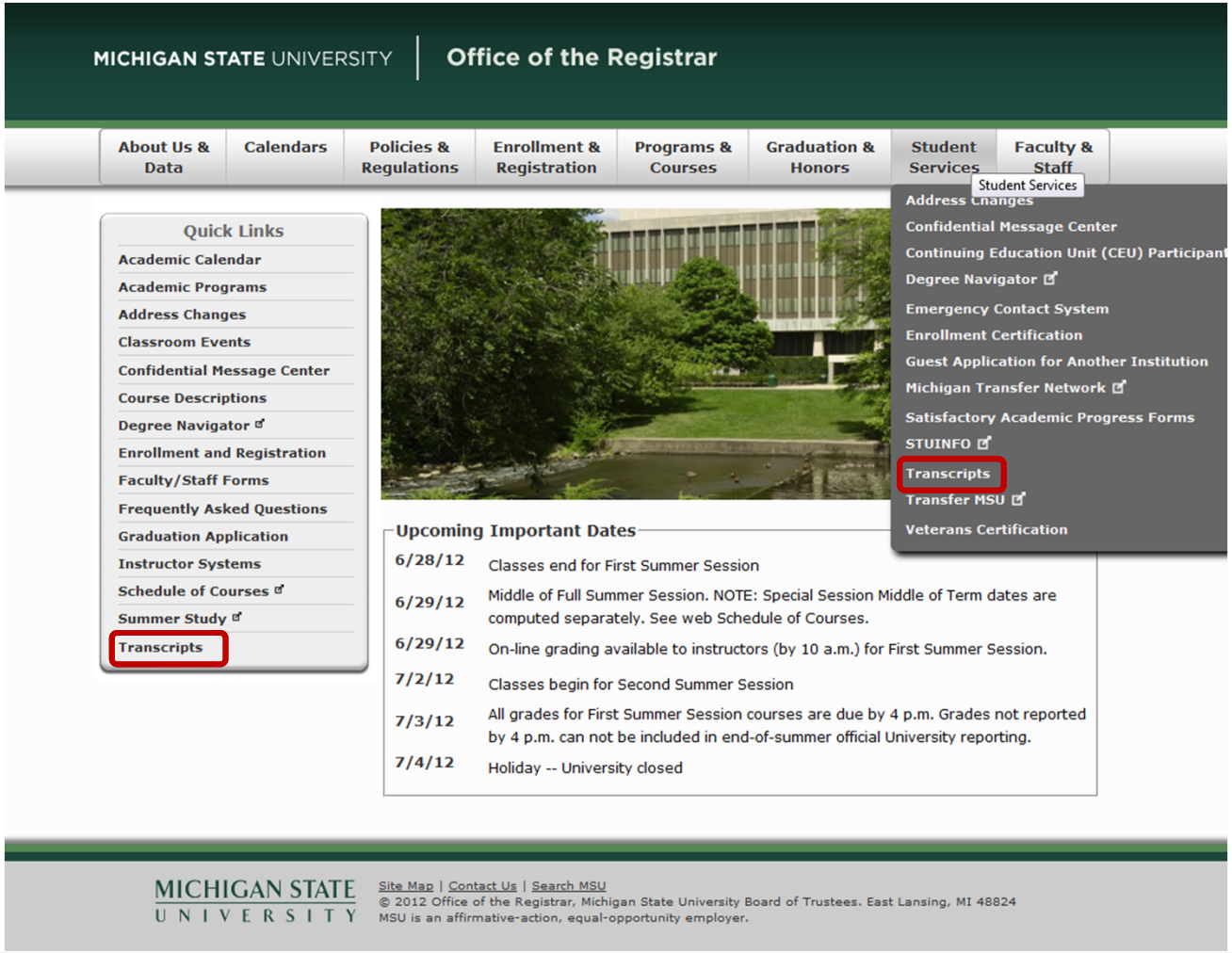
MICHIGAN STATE UNIVERSITY

DIY eTranscripts: A Guide to Building your own Electronic Transcript and Certified Document Solution

Kristin Schuette
Associate Registrar for Technology
schuett1@msu.edu

AACRAO Tech 2012
July 1, 2012

Registrar's website: reg.msu.edu



Transcript Information

Michigan State University Transcript Request

MSU transcript requests submitted by 1pm EST are processed and sent the same business day. All others will be processed and sent the next business day. If you are a current or recent student please review your records in STUINFO to ensure everything is complete before submitting the transcript request. All information as it is stated in STUINFO will be reflected on the transcript. All grades, regardless of level (undergraduate, graduate, etc.), will be included on the transcript.

To order your transcripts online, your identity must be validated.

Validate and order using MSUNet ID and password (recommended for current and recent students).

- or -

Validate and order using date of birth and either PID (student number) or SSN.

If you are unable to use the electronic system, follow the instructions on the Transcript Request Mail-in Form.

If you are the intended recipient of a transcript and have a Secure Access Code, proceed to the MSU Official Electronic Transcripts page.

Former Grading and Grade-Point Systems

Transcript Key

If any questions, please contact our office at 517-355-3300 or via email at reg@msu.edu.

Michigan State University College of Law transcripts cannot be ordered through this site. For information about ordering College of Law transcripts, contact the College of Law Registrar's Office.

Online Transcript Requests

Electronic Signature

- MSU NetID & password
- Name, Birth Date, Student Number and/or SSN

Holds

- Check for holds – direct to office with hold and stop order

Address Update

- Updated student address sent to Change of Address System

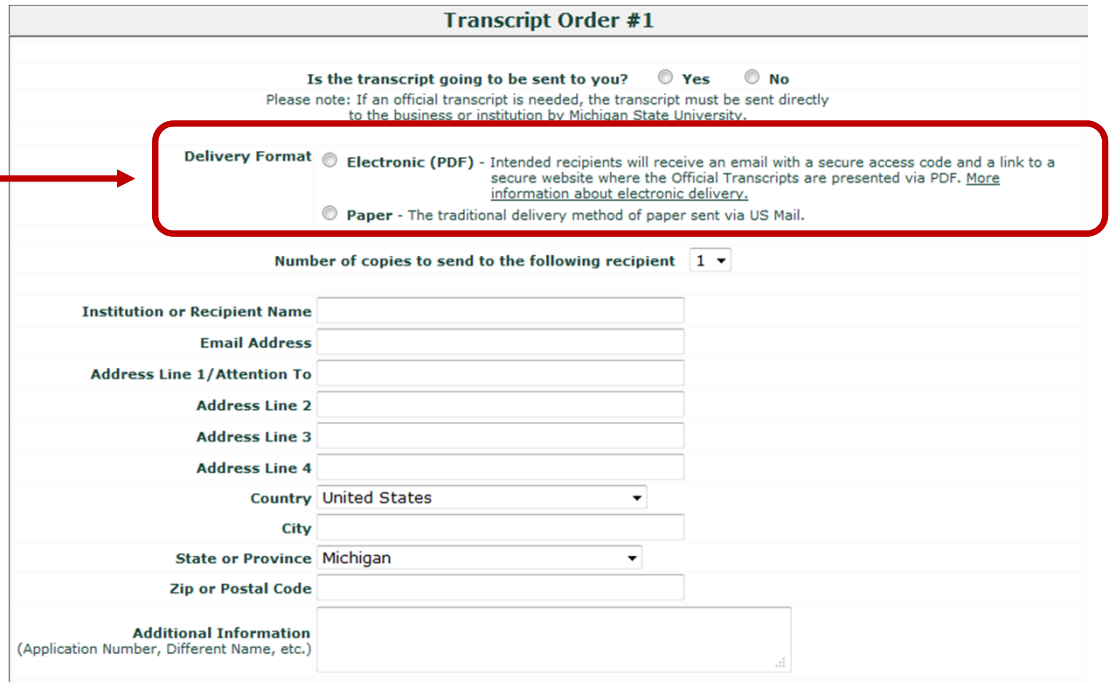
Online Orders vs. In Person/Mail

- 2002 : 39%
- 2006: 57%
- 2012 (to date): 77%

Transcript Request Form

Delivery Format

- Electronic (PDF)
- Paper



More information about electronic delivery…

The Process

- Student provides recipients email address
- Student notifies recipient transcript will be delivered electronically – expect email from rotran@msu.edu
- Registrar's Office processes order
- Recipient emailed Secure Access Code and a link to the website
- If valid code is entered, transcript presented in PDF format

Advantages

- Quick response time: transcript delivered <1 day (often hours!)
- Delivery and viewing email notices to student
- No need for recipient to create user account on RO site

More information continued…

Security

- Secure Access Code is a very long, random string of characters, numbers, and symbols
- IP address blocked after multiple, incorrect attempts
- Transcripts only available for 30 days
- Transcripts can only be viewed 20 times

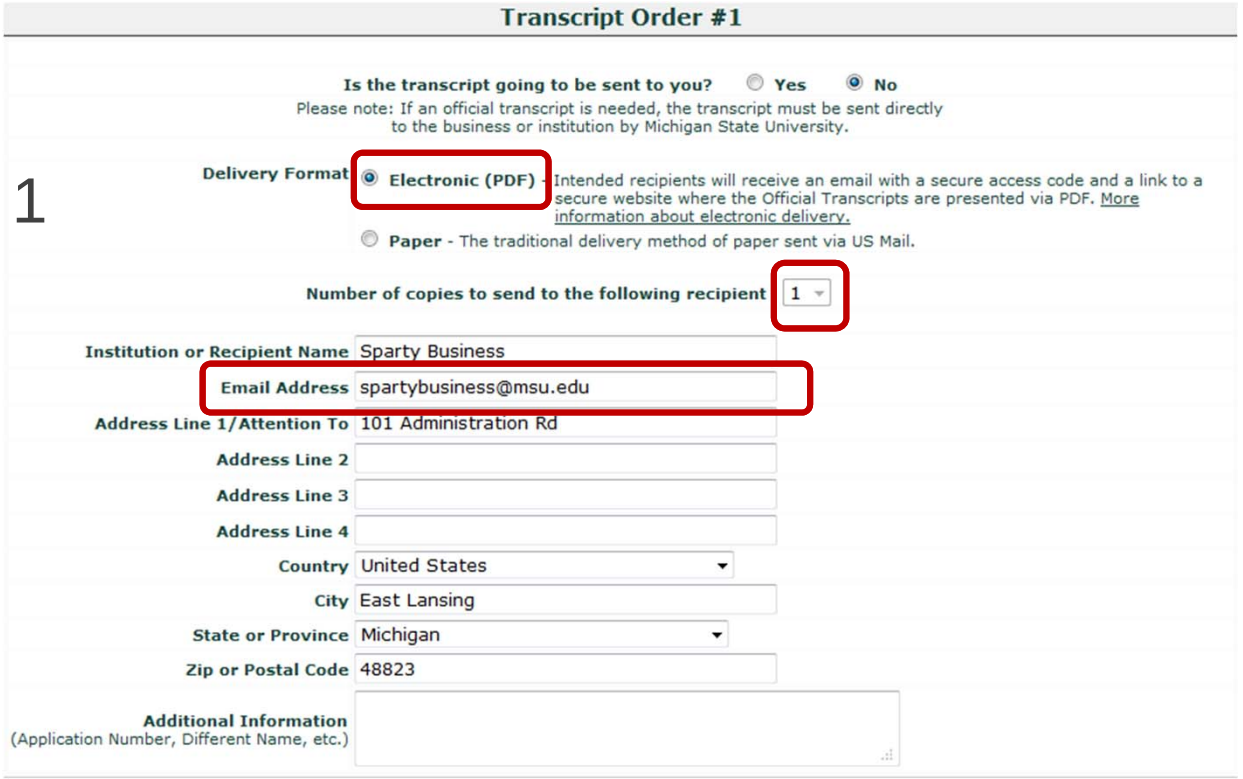
Questions

- Is this process safe?
- I did not receive the transcript directly from the MSU Office of the Registrar website myself. Is it official?

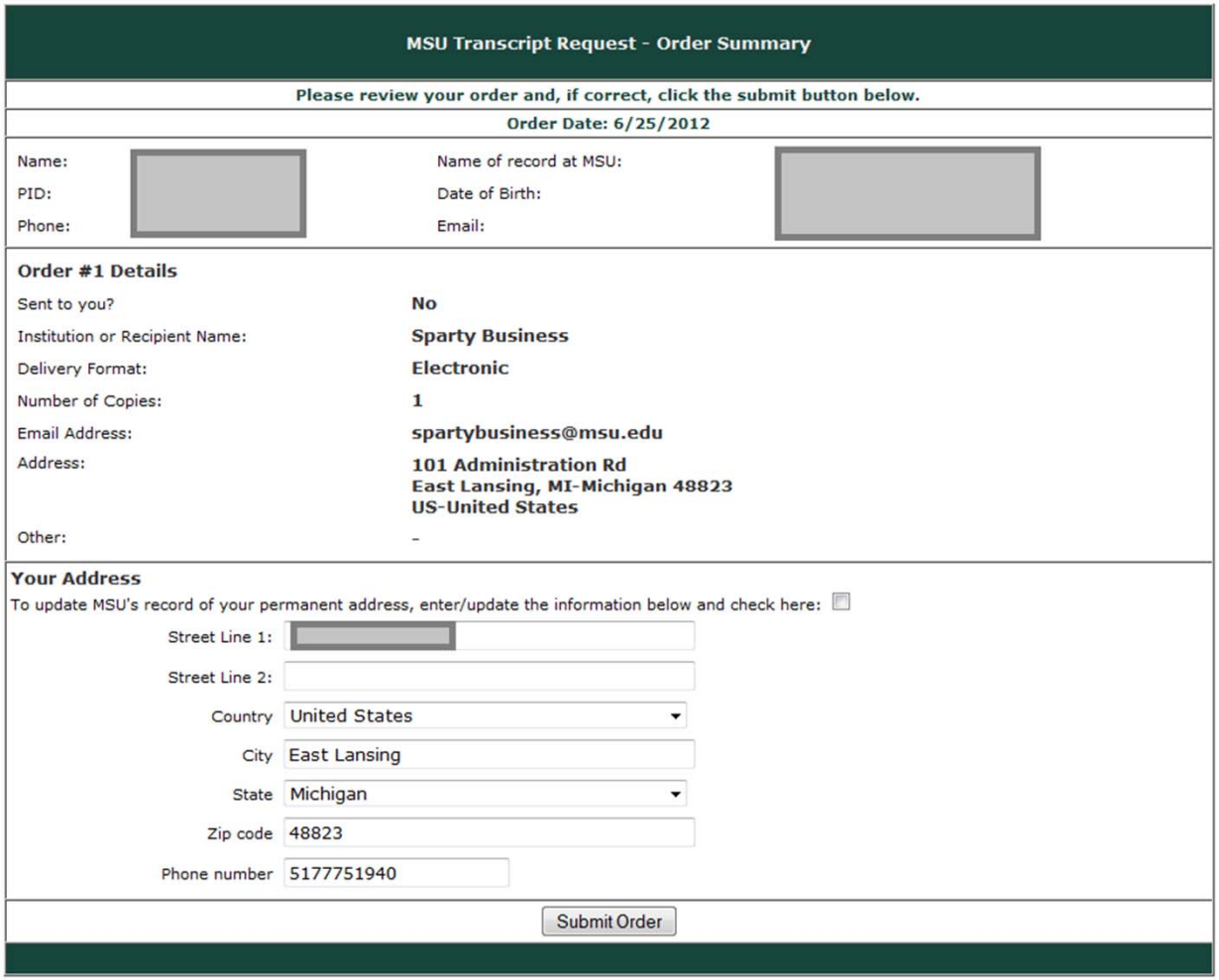
Transcript Request Form

Electronic (PDF)

- Quantity limited to 1
- Email address required



Order Review & Submission



MSU Transcript Request - Order Summary

Please review your order and, if correct, click the submit button below.

Order Date: 6/25/2012

Name:	[redacted]	Name of record at MSU:	[redacted]
PID:		Date of Birth:	
Phone:		Email:	

Order #1 Details

Sent to you?	**No**
Institution or Recipient Name:	**Sparty Business**
Delivery Format:	**Electronic**
Number of Copies:	**1**
Email Address:	**spartybusiness@msu.edu**
Address:	**101 Administration Rd East Lansing, MI-Michigan 48823 US-United States**
Other:	-

Your Address

To update MSU's record of your permanent address, enter/update the information below and check here: ☐

Street Line 1:	[redacted]
Street Line 2:	
Country	United States
City	East Lansing
State	Michigan
Zip code	48823
Phone number	5177751940

Submit Order

"Thank you.

Your transcript request has been submitted and will be processed within one business day."

Orders Loaded to SIS

- RO Staff runs a “macro” program to load the order to the Student Information System (SIS)
- Data should be good, due to up-front checks (identity, holds, etc.), very few load errors
- Orders loaded quickly – about 5 minutes to load 100+ orders
- As each order is loaded, the program pauses if a potential match to a registered user is found and prompts RO Staff to override paper delivery

  …what may have been paper is now **electronic**…

Registered Users

- Registered User: an educational institution, business, or association receiving all transcripts from MSU electronically, via fax or the website (email to view PDF)
- 25 Registered Users
  - 15 Email
    - Average almost 2,000 logins/year
    - User can view all transcripts directed to institution from one initial page
  - 10 Fax
    - Average 1,500 faxes/year

Registered User Detection Example

- A former student orders transcript to be delivered to Lansing Community College (LCC):

  Enrollment Services-1121
  Lansing Community College
  P.O. Box 40010
  Lansing, MI-Michigan 48901

- The program detects a potential match due to keyword matches in address:

  “Lansing Community College” or “LCC”’

  - and -

  “Enrollment” or “Admissions” or “Registrar” or “40010”

  - and -

  City = “Lansing”

Registered User Detection Example

- Prompt for RO Staff:

  Fax/Email Institution possibly detected. Should this transcript be Faxed/Emailed to the Institution? 'Yes' to fax/email, 'No' to mail.

  - If No, paper delivery as usual
  - If Yes, transcript delivered via fax/email – no paper!
- LCC is a registered “email” user, therefore an email notification will be sent to LCC indicating a transcript is ready for pick-up

eTranscript Generation

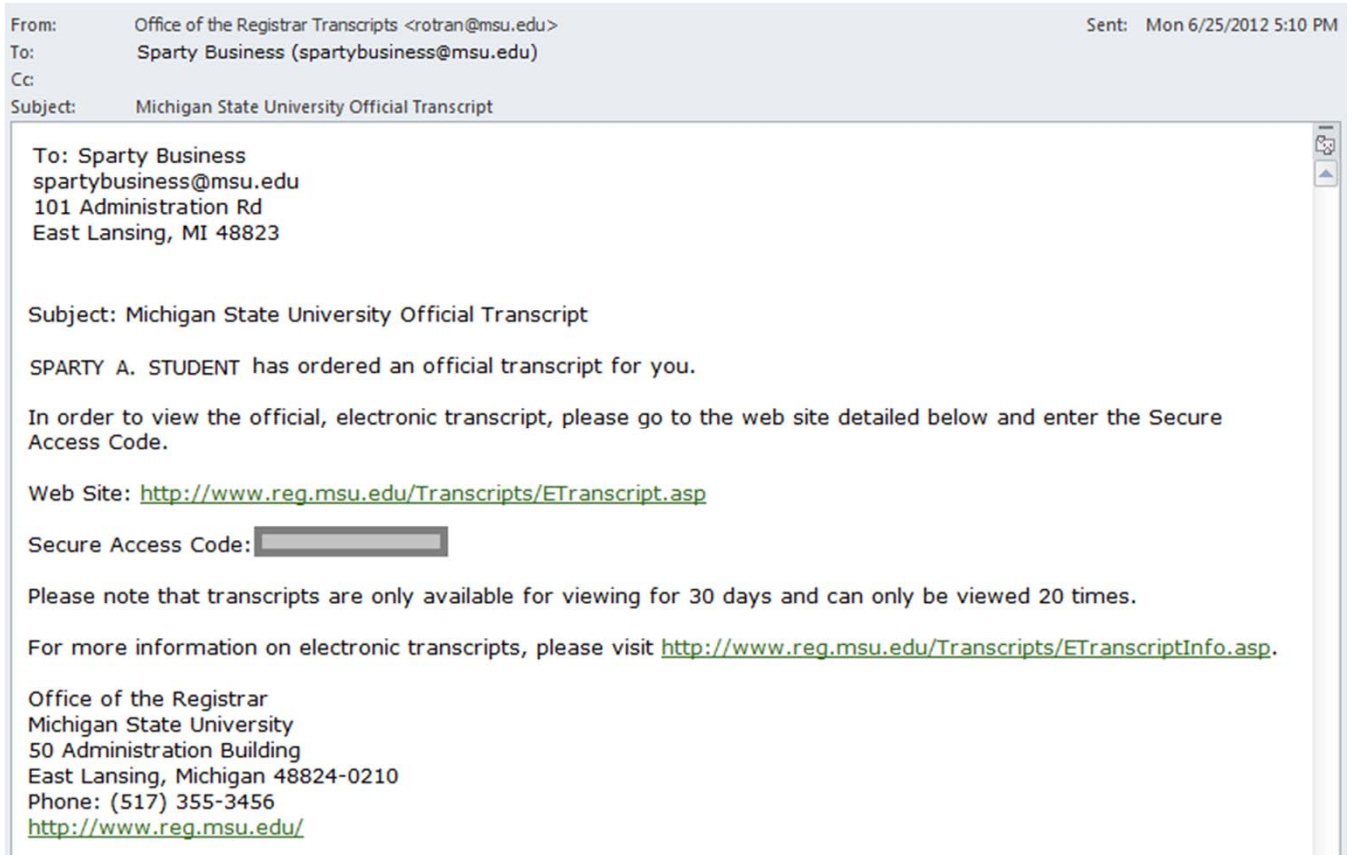
- SIS writes transcripts to a text file
- Text file Ftp'd to RO server
- RO Program:
  - Opens the text file and reads each line, detecting information, such as student name and number and recipient name, fax or email, and address
  - Creates a PDF file for each student/transcript
  - Information for each transcript recorded in a log table: student name, recipient name & address, secure access code

eTranscript Generation (continued…)

- Fax delivery
  - Transcript immediately sent to fax server and delivered to recipient secure fax machine
- Email delivery
  - Email notice immediately sent to recipient for transcript pickup
- “FYI” email sent to student if online order and electronic delivery requested

Recipient Email

Email sent with *Secure Access Code*, even to registered users



From: Office of the Registrar Transcripts <rotran@msu.edu> Sent: Mon 6/25/2012 5:10 PM
To: Sparty Business (spartybusiness@msu.edu)
Cc:
Subject: Michigan State University Official Transcript

To: Sparty Business
spartybusiness@msu.edu
101 Administration Rd
East Lansing, MI 48823

Subject: Michigan State University Official Transcript

SPARTY A. STUDENT has ordered an official transcript for you.

In order to view the official, electronic transcript, please go to the web site detailed below and enter the Secure Access Code.

Web Site: http://www.reg.msu.edu/Transcripts/ETranscript.asp

Secure Access Code: [redacted]

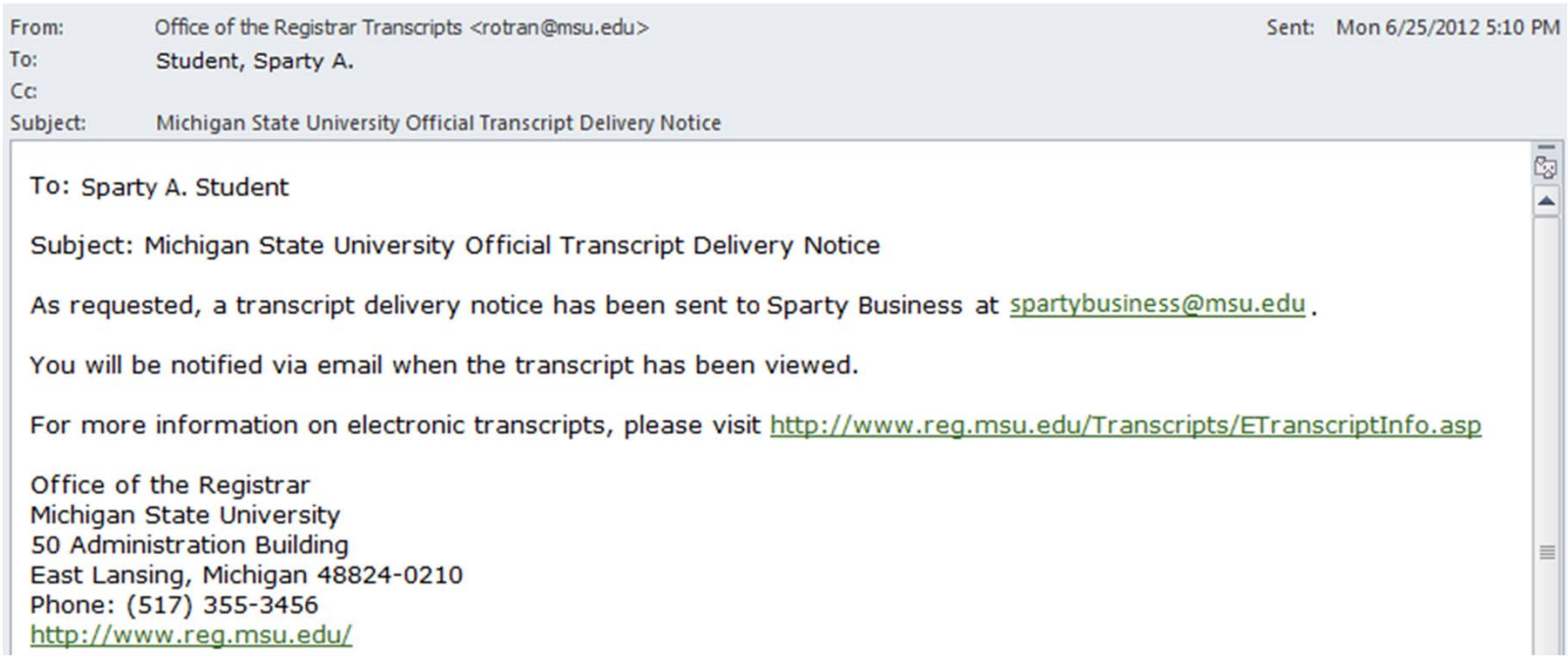
Please note that transcripts are only available for viewing for 30 days and can only be viewed 20 times.

For more information on electronic transcripts, please visit http://www.reg.msu.edu/Transcripts/ETranscriptInfo.asp.

Office of the Registrar
Michigan State University
50 Administration Building
East Lansing, Michigan 48824-0210
Phone: (517) 355-3456
http://www.reg.msu.edu/

FYI Email to Student

Student gets email FYI when ordered online and electronic delivery



From: Office of the Registrar Transcripts <rotran@msu.edu> Sent: Mon 6/25/2012 5:10 PM
To: Student, Sparty A.
Cc:
Subject: Michigan State University Official Transcript Delivery Notice

To: Sparty A. Student

Subject: Michigan State University Official Transcript Delivery Notice

As requested, a transcript delivery notice has been sent to Sparty Business at spartybusiness@msu.edu.

You will be notified via email when the transcript has been viewed.

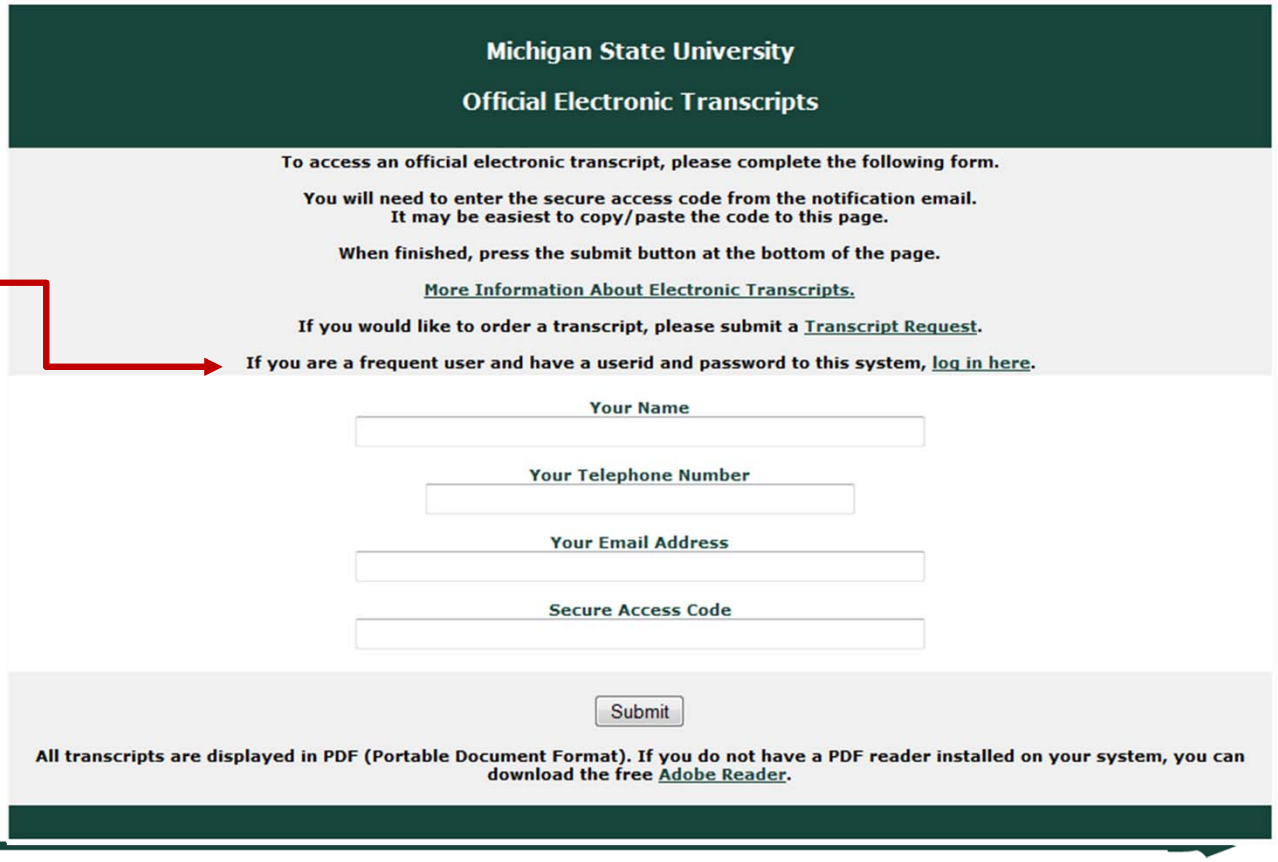
For more information on electronic transcripts, please visit http://www.reg.msu.edu/Transcripts/ETranscriptInfo.asp

Office of the Registrar
Michigan State University
50 Administration Building
East Lansing, Michigan 48824-0210
Phone: (517) 355-3456
http://www.reg.msu.edu/

eTranscript Pick-up

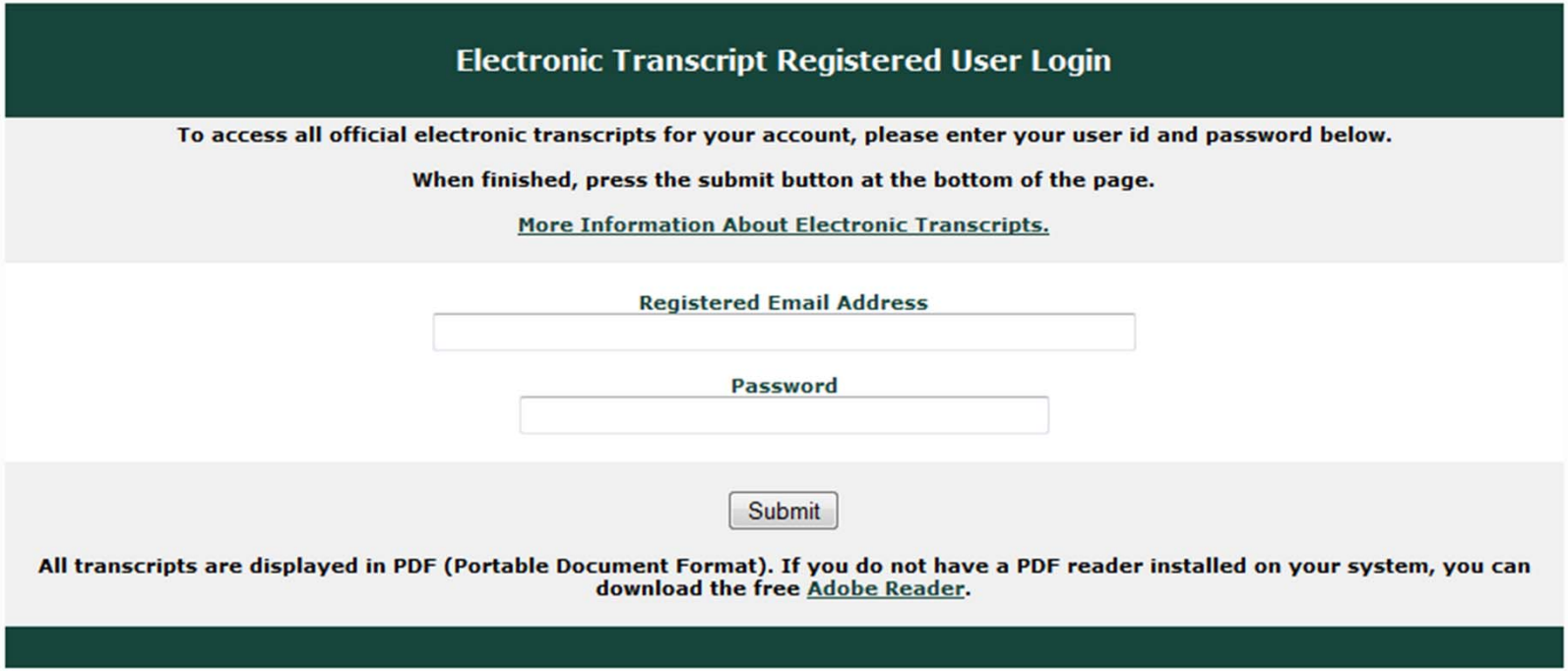
All users directed to one location

Registered User Login and Pick-up



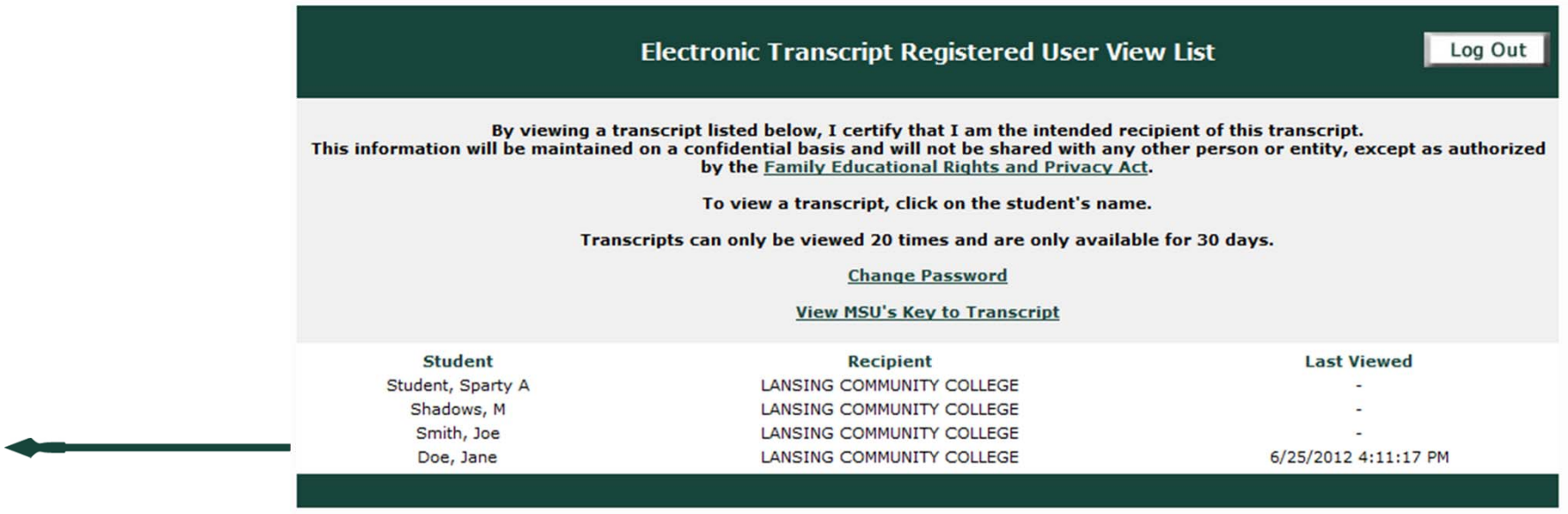
Registered User Login

Email address and password



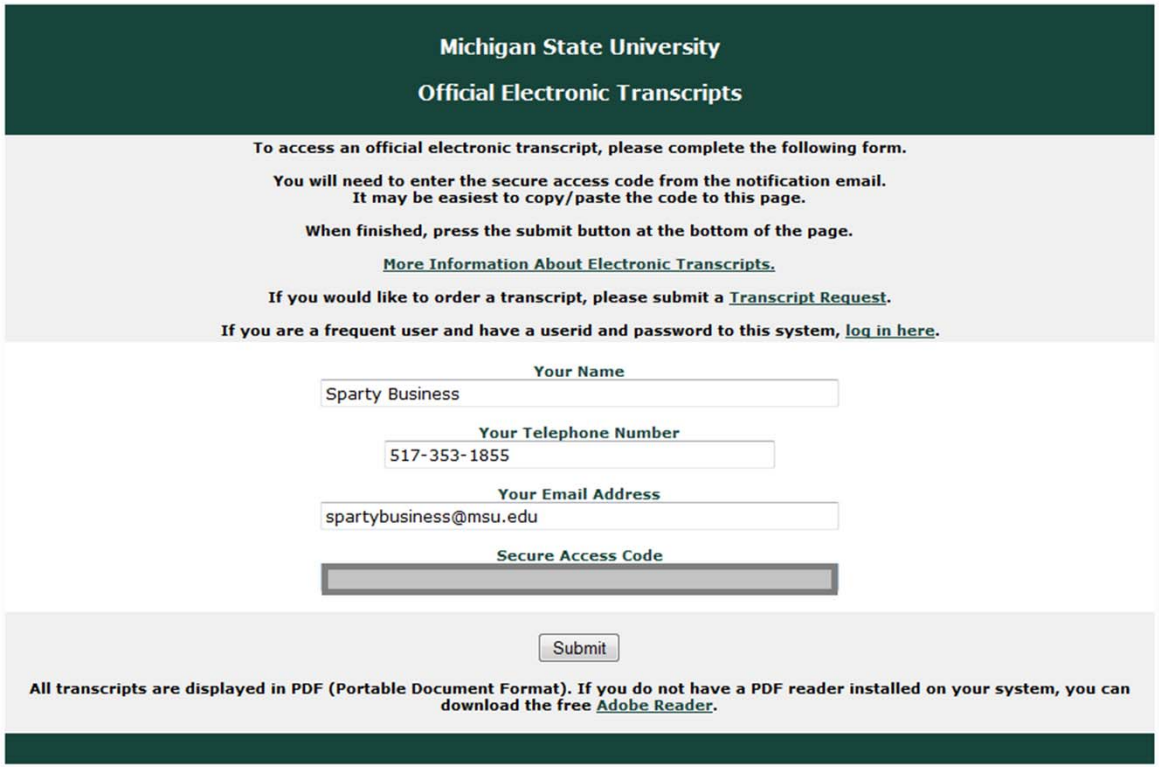
Registered User Menu

- Change password (recommended at first login)
- View MSU's Key to Transcript
- Click on student's name to view transcript
- Review last viewed date
- Access transcripts for up to 30 days



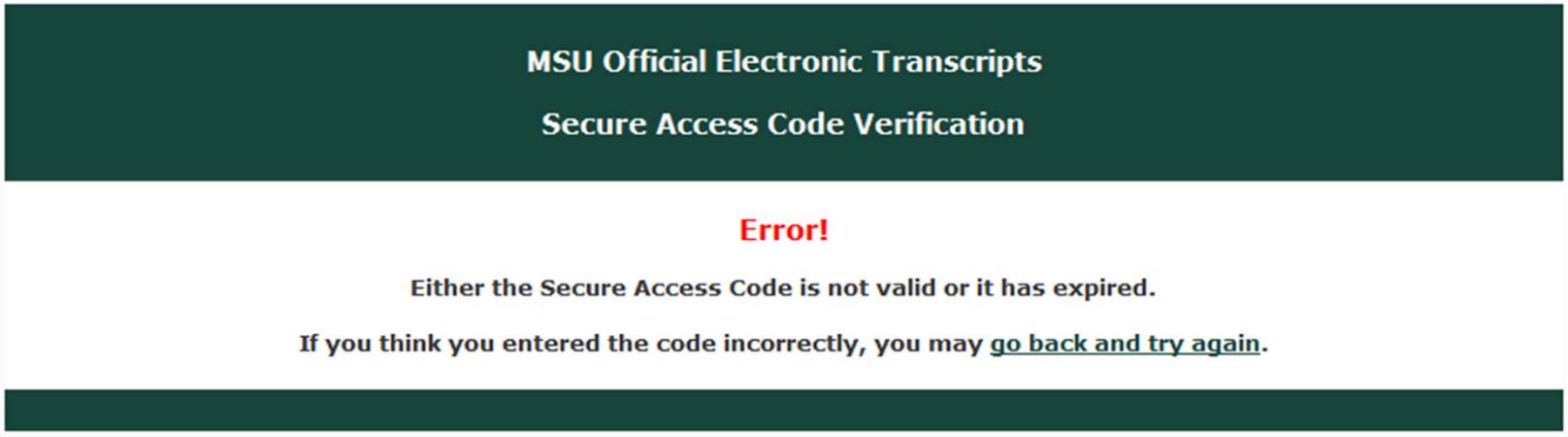
Secure Access Code Validation

- Secure Access Code from email
- No other matching (name can differ), but all data entered is logged

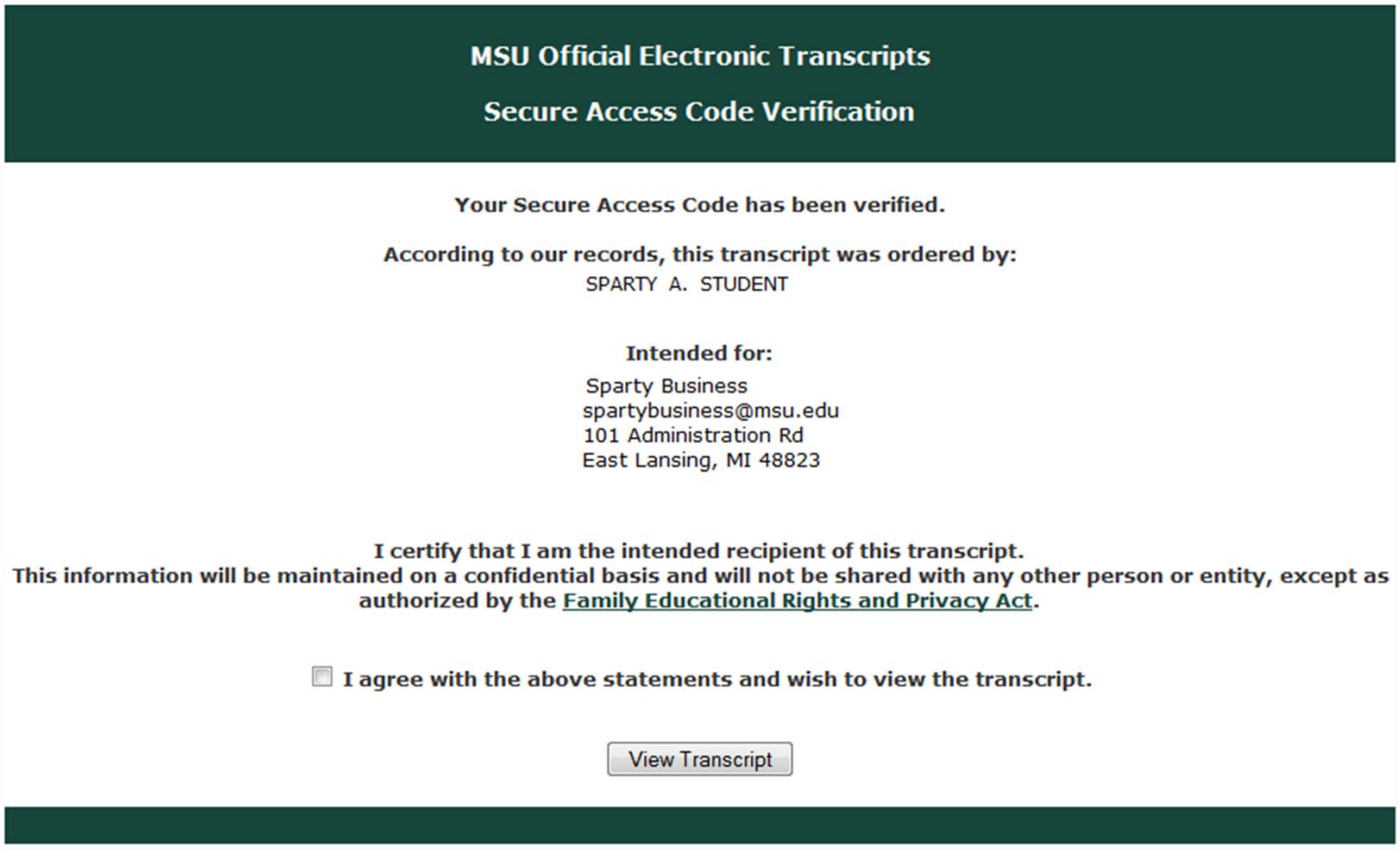


Access Errors

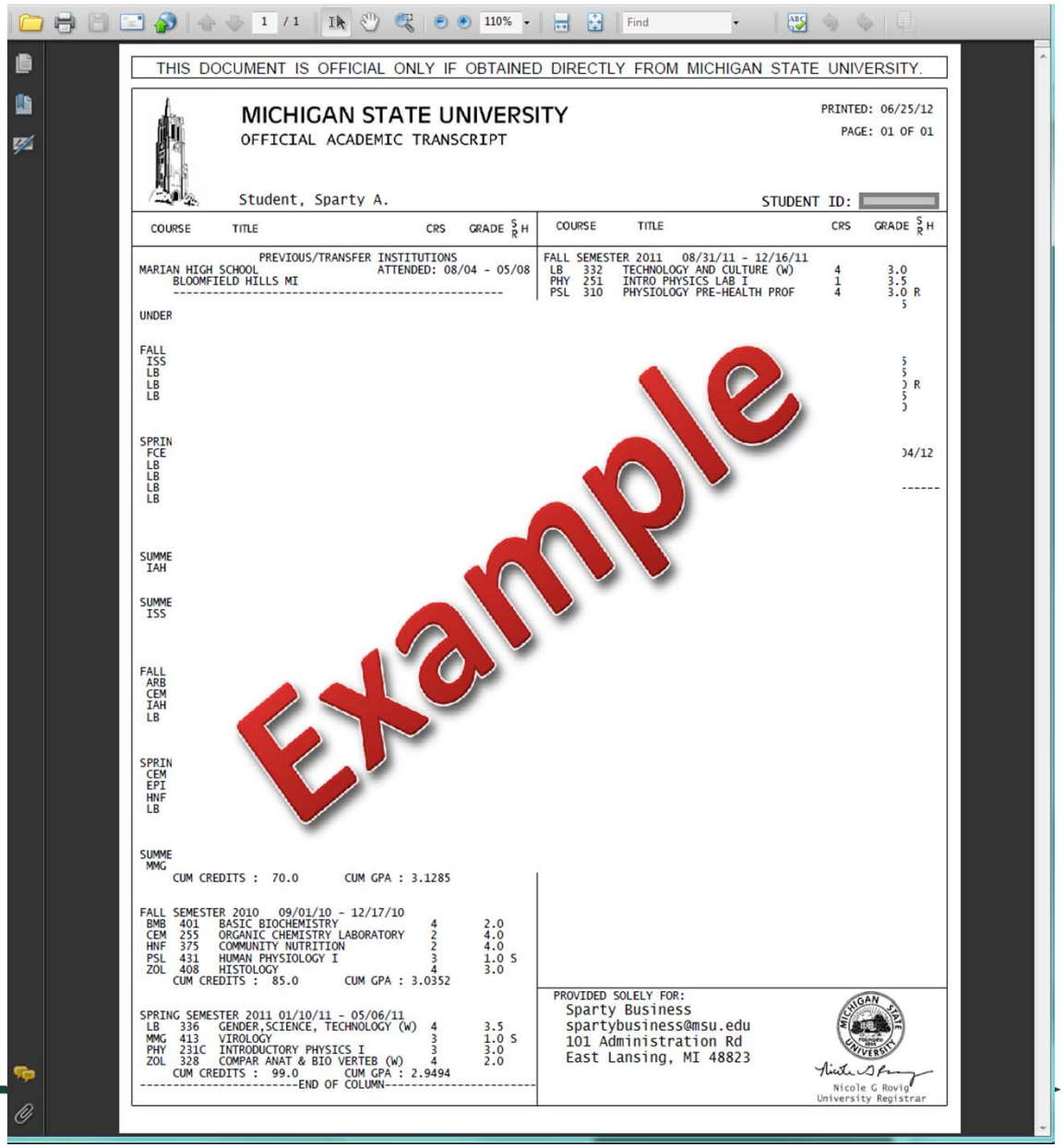
- No match on Secure Access Code
- Transcript has “expired”
- Maximum view limit exceeded
- If multiple incorrect Secure Access Codes entered, IP is blocked from system



Recipient Verification



eTranscript



THIS DOCUMENT IS OFFICIAL ONLY IF OBTAINED DIRECTLY FROM MICHIGAN STATE UNIVERSITY.

MICHIGAN STATE UNIVERSITY
OFFICIAL ACADEMIC TRANSCRIPT

PRINTED: 06/25/12
PAGE: 01 OF 01

Student, Sparty A. STUDENT ID: [redacted]

COURSE	TITLE	CRS	GRADE	SR H
	PREVIOUS/TRANSFER INSTITUTIONS			
MARIAN HIGH SCHOOL	ATTENDED: 08/04 - 05/08			
BLOOMFIELD HILLS MI				
UNDER				
FALL				
ISS				
LB				
LB				
LB				
SPRIN				
FCE				
LB				
LB				
LB				
LB				
SUMME				
IAH				
SUMME				
ISS				
FALL				
ARB				
CEM				
IAH				
LB				
SPRIN				
CEM				
EPI				
HNF				
LB				
SUMME				
MMG				
CUM CREDITS : 70.0	CUM GPA : 3.1285			
FALL SEMESTER 2010	09/01/10 - 12/17/10			
BMB 401	BASIC BIOCHEMISTRY	4	2.0	
CEM 255	ORGANIC CHEMISTRY LABORATORY	2	4.0	
HNF 375	COMMUNITY NUTRITION	2	4.0	
PSL 431	HUMAN PHYSIOLOGY I	3	1.0	S
ZOL 408	HISTOLOGY	4	3.0	
CUM CREDITS : 85.0	CUM GPA : 3.0352			
SPRING SEMESTER 2011	01/10/11 - 05/06/11			
LB 336	GENDER,SCIENCE, TECHNOLOGY (W)	4	3.5	
MMG 413	VIROLOGY	3	1.0	S
PHY 231C	INTRODUCTORY PHYSICS I	3	3.0	
ZOL 328	COMPAR ANAT & BIO VERTEB (W)	4	2.0	
CUM CREDITS : 99.0	CUM GPA : 2.9494			
END OF COLUMN				

COURSE	TITLE	CRS	GRADE	SR H
FALL SEMESTER 2011	08/31/11 - 12/16/11			
LB 332	TECHNOLOGY AND CULTURE (W)	4	3.0	
PHY 251	INTRO PHYSICS LAB I	1	3.5	
PSL 310	PHYSIOLOGY PRE-HEALTH PROF	4	3.0	R S

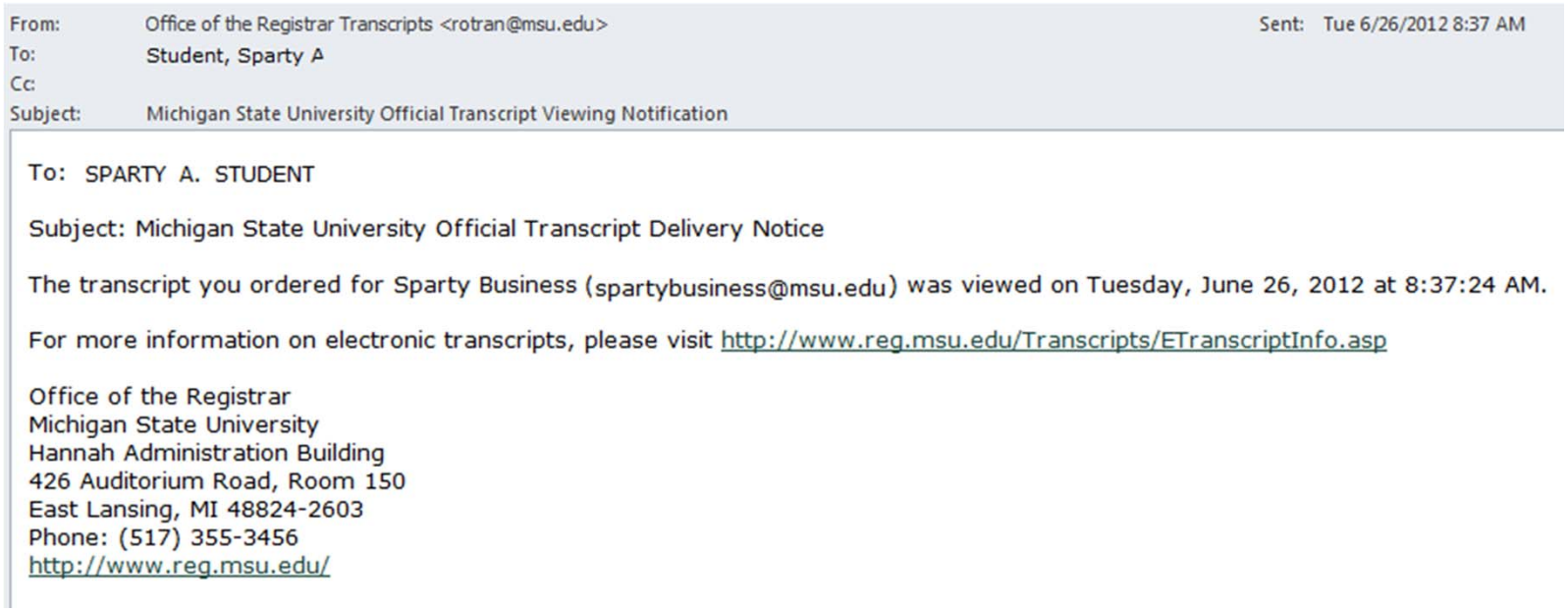
Example

PROVIDED SOLELY FOR:
Sparty Business
spartybusiness@msu.edu
101 Administration Rd
East Lansing, MI 48823

Nicole G Rovig
University Registrar

View FYI to Student

Notice sent to student each time transcript is viewed



From: Office of the Registrar Transcripts <rotran@msu.edu> Sent: Tue 6/26/2012 8:37 AM
To: Student, Sparty A
Cc:
Subject: Michigan State University Official Transcript Viewing Notification

To: SPARTY A. STUDENT

Subject: Michigan State University Official Transcript Delivery Notice

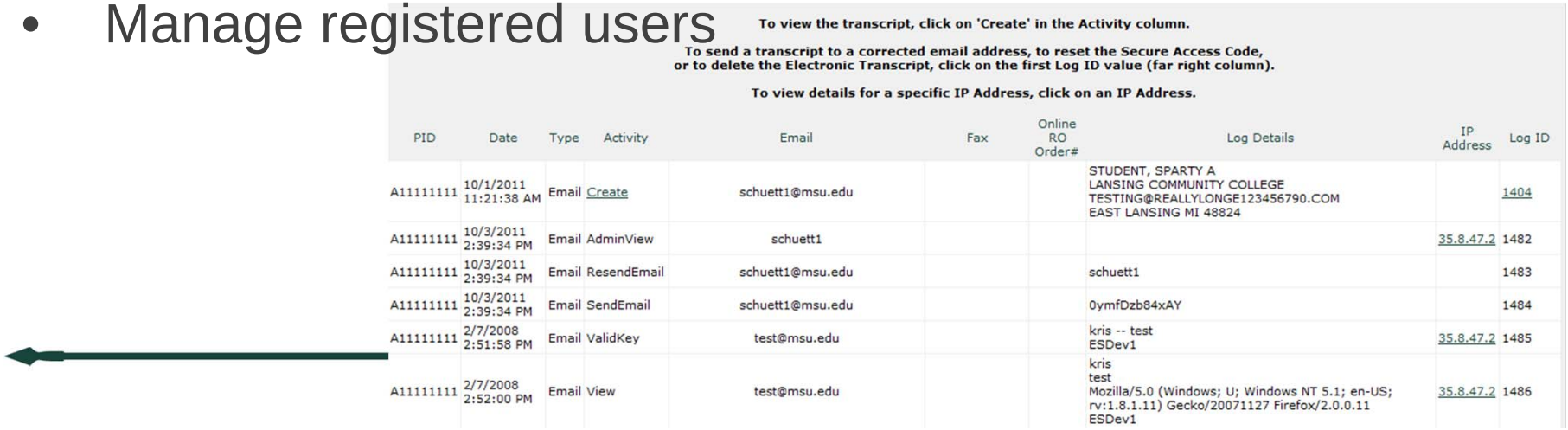
The transcript you ordered for Sparty Business (spartybusiness@msu.edu) was viewed on Tuesday, June 26, 2012 at 8:37:24 AM.

For more information on electronic transcripts, please visit http://www.reg.msu.edu/Transcripts/ETranscriptInfo.asp

Office of the Registrar
Michigan State University
Hannah Administration Building
426 Auditorium Road, Room 150
East Lansing, MI 48824-2603
Phone: (517) 355-3456
http://www.reg.msu.edu/

RO Staff Tools

- Search etranscript activity log (Log everything!!)
- View PDF transcript
- Correct fax number/email address and resend
  - Resending email will reset Secure Access Code
- Unblock an IP address
- Delete a transcript
- Manage registered users



To view the transcript, click on 'Create' in the Activity column.

To send a transcript to a corrected email address, to reset the Secure Access Code, or to delete the Electronic Transcript, click on the first Log ID value (far right column).

To view details for a specific IP Address, click on an IP Address.

PID	Date	Type	Activity	Email	Fax	Online RO Order#	Log Details	IP Address	Log ID
A11111111	10/1/2011 11:21:38 AM	Email	Create	schuett1@msu.edu			STUDENT, SPARTY A LANSING COMMUNITY COLLEGE TESTING@REALLYLONGE123456790.COM EAST LANSING MI 48824		1404
A11111111	10/3/2011 2:39:34 PM	Email	AdminView	schuett1				35.8.47.2	1482
A11111111	10/3/2011 2:39:34 PM	Email	ResendEmail	schuett1@msu.edu			schuett1		1483
A11111111	10/3/2011 2:39:34 PM	Email	SendEmail	schuett1@msu.edu			0ymfDzb84xAY		1484
A11111111	2/7/2008 2:51:58 PM	Email	ValidKey	test@msu.edu			kris -- test ESDev1	35.8.47.2	1485
A11111111	2/7/2008 2:52:00 PM	Email	View	test@msu.edu			kris test Mozilla/5.0 (Windows; U; Windows NT 5.1; en-US; rv:1.8.1.11) Gecko/20071127 Firefox/2.0.0.11 ESDev1	35.8.47.2	1486

The Numbers

- Cost
  - Paper transcript: 72 cents to produce, including postage
  - Electronic transcript: **zero**
- Launched November 2007
- Online Orders requesting electronic delivery
  - 2008: 24%
  - 2010: 31%
  - 2012 (to date): 46%
- 2011 Transcript Totals
  - 90,000 Transcripts produced
    - 27,000 (30%) electronically delivered
      - 25,800 via email, 1,200 faxes

The Future

- Additional Document Upload & Delivery
- Upgrade code?
- Integration with new SIS?

Other Certified eDocs: eCEU

The Process

- Department enters participant email address
- Upon completion, participant emailed Secure Access Code and a link to the website, always from ROCert@msu.edu
- If valid code is entered, record presented in PDF format

Advantages, Security, Questions (similar to eTranscript)

- Quick response time
- No need for recipient to create user account on RO site
- IP address blocked after multiple, incorrect attempts
- Record available for 180 days
- Record can only be viewed 20 times

More information about eCEUs

Security

- Secure Access Code is a very long, random string of characters, numbers, and symbols
- IP address blocked after multiple, incorrect attempts
- Record available for 180 days
- Record can only be viewed 20 times

Questions

- Is this process safe?
- How do I know the email sent to me isn't spam or that the link is safe to click?

eCEU Process

Similar process to eTranscripts, but a few differences:

- MSU Sponsoring department enters participant email into existing CEU administration system
- CEUs are issued one-time to participants
- Participant can share CEU record (secure access code) with anyone, e.g. supervisor, for CEU verification
- PDF not stored, but generated on-the-fly

eCEU Generation

Initial email and code generation

eCEU Management

Notifications can be sent to all participants by clicking the "Send All Email" buttons below.
After initial emails are sent en masse, you can resend individual emails by clicking the "Resend Email" button next to each participant.

Only 20 views are allowed per record (administrative views do not count).
Additional views can be added by clicking "Add 5 Views" button.
The "View Log" button will display all activity relating to a specific eCEU.

Send All Emails

Course Number		ActivityTitle		Section Number	
8571SB		KBS K-12 Partnership Summer Institute 2012: 6/20		001	
Name	**Email**	**Most Recent Key (click to preview)**	**Most Recent Email Sent**	**Views / Remaining**	**Actions**
John Doe	johndoe@yahooo.com			0 / 20	-
Sparty A Fan	sparty@msu.edu			0 / 20	-

Number of Participants = 2

ECEU Actions

2 emails have been sent!

Return to Partipant Listing

eCEU Administration

Preview, resend, reset, view log…

eCEU Management

Notifications can be sent to all participants by clicking the "Send All Email" buttons below.
After initial emails are sent en masse, you can resend individual emails by clicking the "Resend Email" button next to each participant.

Only 20 views are allowed per record (administrative views do not count).
Additional views can be added by clicking "Add 5 Views" button.
The "View Log" button will display all activity relating to a specific eCEU.

Initial send has already been completed. You can only resend to individual participants.

Course Number	ActivityTitle	Section Number
8571SB	KBS K-12 Partnership Summer Institute 2012: 6/20	001

Name	Email	Most Recent Key (click to preview)	Most Recent Email Sent	Views / Remaining	Actions
John Doe	johndoe@yahooo.com	[redacted]	6/26/2012 9:45:25 AM	0 / 20	View ECEU Log Add 5 Views Reset Key & Resend Email
Sparty A Fan	sparty@msu.edu	[redacted]	6/26/2012 9:45:25 AM	0 / 20	View ECEU Log Add 5 Views Reset Key & Resend Email

Number of Participants = 2

eCEU Email

From: Office of the Registrar <ROCert@msu.edu> Sent: Tue 6/26/2012 9:45 AM
To: Fan, Sparty A
Cc:
Subject: Michigan State University Official Continuing Education Unit Record TEST Server

To: Sparty A Fan

Subject: Michigan State University Official Continuing Education Unit Record

According to our records, you have earned Continuing Education Unit(s).

In order to view the official, electronic Continuing Education Unit (eCEU) record, please go to the web site detailed below and enter the Secure Access Code.

Web Site: http://www.test.reg.msu.edu/CertifiedDocuments/ECEUInfo.asp

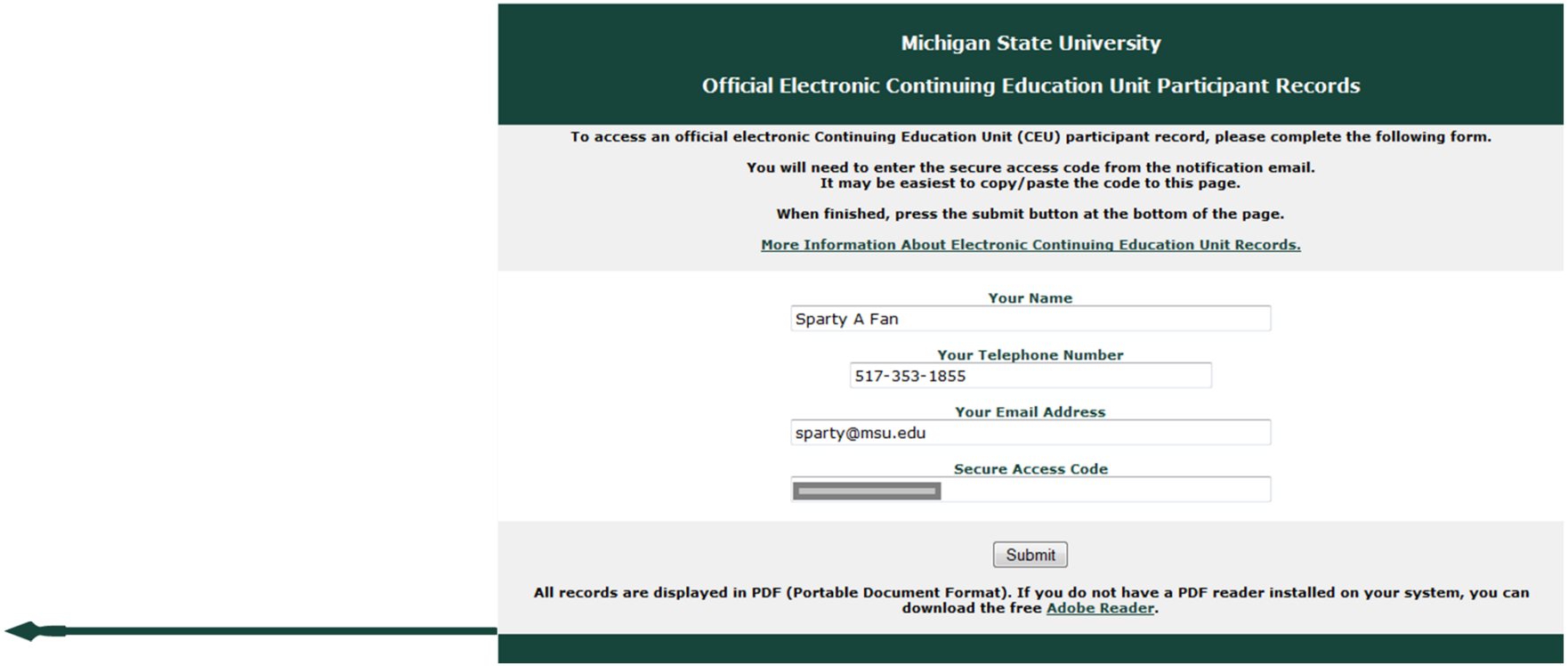
Secure Access Code: [redacted]

For more information on eCEU records, please visit http://www.test.reg.msu.edu/CertifiedDocuments/ECEUInfo.asp.

Office of the Registrar
Michigan State University
50 Administration Building
East Lansing, Michigan 48824-0210
Phone: (517) 355-3456
http://www.test.reg.msu.edu/

eCEU Secure Access Code Validation

- Secure Access Code from email
- No other matching (name can differ), but all data entered is logged

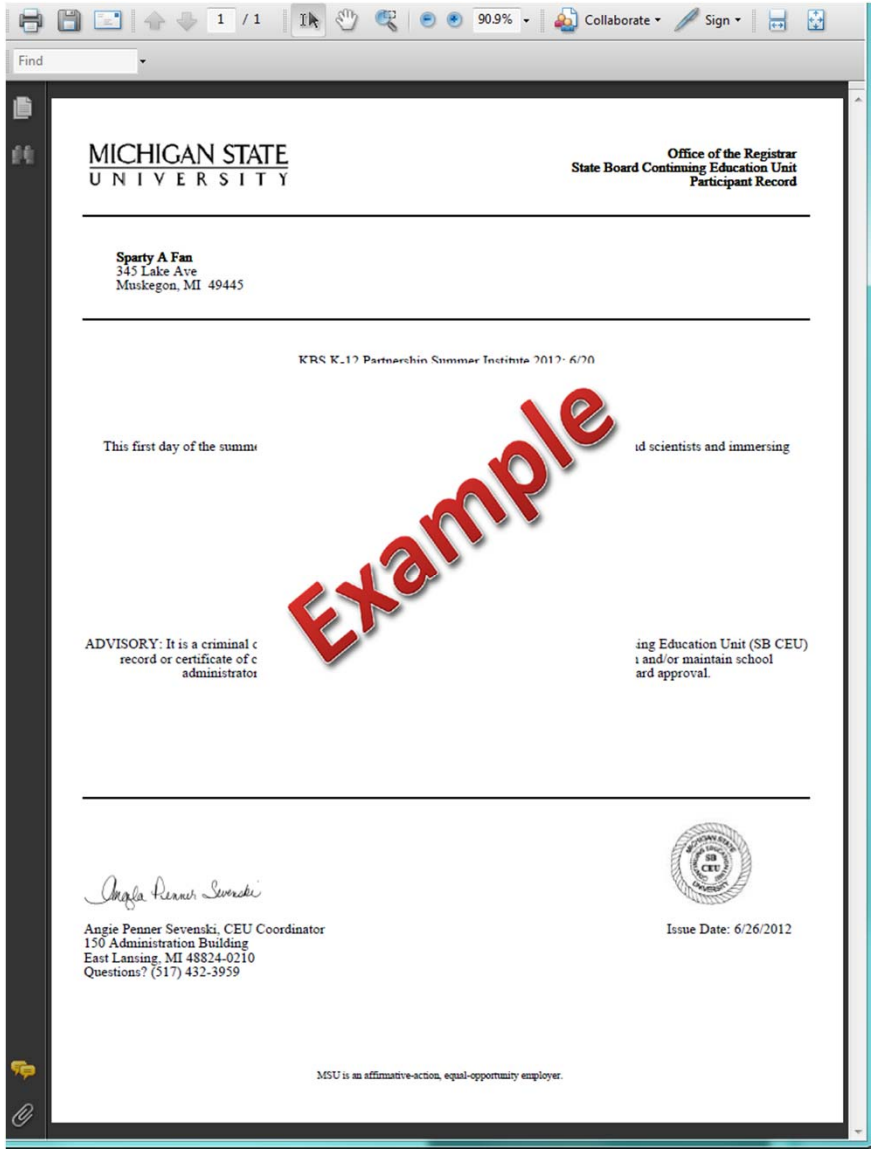


eCEU Access Errors

- No match on Secure Access Code
- Record has “expired”
- Maximum view limit exceeded
- If multiple incorrect Secure Access Codes entered, IP is blocked from system

eCEU Recipient Verification

eCEU



MICHIGAN STATE UNIVERSITY

Office of the Registrar
State Board Continuing Education Unit
Participant Record

Sparty A Fan
345 Lake Ave
Muskegon, MI 49445

KBS K-12 Partnership Summer Institute 2012: 6/20

This first day of the summ … id scientists and immersing

Example

ADVISORY: It is a criminal c … ing Education Unit (SB CEU) record or certificate of c … and/or maintain school administrator … ard approval.

Angie Penner Sevenski, CEU Coordinator
150 Administration Building
East Lansing, MI 48824-0210
Questions? (517) 432-3959

Issue Date: 6/26/2012

MSU is an affirmative-action, equal-opportunity employer.

eCEU Numbers

- Average 7,000 Records/Year
- Savings
  - Postage: >$3,000
  - Supplies: $ 500
  - FTE: 0.5

Thank you!

Kristin Schuette
Associate Registrar for Technology
schuett1@msu.edu