

Overview of National Student Clearinghouse Services

Julie Esau, Regional Director

AGENDA

- Clearinghouse Background
- “Next Generation” Transcript Service
- Secure Print
- StudentTracker Premium
- Reverse Transfer
- Myhub
- Master Service Agreement





The Clearinghouse Mission

The mission of the National Student Clearinghouse is to serve the education and *workforce* communities and *all learners* with *access to trusted data, related services*, and insights.

How We Fulfill Our Mission

Institutional Effectiveness

National Reports & Research

Trusted & Secure Partner

Our Value to You

A non-profit organization serving
as a centralized education agent in fulfilling enrollment and
achievement reporting needs to governmental, financial,
student service and educational organizations

We are YOU

Our Beginnings

Founded in 1993

Central repository of student enrollment data

Reported to NSLDS and Student Loan Providers



NATIONAL STUDENT
CLEARINGHOUSE
**Student Loan Technical Defaults
& Administrative Burden**

OUR REACH - ENROLLMENT

3,700

colleges and universities participate with the Clearinghouse



Title IV degree-granting institutions representing **98%** of U.S. postsecondary education enrollments participate in the Clearinghouse



Participating postsecondary institutions representing **93%** of all degrees awarded in the U.S.



1.1 MILLION

enrollment verifications



700 MILLION

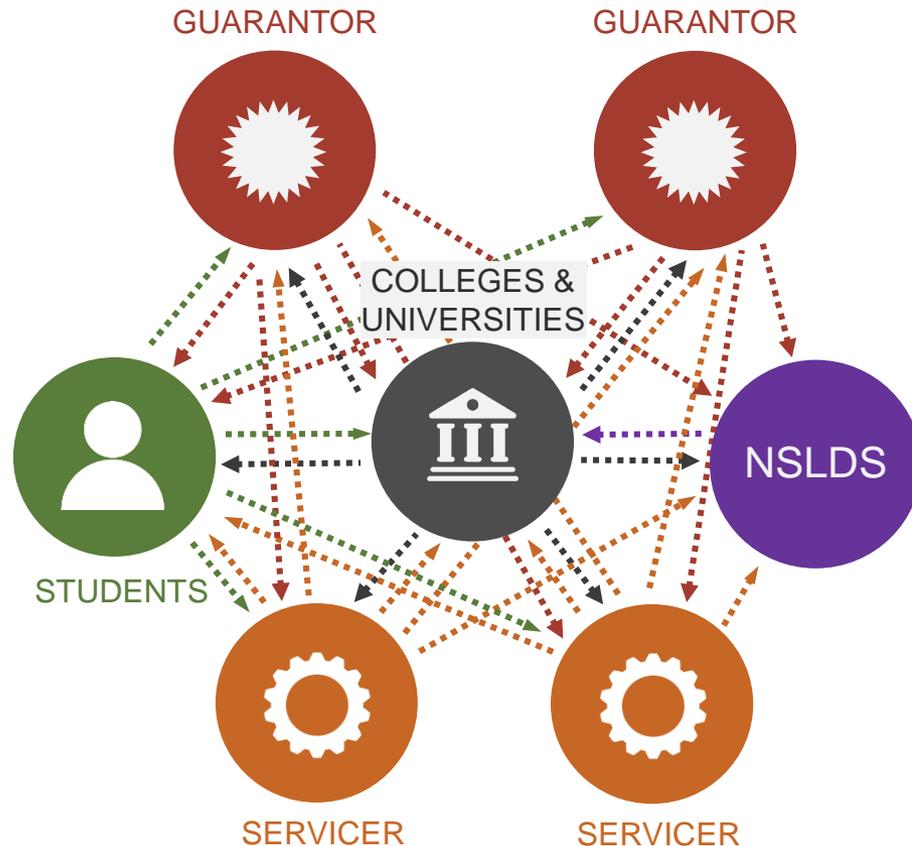
student record verifications



4.5 MILLION

degree verifications

The World of Financial Aid **Before** the Clearinghouse



Issues:

Paper-Driven

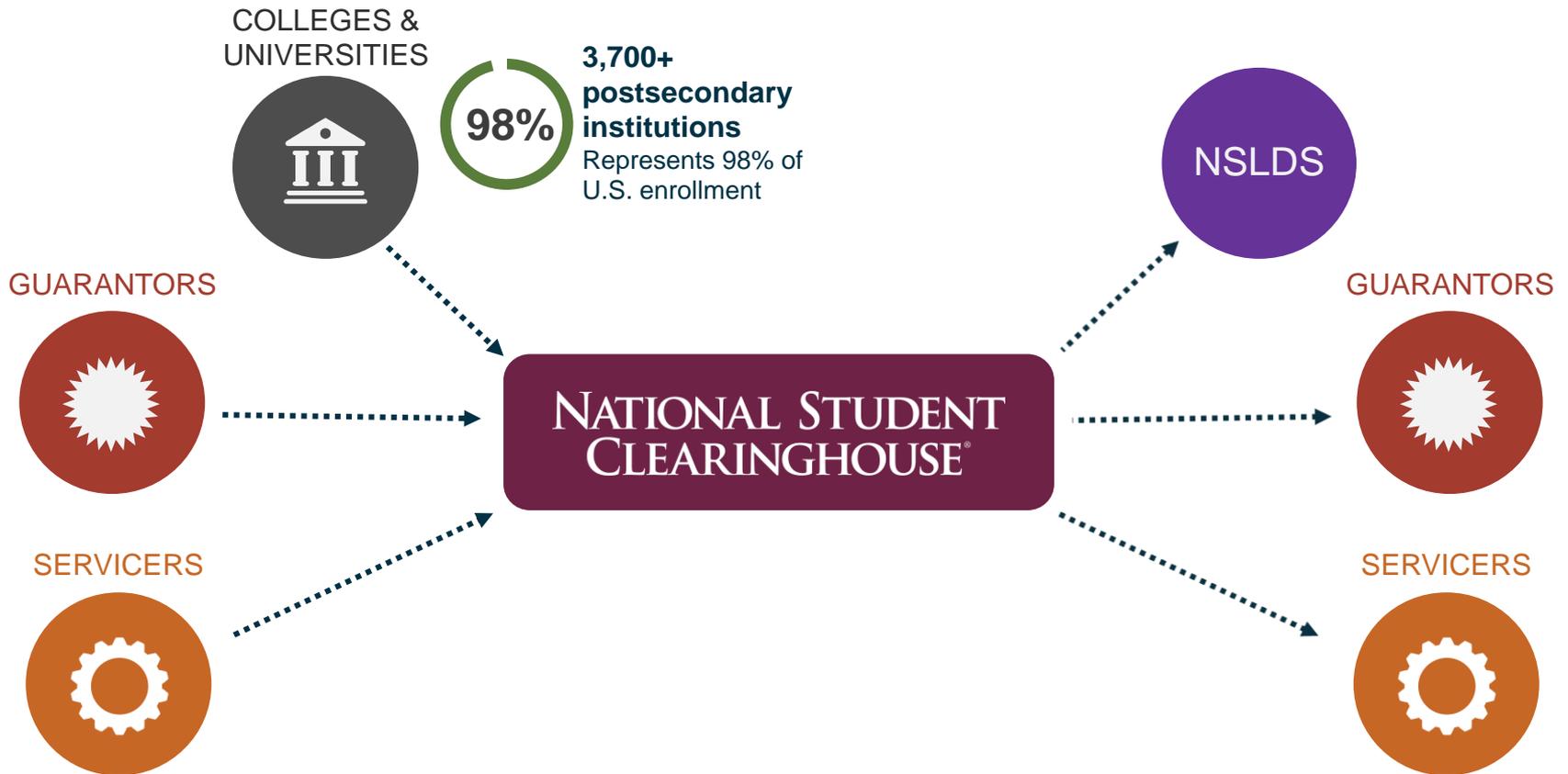
Expensive

False Positives

Delinquencies

Defaults

The World of Financial Aid with the Clearinghouse

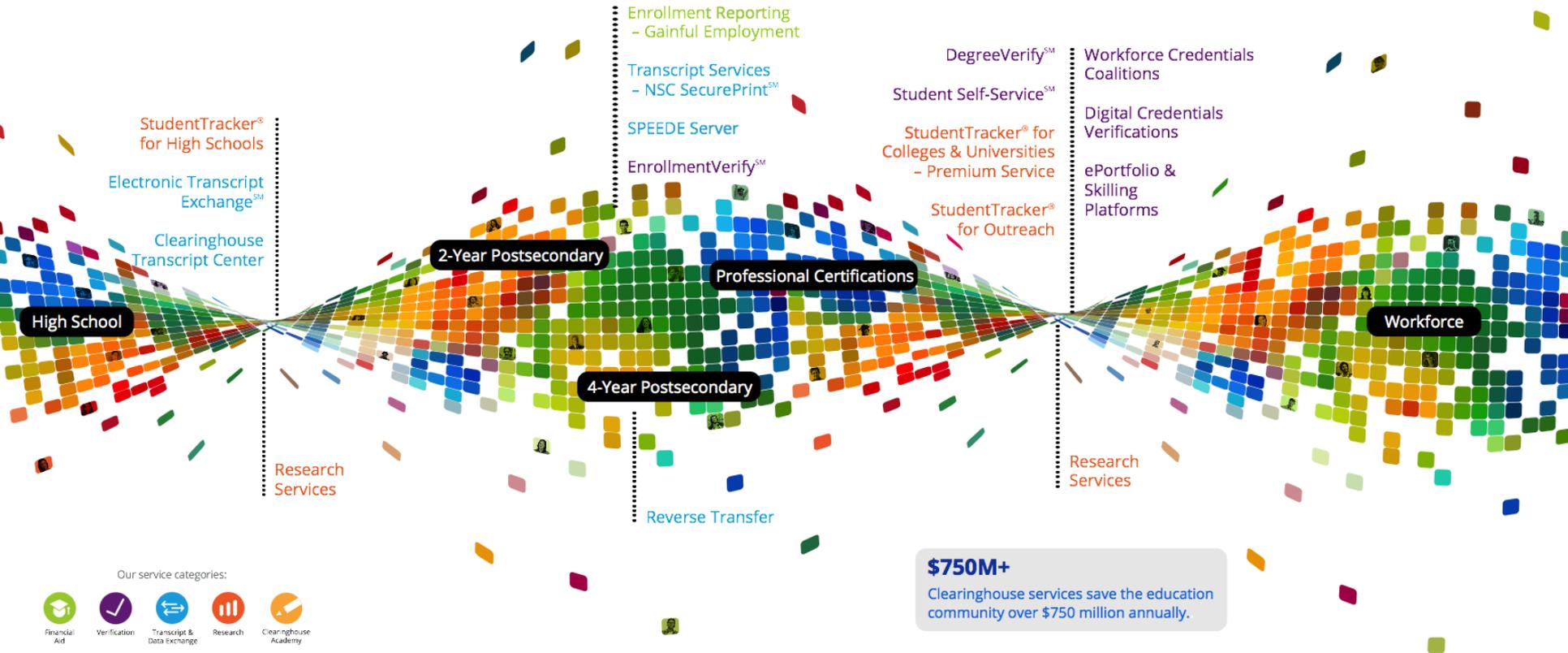


Audit Resource Center

- Assists ~1,000 schools per year
- Works with you and your auditors to explain issues and provide documentation to reduce and eliminate audit findings
- Aids with audits and day-to-day compliance questions
- Offers online resources for preparing and responding to an audit
- Shares trends in auditor areas of focus



How the Clearinghouse Serves the K-20 to Workforce Continuum





Clearinghouse Texas Success

By Percentage of Students

- **Enrollment Reporting Active** **97.2% of all students in Texas**
- **Enrollment Verify Active** **96.5% of all students in Texas**
- **DegreeVerify Active** **95.4% of all students in Texas**
- **StudentTracker Active** **94.8% of all students in Texas**

- **1,502,459 Texas College Students are Served by the Clearinghouse**

EnrollmentVerify – Why It Works for You

- Automates all your enrollment verifications from:
 - Credit grantors
 - Travel companies
 - Computer hardware and software resellers
- Improves efficiency and student service
- Reduces fraudulent student status claims
- No additional programming or data reporting
- Free to institutions
- FERPA compliant
- Free Student Self-Service

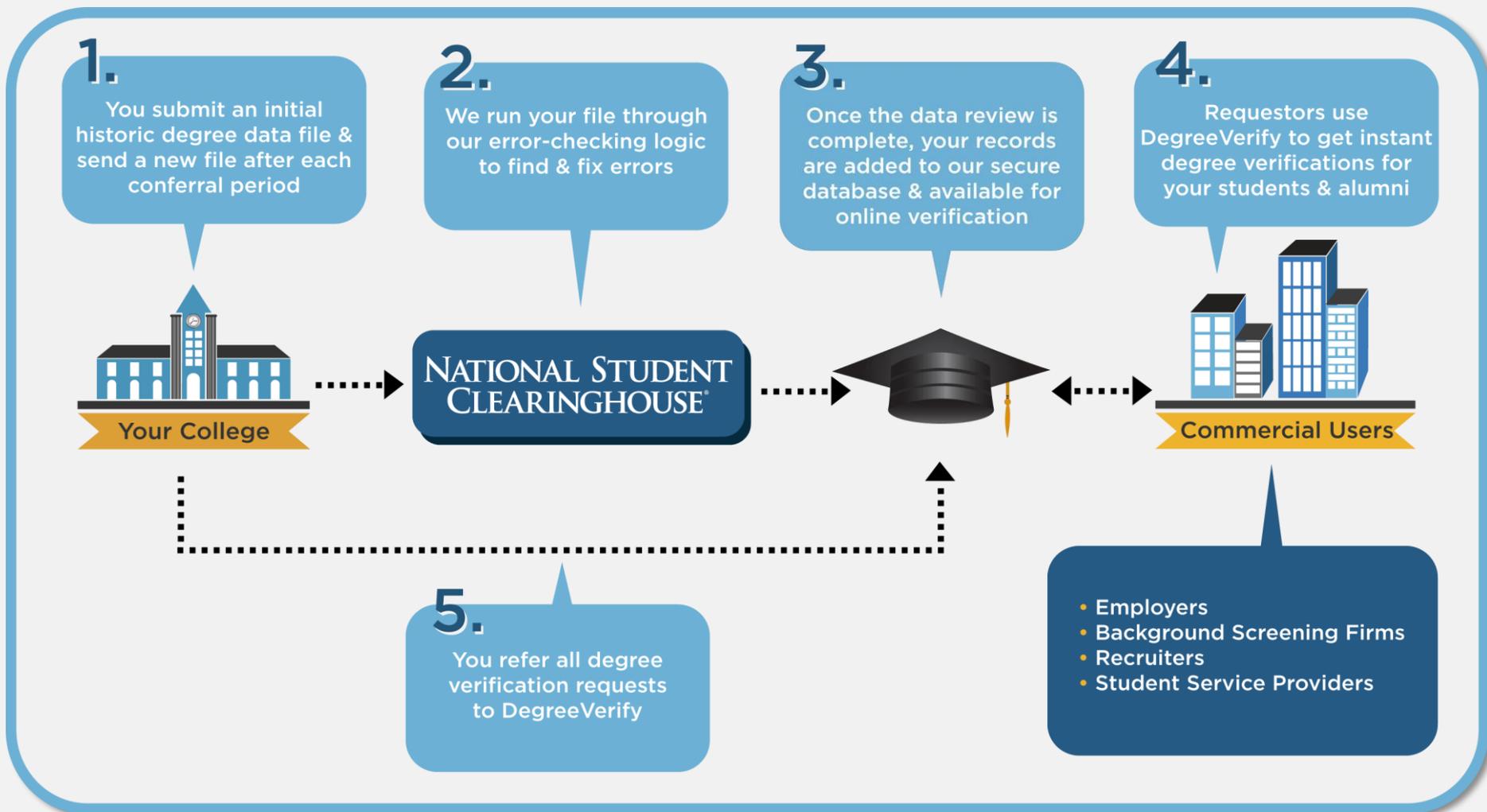


DegreeVerify Overview



- Nearly 2,400 participating colleges and universities
- Represents 93% of all U.S. college enrollment
- Over 4.5 million degrees verified each year
- Used by thousands of the nation's largest employers, background screening firms, recruiters and other organizations

How DegreeVerify Works



StudentTracker

A cost effective way to replace
survey and anecdotal
information with documented
enrollment and degree data



Answering *Your* Questions...

- Did my 'lost' admissions enroll somewhere else?
- Where did our transfer-out students attend and what degrees have they earned?
- Did our graduates continue on to a 4yr college or to graduate school?
- Who from our student body is concurrently enrolled?
- What is my institution's persistence rate?
- What is my institution's completion rate?

StudentTracker Works Across Your Campus



Institutional Research

- Outcome Reporting
- Reporting Reconciliation
- Class Outcomes
- Persistence
- Retention
- Time-to-Completion



Registrar

- Cohort Representation
- Transfer Studies
- Retention
- Enrollment Status
- Reporting Reconciliation
- Prior Enrollment
- Time-to-Completion



Enrollment Management

- Outcome Oversight
- Feeder Institution Analysis
- Transfer Analysis
- Retention Study



Academic Professors

- Department Outcome Analysis
- Future Programs of Study
- Grant Funding Request
- Pre-Professional Programs



Admissions

- Cohort Representation
- Class Outcomes
- Deferred Admissions
- Declined Admissions
- Wait List Outcomes
- Prior Enrollment
- Transfer Studies

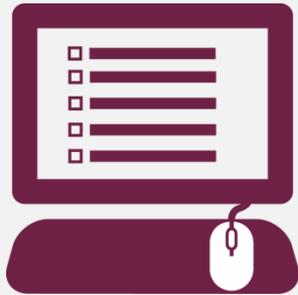


Student Services/Affairs

- Program Diversity
- Work-Study Analysis
- Mentor Matching
- Enhancing Advising
- Tutoring Planning

The Process is Easy

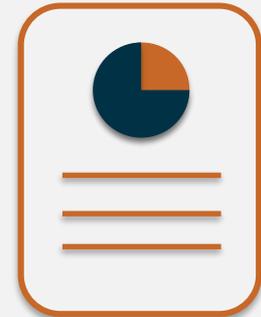
Submit Request File
(automated validation)



Run file against NSC database



Compile results in StudentTracker reports



Return reports via secure FTP
(email notification)

Single Student Search Available



Response Files

The Clearinghouse returns . .

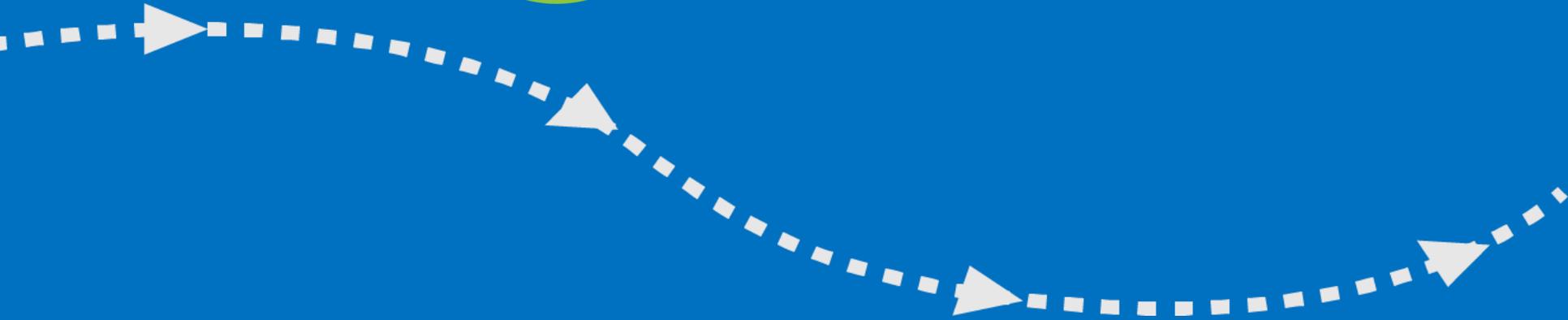
- **Control Report**
 - ✓ Overview of Results
- **Aggregate Report**
 - ✓ Reports top institutions that students first attended
- **Detail Report File**
 - ✓ Returns enrollment and degree* records on non-blocked matched students (*must participate in DegreeVerify service)





StudentTracker®

Premium Service



Output



Efficiency



Comparisons



Integration



ANALYSIS READY

Transforms detail report into **one row per student**

REQUEST FILE RE-RUN

Saves time by re-running instead of re-loading file; up to four times within 365 days

SIGNATURE AND SNAPSHOT REPORTS

Uses your institution's data to compare your institution with national sectors

DATA VISUALIZATION

Integrates reporting with graphics for more compelling stories

StudentTracker®

Premium Service



VALUE-BASED PRICING

\$1,995

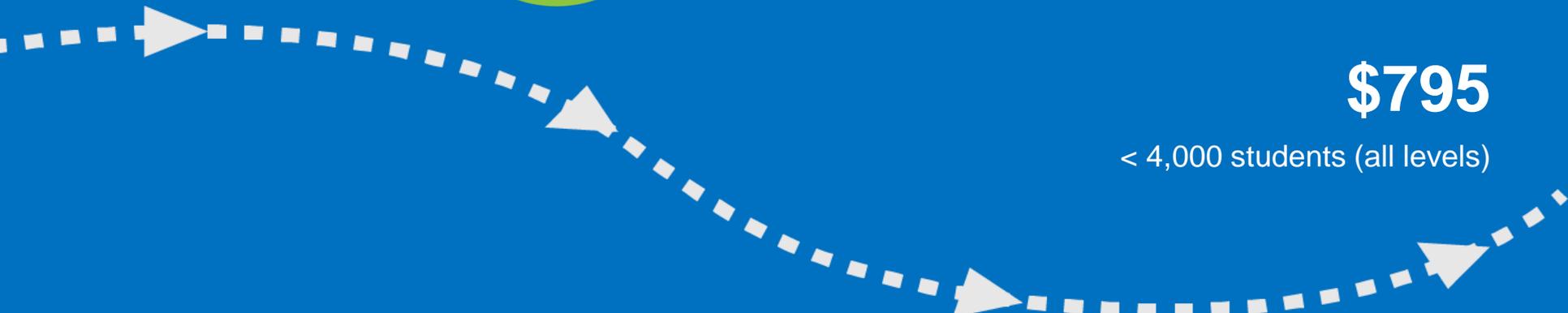
> 10,000 students (all levels)

\$1,295

4,000 – 10,000 students (all levels)

\$795

< 4,000 students (all levels)





Transcript Services

**Your Trusted Source for
Postsecondary Transcript
Services**

The Transcript Process and Benefits are Based on Your Needs

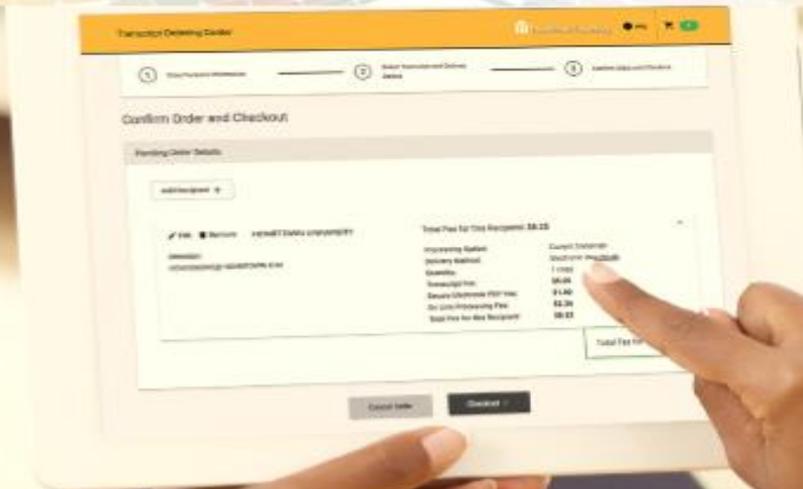
<i>FAST</i> ONLINE ORDERING	<i>FASTER</i> AUTOMATION	<i>FASTEST</i> FULL INTEGRATION
Your Needs		
<ul style="list-style-type: none">• No internal IT resources required• Your required effort (guided by your Clearinghouse implementation rep)• Implementation Time: In as little as a day	<ul style="list-style-type: none">• Limited development by your SIS experts• Your required effort (guided by your Clearinghouse implementation rep)• Implementation Time: In as little as two weeks	<ul style="list-style-type: none">• IT/SIS resources for connections/configurations• Your required effort (guided by your Clearinghouse implementation rep)• Implementation Time: 45 days
Your Benefits		
<ul style="list-style-type: none">• 24/7 online ordering with fee collection• Eliminates processing/filing of paper requests• Real-time reporting	<ul style="list-style-type: none">• Personnel resource savings• Reduced transcript fulfillment time• Automated exchange of order and status data between NSC and your SIS	<ul style="list-style-type: none">• Full integration with your SIS• Automates every processing step• Automatic printing of paper transcripts• Savings in paper, postage, and personnel costs



Next Generation Transcript Experience

Transcript ordering
as mobile as
your students

Ordering transcripts is faster and easier than ever. Your students and alumni can quickly and securely order their transcript wherever they are, whenever they have a moment, so they can get back to their lives and you don't have to interrupt yours.



The New Transcripts UX



Enter Personal Information

Personal Information
All fields required, unless otherwise indicated

First Name

Middle Name
(Optional)

Last Name

Date of Birth
MM/DD/YYYY

Personal Page

1 Enter Personal Information

2 Select Transcript and Delivery Details

3 Confirm Order and Checkout

Enter Personal Information

Personal Information All fields required, unless otherwise indicated

First Name

Jane

Middle Name

(Optional)

Last Name

Doe

Date of Birth

02/02/1990

MM/DD/YYYY

Has your name changed since attending school?

Yes

No

Student Identification Information

Hometown ID

123456

Confirm Hometown ID

123456

or

Social Security Number

xxx-xx-xxxx

Confirm Social Security Number

xxx-xx-xxxx

Are you currently enrolled?

Yes

No

Did you attend Hometown University prior to 1990?

Yes

No

Note: Electronic delivery is not available if you attended prior to the date above.

Year From

2007

YYYY

Year To

2011

YYYY

Cancel Order

Continue >

Recipient Page

1 Enter Personal Information

2 Select Transcript and Delivery Details

3 Confirm Order and Checkout

Select Transcript and Delivery Details

Recipient All fields required, unless otherwise indicated

According to the Family Educational Rights and Privacy Act (FERPA), in certain instances, schools must obtain the student's permission in order to release information from his or her educational records. The type of consent form that is required is determined by recipient type.

Select Recipient Type

Business or Individual

College or University

Me

Organization

Continue >

Recipient Page

1 Enter Personal Information

2 Select Transcript and Delivery Details

3 Confirm Order and Checkout

Select Transcript and Delivery Details

Recipient All fields required, unless otherwise indicated

According to the Family Educational Rights and Privacy Act (FERPA), in certain instances, schools must obtain the student's permission in order to release information from his or her educational records. The type of consent form that is required is determined by recipient type.

Select Recipient Type

College or University

Country

United States

State/Territory/APO

Illinois

Select your School

Illinois State University

Department

Registrar's Office

Cancel Order

Continue >

Delivery Method Page

Transcript Ordering Center

 Hometown University

 Help 

 0

1 Enter Personal Information

2 Select Transcript and Delivery Details

3 Confirm Order and Checkout

Select Transcript and Delivery Details

Recipient: JANE DOE

Delivery Method All fields required, unless otherwise indicated

What transcript do you want sent?

Current transcript

What type of transcript do you want?

Complete/All

What is the purpose of your transcript?

Self

Delivery Information

Transcript Delivery Method

Electronic - \$1.00

Express/International - \$45.00

Express/United States - \$20.00

Hold for Pickup

Mail

Order

Continue >

Shopping Cart

Transcript Ordering Center



Help



1

Enter Personal Information

2

Select Transcript and Delivery Details

3

Confirm Order and Checkout

Confirm Order and Checkout

Pending Order Details

Add Recipient +

Edit Remove

Recipient: ILLINOIS STATE UNIVERSITY
Attention: Registrar's Office

Total Fee for this Recipient: \$7.25

Processing Option: Current transcript
Delivery Method: Electronic ⓘ
Quantity: 1 copy
Transcript Fee: \$5.00
Online Processing Fee: \$2.25
Total Fee for this Recipient: \$7.25

Edit Remove

Recipient: JANE DOE
Email: HANSON@NSLC.ORG

Total Fee for this Recipient: \$8.25

Processing Option: Current transcript
Delivery Method: Electronic ⓘ
Quantity: 1 copy
Transcript Fee: \$5.00
Secure Electronic PDF Fee: \$1.00
Online Processing Fee: \$2.25
Total Fee for this Recipient: \$8.25

Total Fee for Order: \$15.50

Cancel Order

Checkout >

Consent Form Page

Confirm Order and Checkout

Sign Consent Form All fields required, unless otherwise indicated

A signed consent form is required to release your transcript. If we do not receive your consent form within 30 calendar days from the date you submit your request, your order will be canceled and you will not be charged.

Requestor: JANE DOE
Order Number: 12821712

Transcript Recipient(s)
JANE DOE
AUBURN UNIVERSITY

Electronic Consent Form

The fastest way to submit your consent form is electronically. Use your finger or mouse to draw your signature in the box. After you submit your signature, you may download a signed copy of the consent form for your records prior to providing payment in the next step.

Need Help Signing?

Desktop

Hold down the left button on your mouse and, using the mouse, sign your name in the signature box as you would with a pen.

Mac with Trackpad only: Hold down the options button on the keyboard, continue to hold down the options button while pressing your finger onto the trackpad, sign your name in the signature box while signing your name on your trackpad.

Mobile

Sign your name in the signature box using your finger as a stylus

Sign Here



Signature Date: 07/30/2018 12:53 PM

By submitting this signature, I, JANE DOE, certify that I am the above named student and my electronic signature provided on this form is authentic and has the same validity and legally binding effect as signing this consent form by my hand in ink.

Clear Signature

Accept Signature

Payment Page

- 1 Enter Personal Information
- 2 Select Transcript and Delivery Details
- 3 Confirm Order and Checkout

Confirm Order and Checkout

Payment Details All fields required, unless otherwise indicated

Accepted Credit Cards:



Cardholder Name

Jane Doe

Card Number

4111111111111111

Security Code

123

Expiration Date

Month

February

Year

2020

Do you want to use your contact address as your billing address?

Yes

No

Address 1

2300 DULLES STATION BLVD

Street number and name or PO Box

Address 2

STE 220

Building, campus box, floor, apt, suite (Optional)

Zip/Postal Code

20171

City

HERNDON

State/Territory/APO

Virginia

Country

United States

Total Fees for Order: \$20.50

Cancel Order

Submit Order >

Summary

Mobile and tablet friendly

Dynamic: options are shown or hidden depending on the users answers to certain questions

Type Ahead: When the user types in a field, options relating to what the letters typed populate below to be selected

Less redundancy on entering the same information. The information auto populates with information entered earlier in the order

3 easy steps for a quick and seamless process!



Integration Options

- E-transcripts with Ellucian Integration
- PeopleSoft/Campus Solutions Integration
- API Integration

Transcript Volume Report

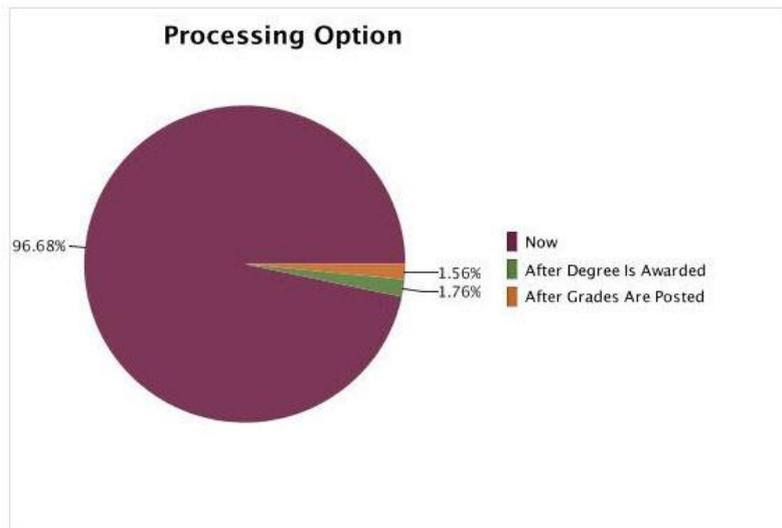
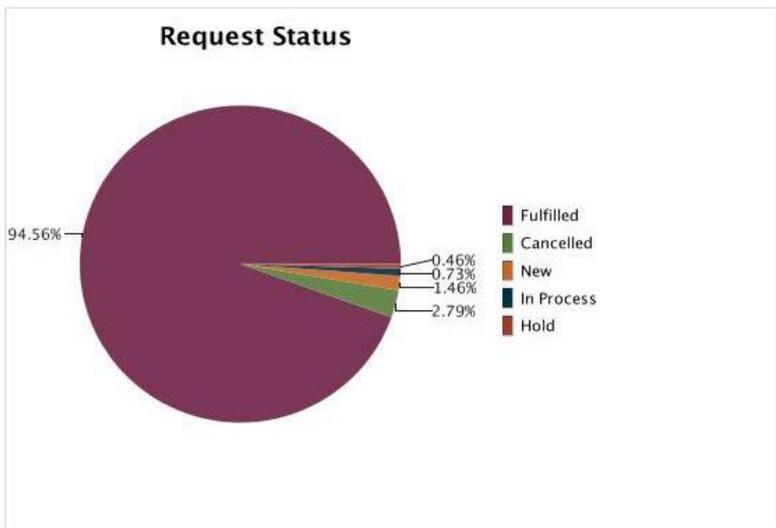
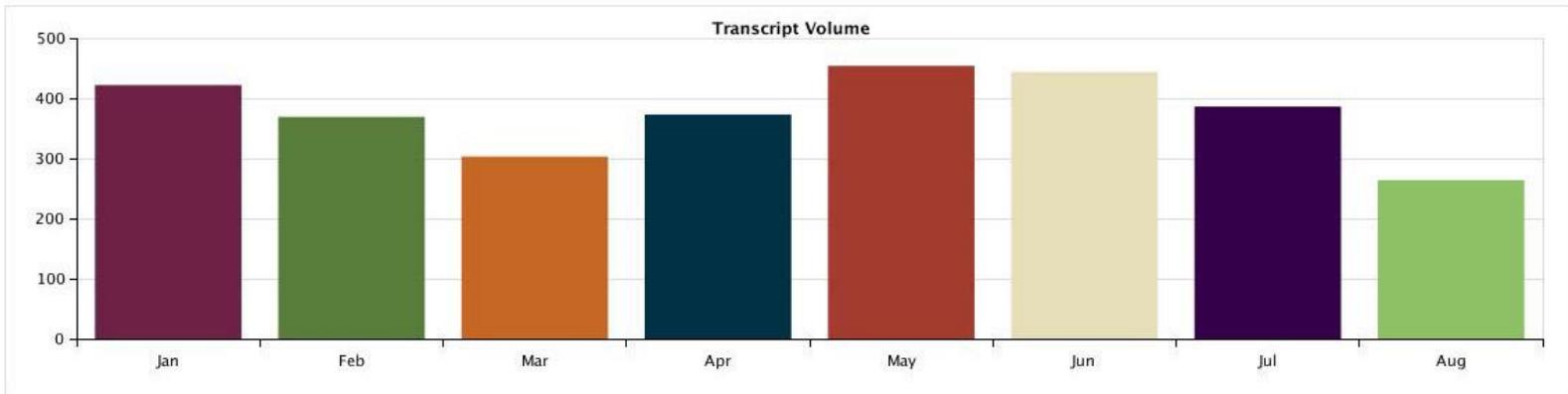
School Name: **HOMETOWN UNIVERSITY**

From Date: 01/01/2012

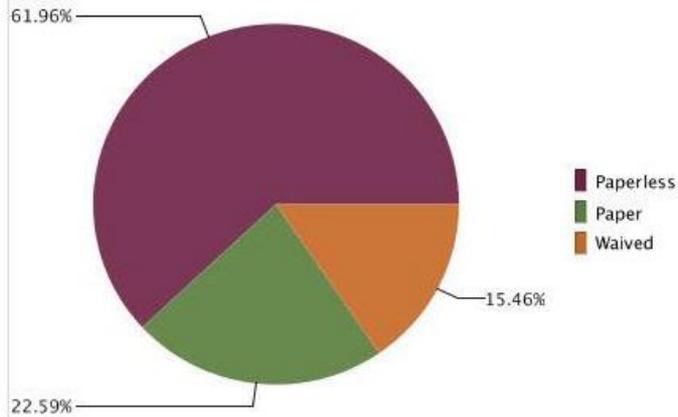
To Date: 08/23/2012

[Click to export](#) 

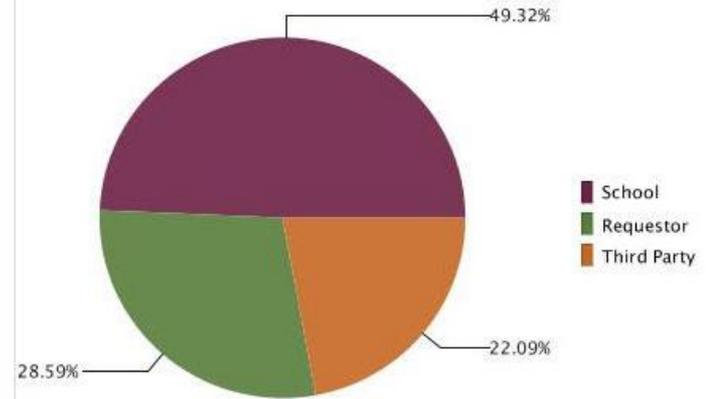
[Click the chart to view details](#)



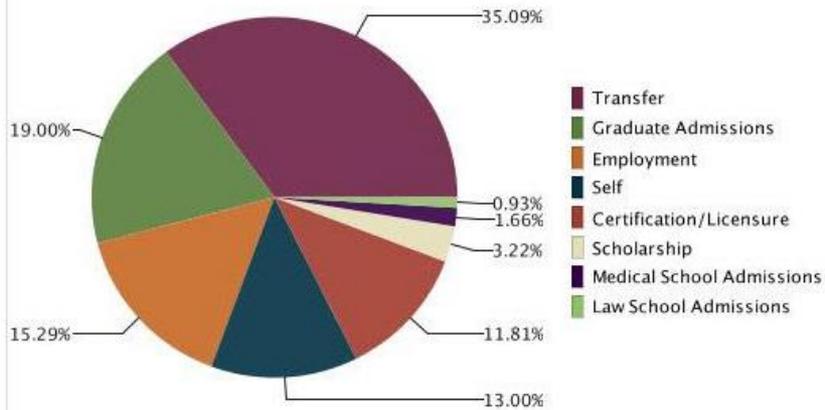
Consent Type



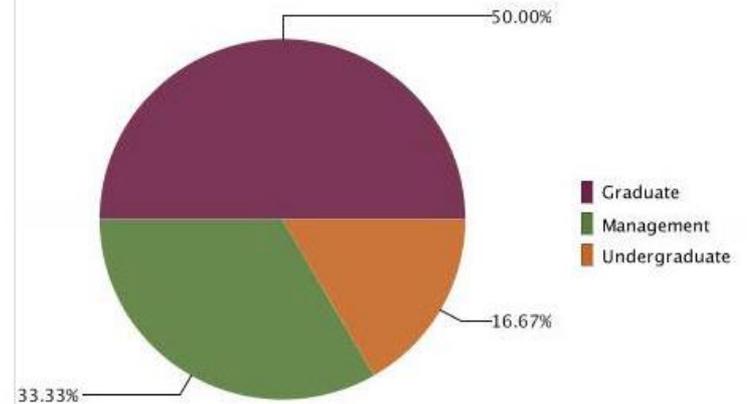
Recipient Category



Transcript Purpose



Transcript Type



Customer Service

703-742-4200

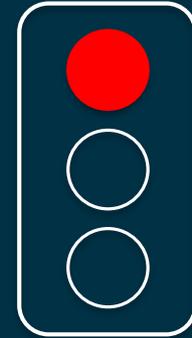
service@studentclearinghouse.org

- Dedicated representatives that respond to calls, emails, faxes, and social media requests from students, parents, alumni and school staff
- Available Monday - Thursday 9:00am – 7pm ET; Friday 9:00am – 5:00pm ET
- Answers general and operational service questions. For example:
 - password resets
 - deferment questions
 - FTP contacts/login
 - Transcript student/recipient “how to” questions such as opening a PDF, placing, tracking or canceling orders, and refunds

Average speed of answer is 64 seconds and they handle approximately 29,000 emails and phones calls per month

NATIONAL STUDENT
CLEARINGHOUSE®





**Stop
printing
transcripts!**

Let the
National Student
Clearinghouse
do it for you.

Print-to-Mail

Turnkey & Automated



Printing



Inserting



Mailing

How Does NSC SecurePrint Work?



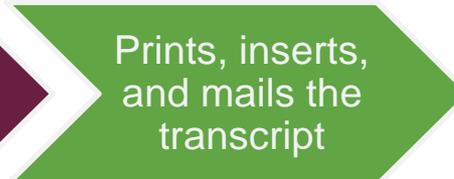
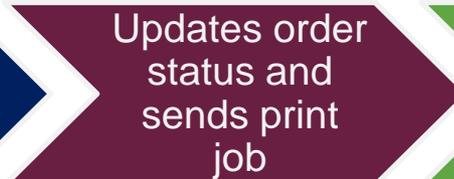
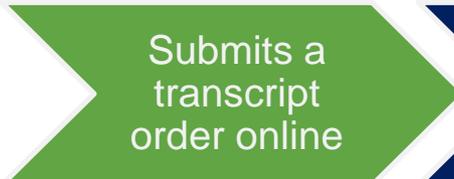
Student or Alumnus



Your Institution



Print Facility





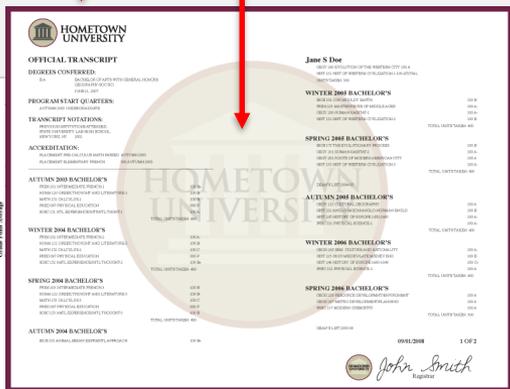
Printing: Customized

Your branding

Color or B&W

Personalized cover letter

Student attachments



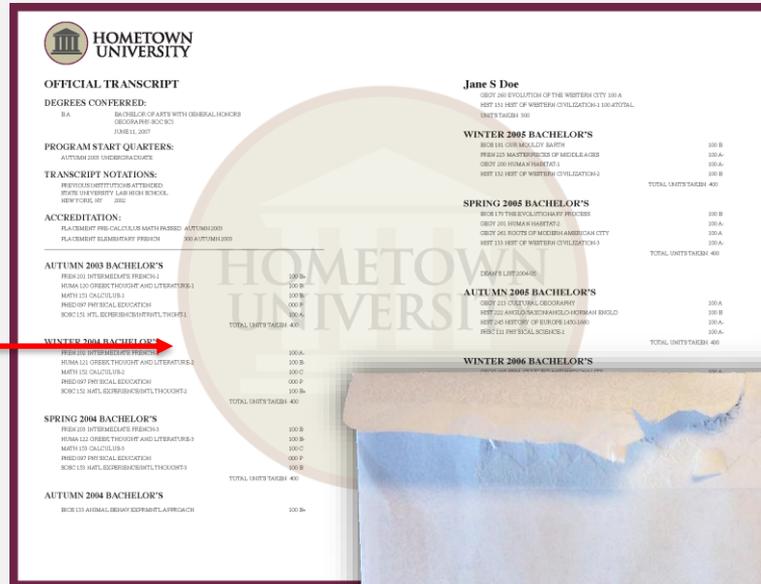
Your legend/grading policy



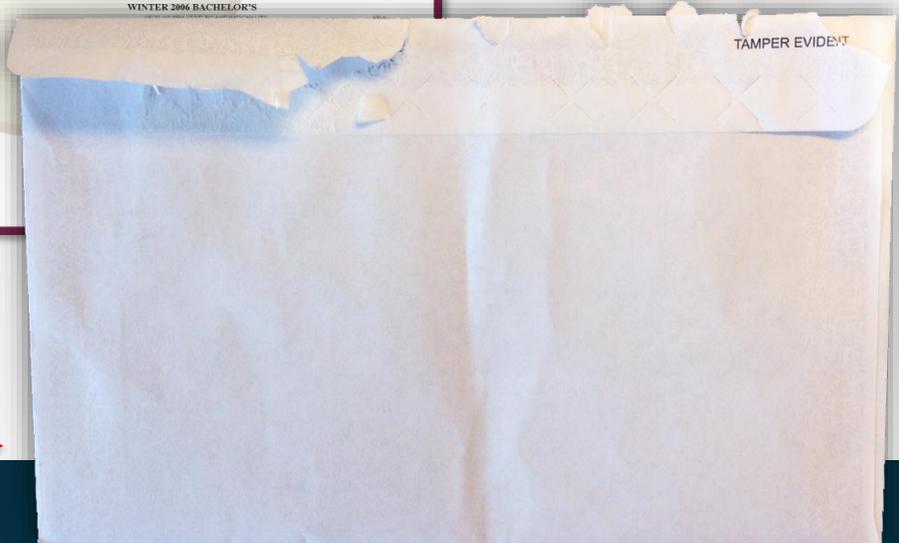
Printing: Secure

FISMA-certified and SOC2®-compliant

Uses highly secure safety paper

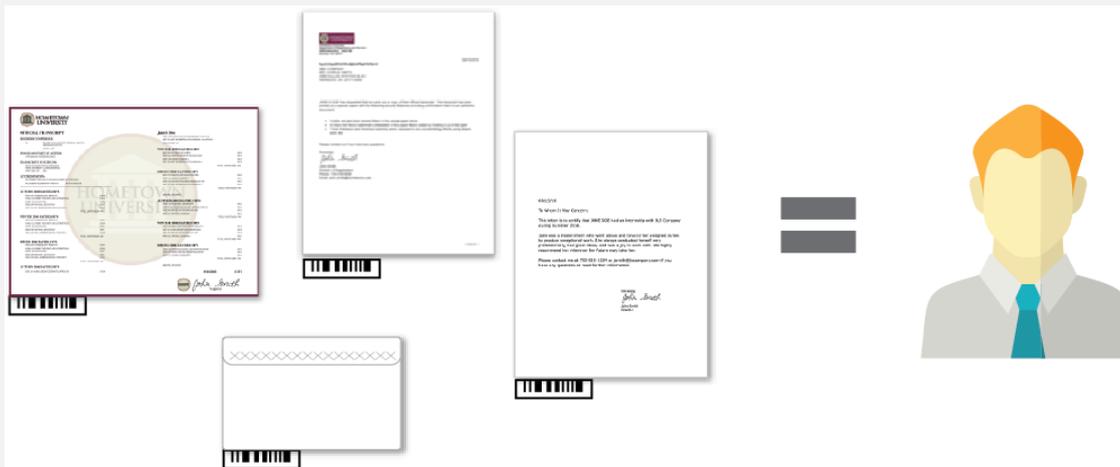


Tamper-evident envelopes

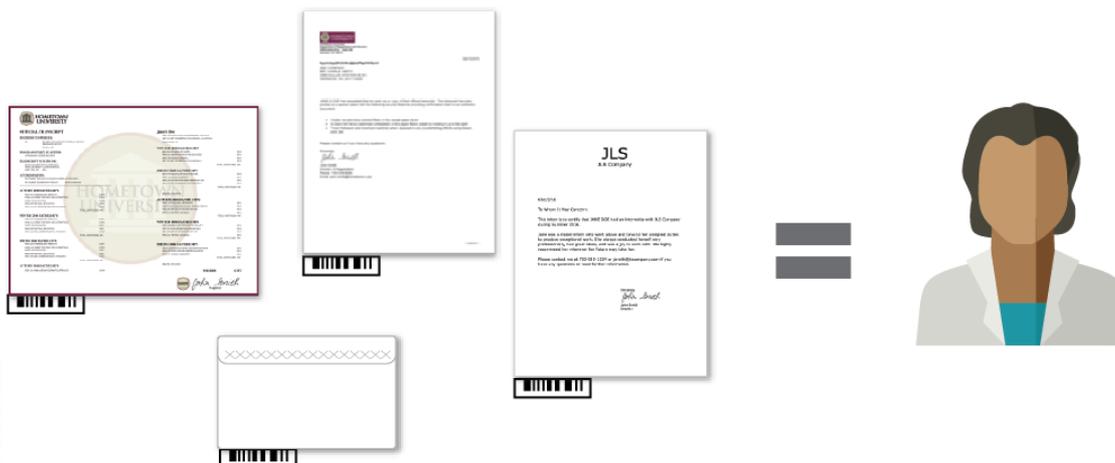




Inserting: Accurate



Intelligent barcoding matches documents to recipient





Mailing: Efficient

- U.S. or international delivery
- USPS 1st-Class or USPS Priority Mail Express
- Delivery tracking (for USPS Priority Mail Express)
- Address Validation
- Status notifications



Pricing

- Your institution can elect to cover each of the following costs for your students
- Shipping and handling (per order)
 - Black and white: \$ 1.80
 - Color: \$ 2.40
- Express Delivery (per package)
 - Domestic: \$27.00
 - Canada and Mexico: \$47.00
 - International: \$60.00

Student Mobility



2014/15 Bachelors Degree Earners

Matriculated at age 20 or younger

63%

Attended 2 or more institutions

64%



2014/15 Degree Earners With At Least One Stop Out

Bachelors

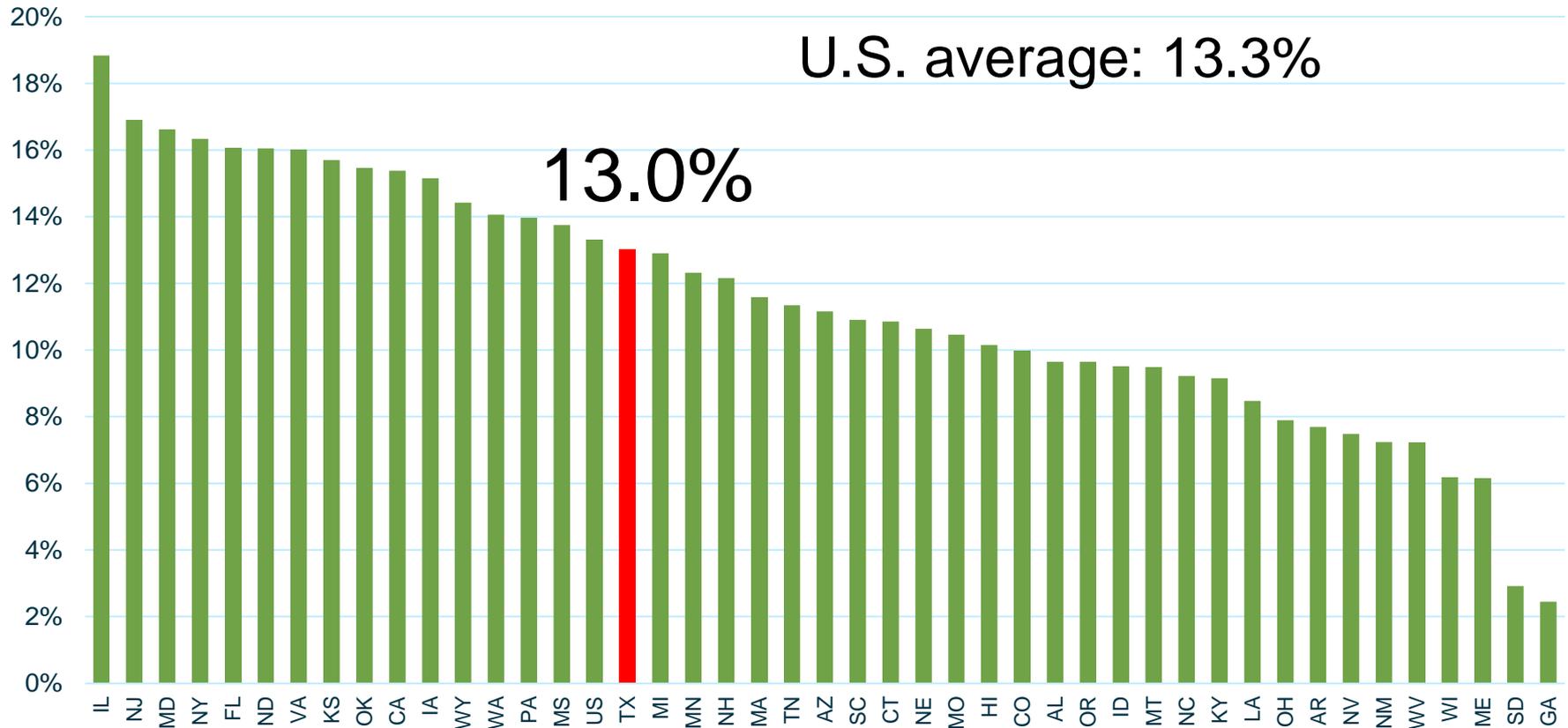
40%

Associates

52%



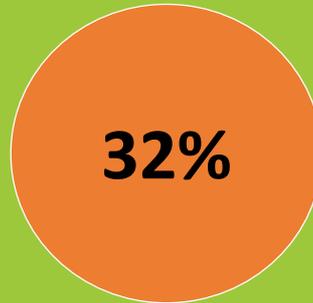
2010 Cohort Bachelor's Completion Rates For Students Who Start at a CC by state



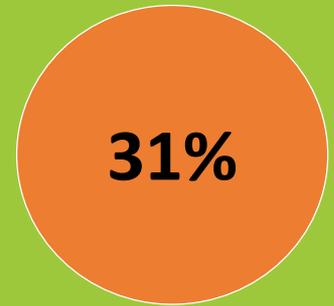


Transfer-Out Rates by community college students

US Average



Texas



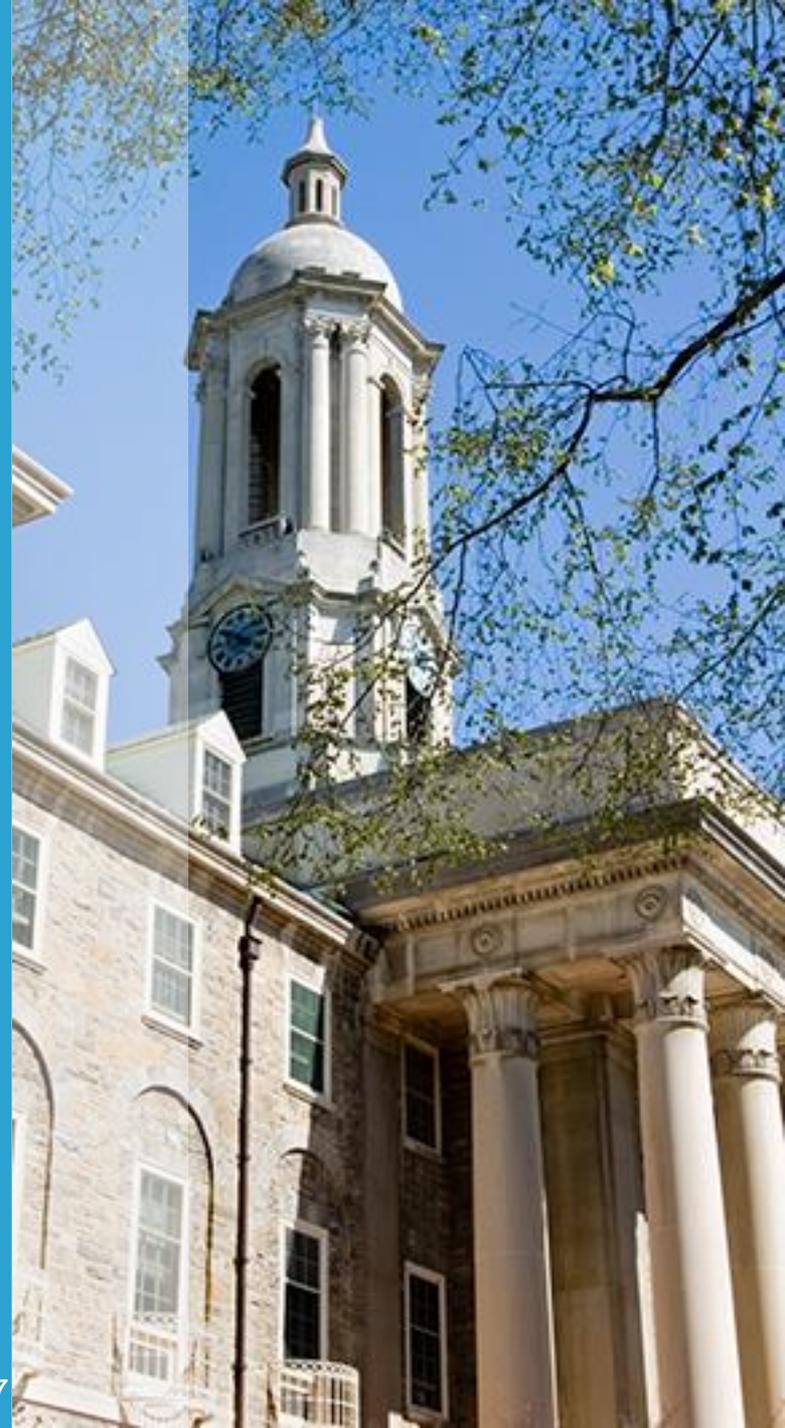
Transfer-out rate: % of first-time, degree-seeking students who transfer to a 4-year institution within six years

CC students transferring before earning an associate's degree

US Average

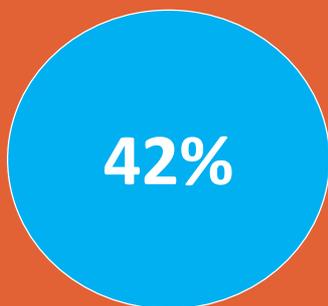


Texas

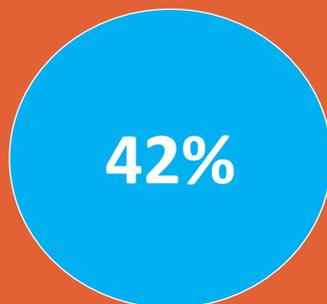


Transfer-Out Bachelor's Completion Rates

US Average



Texas



% of students that transferred to a 4-year who earn a bachelor's degree (at any 4-year institution) within six years of entering the CC



Texas Schools Actively Participating in Reverse Transfer

ALVIN COMMUNITY COLLEGE
AMARILLO COLLEGE
ANGELINA COLLEGE
AUSTIN COMMUNITY COLLEGE
BLINN COLLEGE
BROOKHAVEN COLLEGE-DALLAS CC DISTRICT
CEDAR VALLEY COLLEGE-DALLAS CC DISTRICT
CENTRAL TEXAS COLLEGE-TRADITIONAL
CISCO COLLEGE
COLLEGE OF THE MAINLAND
COLLIN COUNTY COMMUNITY COLLEGE
EASTFIELD COLLEGE-DALLAS CC DISTRICT
EL CENTRO COLLEGE-DALLAS CC DISTRICT
GALVESTON COLLEGE
HARDIN-SIMMONS UNIVERSITY
HOUSTON COMMUNITY COLLEGE
HOWARD COLLEGE
JACKSONVILLE COLLEGE
LAMAR STATE COLLEGE - PORT ARTHUR
LAMAR UNIVERSITY - BEAUMONT
LEE COLLEGE

LONE STAR COLLEGE SYSTEM DISTRICT
MOUNTAIN VIEW COLLEGE-DALLAS CC DISTRICT
NAVARRO COLLEGE
NORTH LAKE COLLEGE-DALLAS CC DISTRICT
NORTHWEST VISTA COLLEGE
PALO ALTO COLLEGE
PANOLA COLLEGE
RICHLAND COLLEGE-DALLAS CC DISTRICT
SAN ANTONIO COLLEGE
SAN JACINTO COLLEGE
ST PHILIP'S COLLEGE
TARRANT COUNTY COLLEGE
TEXARKANA COLLEGE
TEXAS A&M UNIVERSITY - TEXARKANA
TEXAS A&M UNIVERSITY- SAN ANTONIO
TEXAS WOMAN'S UNIVERSITY
TYLER JUNIOR COLLEGE
UNIVERSITY OF TEXAS AT AUSTIN
UNIVERSITY OF TEXAS AT EL PASO
UNIVERSITY OF THE INCARNATE WORD
VICTORIA COLLEGE
WEATHERFORD COLLEGE
WESTERN TEXAS COLLEGE



What is Reverse Transfer?

It is the **transfer of credits from a four-year (or two-year) institution to any two-year institution** from which a student transferred. **If eligible, the student is awarded an associate degree.**

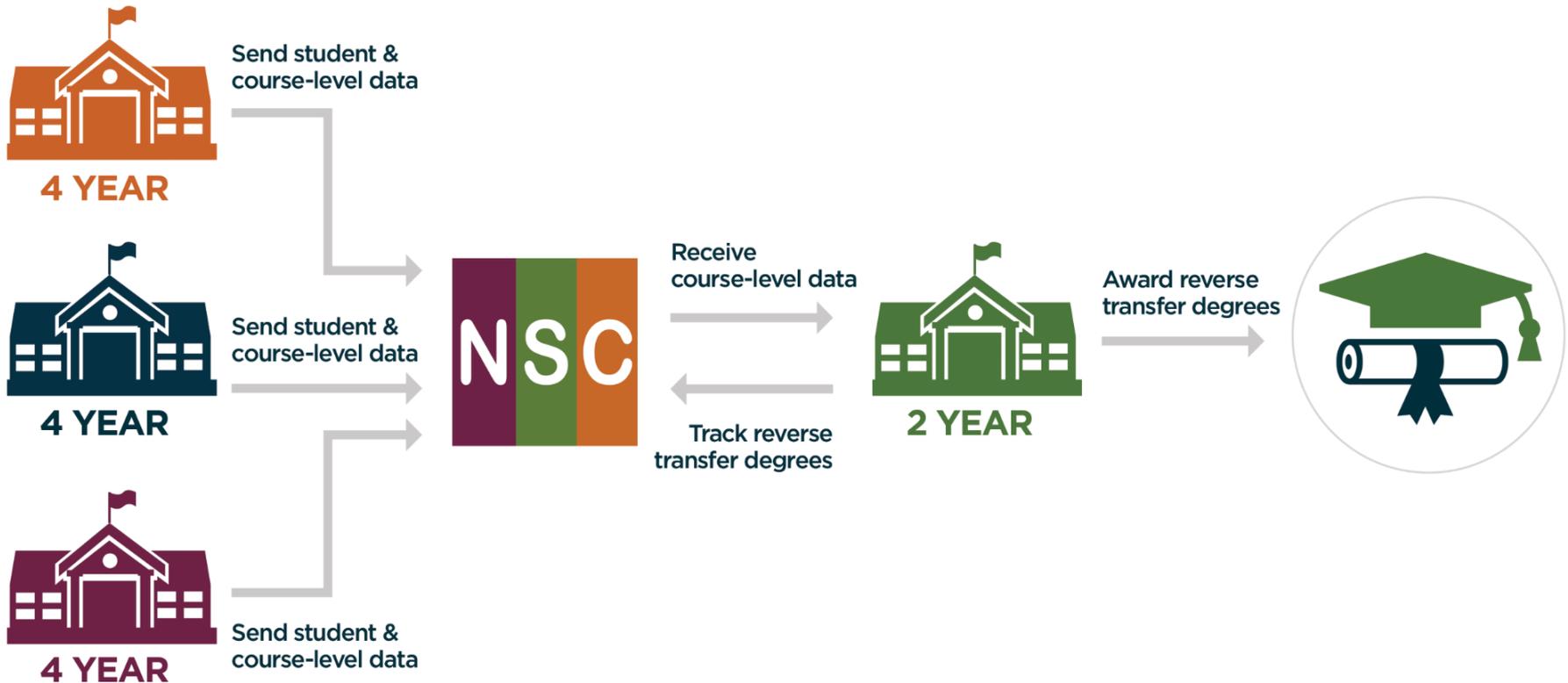


Why A National Solution?

- Most students are mobile
 - 54% of enrollments (transfer ins and outs) at a typical institution, on average, are mobile at any given time
- Successful students are more mobile
- Transfer patterns are complex
 - $\frac{1}{4}$ of all transfers move between states

Reverse transfer can make the difference

How does Reverse Transfer work?



What can the Clearinghouse's Reverse Transfer do for you?

- **Alleviate the workload** by filtering for associate degrees
- **Process the students on your timeline** by downloading cumulative student data when **you are ready** to evaluate for the semester
- **Easily access** the student's information when they call to ask, when can I get my degree?
- **NO shuffling** through different types of transcripts trying to figure out if the student is physically transferring to your institution or is it a reverse transfer student.
- **Your trusted and secure place** for all the reverse transfer students data

What can the Clearinghouse's Reverse Transfer do for you?

- Help you increase your transfer student retention and graduates
- Opportunity to offer Reverse Transfer to **ALL your transfer students** no matter where they transferred from across the nation
- **One file** submission of course grade data from sending institution
- No need to send transcripts throughout the semester

1.

Sign a participation agreement

2.

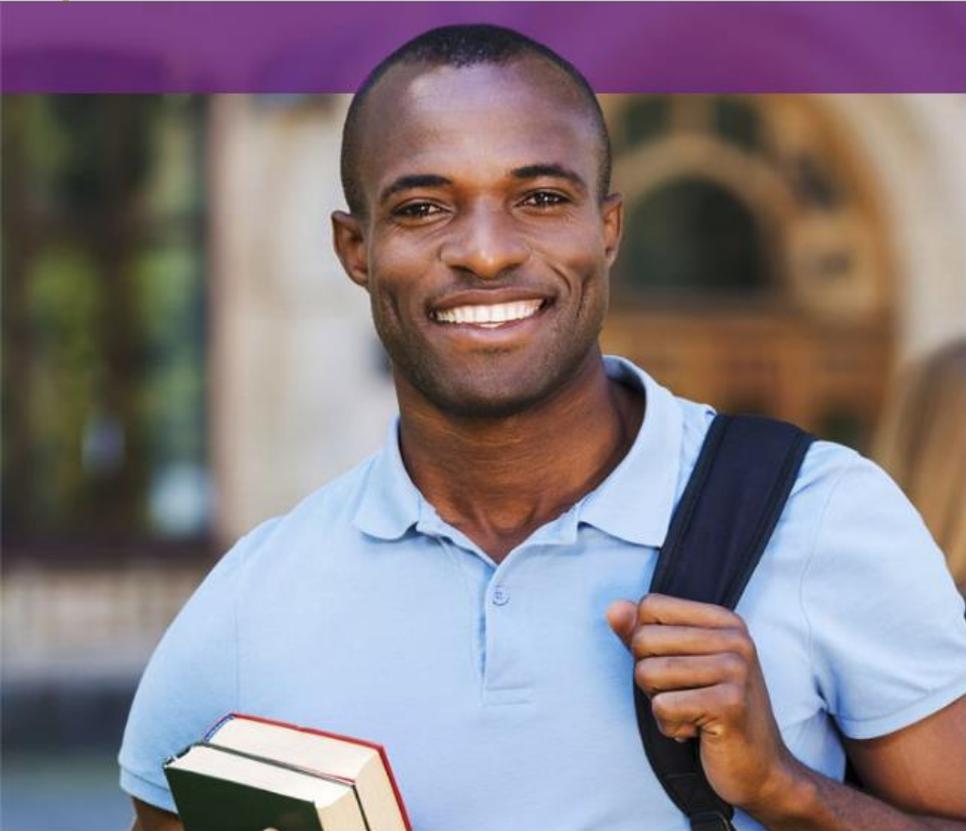
Work with your partner institutions to participate

3.

Establish a Reverse Transfer account

**Best of All,
Reverse
Transfer
Is Free!**

**Become Part of the
National Solution Today!**



Myhub

Data powering my
education & career

[CREATE YOUR ACCOUNT NOW](#)

Degrees Earned



Master of Science
SAMPLE UNIVERSITY
Award Date: 2017-08-30



[Get CeDiploma](#)



BACHELOR OF SCIENCE
HOMETOWN UNIVERSITY
Award Date: 2012-05-01

[See All Degrees >](#)

Colleges Attended



HOMETOWN UNIVERSITY
Contact: Student Services
Email: StudentServices@hometown.edu



SAMPLE UNIVERSITY
Contact: Student Services
Email: StudentServices@su.edu

[See All Colleges Attended >](#)

Enrollment History

SAMPLE UNIVERSITY
● Full Time
2017-02-01 - 2017-08-25

SAMPLE UNIVERSITY
● Full Time
2016-03-01 - 2016-06-15

SAMPLE UNIVERSITY
● Full Time
2015-03-03 - 2015-06-16

Courses

International Marketing **A 3 CREDITS**
20180821-20181213
HOMETOWN UNIVERSITY

Advertising with social media **C 3 CREDITS**
20180821-20181213
HOMETOWN UNIVERSITY

Intro to Communication **A 3 CREDITS**
20180821-20181213
HOMETOWN UNIVERSITY

Certificates



Coming Soon!

New Master Services Agreement

- Master Services Agreement (MSA) and underlying Statements of Work (SOWs) do not change the existing services that your institution receives under its current service agreements in any way
- Updates older contract language that may not have included proper references to all laws and regulations and clarifies data permissions
 - ❑ Updated references to FERPA regulations
 - ❑ More clearly defined permissible data uses (*e.g.*, for institutions that participate in verification services, defining “authorized requestors” that seek verifications on behalf of students with whom they have a direct relationship)
 - ❑ Updated to include U.S. Dept. of Education’s required language for institutions using “third-party servicers,” specifying NSC’s responsibilities as a third-party servicer (*e.g.*, refer fraudulent activity to OIG, established joint liability for failure to comply with Higher Education Act requirements, etc.)

New Master Services Agreement (cont.)

- MSA is meant to be an umbrella agreement that defines the entire relationship between NSC and the institution.
 - ❑ Previously, services were added by executing separate participation/stand alone service agreements or adding addendums or amendments to existing agreements
- MSA creates a framework under which our relationship can grow as we develop new services/offerings that your institution would like to receive (SOWs can be added to the MSA for any new, future services without having to enter into a new contract)
- Resource for MSA-related questions – URL for Frequently Asked Questions:
 - ❑ <https://studentclearinghouse.org/wp-content/uploads/Clearinghouse-MSA-SOW-FAQs.pdf>

How Can We Help You Reach Your Goals?

- Get the most benefit from the Clearinghouse services by using them all
- Are there any services that your school is not yet using?
- Would you like more information on any features of current services?



Help Us Help You:

Share what you learned today with others on your campus
and
reach out Julie Esau, Regional Director,
785-226-0303, jesau@studentclearinghouse.org
to schedule an individual review