

Dear Santa Fe Alumni,

I am pleased to bring you a News Flash of major import. Your Office of the Registrar has finally moved into the 21st Century! Through our new off-site/on-line transcript service, *Parchment*, you can now

- Use the internet to deliver your transcript order.
- Order **electronic** delivery of your official transcript or opt for mailed, paper-format delivery.
- Send your order at any time of the day or night and rest assured that it will be reviewed on the same or by the following business day by SJC* and processed by *Parchment* within 24 business hours of the review.
- Arrange, if necessary, for expedited FedEx service or international delivery
- Track the journey of your transcript electronically

The sheltered electronic connection between my office and *Parchment* ensures that your record is transferred to *Parchment* only after our review and within a secure environment in which your privacy is protected. The subsequent transfer of an electronic order to your designated destination will benefit from the same security features.

This has been our trajectory into the 21st Century

- 1964-2005 Cardstock transcript, grades entered by means of a typewriter
- 2008 Digitized transcript, grades entered by computer data entry
- 2013 We join the growing ranks of colleges, universities, and secondary schools that send and receive electronic transcripts securely over the internet. Our partnership with *Parchment* – the leading U.S. on-line transcript servicer - opens the door to serving you more quickly and with more user options. To be as transparent as possible, I inform you that there is a fee involved for each transcript delivered electronically or by mail whether the recipient is yourself, colleges/universities, organizations or employers, etc.

I invite you to first peruse the **Instructions and FAQs**, attached, and then to register yourself with *Parchment* by connecting to

<https://exchange.parchment.com/d/studentreg>

At that site, complete the three key fields as indicated here:

State: New Mexico
College Name: St. John's College [maintain full punctuation]
Student Type: [UNDG or GI]

Parchment serves both current and former **college** students and high school students. When you register, ensure you do so as a current or former college attendee. Registration is a one-time process. The **Instructions and FAQ** accompanying this letter can assist you **before** you embark. Once registered you will need only your Log-In (which will be your email address) and Password to order transcripts.

With great hopes that our partnership with *Parchment* will serve you well,

Marline Marquez Scally, Registrar

St. John's College – Santa Fe

505-984-6075

registrar@sicsf.edu

www.sicsf.edu

*Exceptions occur due to weekends or holidays since SJCSF must review your order before Parchment can process it. See the **FAQs** for other reasons that may cause delay.

Office of the Registrar
St. John's College – Santa Fe

Part 1: **Instructions:** How to Register with *Parchment*

Part 2: **FAQs**

Part 3: **Ordering Transcripts**

*If you wish to prepare yourself for the Registration process, please go to **FAQs** first.*

INSTRUCTIONS

Click on <https://exchange.parchment.com/d/studentreg>

Caution do NOT register as a high school student

Complete the three key fields as indicated here:

State: New Mexico

College Name: St. John's College (with full punctuation)

Student Type: [Whichever is appropriate to you – undergraduate or graduate]; if both, see **FAQs**

When **St. John's College** drops in below the blue colored stripe, then click on **Begin Registration** (far right) of SJC. **All fields with * an asterisk must be populated.**

- Complete your profile at **Create a Parchment Exchange Account**. Your log-in will be your email address and your password requires a minimum of six characters, one of which must be alpha and one numeric. The field asking for **the last four digits of your social security number** is important even though there is no asterisk. If you cannot recall your **Student ID number** (a field that comes up later in the registration process), then please complete the SSN field. Remember which **email address** you are using since your email is one of the key search markers for *Parchment's* system in identifying you when you order transcripts.
- **Identify the college/university you attended.** St. John's College. If St. John's College (NM) does not drop in, a list of colleges will pop up. Choose St. John's College (NM). Here again you will need the last four digits of your SSN and a memory of the years you attended (approximate is acceptable). **Not required: Degree Information** boxes. **Name When Enrolled** is important. Please include your Middle Name. Its inclusion will assist the release of your data by the Office of the Registrar.
- Complete **Waiver**. This must be completed in order to move on in the registration process whether or not Letters of Recommendation are involved. Letters of Recommendation are delivered (mail or electronic) by the Santa Fe Career Services Offices **if** you have a file on record with that office.
- Your account needs your **signature** to process your transcript orders. This **Transcript Authorization Form** covers all your future requests. This is where you will encounter the Signature Box. Prepare for a fit of laughter.
- The eight point **Parchment Exchange Service Agreement** requires your attention and acceptance.
- The last page **confirms** your registration. You may order now or return at your convenience to the site to order transcripts. You will receive an email (within a few minutes of completing your registration) asking that you confirm your email address.

PART 2: **FAQs**

This **FAQ** is a work in progress as we move the production of official transcripts from the Office of the Registrar to our on-line servicer, *Parchment*. When it becomes clear that a certain number of your questions aggregate around the same topic, the question-topic will enter our FAQ.

Will there be fees? Yes, at this time an electronic transcript costs \$8; the paper format one costs \$8 plus the handling and mailing charge of \$2. Any special handling, such as Fed Ex or international delivery, will incur additional charges; for example, overnight FedEx delivery within the U.S. is \$25.

Will my *Parchment* transcript be sent with the documents that usually accompany the official transcript? The undergraduate transcript will travel - electronically or by mail - with the familiar documents of 'How to Interpret the Transcript', 'Narrative Supplement', and 'Credit Analysis by Conventional College Subject Matter'. The Masters in Liberal Arts and the Masters in Eastern Classics transcripts have explanatory text on the *verso* of each transcript.

What do I do if I need an unofficial transcript? Unofficial transcripts can be sent *gratis* to you as a PDF **from the Office of the Registrar**. At this time, you are welcome to contact the office directly - registrar@sjcsf.edu ; do **NOT** use *Parchment*. *Parchment* does not make any distinction between an official and an unofficial transcript. If you use *Parchment*, you will be charged.

The Office of the Registrar will email you the appropriate form (which by mid-December will be available on the www.sjcsf.edu website). **You will need to complete and sign the order form in order to meet federal regulations; we then PDF the unofficial transcript to the email address you indicate on the form.** Unofficial transcripts will not be mailed or faxed. Unofficial transcripts are not accompanied by explanatory documents.

What can cause a delay in processing? The Office of the Registrar periodically releases transcript data to *Parchment* over weekends and holidays; this occurs perhaps once or twice a day as opposed to the normal release sequence of once every hour during business hours. Also, **an outstanding financial debt** to SJCSF blocks the processing. An email is sent to advise you of this type of 'hold'. The official transcript is released once an arrangement has been made with the Student Accounts Coordinator. Although the official transcript may not be available, an unofficial one can be sent by the Office of the Registrar by contacting the Office of the Registrar at registrar@sjcsf.edu

What do I do if I'm having problems with *Parchment*? First, if, registering, review the section above, **Instructions: How to Register with *Parchment***. If further assistance is necessary, email the Office of the Registrar and include your phone number and a description of the problem you encountered while registering. If the difficulty arises when ordering transcripts, use the on-line *Parchment* support-center, available 24 hours a day, at support.parchment.com. The more detailed address is <http://support.parchment.com/ics/support/default.asp?deptID=30032&referrer=>
Please allow sufficient time for their response.

I'm a former Graduate Institute student and also earned my B.A. at Santa Fe. What do I do?

After logging in to order transcripts, select **Settings** (upper right corner). There are two tabs at the top of the Settings page: Student Profile and Associated Colleges. **Select Associated Colleges**. On the far right of the screen (requires scrolling right) **there is a link : 'Add another college'**. Fill out the appropriate information and save.

I'm a former GI at SJCSF but I earned my B.A. in Annapolis. What do I do? At this time, only the Santa Fe Graduate Institute transcript can be order through *Parchment*. You will need to order the Annapolis transcript directly from Annapolis. .

Which epochs of transcripts are digitized and which are still on cardstock? Digitized transcripts span 1999 to the present with a cluster of pre-1999 transcripts also digitized. Most pre-1999 transcripts, however, exist only in paper form. Transcripts that currently exist on cardstock and are ordered through *Parchment* will be digitized in our office. With our daily operational workload lightened due to our *Parchment* partnership, we will begin the long overdue project of moving years of cardstock transcripts into computerized form.

Parts of the *Parchment* site seem to be populated with offers to join their 'community' or to sign-on to services. Are these offers relevant to my ordering transcripts? No. Many of these offers target the high school constituency.

What should I focus on during the registration process (aka – “creating an account”)?

Keep the **Instructions** section of this document with you. Depending on how you enter *Parchment*, you may encounter a line of blue text that asks if your intent is to order college-level transcripts. Click on that link. If you use the url found in the **Instructions** section, your registration will go more smoothly. You will complete a *Parchment Exchange Account* that requires personal and contact information. This will require the last four digits of your social security number. You will then identify St. John's College as the college you attended. If you have provided the last four digits of your SSN, you should not need to complete your SJCSF student identification number. A complete overview of all the steps is found in **Instructions**.

Registering. Is signing off to all those 'terms', 'agreements', 'waivers', 'acceptances', etc., necessary? The setting up of an 'account' whether it is done through hardcopy documents or on-line requires such actions. Please read (or download) the 'terms', etc. which require your assent and read the statements before accepting.

How long will 'registering' take? For those less familiar with setting up accounts on-line, you may spend about 12 minutes. Those who manage many accounts on-line will move through the process more speedily. With your new log-in and password, ordering will take a few minutes.

The signature box. “Really?” [with one raised eyebrow]. *Parchment* has yet to move into the more advanced on-line signature-technology. *Parchment* has met all the FERPA related requirements to handle your private information. Your signature is a valid one.

SECOND manner to Register in Parchment

1. Go to www.parchment.com
2. Select the **blue SIGN IN button** in the upper right corner.
3. Select the **green Sign Up button** in the upper right corner.
4. Under Student Registration, click on the **green College Transcript button**.
5. Proceed through the registration process.

Marline Marquez Scally, Registrar
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PARCHMENT

Part 3: Ordering Transcripts

After having established your Registration/Account

Step 1: Log in to order transcripts <https://www.parchment.com>

Click on Blue **SIGN IN** at the far top right hand corner and enter your **UserName** (which is your email) and **Password**.

1: Welcome to Parchment: Do not complete the fields; click on the small blue text – ‘**sign in**’ – near the end of the sentence: “*If you already have a Parchment account...*”

1: Request Transcript page - Click on the GRAY **Request Transcripts** located below ‘St. John’s College’.

2: Welcome to Parchment SEND Service: On this **SJC Home Page**, select **Request Transcript** at the bottom of the page.

3: Select Destination(s) page - the page automatically opens up to **Academic Destinations** where you search Parchment’s growing Receiver Network colleges/universities. You can also click on

Myself: Select your preferred delivery method by choosing the appropriate Product Type

Other: Fill in the destination information and preferred delivery method by choosing the appropriate Product Type

Step 2: Order Details

Click **Checkout** to continue the ordering process or **Continue Shopping** to send your transcript to additional destinations.

Step 3: Provide Consent

Provide electronic consent for Parchment’s release of Academic Records by your Institution via Parchment to the Recipients(s) you have provided.

Step 4: Payment

Fill in the applicable payment and billing information.

Step 5: Review order

- Review all order details before processing your order.
- Upon submitting your order for processing, you will receive an ‘Order Receipt’ email

Please be fully equipped with the information you need regarding your ‘destination’ for your transcript **before** placing an order. An error in a destination name, a missing office designation, a missing Suite number, or mis-entered address can result in you placing a ‘second’ *Parchment* order to correct your mistake or omission and this, in turn, can mean new charges. Also take the time to review the colleges/universities listed in the *Parchment Receiver Network*.

If you arrange for electronic delivery, double-check that the email address is correct.

Parchment offers assistance at
support.parchment.com.