Transitioning to the Next Generation Transcript Experience

FAQs

What is the Next Generation Transcript Experience?
It is the National Student Clearinghouse’s new mobile-responsive transcript ordering solution, which makes ordering transcripts up to 50% faster than existing solutions.

Will it replace our current transcript ordering solution?
Yes. All participating Transcript Ordering institutions will be transitioned to our new solution over the 2018-19 academic year.

When will it be available for my institution?
We plan to begin transitioning institutions at the end of October 2018. A phased implementation approach will be used to ensure a smooth transition and minimize any disruption. No institutions will be transitioned in late December and early January due to institution closures and elevated order volume. We will resume transitioning institutions in late January 2019.

Institutions that participate in NSC SecurePrint and/or have highly customized solutions will be transitioned at the end of the implementation schedule and will be contacted regarding timing by their Clearinghouse regional director.

Will we be notified prior to our institution’s implementation?
Yes. You will receive an email approximately two weeks prior to your institution’s scheduled transition, which will invite you to register for our 60-minute webinar, “Transcript Ordering: Introducing the Next Generation Transcript Experience,” to learn more and get an in-depth look at our new solution. The webinar starts in early October and will be held regularly throughout the transition period.

Institutions that participate in NSC SecurePrint and/or use custom features will be transitioned at the end of the implementation schedule and will be contacted regarding timing by their Clearinghouse regional director.

Does my institution need to do anything as part of the implementation process?
No action is required by participating Transcript Ordering institutions as part of the technical implementation of their new Next Generation Transcript Experience solution. As part of the new solution design, requestors will be directed to a different application to track orders, both on the web
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and in email notifications. The ordering application and the school selection page will be changed for all schools to reflect the new tracking navigation as soon as the new solution is launched.

We highly recommend that you attend our 60-minute webinar, “Transcript Ordering: Introducing the Next Generation Transcript Experience,” which will provide an in-depth look at our new solution. The webinar starts in early October and will be held regularly throughout the transition period.

We also suggest you review your Transcript Ordering Welcome Page text to ensure it aligns with our new ordering solution.

What changes can my students and alumni expect?
There are no changes to application functionality or flow in terms of how a requestor places a transcript order. However, requestors will be directed to a different application to track orders, both on the web and in email notifications. Other than that, the changes are focused on the application’s look-and-feel and performance, which have been substantially enhanced.

The Clearinghouse has completely redesigned its Transcript Ordering application to deliver a mobile-responsive solution that’s up to 50% faster than existing solutions. Your students and alumni will benefit from its intuitive interface, which uses smart forms, dynamic validation and progressive display, to simplify and speed ordering.

Will anything change in the way we manage our transcript ordering solution?
No. However, with our improved and more intuitive ordering process, which can be accessed using any device, we expect your students to have fewer questions and challenges when ordering transcripts. Additionally, if your institution uses our integrated Transcript Ordering solution, you will experience improved matching based on the student’s name while attending your institution that will, in turn, reduce the number of orders requiring research by your institution.

How can I learn more?
• Watch for our email on when your institution is scheduled to be implemented
• Read our fact sheet
• Register for our 60-minute webinar, “Transcript Ordering: Introducing the Next Generation Transcript Experience.” Our webinar — which offers an in-depth look at our new application — starts in early October and will be held regularly throughout the transition period.