

Spring 2014

Dear Santa Fe Alumni,

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 submit your transcript order, 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.
- Order **electronic** delivery of your official transcript or opt for mailed, paper-format delivery.
- Track the journey of your transcript electronically

The sheltered electronic connection between my office and *Parchment* and *Parchment* and your electronic addressee occurs in a secure and private environment. 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 santaferegistrar@sjc.edu www.sjc.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.

History

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
- Dec 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 – open the door to 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.

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, *click* on **Begin Registration** (far right) of SJC name.

- Assuming all went well, all fields with an asterisk* must be populated 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 those last four digits in 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.
- **Enter Enrollment Information** - 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 recall 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 quick release of your data by the Office of the Registrar to *Parchment*.
- **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.
- The **Transcript Authorization Form (TAF)** requires your signature in order 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.
- **Confirmation** - 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**

Will there be fees? Yes, at this time an electronic transcript costs \$10; the paper format 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. falls between \$22-\$26.

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 are sent *gratis* to you as a PDF from the Office of the Registrar. 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 appropriate form for ordering an **unofficial transcript** is available at <http://www.sjc.edu/santa-fe/registrar/records-request/> **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 an official transcript? The Office of the Registrar normally releases transcript data to *Parchment* once every hour during business hours., except for weekends and holidays. 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 between the former student and 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 completing and sending the form found at <http://www.sjc.edu/santa-fe/registrar/records-request/>

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, review the 'Second Manner to register' at the end of this section. If the difficulty arises when ordering transcripts, use the on-line *Parchment* support-center, available 24 hours a day, at support.parchment.com. 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?

Very soon Annapolis will be using *Parchment*. At this time, only the Santa Fe Graduate Institute transcript can be ordered through the Santa Fe *Parchment*. You will need to order the Annapolis transcript directly from the Annapolis Office of the Registrar.

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. As alumni with cardstock transcripts place orders through *Parchment*, the Office of the Registrar will digitize those cardstock transcripts. 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 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 with Parchment

1. Go to www.parchment.com
2. On the screen titled “**Ready to Send Your Transcript**” click on **Order Transcript**
3. Click on **Order College Transcript**
4. You are now on the **Welcome to Parchment** page. Complete the blanks **TABBING** through the three fields. When you **TAB** to **Search**, **hit ENTER on your keyboard**.
5. SJC Santa Fe will appear below **SEARCH**; click on **BEGIN REGISTRATION** found at the far right of the St. John’s College (NM) line.

NOTE: regarding #1, many different screens begin to roll by. You want the screen titled **Ready to Send Your Transcript?**

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St. John’s College – Santa Fe -
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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