Overview of National Student Clearinghouse Services

Julie Esau, Regional Director
AGENDA

- Clearinghouse Background
- “Next Generation” Transcript Service
- Secure Print
- StudentTracker Premium
- Reverse Transfer
- Myhub
- Master Service Agreement
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.
How We Fulfill Our Mission

Institutional Effectiveness

National Reports & Research

Trusted & Secure Partner
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
Our Beginnings

Founded in 1993

Central repository of student enrollment data

Reported to NSLDS and Student Loan Providers

Student Loan Technical Defaults & Administrative Burden
OUR REACH - ENROLLMENT

3,700 colleges and universities participate with the Clearinghouse

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

93%
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

Issues:
- Paper-Driven
- Expensive
- False Positives
- Delinquencies
- Defaults
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
How the Clearinghouse Serves the K-20 to Workforce Continuum

- StudentTracker® for High Schools
- Electronic Transcript Exchange™
- Clearinghouse Transcript Center

High School

2-Year Postsecondary

Professional Certifications

Reverse Transfer

4-Year Postsecondary

- Enrolment Reporting + Gainful Employment
- Transcript Services + NSC SecurePrint™
- SPEEDE Server
- EnrolmentVerify™
- DegreeVerify®
- Student Self-Service®
- StudentTracker® for Colleges & Universities - Premium Service
- StudentTracker® for Outreach

Workforce

Research Services

- Workforce Credentials Coalitions
- Digital Credentials Verifications
- ePortfolio & Skilling Platforms

$750M+
Clearinghouse services save the education community over $750 million annually.
<table>
<thead>
<tr>
<th>Service</th>
<th>Percentage of Students in Texas</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrollment Reporting Active</td>
<td>97.2%</td>
</tr>
<tr>
<td>Enrollment Verify Active</td>
<td>96.5%</td>
</tr>
<tr>
<td>DegreeVerify Active</td>
<td>95.4%</td>
</tr>
<tr>
<td>StudentTracker Active</td>
<td>94.8%</td>
</tr>
</tbody>
</table>

1,502,459 Texas College Students are Served by the Clearinghouse.
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
DegreeVerify Overview

- Nearly 2,400 participating colleges and universities
- Represents 93% of all U.S. college enrollment
- Over 4.5 million degrees verified each year
- Used by thousands of the nation’s largest employers, background screening firms, recruiters and other organizations
How DegreeVerify Works

1. You submit an initial historic degree data file & send a new file after each conferral period.
2. We run your file through our error-checking logic to find & fix errors.
3. Once the data review is complete, your records are added to our secure database & available for online verification.
4. Requestors use DegreeVerify to get instant degree verifications for your students & alumni.
5. You refer all degree verification requests to DegreeVerify.

- Employers
- Background Screening Firms
- Recruiters
- Student Service Providers
StudentTracker

A cost effective way to replace survey and anecdotal information with documented enrollment and degree data
Answering *Your* Questions...

- Did my ‘lost’ admissions enroll somewhere else?
- Where did our transfer-out students attend and what degrees have they earned?
- Did our graduates continue on to a 4yr college or to graduate school?
- Who from our student body is concurrently enrolled?
- What is my institution’s persistence rate?
- What is my institution’s completion rate?
StudentTracker Works Across Your Campus

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

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

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

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

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

Student Services/Affairs
- Program Diversity
- Work-Study Analysis
- Mentor Matching
- Enhancing Advising
- Tutoring Planning
Submit Request File (automated validation)

Run file against NSC database

Compile results in StudentTracker reports

Return reports via secure FTP (email notification)

Single Student Search Available

The Process is Easy
Response Files

The Clearinghouse returns . . .

• Control Report
  ✓ Overview of Results

• Aggregate Report
  ✓ Reports top institutions that students first attended

• Detail Report File
  ✓ Returns enrollment and degree* records on non-blocked matched students
    (*must participate in DegreeVerify service)
Output

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

Efficiency

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

Comparisons

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

Integration

DATA VISUALIZATION
Integrates reporting with graphics for more compelling stories
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)
Transcript Services

Your Trusted Source for Postsecondary Transcript Services
## The Transcript Process and Benefits are Based on Your Needs

<table>
<thead>
<tr>
<th>FAST</th>
<th>FASTER</th>
<th>FASTEST</th>
</tr>
</thead>
<tbody>
<tr>
<td>ONLINE ORDERING</td>
<td>AUTOMATION</td>
<td>FULL INTEGRATION</td>
</tr>
</tbody>
</table>

### Your Needs

- No internal IT resources required
- Your required effort (guided by your Clearinghouse implementation rep)
- Implementation Time: In as little as a day
- Limited development by your SIS experts
- Your required effort (guided by your Clearinghouse implementation rep)
- Implementation Time: In as little as two weeks
- IT/SIS resources for connections/configurations
- Your required effort (guided by your Clearinghouse implementation rep)
- Implementation Time: 45 days

### Your Benefits

- 24/7 online ordering with fee collection
- Eliminates processing/filing of paper requests
- Real-time reporting
- Personnel resource savings
- Reduced transcript fulfillment time
- Automated exchange of order and status data between NSC and your SIS
- Full integration with your SIS
- Automates every processing step
- Automatic printing of paper transcripts
- Savings in paper, postage, and personnel costs
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

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: Doe
Date of Birth: 02/02/1990
Data of Birth: MM/DD/YYYY
Has your name changed since attending school? Yes No

Student Identification Information

Hometown ID: 123456
Confirm Hometown ID: 123456

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
Year To: 2011

Cancel Order Continue >
Recipient Page

Transcript Ordering Center

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 →
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
- Illinois

Select your School
- Illinois State University

Department
- Registrar’s Office
Delivery Method Page

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

- Electronic - $1.00
- Express/International - $45.00
- Express/United States - $20.00
- Hold for Pickup
- Mail
## Confirm Order and Checkout

### Pending Order Details

<table>
<thead>
<tr>
<th>Edit</th>
<th>Remove</th>
<th>Recipient</th>
<th>Attention</th>
<th>Total Fee for this Recipient</th>
<th>Processing Option</th>
<th>Delivery Method</th>
<th>Quantity</th>
<th>Transcript Fee</th>
<th>Online Processing Fee</th>
<th>Total Fee for this Recipient</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>ILLINOIS STATE UNIVERSITY</td>
<td>Registrar's Office</td>
<td>$7.25</td>
<td>Current transcript</td>
<td>Electronic</td>
<td>1 copy</td>
<td>$5.00</td>
<td>$2.25</td>
<td>$7.25</td>
</tr>
<tr>
<td></td>
<td></td>
<td>JANE DOE</td>
<td></td>
<td>$8.25</td>
<td>Current transcript</td>
<td>Electronic</td>
<td>1 copy</td>
<td>$5.00</td>
<td>$1.00</td>
<td>$8.25</td>
</tr>
</tbody>
</table>

**Total Fee for Order:** $15.50
**Consent Form Page**

**Confirm Order and Checkout**

<table>
<thead>
<tr>
<th>Sign Consent Form</th>
<th>All fields required unless otherwise indicated</th>
</tr>
</thead>
</table>

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.

**Requester:** JANE DOE  
**Order Number:** 123456789

**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](image)

**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]
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
Customer Service
703-742-4200
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 phone calls per month
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

Submits a transcript order online

Your Institution

Fulfills the order with a PDF transcript

Print Facility

Updates order status and sends print job

Prints, inserts, and mails the transcript
Printing: Customized

Your branding
Color or B&W
Your legend/grading policy
Personalized cover letter
Student attachments
FISMA-certified and SOC2®-compliant

Uses highly secure safety paper

Tamper-evident envelopes
Inserting: 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
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
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

U.S. average: 13.3%

13.0%
Transfer-Out Rates by community college students

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

US Average: 32%
Texas: 31%

Source: NSCRC Tracking Transfer 2017
CC students transferring before earning an associate’s degree

US Average: 62%
Texas: 76%

Source: NSCRC Tracking Transfer 2017
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

Source: NSCRC Tracking Transfer 2017
# Texas Schools Actively Participating in Reverse Transfer

<table>
<thead>
<tr>
<th>ALVIN COMMUNITY COLLEGE</th>
<th>LONE STAR COLLEGE SYSTEM DISTRICT</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMARILLO COLLEGE</td>
<td>MOUNTAIN VIEW COLLEGE-DALLAS CC DISTRICT</td>
</tr>
<tr>
<td>ANGELINA COLLEGE</td>
<td>NAVARRO COLLEGE</td>
</tr>
<tr>
<td>AUSTIN COMMUNITY COLLEGE</td>
<td>NORTH LAKE COLLEGE-DALLAS CC DISTRICT</td>
</tr>
<tr>
<td>BLINN COLLEGE</td>
<td>NORTHWEST VISTA COLLEGE</td>
</tr>
<tr>
<td>BROOKHAVEN COLLEGE-DALLAS CC DISTRICT</td>
<td>PALO ALTO COLLEGE</td>
</tr>
<tr>
<td>CEDAR VALLEY COLLEGE-DALLAS CC DISTRICT</td>
<td>PANOLA COLLEGE</td>
</tr>
<tr>
<td>CENTRAL TEXAS COLLEGE-TRADITIONAL</td>
<td>RICHLAND COLLEGE-DALLAS CC DISTRICT</td>
</tr>
<tr>
<td>CISCO COLLEGE</td>
<td>SAN ANTONIO COLLEGE</td>
</tr>
<tr>
<td>COLLEGE OF THE MAINLAND</td>
<td>SAN JACINTO COLLEGE</td>
</tr>
<tr>
<td>COLLIN COUNTY COMMUNITY COLLEGE</td>
<td>ST PHILIP'S COLLEGE</td>
</tr>
<tr>
<td>EASTFIELD COLLEGE-DALLAS CC DISTRICT</td>
<td>TARRANT COUNTY COLLEGE</td>
</tr>
<tr>
<td>EL CENTRO COLLEGE-DALLAS CC DISTRICT</td>
<td>TEXARKANA COLLEGE</td>
</tr>
<tr>
<td>GALVESTON COLLEGE</td>
<td>TEXAS A&amp;M UNIVERSITY - TEXARKANA</td>
</tr>
<tr>
<td>HARDIN-SIMMONS UNIVERSITY</td>
<td>TEXAS A&amp;M UNIVERSITY- SAN ANTONIO</td>
</tr>
<tr>
<td>HOUSTON COMMUNITY COLLEGE</td>
<td>TEXAS WOMAN'S UNIVERSITY</td>
</tr>
<tr>
<td>HOWARD COLLEGE</td>
<td>TYLER JUNIOR COLLEGE</td>
</tr>
<tr>
<td>JACKSONVILLE COLLEGE</td>
<td>UNIVERSITY OF TEXAS AT AUSTIN</td>
</tr>
<tr>
<td>LAMAR STATE COLLEGE - PORT ARTHUR</td>
<td>UNIVERSITY OF TEXAS AT EL PASO</td>
</tr>
<tr>
<td>LAMAR UNIVERSITY - BEAUMONT</td>
<td>UNIVERSITY OF THE INCARNATE WORD</td>
</tr>
<tr>
<td>LEE COLLEGE</td>
<td>VICTORIA COLLEGE</td>
</tr>
<tr>
<td></td>
<td>WEATHERFORD COLLEGE</td>
</tr>
<tr>
<td></td>
<td>WESTERN TEXAS COLLEGE</td>
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</tbody>
</table>
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.**
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

  - ¼ of all transfers move between states

Reverse transfer can make the difference
How does Reverse Transfer work?

1. 4 YEAR sends student & course-level data to NSC.
2. NSC receives course-level data and tracks reverse transfer degrees.
3. 2 YEAR awards reverse transfer degrees.

The process involves the exchange of student and course-level data between 4 YEAR institutions and NSC, followed by the awarding of reverse transfer degrees by 2 YEAR institutions.
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 is 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

Become Part of the National Solution Today!
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:

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 to schedule an individual review.