

# eTranscript

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The eTranscript tool allows schools to generate an electronic version of student transcripts which can be submitted to post-secondary establishments and third party vendors for use in applying for acceptance into a college or university.

When a grade level is marked as Exclude from GPA (on the [Grade Levels](#) editor), courses taken by a student during those grade levels may still display on the transcript (depending on other course setup scenarios). This is only an indication that scores received from courses taken during that grade level are NOT factored into GPA calculations.

Reference the [PESC XML Output for eTranscripts](#) for guidance on what reports in the eTranscript.

## eTranscript Workflow

The following workflow provides information on using eTranscripts.

| Step |   | Campus Location   |
|------|---|---|
| 1.   | Assign tool rights to eTranscripts for the appropriate users (see table below).   | System Administration > User Security > Tool Rights   |
| 2.   | Verify the school's <a href="#">CEEB number</a> is entered.   | System Administration > Resources > School  |
| 3.   | Establish <a href="#">Code Defining</a> values for diploma type.  | System Administration > Data Defining Tools > Code Defining   |
| 4.   | Configure a <a href="#">server connection</a> to your eTranscript vendor's API for electronic release functionality.  | System Administration > Preferences > eTranscripts > Electronic Release Setup                               |
| 5.   | Select eTranscript report type and customize <a href="#">eTranscript report preferences</a> .   | System Administration > Preferences > Reports > eTranscripts  |
| 6.   | Verify <a href="#">PESC Test</a> and <a href="#">PESC Sub-test options</a> are entered on tests for assessments that are chosen on preferences. For example, if the student's ACT score should be included in the eTranscript, verify these fields are populated for the ACT test.<br><br>In order for tests to report, at least one date and one score must be present in a Campus Test Family (Parent Test or Child Test).<br><br>The Display in Transcripts checkbox must be marked to select these options. | Assessment > Test Setup   |
| 7.   | Verify <a href="#">PESC grade levels</a> are assigned to grade levels.  | System Administration > Resources > Grade Level Definitions   |
| 8.   | Ensure a PESC Name assigned to the <a href="#">Credit Groups</a> .<br><br>If the Credit Group does not have a PESC Name assigned, it will not be reported in the PESC output on the eTranscript.  | Grading and Standards > Credit Groups > PESC Name   |
| 9.   | Verify the Diploma Type, Diploma Date and NGA Cohort Year are populated on the student's <a href="#">Graduation</a> record.   | Student Information > General > Graduation  |
| 10.  | Confirm the student has <a href="#">transcript</a> records.   | Student Information > Counseling > General > Transcripts<br><br>Student Information > General > Transcripts |

| Step   | Campus Location                                     |
|--|---|
| 11. Use the <a href="#">eTranscript Batch Report</a> to generate an eTranscript for multiple students.<br><br>Options are available to display the eTranscript (PESC XML output) immediately or to submit a batch of eTranscript records to Batch Queue to download at a later time, or release the records. | Grading and Standards > Reports > eTranscript Batch |
| 12. Download (save) and send eTranscript files to third party eTranscript vendors.   | N/A   |

Only students with **primary enrollments** (Enrollment Service Type is P: Primary) are included in eTranscripts.

## eTranscript Tool Rights

The following table lists the suggested minimum tool rights for managing eTranscript data. Subrights are not listed in this table, but should also be marked with the suggested right.

| Tool  | R | W   | A   | D   |
|---|---|-----|-----|-----|
| <b>Required Tool Rights</b>   |   |     |     |     |
| <b>Code Defining</b><br><i>System Administration &gt; Data Defining &gt; Code Defining</i>  | X | X   | X   | X   |
| <b>Reports</b><br><i>System Administration &gt; Preferences &gt; Reports</i>  | X | X   | X   | N/A |
| <b>eTranscript Batch</b><br><i>Grading and Standards &gt; Reports &gt; eTranscript Batch</i>  | X | N/A | N/A | N/A |
| <b>Electronic Release</b><br><i>Grading and Standards &gt; Reports &gt; eTranscript Batch &gt; Electronic Release</i>                       | X | N/A | N/A | N/A |
| <b>Test Setup</b><br><i>Assessment &gt; Test Setup</i>  | X | X   | N/A | N/A |
| <b>Credit Groups</b><br><i>Grading and Standards &gt; Credit Groups</i>   | X | X   | X   | N/A |
| <b>Graduation</b><br><i>Student Information &gt; General &gt; Graduation</i>  | X | X   | N/A | N/A |
| <b>Transcripts</b><br><i>Student Information &gt; General &gt; Transcripts</i>  | X | X   | X   | N/A |
| <b>Additional Tool Rights</b>   |   |     |     |     |
| <b>Social Security Number</b><br><i>Census &gt; People &gt; Demographics &gt; Social Security Number</i>                                    | X | N/A | N/A | N/A |
| <b>Legal Name and Gender</b><br><i>Census &gt; People &gt; Identities &gt; Protected Identity Information</i>                               | X | N/A | N/A | N/A |
| <b>Ad hoc Reporting</b><br><i>Ad hoc Reporting</i>  | X | X   | X   | N/A |
| <b>Custom GPA</b><br><i>System Administration &gt; Grading and Standards &gt; Custom GPA</i>  | X | X   | N/A | N/A |
| <b>Calendar</b><br><i>System Administration &gt; Calendar &gt; Calendar</i>   | X | X   | N/A | N/A |
| <b>eTranscript Electronic Release Setup</b><br><i>System Administration &gt; Preferences &gt; eTranscript &gt; Electronic Release Setup</i> | X | N/A | N/A | N/A |

## eTranscript Errors and Trouble Shooting

The following information can be used to troubleshoot errors you may receive when generating eTranscripts. The solutions listed may help with correcting errors. If you have attempted the solution and are still receiving

errors, please contact Campus Support for assistance.

Note the following:

- The XML Layout includes a message in a gray bar at the beginning of the report. As XML is not designed to be user friendly, style information is not included. **This is not an error.**

```
This XML file does not appear to have any style information associated with it. The document tree is shown below.

--<AcRecBat:AcademicRecordBatch xsi:schemaLocation="urn:org:pesc:message:AcademicRecordBatch:v2.0.0 AcademicRecordBatch.xsd">
  --<BatchContent>
    --<HSTrn:HighSchoolTranscript>
      --<TransmissionData>
        <DocumentID>2018-11-02T09:14:59-DocumentID</DocumentID>
        <CreatedDateTime>2018-11-02T09:14:59-05:00</CreatedDateTime>
        <DocumentTypeCode>InstitutionRequest</DocumentTypeCode>
```

- A message like the following may also display. This indicates an empty XML record, where no data is sent to the vendor. **This is not an error.**

```
<?xml version="1.0" encoding="UTF-8"?>
<AcRecBat:AcademicRecordBatch xsi:schemaLocation="urn:org:pesc:message:AcademicRecordBatch:v2.0.0 AcademicRecordBatch.xsd" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <BatchContent>
    <AcRecBat:AcademicRecordBatch>
```

- The pop up message on the interface may not always show the full error due to a database character limit. This may happen when errors occur for five or more students.

| Error   | Possible Solutions   |
|---|--|
| Missing PESC Diploma type mapping for this school year. Diploma type is not included in newly released files.     | Map the Diploma Type (see Step 3 in the workflow).   |
| The content of element 'HSTrn:HighSchoolTranscript' is not complete. One of '{Student}' is expected.              | <p>This means the student does not have a primary enrollment in the school selected in the Campus toolbar.</p> <ul style="list-style-type: none"> <li>Change the selected school in the Campus toolbar to the one in which the student does have a primary enrollment, and generate the report again.</li> <li>Verify the student does indeed have a primary enrollment.</li> </ul> <p>This could also happen when the student's Transcript records do not have NCES Grade values (see Step 7 in the workflow).</p> <ul style="list-style-type: none"> <li>Verify PESC grade levels are defined.</li> <li>Assign NCES Grade Levels to the student's Transcript records.</li> </ul> |
| eTranscripts have not been received by the vendor, but the database table says files were submitted successfully. | On the eTranscript Batch report, click the <i>Get the Report</i> link in the Batch Queue list of reports. Verify data was sent in the XML.   |

| Error  | Possible Solutions  |
|--|---|
|  | <p>Review the entries in Electronic Release Vendor Setup fields to ensure they are in the correct format (see Step 4 in the workflow). These fields may be case sensitive.</p> <hr/> <p>Review the student's enrollment record for a Primary Service Type.</p> <ul style="list-style-type: none"> <li>• Change the selected school in the Campus toolbar to the one in which the student does have a primary enrollment, and generate the report again.</li> <li>• Verify the student does indeed have a primary enrollment.</li> </ul> |
| <p>Value '' is not facet-valid with respect to enumeration '[Infant, PreKindergarten, HalfDayKindergarten, Kindergarten, FirstGrade, SecondGrade, ThirdGrade, FourthGrade, FifthGrade, SixthGrade, SeventhGrade, EighthGrade, NinthGrade, TenthGrade, EleventhGrade, TwelfthGrade, Grade13, Postsecondary, PostsecondaryBachelorPreliminaryYear, NonDegree, CollegeFirstYear, CollegeFirstYearAttendedBefore, CollegeSophomore, CollegeJunior, CollegeSenior, CollegeFifthYear, PostBaccalaureate, GraduateNonDegree, GraduateFirstYear, GraduateSecondYear, GraduateThirdYear, GraduateBeyondThirdYear, Professional, ProfessionalFirstYear, ProfessionalSecondYear, ProfessionalThirdYear, ProfessionalBeyondThirdYear, MastersQualifying, Masters, Doctoral, Postdoctoral, Ungraded]'. It must be a value from the enumeration. For student 123456789</p> | <p>This error indicates the grade levels have not been mapped. Use the Grade Level Definitions tool to map grade levels (see Step 7 in the workflow).</p>   |
| <p>Value '' is not facet-valid with respect to enumeration '[AA, AB, AE, AK, AL, AP, AR, AS, AZ, BC, CA, CO, CT, CZ, DC, DE, FL, FM, GA, GU, HI, IA, ID, IL, IN, KS, KY, LA, MA, MB, MD, ME, MH, MI, MN, MO, MP, MS, MT, NB, NC, ND, NE, NF, NH, NJ, NL, NM, NS, NT, NU, NV, NY, OH, OK, ON, OR, PA, PE, PR, PW, QC, RI, SC, SD, SK, TN, TX, UT, VA, VI, VT, WA, WI, WV, WY, YT]'. It must be a value from the enumeration. For student 123456789</p>  | <p>This error indicates an address is missing a State value. Use the Code Defining tool to map the states, and click the Add Missing Objects icon to map all items and assign a value to each option.</p>   |
| <p>Value '' is not facet-valid with respect to enumeration '[AmericanIndianAlaskaNative, Asian, BlackAfricanAmerican, NativeHawaiianPacificIslander, White]'. It must be a value from the enumeration. For student 123456789</p>   | <p>This error indicates the student's Race/Ethnicity is not using the PESC enumerations. <b>This needs to be done in the database.</b></p> <p>In the RaceEthnicity table, enter the PESC enumerations in the pesclabel column for race/ethnicity as follows (RaceEthnicity.pesclabel):</p> <ul style="list-style-type: none"> <li>• AmericanIndianAlaskaNative,</li> <li>• Asian</li> <li>• BlackAfricanAmerican</li> <li>• NativeHawaiianPacificIslander</li> <li>• White</li> </ul>   |
| <p>Value '' with length = '0' is not facet-valid with respect to minLength '1' for type 'CourseTitleType'. For student 123456789</p>   | <p>This error means the Course Name field is not populated on the student's Transcript.</p> <p>Review the transcript record for missing course titles and populate as needed.</p>   |

| Error   | Possible Solutions   |
|---|--|
| <p>Value '' with length = '0' is not facet-valid with respect to minLength '1' for type 'CourseNumberType'. For student 123456789</p>   | <p>This error means the Course Number field is not populated on the student's Transcript.</p> <p>Review the transcript record for missing course titles and populate as needed.</p>  |
| <p>Error sending transcript for 123456789: {"TransmissionData":null,"AcknowledgmentData":{"BatchID":null,"DocumentID":null,"AcknowledgmentCode":"Rejected", "SyntaxError":[{"ErrorMessage":"An error occurred in pesc transcript processor, unable to save the transcript with CEEB: 123456 Document ID: 2018-05-30T13:38:31-DocumetID and Request Tracking ID: null","Locator":null,"SeverityCode":"Error"}]},"NoteMessage":null}}</p> | <p>This type of error indicates there is a mismatch in student demographic information - the student record in the vendor database has a different name, different birth date, etc. Students records must match in the Campus database and in the vendor database.</p> <p>Review the student's Identity record. If there are recent changes to the information, this would cause the mismatch. Work with the vendor to ensure the correct information is available in Campus and the Vendor's database.</p> <p>This could also happen when the student's Transcript records do not have NCES Grade values (see Step 7 in the workflow).</p> <ul style="list-style-type: none"> <li>• Verify PESC grade levels are defined.</li> <li>• Assign NCES Grade Levels to the student's Transcript records.</li> </ul> |
| <p>Value '' with length = '0' is not facet-valid with respect to minLength '1' for type 'PostalCodeType'. For student 123456789.</p>  | <p>This error is an issue with a missing Zip Code on the student's address.</p> <p>Review the household information and address records to ensure all fields are populated.</p>  |
| <p>' is not a valid value for 'decimal'. For student 123456789.</p>   | <p>This could happen when transcript records do not have values for Credits Earned or Attempted.</p> <p>Review the student's Transcript and populate the missing values. If the course is such that students do not actually receive credits when successfully passed, enter a zero or NULL</p>  |

| Error  | Possible Solutions   |
|--|--|
| <p>Value '' with length = '0' is not facet-valid with respect to minLength '1' for type 'CourseAcademicGradeType'. For student 123456789.</p>  | <p>This indicates the transcript record does not have a score or mark. On the student's Transcript, add a Score value for the course.</p>  |
| <p>Error sending transcript for 123456789: {"TransmissionData":null,"AcknowledgmentData":{"BatchID":null,"DocumentID":null,"AcknowledgmentCode":"Rejected", "SyntaxError":[{"ErrorMessage":"CEEBACT is either null or blank", "Locator":null,"SeverityCode":"Error"}],"NoteMessage":null}}</p>   | <p>This error is for a missing CEEB number on the School Detail record, and is a required value for eTranscripts (see Step 2).</p> <p>On the School editor, enter a value for CEEB Number. Then, on the eTranscript Batch Report, mark the School CEEB Code.</p>   |
| <p>Error sending transcript for 123456789: {"statusCode":400,"errors":["Could not unmarshal to [class com.parchment.pesc.message.highschooltranscript.v1_3.impl.HighSchoolTranscriptImpl]: null; nested exception is javax.xml.bind.UnmarshalException\n - with linked exception:\n[org.apache.xerces.impl.io.MalformedByteSequence Exception: Invalid byte 1 of 1-byte UTF-8 sequence.],"requestURI":"/send-library-api/v1/pesc/highschool/transcript/1.3.0"}</p> | <p>This happens when a hidden character is included in the XML that may or may not be visible.</p> <ul style="list-style-type: none"> <li>• There may be extra or blank spaces for a particular course on the student's Transcript. Edit the record and completely remove the Course Name and reenter the value, and save the changes.</li> <li>• Locate the hidden character using a HEX editor, or Notepad.</li> </ul> |
| <p>Value '' with length = '0' is not facet-valid with respect to minLength '2' for type 'CityType'. For student 123456789</p>  | <p>This indicates the student's address or the student's guardian's address is missing the city or town.</p> <p>Review the household information and address records to ensure all fields are populated.</p>   |
| <p>Value '3-93' is not facet-valid with respect to pattern '\d{4}' for type 'PartialSSNType'. For student 123456789.</p>   | <p>The student's Social Security number is not formatted correctly. Review the student's Demographics information for correct input of the Social Security number.</p>   |

| Error   | Possible Solutions  |
|---|---|
| <p>" is not a valid value for 'gYearMonth'. For student 123456789.</p>  | <p>This means the date on the assessment record is not in the correct format (mmddyy, MM/DD/YYYY, etc.). Vendors may have a required date format that is needed (for Parchment, this is YearMonth).</p> <p>Check the Assessment record in Test Setup for the Date. Then check the Student Assessment tab to ensure the date is entered correctly.</p>   |
| <p>Value 'BE-Excellence in Civics Education' with length = '33' is not facet-valid with respect to maxLength '30' for type 'HonorsRecognitionTitleType'. For student 123456789.</p>   | <p>This error means the State Seal value assigned on the Graduation tab is too long. PESC allows State Seal values to be up to 30 characters.</p> <ul style="list-style-type: none"> <li>• In the Attribute Dictionary, navigate to the GraduationSeal option. If possible (some districts or states may lock these values), change the name of the Seal to fit within the 30 character limit.</li> <li>• On the student's Graduation tab, verify the name of the Seal displays correctly.</li> </ul> |
| <p>TransmissionData":null,"AcknowledgmentData":<br/> {"BatchID":null,"DocumentID":null,"AcknowledgmentCode":"Rejected", "SyntaxError":<br/> [{"ErrorMessage":"An error occurred in learner-data-api, unable to save the transcript with CEEB: 123456 Document ID: 2020-04-01T10:00:00-DocumentID and Request Tracking ID: null. ErrorDetails: {\\"httpStatusCode\\":404,\"errors\\":[An error occurred processing/storing High School PESC Transcript v1.3.0 to LDR. Transcript Document Id = John_Smith_2020-04-01T10:00:00-DocumentID_1234567891011 Ex= SQLException: ERROR: duplicate key value violates unique constraint \\"rosterstudent_membrstudid\\"\\n Detail: Key (membrfk, studentid)=(12345, 123456) already exists.],\\"requestURI\\":null},"Locator":null,"SeverityCode":"Error"}],"NoteMessage":null}]}</p> | <p>This is the result of a data issue within the vendor system's database. Contact the vendor's support team and share your error message with them so they can address this issue for you.</p> <p>This sort of error is triggered when their system's sequencing has gotten off and their database is trying to generate internal database IDs when those IDs already exist within their database.</p>   |