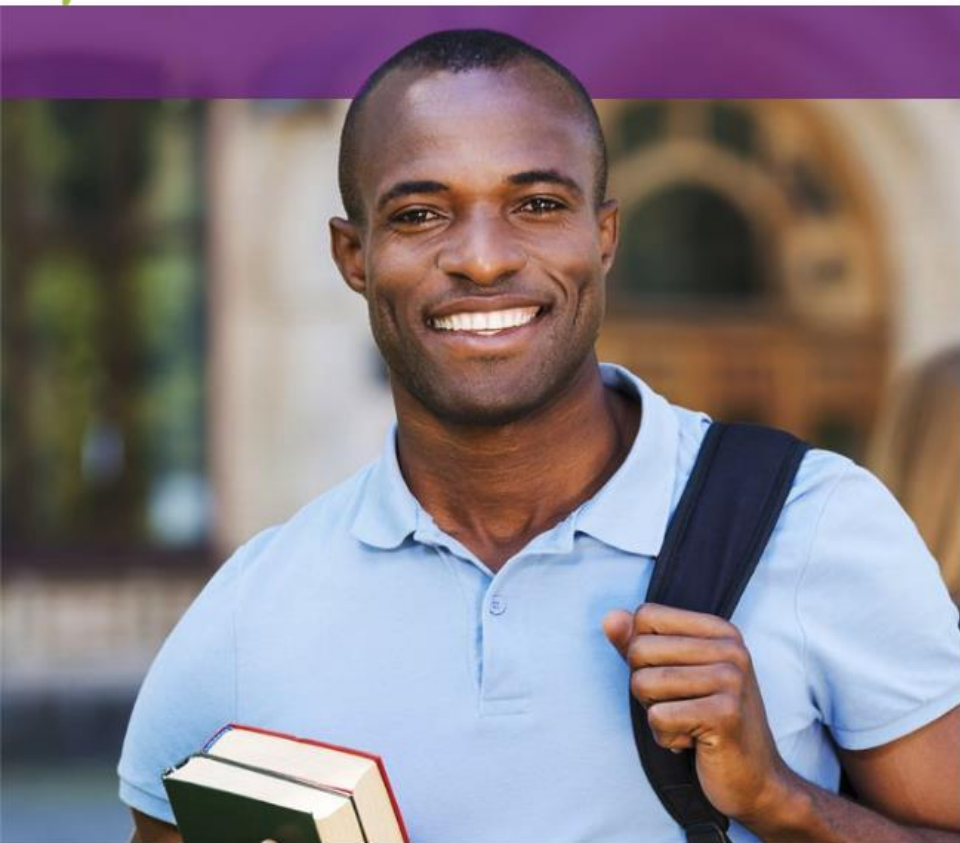
**\$1,295**

4,000 – 10,000 students (all levels)

**\$795**

< 4,000 students (all levels)





Myhub

Data powering my  
education & career

[CREATE YOUR ACCOUNT NOW](#)



## Degrees Earned



Master of Science  
SAMPLE UNIVERSITY  
Award Date: 2017-08-30

[Get CeDiploma](#)

BACHELOR OF SCIENCE  
HOMETOWN UNIVERSITY  
Award Date: 2012-05-01

[See All Degrees >](#)

## Colleges Attended



HOMETOWN UNIVERSITY  
Contact: Student Services  
Email: StudentServices@hometown.edu



SAMPLE UNIVERSITY  
Contact: Student Services  
Email: StudentServices@su.edu

[See All Colleges Attended >](#)

## Enrollment History

SAMPLE UNIVERSITY  
● Full Time  
2017-02-01 - 2017-08-25

SAMPLE UNIVERSITY  
● Full Time  
2016-03-01 - 2016-06-15

SAMPLE UNIVERSITY  
● Full Time  
2015-03-03 - 2015-06-16



## Courses

International Marketing  
20180821-20181213  
HOMETOWN UNIVERSITY

A 3 CREDITS

Advertising with social media  
20180821-20181213  
HOMETOWN UNIVERSITY

C 3 CREDITS

Intro to Communication  
20180821-20181213  
HOMETOWN UNIVERSITY

A 3 CREDITS



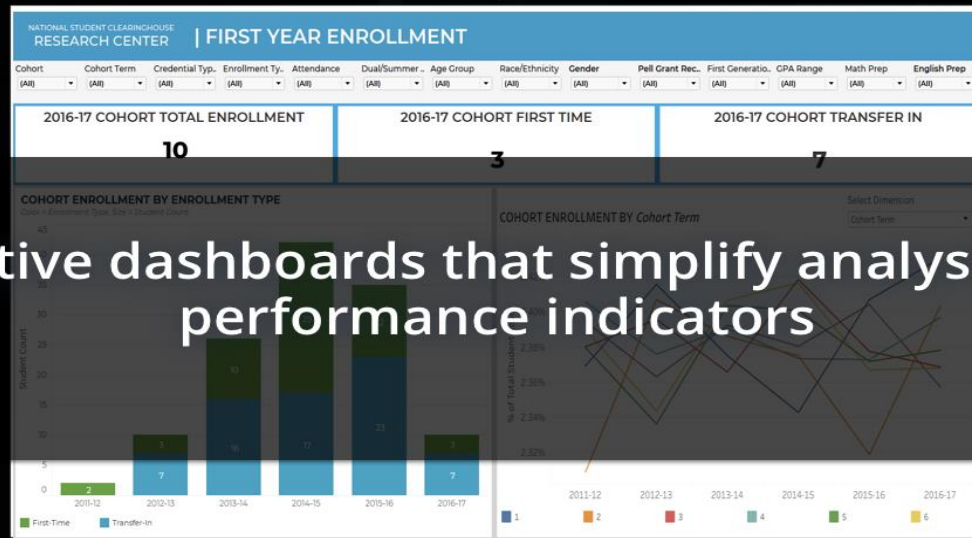
## Certificates



Coming Soon!

## Better Data for Better Student Outcomes

Interactive dashboards that simplify analysis of key performance indicators



# A National Effort by NSC & Our Partners.

## **Dedicated Too:**

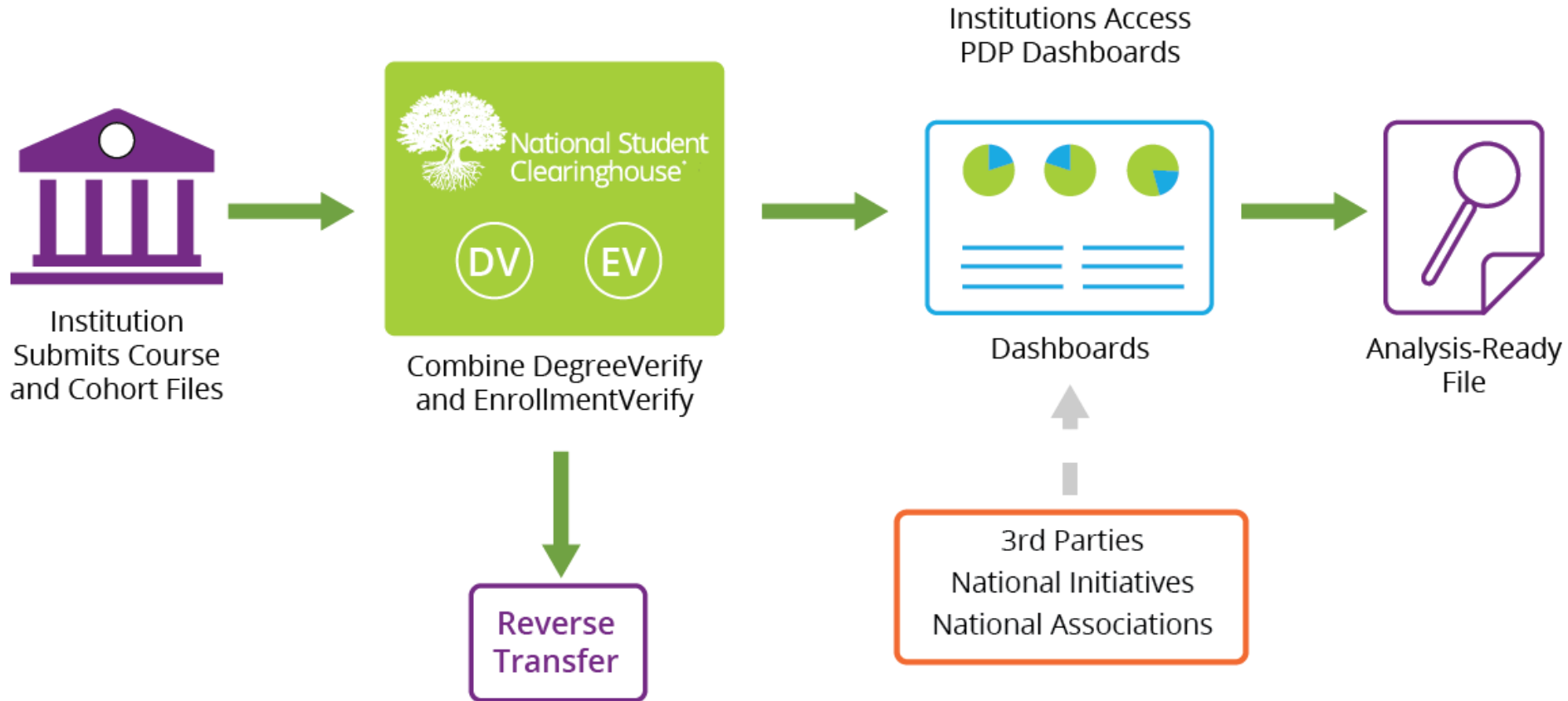
- Simplify, streamline data gathering & reporting of student metrics
- Provide comprehensive, intuitive, reporting mechanism to help enable more data-informed decisions across campus
- Data submission to one source
- Ability to report to multiple partners



# A National Effort by NSC & Our Partners.

- Improve the institutions' and organizations' ability to retain students and increase the likelihood of students earning credentials
- Enable easy participation in **Reverse Transfer** initiative by expanding the use of the **same data set**

# PDP Process – Building on Our Existing Institutional Relationships and Reporting



**Receive 8 Key Performance Indicators  
+ Transfer Out + Analysis-ready File!**

# Resources

Contact: [pdp-service@studentclearinghouse.org](mailto:pdp-service@studentclearinghouse.org)

[Home](#) » [Colleges & Universities](#) » [Postsecondary Data Partnership](#)

## Postsecondary Data Partnership

[How the PDP Works](#) / [Key Performance Indicators](#) / [KPI Dashboards](#) / [FAQs](#) / [Dashboard Video Tours](#) / [Coming Soon](#)



The **Postsecondary Data Partnership (PDP)** is a nationwide effort to help colleges and universities gain a fuller picture of student progress and outcomes, meet various reporting requirements, and identify where to focus their resources. The partnership is dedicated to the idea that easier access to better data helps you, the higher education professional, develop actionable insights and make informed decisions to support student success.

One of the biggest barriers to improved data gathering and utilization by colleges and universities is the



[PDP Dashboard Login](#)

### RESOURCES:

- [Fact Sheet](#)
- [Data Submission Checklist](#)
- [Data Submission Guide effective September 2019](#)
- [Cohort Template file effective September 2019](#)
- [Course Template file effective September 2019](#)
- [Data Submission FAQs](#)
- [Analysis-Ready File Data Dictionary for Institutions](#)
- [PDP KPIs by Critical Elements](#)
- [Login to Submit Data](#)
- [Check Status of Your Files](#)
- [Clearinghouse Academy](#)

# New Master Services Agreement

---

- Master Services Agreement (MSA) and underlying Statements of Work (SOWs) do not change the existing services that your institution receives under its current service agreements in any way
- Updates older contract language that may not have included proper references to all laws and regulations and clarifies data permissions
  - ❑ Updated references to FERPA regulations
  - ❑ More clearly defined permissible data uses (*e.g.*, for institutions that participate in verification services, defining “authorized requestors” that seek verifications on behalf of students with whom they have a direct relationship)
  - ❑ Updated to include U.S. Dept. of Education’s required language for institutions using “third-party servicers,” specifying NSC’s responsibilities as a third-party servicer (*e.g.*, refer fraudulent activity to OIG, established joint liability for failure to comply with Higher Education Act requirements, etc.)

# New Master Services Agreement (cont.)

---

- MSA is meant to be an umbrella agreement that defines the entire relationship between NSC and the institution.
  - ❑ Previously, services were added by executing separate participation/stand alone service agreements or adding addendums or amendments to existing agreements
- MSA creates a framework under which our relationship can grow as we develop new services/offerings that your institution would like to receive (SOWs can be added to the MSA for any new, future services without having to enter into a new contract)
- Resource for MSA-related questions – URL for Frequently Asked Questions:
  - ❑ <https://studentclearinghouse.org/wp-content/uploads/Clearinghouse-MSA-SOW-FAQs.pdf>



# How Can We Help You Reach Your Goals?

- Get the most benefit from the Clearinghouse services by using them all
- Are there any services that your school is not yet using?
- Would you like more information on any features of current services?



# Help Us Help You:

Share what you learned today with others on your campus  
*and*  
reach out Julie Esau, Regional Director,  
785-226-0303, [jesau@studentclearinghouse.org](mailto:jesau@studentclearinghouse.org)  
to schedule an individual review