

eTranscript FAQs

Q: Tell me more about the Career Cruising and Credentials eSS Solutions partnership.

A: Through the use of Career Cruising's ultimate college application tool, students can send e-transcripts through the Credentials eSS Solutions service delivery network. This secure online transcript exchange service is offered in partnership with a leading e-transcript provider, Credentials eSS Solutions. Credentials is capable of delivering education credentials from any Student Information System (SIS) to any college or university worldwide. It is trusted by over 2,000 colleges and universities, and hundreds of thousands of individuals to deliver millions of transcripts and other education credentials each year.

Q: How does Career Cruising receive the student's transcript data from the high school?

A: The original content of the official transcript from your SIS is converted into a PDF document. That PDF document will need to be uploaded to by the advisor to your CAMS system.

Q: What software if any do we need to install?

A: You will need to install a print driver in order to convert the official transcript from your SIS to a PDF document.

Q: What are the security features (encryption) to protect students' identities and private information specific to Credentials eSS Solutions?

A: The entire transcript delivery process is FERPA compliant. As well, all transcripts are watermarked to ensure authenticity and lastly, all transcripts whether in-network or out are delivered via a secure (SSL) connection.

Q: What is actually delivered through Career Cruising and Credentials?

A: The school's entire official transcript is sent as a PDF and maintains the same format as a paper transcript. A cover page (School Profile or simple eSSR) identifies the sending high school and designates Credentials eSS Solutions as an authorized transcript delivery agent for the institution and contains extractable meta-data useful to the recipient.

Q: What are the advantages of the electronic delivery of a transcript through the system?

- A Delivery is immediate and tracking and confirmed delivery reports are available.
- More reliable than paper delivery and no additional fees incurred from overnight mailing.
- Electronic transcripts do not require scanning into document imaging systems.
- Less paper.
- Saves money.
- More secure.

Q: Is data integration required in order to use the application?

A: Yes. Once the transcript is visible in your Career Cruising CAMS system, the transcript will need to be matched to the student portfolio we have in our system. We will need to ensure integration using the same unique identifier (typically the Student ID) for the student portfolio account as we have it on his received metadata transcript.

Q: How do you accommodate ESSRs (Electronic Secondary School Report)?

A: You can send the eSSR as part of the transcript (one PDF with the transcript and eSSR in one document). Simply combine the transcript and eSSR in one document prior to printing it over to the printer. The ESSR will appear in Career Cruising as part of the student's transcript file.

Q: Are advisors notified electronically when transcripts are requested?

A: Advisors flagged as 'eTranscript Specialists' within their CAMS account will receive an email each night when there are outstanding 'New Requests'. The system will not send one reminder for each request, instead sending one nightly message.

Q: Is the transcript request open to any grade level or only to 12th year students?

A: Advisors can determine the grade levels of students eligible to have this functionality and therefore who should be able to make transcript requests.

Q: What is the difference in terms of how the transcript is processed between out of network versus in-network schools?

A: Out-of-network transcript is delivered to an email address which you enter via your CAMS system. The receiving school would click on the link in the email address, choose a password to set-up an account and then the transcript is downloaded to them. Simply logon to the Credentials eSS Solutions website to view your new transcripts and download and save to your desktop. Once retrieved, the receiving school has three options to retain the electronic transcripts: (1) save it to the institution's document imaging system; (2) save it electronically as a PDF document; or (3) print it to paper. In-network receivers have their own "portal" where they (open to multiple users) can login and view and download transcripts that they've received.

Q: At the receiving college, who is emailed about transcript requests?

A: Colleges must register to become an authorized in-network receiver. And during the receiver sign up, Credentials eSS Solutions verifies the email from each in-network receiving college to ensure the authorized personal and/or department is receiving the transcripts.

Q: Is the NCAA an in-network receiver member?

A: YES. Students and advisors will be able to select NCAA and request transcripts directed to NCAA.

Q: Can student's request transcripts on an inactive portfolio?

A: Transcripts aren't deleted even once a student is deactivated and therefore an inactive account can make requests from an inactive portfolio. The only caveat is that the school would need to print a transcript for the student and may need to manually map it to the student, and may also need to reactivate the account in their Career Cruising CAMS system before doing so.

Q: When a transcript for the same student has been printed multiple times do we override the previous one with the new one(s) and just retain the most recent or do we keep all and time stamp them all and assume the advisor will delete/clear out the dupes in CAMS?

A: The older transcript is over-written by the newer one. There can only be one transcript associated to a student.

Q: Is there integration with Common App?

A: Some Common App schools are part of our in-network delivery network so transcripts can be delivered to them just as any in-network schools. For the other Common App schools, you would need to know the email address of the admissions department to deliver a transcript electronically to them.

Q: What is the processing time of sending an eTranscript from the time the advisor hits the SEND button in CAMS to when it is actually arrived at the college?

A: For in-network receivers, the transcript is delivered to their portal within a few minutes (usually quicker). For out-of-network, the email is also sent within a few minutes (usually quicker), but it's up to the email recipient to open the email, click the link, etc. before they get to the transcript.

Q: I don't see our local colleges on the list as in-network receivers? How do they get added?

A: The in-network receiver list is constantly growing. If you do not see colleges on the list that are the more common choices for your students, please inform your Implementation Manager. Our partners at Credentials eSS Solutions will invite those colleges to join the network. There is no cost to the colleges at all to join the network.