

SUBJECT: **STUDENT RECORD AND TRANSCRIPT PROCESSING**

Supersedes: None; New Policy

Effective: September 1, 2006

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1.0 Purpose

This procedure documents how student transcript requests and student records are packaged and shipped by schools and how requests and records are handled once received by the Transcript Departments.

- Once a request is received by Central Office Student Records for issuance of a student transcript, office staff must perform a number of specific tasks to fulfill and issue the records to the requesting entity. Based on how the request was received, who the requestor is, the date of the request, and the age and location of the records being requested, a number of specific steps are taken to fulfill the request. All records received are date stamped.

Because the volume of requests continues to escalate, existing staff is required to work as efficiently as possible to deliver records within an acceptable time frame. This document outlines the internal process by which records are received, sorted, imaged, stored, retrieved, and delivered.

2.0 Scope

The process documented here is specific to the central Student Information Records Department and does not include those activities conducted at individual school locations where requests for records may also be received. Note also that due to a wide range of variants, the processes outlined here represent general guidelines within which individual requests are handled.

3.0 Overview

○ **Receiving Records**

Records are received from school locations in both individual and bulk batches depending upon the quantity of “expired” records needing to be shipped from the school and stored centrally. Schools are to keep records on all current attendees and recent graduates. As a student moves from school to school, the student records are to follow the student to their next school. When a student graduates from high school, their student records are to be maintained by the graduating school for ten years. Beginning in the eleventh year, the high school is to send a complete set of 80 Series¹ documents for each graduate to the Transcript Department. Records for non-returning students are to be retained at the school for a period of two years before being sent to the Transcript Department for processing.

All schools are required to keep a log of the date student records are forwarded to central office Student Information Systems.

¹ 80-A Basic Record, PK-12; 80-C Secondary (middle) School Record; 80-CA Secondary School Record; 80-D Test Record; 80-E Health Record; 80-J Series Envelope, 80-L Elementary/Middle School Academic Record

Records may be received in inter-office mail through the District's mailroom and delivered to the Records Department as one or more loose batches of sealed envelopes. These deliveries typically occur once daily, Monday through Friday, in varying quantities.

Records may be received via a Central Distribution Center (CDC) delivery involving a number of cartons from one or more schools that has pre-arranged pick-up and delivery.

Central office staff is notified both by the sending school and by CDC of the date and quantity of cartons prior to shipping. The transcript office may be contacted by calling: 313-873-7006 or 313-873-6992.

All records received are delivered to a designated area within the Records Department where they are temporarily stored prior to sorting, logging, and eventual imaging. Inter-office deliveries are contained in mail sacks or bags. Bulk deliveries may remain in their transport cartons or may be, along with inter-office deliveries, transferred to holding trays for subsequent sorting and handling.

o **Sorting Records**

Records are manually sorted into "sending school" order by name and by receive date. Each batch receipt is logged. An entry is made noting the sending school, record date(s), and receiving date.

Filled holding trays are then moved from the mail area to the "imaging" area of the Department.

o **Imaging Records**

Document imaging is the conversion of paper documents into images that are stored on a electronically. Once stored on a hard drive, they can be retrieved with minimal effort. The imaging process helps:

- Effective archival of records
- Save storage space and costs
- Manage records easily
- Reduce potential misfiling of documents
- Facilitate document retrieval
- Make documents centrally available
- Eliminate the long-term need for file cabinets
- Reproduce exact images of original documents
- Sharing across network

Taken together, these factors contribute to increased productivity and improved customer service.

Currently, three hardware components and two primary software components are used in the SIS process to complete this task:

- Desktop Personal Computer (w/peripheral printer)
- Canon MS300 (Microfilm Scanner/Reader)
- Kodak I280 Document Capture Scanner

- LaserFiche Executive 5.03 (server based software)
- Capture Perfect 1.0 (client based software)

The above processes provide different ways to scan documents and save files in a variety of formats, including TIFF, BMP, JPEG, and searchable PDF. The software also offers full-text OCR, encrypted PDF file creation, and file name indexing capabilities. It should be noted that documents are actually stored on a dedicated "image" server located in the Network Operations Management Center (NOMC), the DPS central office data center complex. Server support and maintenance is provided by the Southfield branch of the Document Imaging Division of DSS Corporation. LaserFiche software is available through Compulink Management Center.

The following five steps comprise the entire document imaging/management system in place in the Office of Transcripts. Summarily, documents (student records) are scanned into the system. The document imaging system stores them on the image server. The documents are then programmatically indexed. When an authorized user later wants to read a document, he/she uses the LaserFiche retrieval tools available on the desktop. The authorized user fills in a search criteria template and does an individual search by inserting a Student's Name (LN, FN), School Attended, DOB and/or Date of Graduation. The authorized user can also use combo-edits to find the student records. Which documents can be read and what actions performed on those documents is dependent on the access provided by the administrator of the document imaging system.

System Administration is currently handled by the DSS support staff.

Scanning:

Paper records are quickly scanned into graphical images using the Kodak 1280.

Storage:

The server based storage system provides long-term and reliable storage for records and accommodates adding to documents currently in the system, growing volumes and newer technology. Documents are categorized and stored into hierarchical directory folders that include:

- Documents currently being processed
- School Name (records are separated into School Name groupings for easy access)
 - A – D
 - E – G
 - H – L
 - M - Z
 - Student Name and ID
 - Number of pages stored for this entry

Indexing:

The index system, based on the file structure above, creates an organized document filing system and makes future retrieval simple and efficient.

Retrieval:

The LaserFiche retrieval system uses document information, including index and text, to find images stored in the system.

Access:

Because the application is web-based, document viewing is readily available to authorized personnel and controlled access is possible from the office or from other remote locations where an online connection and an internet browser are available.

Offline Records Storage

Depending upon the age of records, they may be stored in one of four locations:

- AS/400 computerized record
- Microfilm or Microfiche
- Filed Hard copy
- Yet to be filed, received record, pending final storage

Since 1983, processed student records are stored on the AS/400 or on Microfiche or LaserFiche files.

Records prior to 1983 are stored in special file cabinets on microfilmed records (called aperture cards) located in the vault area of the office.

Current, unprocessed and yet to be imaged records may be found in holding trays.

All records, once processed, will be transferred to digital images using the process noted above. Originals and copies of imaged records are destroyed by shredding.

Requests for Records

Requests are received for student records, transcripts, or letters affirming attendance or graduation from a Detroit Public School. Among requestors are:

- graduates
- parents or guardians
- an authorized or designated stand-in for whom a release form has been signed
- a recruiter or other representative of a military branch
- an officer of a local, state, or federal judicial system
- an employment agency or company processing an employment application.
- other school districts

Requests for records are submitted through either of the following:

- Email
- Fax
- Telephone
- Walk-In At-Counter
- Central Office Drop-Box
- US Postal Mail

- **Requests for Records Process:**

- Record information from client on Transcript Release Request Form
- Depending on D.O.B., records can be found on the AS400, Laserfiche, microfiche, aperture card, and/or reel
- Print documents from AS400, Laserfiche, microfiche, aperture card, and/or reel
- Process printed documents to be picked up or to send to requestor via fax or mail
- Log request onto Tracking System
- Scan request and supporting documents (identification and fax confirmation report)
- Shred documents after scanning

4.0 School Office Responsibility

Schools are to maintain and update student records on 80 Series documents as defined in the Student Transcript Storage and Transport policy 13.12 or in the Pupil Population Management Training Manual. **Specifically, schools are to send only the 80A, 80C, 80CA, 80D, 80E, 80J, and 80L folders.** Records should be arranged alphabetically and accompanied by a list.

Elementary and Junior high schools are to maintain and update student records while the student is attending their school. Student records are to be forwarded to successive schools within the district. High schools are to maintain and update student records and keep records for a period of ten years after the student graduates as defined in the Student Transcript Storage and Transport policy 13.12 or in the Pupil Population Management Training Manual. In the eleventh year, each high school is to forward the graduated student records to the Student Information Systems Central Office Student Records.

If a request is submitted directly to a school location and the student's record has not been forwarded to Central Office and still exists at the school location, it is the responsibility of the school's administration office to process and deliver the record(s), the transcript, or the letter affirming attendance or graduation.

In the event that a record cannot be located at the school, the school must first look to see if the record can be found online in the Student Information System. If the record cannot be located online, the school may telephone Central Office to determine if a copy of the record may be found centrally. If located at Central Office, the school must forward the request, via fax or telephone, and direct the requestor to Central Office for record pick-up. The requestor, or his/her designee, must have proper identification in order to receive the requested records.

In the event that Central Office does not have the requested student information, the school will assemble a student record based upon existing documents. From that point forward, the school should maintain the assemble documents on the student. The school should affix to the "new" student records a statement that previous information is not available.

5.0 Records and Transcripts Office Responsibility

Overall, the Records and Transcripts Office responsibility is to process student records and transcript requests and perform all internal Office of Transcripts tasks required to complete the process. The Transcript staff performs a number of tasks to meet customer requirements. Tasks include obtaining requested information via walk-in requests, faxes, email requests, drop box requests and mail requests. The staff researches requested student information, fills requests, scans records, mails record(s) to customers and follows-up with telephone calls to customers if required.

In general, Central Office processes only those records:

- Older than ten years past a student’s graduation date
- Inactive (non-returns) for over two years
- Provided Central Office has the records and the record(s) is not at a school

Standard requests will be processed within 5-7 business days after they are received.

A request is considered completed when:

- A request form has been received
- Request has been entered into the online Tracking System
- Valid identification from the requestor or for the requestor has been received *
- A release form has been signed and received
- Request form and identification have been verified, scanned/copied
- Record(s) has been located, copied, printed, and issued
- A closing entry has been entered into the Tracking System

* the following documents are acceptable identification – state drivers license, birth certificate, state ID, passport, social security card, court documents, utility bills, medical records, or mail with identifying name and address.

6.0 Employee Responsibilities

Job Function(s):

All Transcript personnel receiving a request must log the request into the Transcript Tracking System or pass the request to the Supervisor for distribution. The person who receives the request is responsible for logging it into the Transcript Tracking System.

- Administrative/Supervisory Lead

Oversees distribution of work; monitors tracking system for accurate and complete input; monitors tracking system reports for timely completion of requests; submits reports for management review; handles personnel related issues.

- Mail Processor

Receives, sorts, and logs records received through both inter-office and US Postal mail; Keeps track of quantities of mail received; Places mail in holding trays for imaging station; Date stamps and processes those record requests received by mail.

- Imaging Clerk

Creates electronic images of student records; Files and stores images in appropriate server directory; Shreds and discards processed records.

- Telephone Processor (receiving telephone calls directly from customer not available, only available for DPS personnel)

Answers the phone and resolves any general telephone questions; accepts record requests by telephone using the Records Request Form. Distributes or process request.

- Counter Processor

Interacts with walk-in customers; takes counter requests based on “next-number”; passes request to Supervisor for distribution; if time permits, processes requests as received; logs request into the tracking system; prepares records to be issued either through counter pick-up, fax or mail.

- Email, Fax, Drop-Box Processor

Handles requests received by email, fax, and drop-box; processes requests chronologically as received; logs requests into the Tracking System; prepares records to be issued either through counter pick-up, fax, or mail.

- Records Processor

Processes transcript and record requests; provides graduation letters to former students; mails student records to other school districts and requesting agencies; enters requests into the tracking system.

Note: All job functions, with the exception of the supervisor, rotate on a monthly basis.

7.0 Records Request Form

See attachment A.

Document can be obtained at the Transcript Welcome Center counter.

You may also obtain this document online at:

http://www.detroitk12.org/admin/is/TranscriptReleaseRequest_B.pdf or

Log onto the DPS ‘Come Home to DPS Home Page’ – select Students, Student Records & Transcripts, Transcript Release Request form.

8.0 Process Flow

See attachment B.

ATTACHMENT A – Request Form



STUDENT INFORMATION SYSTEMS
 Transcripts Department, Suite 136
 3031 W. Grand Blvd.
 Detroit, MI 48202
 Phone: (313) 873-7120
 Fax: (313) 873-7011

TRANSCRIPT RELEASE REQUEST

The Detroit Board of Education requires a signed release of information and identification from any person or institution requesting school records. This release must be completed before any records can be issued. Please provide the following information and return the completed form to a records representative. Thank you.

You must complete all sections denoted with an →

Name as it appears on school records:

→ **First:** _____ **Middle:** _____ **Last/Maiden:** _____

→ **Birth Date:** _____ **Current Telephone Number:** (____) _____

Father's Name: _____ **Mother's Name:** _____

→ **Last Detroit Public School:**

School Attended

Dates

→ **Last Grade Completed:** _____ **Did you Graduate?** No Yes **If Yes, YEAR of Graduation:** _____

→ **Transcript will be:**

Picked Up: **Pick-up Date:** _____

Faxed: **Fax No.** (____) _____

E-mailed: **E-Mail Address:** _____

Mailed: **Address:** _____

→ **Signature:** _____

→ **Signature of Parent/Guardian** _____
 (if person is under 18 years old)

TRANSCRIPT DEPARTMENT ONLY

→ **Request Type – Check one:**

Fax Mail Telephone E-mail Drop Box Walk-In Other

→ **Request Taken By:** _____ **Date:** _____

→ **Purpose of the request – Check one:**

- Birth Verification (to get ID, Social Security Card, Passport, etc.)
- Transcript (for employment or to continue education)
- Other (Please describe)

Official Transcript ONLY! – For College, University or Employment

Mail to: _____

Initials: _____ **Date:** _____

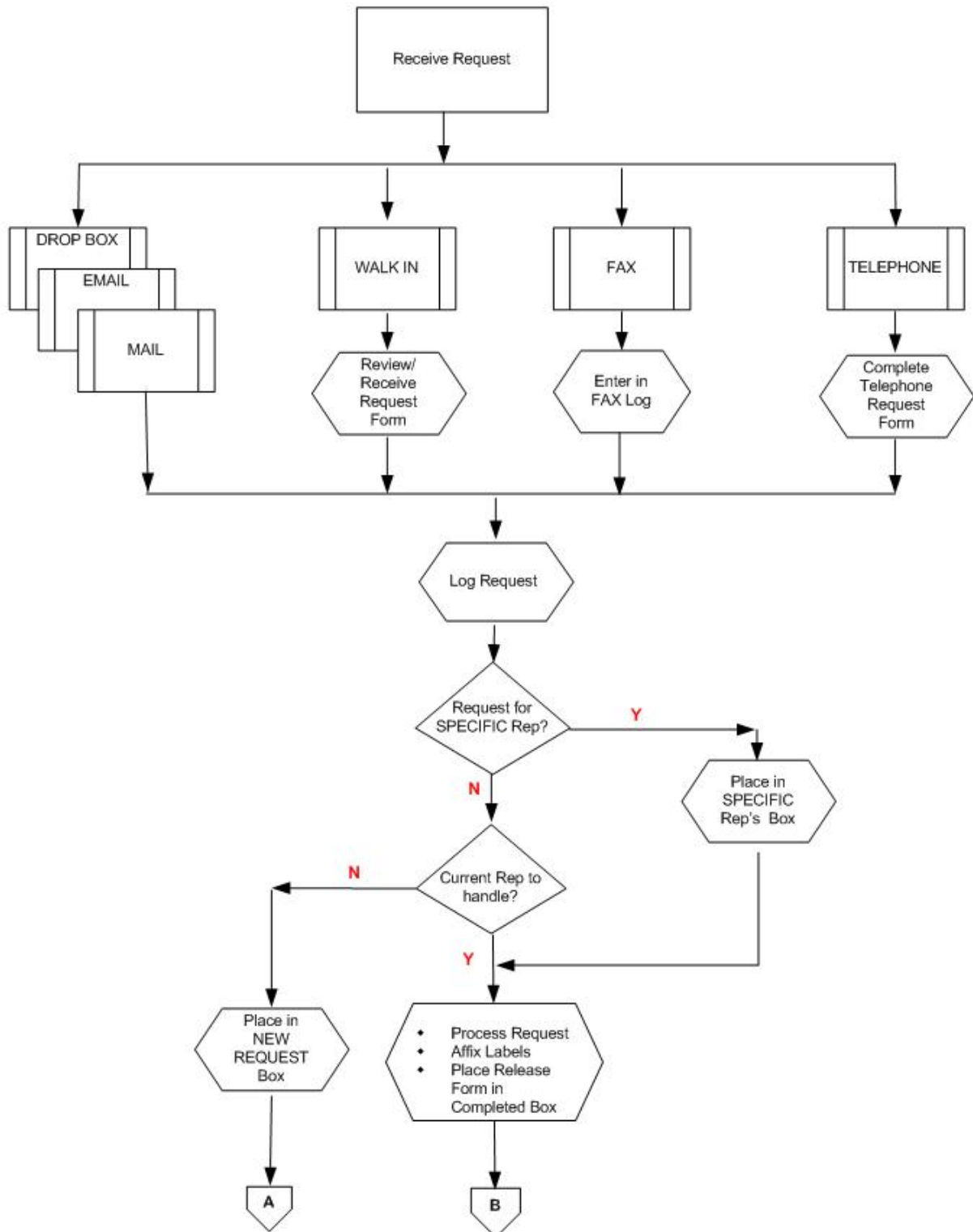
- AS 400 Card Graduation Letter Other Letter
- Laser fiche Reel Citywide Roster Letter Info from School

Comments: _____

Detroit Public Schools
Student Transcripts and Records Process

ATTACHMENT B

TRANSCRIPT REQUEST PROCESS



TRANSCRIPT REQUEST PROCESS

ATTACHMENT B
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