

## Cradle-to-Career Governing Board Staff Report

Date Report Issued: July 26, 2023  
Attention: Members of Cradle-to-Career Governing Board  
Subject: **eTranscript California Stakeholder Interviews**  
Staff Contact: Judy Chan, Deputy Director of Digital Services

At this meeting, the Governing Board will receive an update on the findings from the eTranscript California stakeholder feedback interviews as well as planned future work.

### Requested Action:

There is no requested action on this item. This is an informational item only.

### Summary:

Transcripts are official records of a student's academic history and accomplishments. They are often requested and required by academic institutions and employers at the time of application for college, transfers and employment. eTranscript CA is an existing service offered through the California Community Colleges that is designed to support this exchange and has been partially adopted by many California two- and four-year institutions. For example, it includes a feature that allows community colleges to automatically send transcripts to CSU without charging students for the exchange. eTranscript CA has also developed a transcript standard that takes into account California-specific elements like the Intersegmental General Education Transfer Curriculum (IGETC).

However, few colleges are making full use of eTranscript CA's features and have adopted a range of solutions and file formats for transmitting information about students' academic histories. Most postsecondary and dual enrollment students must request and pay for transcripts from third-party vendors. Some colleges charge students an additional fee to help cover the costs of managing complex

data exchange processes. In addition, few California institutions include information on third-party certifications that are used for skills-based hiring. As a result, the transcript exchange is often slow, expensive and labor intensive which can lead to delayed admissions, repeated courses, and missed opportunities for students.

Per statute, [California Education Code Section 10860](#), the California Cradle-to-Career Data System (C2C) shall provide expanded access to tools and services that support the navigation of the education-to-employment pipeline. The scaling of CaliforniaColleges.edu, which includes high school transcript services, will help to streamline college applications for K-12 students. In addition, [statute](#) identified eTranscript CA as a tool that could be leveraged to streamline the exchange of transcripts between postsecondary institutions, share information on dual enrollment between K-12 and postsecondary, and expand the types of records that can be shared to include third party documentation for skills-based hiring.

In March 2023, C2C engaged WestEd to conduct stakeholder interviews with the higher education segments and students to understand their current system for sending and receiving transcripts, features which should be prioritized in an electronic transcript exchange, and issues associated with implementing eTranscript. The interviews explored and gathered feedback on proposed enhancements for three eTranscript CA uses cases that were identified during the planning process for C2C:

- 1) Streamlining the transfer of information
- 2) Expanding the types of records that can be shared to support skills-based hiring
- 3) Identifying individuals who are eligible for public benefits

WestEd made the following recommendations related to each use case:

**Use Case 1: Streamlined Transfer of Information**

- Develop interoperability standards for transcript data so that institutions can use the providers of their choice, while ensuring that information is

provided in a consistent manner and dual enrollment information can be shared to K-12 institutions

- Maximize the ability to automatically send transcripts through eTranscript CA by embedding a transcript request process into college application forms
- Develop an information campaign to communicate the value of eTranscript CA and how its automation features could remove the need to charge students to cover the cost of sending transcripts

### **Use Case 2: Skills-Based Hiring**

- Explore and establish data format standards that will allow for the inclusion of third-party credentials and support skills-based hiring
- Conduct focus group interviews with employers to capture input on skills-based hiring practices
- Curate information sessions for participants from all four higher education segments to learn about integrating third-party credentials into academic and career planning to support credit for prior learning, competency-based education and skills-based hiring

### **Use Case 3: Public Benefit Eligibility**

- Identify other vehicles for providing information about the opportunities for public benefits, rather than using the transcript process

Please see this [link](#) for the full WestEd report.

Based on the findings and recommendations, C2C will commission WestEd to launch a planning process in Fall 2023 to create a roadmap for how eTranscript California could become a seamless platform for transferring transcripts across post-secondary institutions. The planning process will explore issues identified in the Summer 2023 WestEd eTranscript report, such as interoperability standards for data required in application and transfer processes; infrastructure and new features to strengthen security, integration and the expansion of functionality; and technical assistance required to build awareness and support

implementation. The deliverable from the planning process will be a report from WestEd to C2C that outlines an implementation roadmap and identifies remaining issues to resolve.