Online Ordering of Official Transcripts

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Information Technology Services-Office of the Registrar
Agenda

- Project background
- Overview of system modules and functional requirements
- Demonstration
Project Background **Vision**

Establish a method to provide an online, web-based system for current and former students to order transcripts and submit payment to the Office of the Registrar.
Introducing...

Online Ordering of Official Transcript

June 2006
- User-friendly
- Expedited service option
- Choice of delivery method
- Volume pricing
- Multiple payment options
- Safe and secure ordering

ONLINE ORDERING OF OFFICIAL TRANSCRIPT

<000T!
- Convenient
- Faster service
- Request and delivery tracking
Overview  Who We Serve

- Fall 2004 enrollment = 41,169
  - *Undergraduate students* = 28,217
  - *Graduate students* = 8,943
  - *Professional students* = 2,460
  - *Special students* = 1,549

- Living alumni / former students = 348,895
### Overview Transcript Requests

<table>
<thead>
<tr>
<th>Description</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Official transcripts printed annually</td>
<td>~150,000</td>
</tr>
<tr>
<td>Requests from alumni/former students</td>
<td>~105,000</td>
</tr>
<tr>
<td>Transcripts requested/order</td>
<td>2</td>
</tr>
<tr>
<td># of customers annually</td>
<td>~60,000</td>
</tr>
<tr>
<td># of walk-in customers annually</td>
<td>~30,000</td>
</tr>
<tr>
<td># of FTE equivalents producing transcripts</td>
<td>5</td>
</tr>
<tr>
<td>Incoming transcript calls (week of 1/24/05)</td>
<td>~300</td>
</tr>
<tr>
<td>Hours spent annually opening, stuffing and sealing/mailing envelopes</td>
<td>&gt; 1000</td>
</tr>
</tbody>
</table>
Overview *Functional Requirements*

- Business Practices
- Operating Procedures
- Cost of Transcript
- Accounting
Overview System Modules

- Authentication & Authorization (AuthN & AuthZ)
- Storefront
- Payment Processor
- Printing & Distribution
- Tracking
Overview AuthN & AuthZ

Current Students
Overview **AuthN & AuthZ**

Enter your 10 digit campus ID number, without hyphens/dashes. For questions regarding your Campus ID & PIN, contact 608-262-0920, Monday-Fridays, 8 am - 4:30 pm.

**Alumni / Former Students**
Overview AuthN & AuthZ

Alumni / Former Students
Administrative Staff Access *ISIS*
Overview *Storefront*

Request for Official Transcript

Below is a summary of your order. Click "Add another Recipient" to continue entering transcript requests, or click "Select Payment Type" to complete your order.

**Personal Information**

Jane Doe  
123 Main  
Madison, WI 53760 
608-555-1234 
jdoe@email.com  

Other Name: Jane Marie Smith  
Campus ID: 5551234988  
DOB: 01/01/1975  
First Enroll: August 1999  
Last Enroll: May 2000  
Degree(s): BA Communications

**Recipient Information**

<table>
<thead>
<tr>
<th>Item #</th>
<th>Recipient</th>
<th>Quantity</th>
<th>Unit Price</th>
<th>Sub Total</th>
</tr>
</thead>
</table>
| 1      | Office of Admissions, Alliance University 678 East  
madison, WI 53760 | 2 | $8.00 | $16.00 |
|        | Attachment - N |      |          |          |
|        | Processing - STANDARD | | $0.00 | $0.00 |
|        | Shipping - STANDARD | |          |          |

Subtotal: $16.00  
Quantity: 2  
Total: $16.00
Overview **Tracking**

**Request for Official Transcript**

**Order Status View**
This page displays an overview of this order.

<table>
<thead>
<tr>
<th>Order Number</th>
<th>Overall Order Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>T1072000000047090</td>
<td>Waiting for signature</td>
</tr>
<tr>
<td></td>
<td>Waiting for payment</td>
</tr>
<tr>
<td></td>
<td>Obtaining your record</td>
</tr>
</tbody>
</table>

Requested Transcripts: 2

<table>
<thead>
<tr>
<th>Item#</th>
<th>Destination</th>
<th>Quantity</th>
<th>Item Status</th>
<th>UPS Tracking #</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Alliance University</td>
<td>2</td>
<td>Pending: see order status</td>
<td>N/A</td>
</tr>
</tbody>
</table>

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DEMONSTRATION
Overview **Payment Processor**

**Merchant Storefront**

- Customer enters credit card info
- Order information passed to DoIT

**DoIT Secure Web Server**

- Transaction authorized or denied
Overview Printing & Distribution

NAME:      Student Annie M B
PRINT DATE: 2006-06-27
PROCESS:   EXPEDITED
DELIVERY:  USEXPRESS

ATTACHMENT: No
NCR: No
ORDER ID:  T107200000156162-15642
QUANTITY:  001

UC DAVIS, SCHOOL OF VET MEDICINE
OFFICE OF THE DEAN, STUDENT PROGRAMS
ONE SHIELDS AVENUE
DAVIS CA  95616
Administrative Staff Access ISIS
Administrative Staff Access

ISIS-Working the Orders

- Payment received
- Process non-computerized records
- Process attachments, special handling
- Assign Empl ID
Summary

- Collaborative IT Project
  - Office of the Registrar
  - Division of Information Technology

- System modules
Summary

- Collaborative IT Project

- System modules
  - Business Practices & Operating Procedures
  - Cost of Transcript & Accounting
  - AuthN & AuthZ
  - Storefront
  - Payment Processor
  - Printing & Distribution
  - Tracking
QUESTIONS?