



# National Transcript Center

## NTC QuickConnect™ Frequently Asked Questions

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### **Security:**

*How secure is the transmission of electronic transcripts sent through NTC QuickConnect™?*

NTC QuickConnect™ utilizes the same underlying security features as used by online banking websites. NTC QuickConnect™ uses secure and encrypted formats such as HTTPS and Secure FTP to facilitate transactions and student record management.

*How do I track the transcripts that my institution receives?*

Each transcript moved through the NTC QuickConnect™ server receives a unique tracking number. Users or students can enter the number on our website, [www.transcriptcenter.com](http://www.transcriptcenter.com), to receive a real-time update on where each transaction is in the delivery process. Think of it like a FedEx tracking number; it's the same concept.

*How can I be sure that the information in the transcripts received is authentic?*

NTC QuickConnect™ secures the end points in each transaction, which means a receiving institution can have a high level of confidence in the transcript's authenticity. Moreover, because NTC QuickConnect™ delivers actual student data from the source institution's Student Information System, the receiving institution can have a high level of confidence that the information is correct. This is in stark contrast to competing offerings that only scrape screens and send images or PDFs. In addition, each transcript is assigned a unique tracking number that authenticates the information received. Users or students can enter the number on our website, [www.transcriptcenter.com](http://www.transcriptcenter.com), to receive this information.

### **Speed:**

*How quickly can I start receiving transcripts?*

Within 3 business days, NTC can have an institution connected to the SPEEDE server. NTC will then notify that institution's commonly used trading partners of its ability to now receive transcripts electronically.

*How fast can I receive a transcript through NTC QuickConnect™?*

As soon as you log in, you will be notified that new transcripts were sent to you. At that time, you can view them, and if you desire, accept them. Once you have accepted a record, downloading that record is practically instantaneous.

### **Translation:**

*Is there any additional software needed to use NTC QuickConnect™?*

No additional software is needed when using NTC QuickConnect™. NTC QuickConnect™ is a browser-based application, so users only need an Internet connection and a valid username/password to log onto NTC QuickConnect™.

*What if the sending institution uses a different data format than the receiving institution?*

No problem, NTC QuickConnect™ was built on open standards, meaning you choose the standard you want to use and NTC QuickConnect™ will translate the data of the sending institutions into your preferred standard.

*Do the recipients of transcripts receive real data or PDF images of data?*

Both, but we prefer to deliver data. While most institutions prefer to receive REAL data, NTC QuickConnect™ also allows you to view and print transcript documents from PDF files.



## Frequently Asked Questions *continued*

*What standards are supported by NTC QuickConnect™?*

NTC QuickConnect™ was built on open standards. Data can be exchanged via PESC XML, SPEEDE EDI, and CSV. If there is a standard that you have a question about, call us and we'll tell you whether or not it's supported.

*How does NTC QuickConnect™ prevent transcript fraud?*

NTC QuickConnect™ prevents transcript fraud in several ways. First, it secures the endpoints of a transaction so that the appropriate people can see exactly who sent a record from a source institution and who accepted a record at the target institution. Secondly, NTC QuickConnect™ utilizes state-of-the-art Internet security protocols to safeguard the transmission of the data. Thirdly, the NTC QuickConnect™ central server is protected by sophisticated application security provisions and uncompromising physical security. Finally, each transaction is given a randomly generated and unique tracking number that can be tracked from the National Transcript Center website. This tracking number is encoded within the academic record data and displayed whenever the data is viewed. Even if a student tried to forge a record they would also have to somehow forge the NTC QuickConnect™ tracking number, which is practically impossible.

### **Usability:**

*How much training is required to use NTC QuickConnect™?*

Very little; NTC built the user interface only after lengthy discussions with registrars and admissions officers. Much of their feedback is built into the product. Most users can figure out NTC QuickConnect™ simply by clicking through it, but we also provide an NTC QuickConnect™ User Manual that can have a user up and running in less than one hour.

*Who are the primary users of NTC QuickConnect™?*

Typically, NTC QuickConnect™ users are Admissions Officers at Colleges and Universities. We also support other non-academic institutions such as certification boards, scholarship organizations, employers, the Armed Forces, and the NCAA.

*With NTC QuickConnect™, from whom can I receive transcripts ?*

NTC QuickConnect™ members will not only be able to receive transcripts from the hundreds of colleges, universities, and public high schools already trading on the SPEEDE server, but also from any NTC member.

*What kind of reports can be generated from NTC QuickConnect™?*

NTC QuickConnect™ allows users to view reports on their inbound traffic. In addition, an NTC QuickConnect™ member can run queries against their data. NTC QuickConnect™ constantly tracks the inbound activity for each member institution and provides these reports in simple, colorful, and easy to understand charts. Many of our members tell us that they use these reports to demonstrate the productivity of their department and staff.

*Are there any browser limitations when accessing NTC QuickConnect™?*

NTC QuickConnect™ supports Microsoft Internet Explorer 6.0 and 7.0, Firefox 1.5 or higher, and Safari 2.0 or higher. These are highly standard browsers and represent over 96% of Internet users.

### **Cost Savings:**

*What are the benefits of joining the NTC QuickConnect™ trading partner network?*

Joining NTC QuickConnect™ will help your institution save time, save money, improve efficiency, decrease transcript fraud, and improve customer service.

### **Confidentiality and FERPA:**

*Does NTC QuickConnect™ comply with the laws set by FERPA (Family Educational Rights and Privacy Act)?*

Absolutely, NTC QuickConnect™ is a fully FERPA compliant solution and integrates cleanly with the current business process used by your institution. NTC personnel are experts in FERPA compliance and



## Frequently Asked Questions *continued*

student confidentiality, so our solution builds upon the existing safeguards you have in place. Our system requires that users agree to the Terms of Use policy before they can receive records, and by agreeing to this policy, a user acknowledges that they have the right to view or request a student's record.

*How does NTC QuickConnect™ protect confidential information such as student data?*

NTC QuickConnect™ has several layers of security in place that ensures the right people have access to the right data. NTC QuickConnect™ only displays student information to authenticated users relevant to a particular transaction (e.g., users from the receiving institutions, or the student and/or parent). Even approved users are locked out of data not related to their institution. Moreover, only a narrow subset of student data is returned when a general user tracks a particular transaction from NTC's public website, [www.transcriptcenter.com](http://www.transcriptcenter.com).

### **Pricing:**

*How much does NTC QuickConnect™ cost?*

There is an annual subscription fee for NTC QuickConnect™ membership. Colleges with enrollment less than 5000 students pay \$1,750 in annual subscription fees, while colleges with enrollment more than 5000 pay \$2,500 in annual subscription fees. A subscription is per admissions office and includes an unlimited number of transactions with NTC QuickConnect™.

*How do I sign up?*

There are two different ways to sign up, 1) visit [www.transcriptcenter.com/colleges](http://www.transcriptcenter.com/colleges) and click "Contact Us", or 2) call us at (800) 792-1750.

*Do I have to sign a contract?*

Yes, you do have to sign a contract. This contract does several important things for both parties. Among other things, it affirms that both your institution and NTC will each protect the confidentiality and privacy of your student records.