Identifying Electronic Transcripts Sent to Your Institution

Purpose: Use this document as a reference for identifying and retrieving transcripts in ctcLink.

Audience: Student Records.

You must have at least one of these local college-managed security roles:

- **ZD_DS_QUERY_VIEWER**

If you need assistance with the above security roles, please contact your local college supervisor or IT Admin to request role access.

Supporting Information:

All electronic Incoming Transcripts are received through the TS130 component. In the TS130, transcripts are received into ctcLink; they are not received on behalf of a specific institution. For this reason, we cannot distinguish the specific institution for which a transcript was intended. When the TS130 processes the incoming transcript, it matches it to a student and populates the External Education page for that student's record.

Outbound ctcLink and Legacy transcripts are sent at 11:00 p.m. on weekdays. Incoming transcripts from Legacy and ctcLink are loaded into the External Education page by around 9:30 a.m. on weekdays. Occasionally, there are instances in which incoming transcript data is posted later in the day. If you do not see incoming transcript data posted in External Education, allow three business days for the data to be posted before submitting a ticket.

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Incoming transcript data is posted to the External Education page. You can identify all transcripts received by ctcLink using **QCS_SR_ELCTRNC_TRANS_RECEIVED.** This query returns information about incoming transcripts, regardless of the receiving institution or whether the transcript was sent from Legacy Transcripts or ctcLink.

The query **QCS_SR_CTC_TRANS_REQ** lists transcript requests created in ctcLink to be sent to your college in ctcLink. This query can be used to anticipate or track incoming ctcLink transcripts.

No queries are available to identify incoming Legacy transcripts sent to your institution. To check if your college has incoming Legacy transcript data, navigate to the Upload/ Download File page and attempt to download a file (instructions below). A file will begin to download if transcripts have been sent to your institution. Incoming Legacy transcript data is automatically posted to the External Education page regardless of whether the file on the Upload/ Download File page is downloaded.

Copies of incoming Legacy transcript data (in .pdf format) are available from the **Upload/ Download File** page. Transcript files are currently not available for download for ctcLink-to-ctcLink transcripts.

Remember, repeated courses do not load in External Education in our load process, so it is very important to review incoming Legacy transcript documents downloaded from the **Upload/ Download File** page and check for repeated courses. Only the first instance of the course loads, even if this course does not have the highest grade. This known Oracle bug prevents the load process from loading duplicate courses.

Downloading Transcript Files Sent from Legacy

You must have at least one of these local college managed security roles:

- ZD FA Director
- ZD FA FISAP Prcs
- ZZ FA Aid Year Activation
- ZZ FA Award Processor
- ZZ FA CTC Reports
- ZZ FA College Bound Schlrship
- ZZ FA DIrect Loan Processor
- ZZ FA Funds Manager
- ZZ FA ISIR Corrections
- ZZ FA ISIR Processor
- ZZ FA NSLDS Prcs
- ZZ FA Pell Processor
- ZZ FA SAP Prcs
- ZZ FA Verification Prcs
- ZZ FA WCG Eligibility

- ZZ SF Collections
- ZZ Upload Doc ADM
- ZZ Upload Doc ADV
- ZZ Upload Doc SR

If you need assistance with the above security roles, please contact your local college supervisor or IT Admin to request role access.

Users must have the **ZZ Upload Doc SR** role in order to navigate to this Upload/ Download page. The File Name and Download File button will not be visible unless the user has the **ZZ SR Transfer Credit Eval** role. Campus security staff can review the File Security page (Setup SACR > Security > Secure Student Administration > Custom CTC > File Security) to identify which security roles allow users to download specific file types, and to modify this page to conform to the college's business practices. Modifications to this page should be thoroughly tested in **PCD** before implementation in Production.

Supporting Information:

Transcripts sent from Legacy Transcripts will arrive in ctcLink with the STUDENT NAME as it existed in Legacy. This means the transcript may have been posted under a student's former name rather than the student's name on file in ctcLink. Before resending or re-requesting a Legacy transcript, consider the possibility that the student may have a different name than the one you are looking for. Search for the student by SSN, or consult Legacy to confirm the name you should be expecting. If you have questions about the Legacy data sent by another college (i.e., what name will be listed on the student's Legacy transcript), contact that college directly.

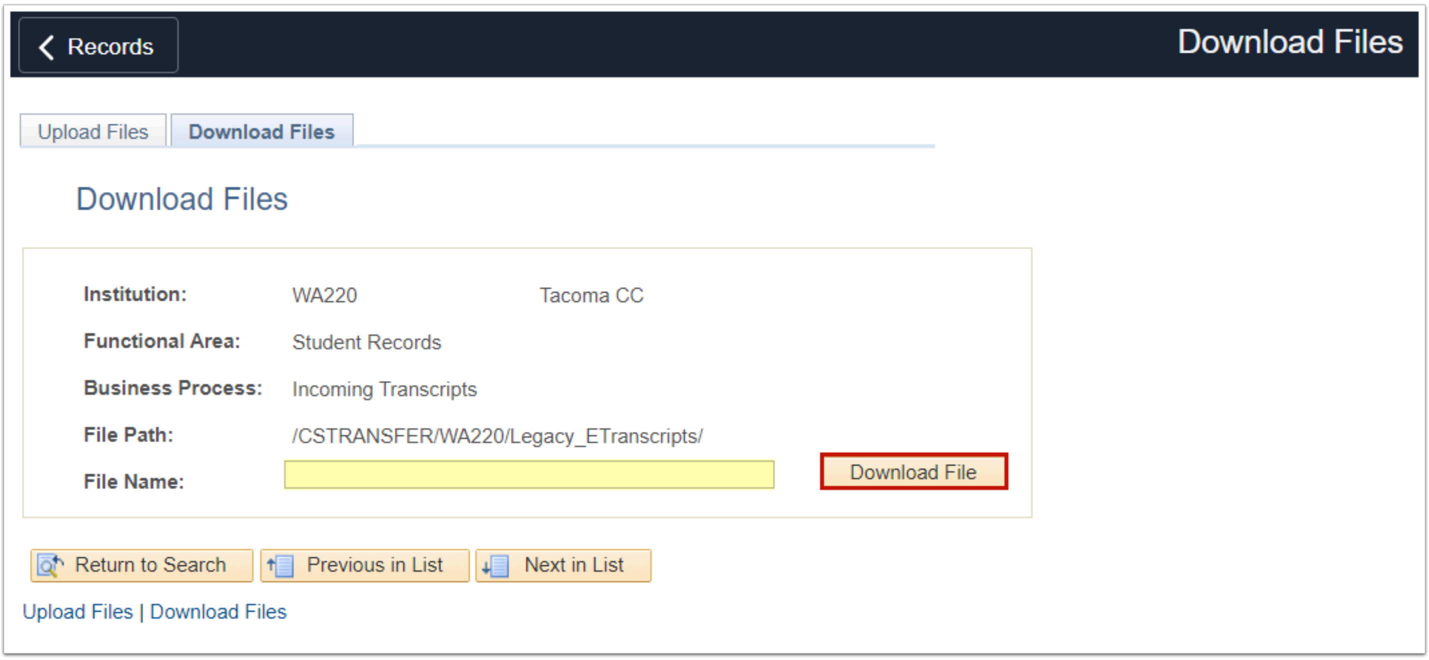
Legacy transcript files are downloaded one day at a time. If you want to download all of the files received during "this week," you must download the files received Monday, Tuesday, Wednesday, Thursday, and Friday. Legacy transcript files remain available for download for an extended period of time so that users may access previously posted files.

If no transcripts were sent to your institution on a given day, you will receive a "file not found" error. This is normal, as Legacy transcript files are only created when your institution has received transcripts. Please ensure that you continue to check for a file for each weekday. Depending on a college's business process, users may check for files daily or less frequently (i.e., once per week).

When the transcript is generated from Legacy Transcripts, the "send to" information will be available on the individual student's record in Legacy Transcripts. To identify any Legacy Transcript files sent to your college, you can use the Upload/Download File function.

Navigation: PeopleTools > CTC Custom > Extensions > Upload/Download Files

1. Enter your **Academic Institution.**
2. Enter ***Student Records*** in **Functional Area**.
3. Enter ***Incoming Transcripts*** in the **Business Process Name.**
4. Select the **Search** button.
5. From the **File Upload/Down**, select the **Download Files** tab.
6. Enter the ***File Name*** in this format: LD210COLLEGECODE.YYYYMMDD.pdf. The **File Name** is case-sensitive. Remember to include a period "." after the college code, before the four-digit year, and the .pdf file extension at the end.
    - Example:LD210220.20180630.pdf
7. Select **Download File.**
    - The message **Download File Failed: File Name Does Not Exist** means that you did not receive any transcripts from Legacy on this date.



8. The file will be downloaded by your web browser to your browser's default download location. The file can then be opened by any standard PDF reader, such as Adobe Reader or Microsoft Word.
9. Process complete.