eTranscript

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eTranscript functionality allows schools to generate electronic transcript records for submission to post-secondary institutions and third-party vendors. Only the primary school of record can send eTranscripts. Complete the following tasks to configure, generate, and deliver eTranscripts.

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 only indicates that scores received from courses taken during that grade level are NOT factored into GPA calculations.

> See the eTranscript Managers User Group article following for information on recommended Tool Rights for eTranscripts

eTranscript workflow

Phase 1: Configure access

Step	Task	Location
1	Assign eTranscript tool rights to users.	User Groups > Tool Rights

Phase 2: Configure eTranscript settings

Step	Task	Location
2	Confirm entry of the school's College Entrance Examination Board (CEEB) number.	School Information > School > School Detail
3	Configure diploma type mappings.	Data Defining Tools > Code Defining
4	Configure an electronic release vendor.	System Preferences > Electronic Release Setup
5	Configure eTranscript report preferences.	Report Setup > eTranscripts
6	Configure assessment mappings and transcript display options. • Assessment scores are reported only when the selected test includes PESC Test and PESC Sub-test values and the **Display in Transcripts** option is selected.	Assessment Center > Test Detail
7	Assign PESC grade levels.	Grade Level Definitions
8	Assign PESC names to Credit Groups. • If the Credit Group does not have a PESC Name assigned, it will not be reported in the PESC output on the eTranscript.	Credit Group Setup > Credit Group Detail

Phase 3: Verify student data

Step	Task	Location
9	Verify applicable graduation information. • Diploma Type • Diploma Date • NGA Cohort Year • State Seal	Graduation > General Graduation Information
10	Verify that the students have transcript records.	Transcripts

Phase 4: Generate and deliver eTranscripts

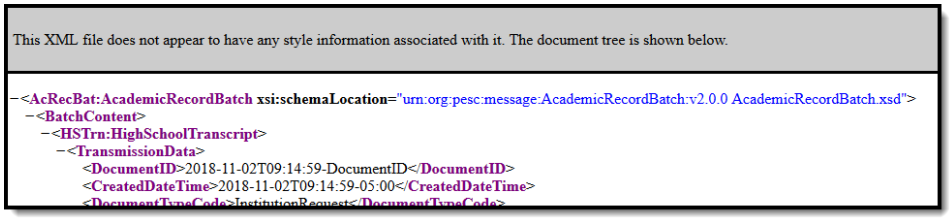
Step	Task	Location
11	Generate eTranscripts.	Reports > eTranscript Batch
12	Release eTranscripts to a vendor.	Batch Queue

eTranscript Errors and Troubleshooting

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.**



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



- 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	Campus Lo
Missing PESC Diploma type mapping for this school year. Diploma type is not included in the newly released files.	Map the Diploma Type (see Step 3 in the workflow).	Code Defini
The content of element 'HSTrn:HighSchoolTranscript' is not complete. One of '{Student}' is expected.	This means the student has no primary enrollment in the school selected in the Campus toolbar. • Change the selected school in the Campus toolbar to the one where the student has a primary enrollment, and generate the report again. • Verify the student does indeed have a primary enrollment.	Enrollment General Enr Information Service Typ
	This could also happen when the student's Transcript records do not have NCES Grade values (see Step 7 in the workflow). • Verify PESC grade levels are defined. • Assign NCES Grade Levels to the student's Transcript records.	Grade Level Definitions Transcripts

Error	Possible Solutions	Campus Lo
eTranscripts have not been received by the vendor, but the database table indicates that the files were submitted successfully.	On the eTranscript Batch report, click the *Get the Report* link in the Batch Queue list of reports. Verify that the data was sent in the XML.	eTranscript
	Review the entries in the 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.	Electronic R Setup
	Review the student's enrollment record for a Primary Service Type. • Change the selected school in the Campus toolbar to the one where the student has a primary enrollment, and generate the report again. • Verify the student does indeed have a primary enrollment.	Enrollment : General Enr Information Service Typ
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	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).	Grade Level Definitions
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 123456879	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.	Code Defini
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	This error indicates the student's Race/Ethnicity is not using the PESC enumerations. **This needs to be done in the database.** In the RaceEthnicity table, enter the PESC enumerations in the pescLabel column for race/ethnicity as follows (RaceEthnicity.pescLabel): • AmericanIndianAlaskaNative, • Asian • BlackAfricanAmerican • NativeHawaiianPacificIslander • White	N/A

Error	Possible Solutions	Campus Lo
Value '' with length = '0' is not facet-valid with respect to minLength '1' for type 'CourseTitleType'. For student 123456789	This error means the Course Name field is not populated on the student's Transcript. Review the transcript record for missing course titles and populate as needed. This may also happen when there is a space in the State code field from a manually entered transcript entry. Remove the space in the State Code field on the transcript record.	Transcripts
Value '' with length = '0' is not facet-valid with respect to minLength '1' for type 'CourseNumberType'. For student 123456789	This error means the Course Number field is not populated on the student's Transcript. Review the transcript record for missing course titles and populate as needed.	Transcripts
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-DocumentID and Request Tracking ID: null","Locator":null,"SeverityCode": "Error"}],"NoteMessage":null}}	This type of error indicates a mismatch in student demographic information—the student record in the vendor database has a different name, a different birth date, etc. Students' records must match in the Campus database and the vendor database. Review the student's Identity record. If there have been recent changes to the information, this could cause a mismatch. Work with the vendor to ensure the correct information is available in Campus and the Vendor's database.	Census > Pe Identities
	This could also happen when the student's Transcript records do not have NCES Grade values (see Step 7 in the workflow). • Verify PESC grade levels are defined. • Assign NCES Grade Levels to the student's Transcript records.	Grade Level Definitions Transcripts
Value '' with length = '0' is not facet-valid with respect to minLength '1' for type 'PostalCodeType'. For student 123456789.	This error is caused by a missing ZIP Code on the student's address. Review the household information and address records to ensure all fields are populated.	Census > Households Addresses

Error	Possible Solutions	Campus Lo
' is not a valid value for 'decimal'. For student 123456789.	This could happen when transcript records lack Credits Earned or Attempted values. 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	Transcripts
Value '' with length = '0' is not facet-valid with respect to minLength '1' for type 'CourseAcademicGradeType'. For student 123456789.	This indicates the transcript record does not have a score or mark. On the student's Transcript, add a Score value for the course.	Transcripts
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}}	This error occurs because the CEEB number on the School Detail record is missing. This number is a required value for eTranscripts (see Step 2). On the School editor, enter a value for CEEB Number. Then, on the eTranscript Batch Report, mark the School CEEB Code.	School Infor > School > Detail > CEI System Administrati Preferences Reports > eTranscript Report Opti
Error sending transcript for 123456789: {"httpStatusCode":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"}	This happens when a hidden character, which may or may not be visible, is included in the XML. • There may be extra or blank spaces for a particular course on the student's Transcript. Edit the record, completely remove the Course Name, re-enter the value, and save the changes. • Locate the hidden character using a HEX editor or Notepad.	Transcripts
Value '' with length = '0' is not facet-valid with respect to minLength '2' for type 'CityType'. For student 123456789	This indicates that the student's or guardian's address is missing the city or town. Review the household information and address records to ensure all fields are populated.	Census > Households Addresses
Value '3-93' is not facet-valid with respect to pattern '\d{4}' for type 'PartialSSNType'. For student 123456789.	The student's Social Security number is not formatted correctly. Review the student's Demographics information to ensure the correct Social Security number is entered.	Demograph Soc Sec Nur

Error	Possible Solutions	Campus Lo
'' is not a valid value for 'gYearMonth'. For student 123456789.	This means the date on the assessment record is not in the correct format (mmddyy, MM/DD/YYY, etc.). Vendors may need a required date format (for Parchment, this is YearMonth). Check the Assessment record in Test Setup for the Date. Then, check the Student Assessment tab to ensure the date is entered correctly.	Assessment > Test Deta Student Information General > Assessment
Value 'BE-Excellence in Civics Education' with length = '33' is not facet-valid with respect to maxLength '30' for type 'HonorsRecognitionTitleType'. For student 123456789.	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. • In the Attribute Dictionary, navigate to the GraduationSeal option. If possible (some districts or states may lock these values), change the Seal name to fit within the 30-character limit. • On the student's Graduation tab, verify that the Seal name displays correctly.	Core Attribute/Di > Graduatio Student Information General > Graduation
TransmissionData":null,"AcknowledgmentData": {"BatchID":null,"DocumentID":null,"AcknowledgmentCode":"Rejected", "SyntaxError":[{"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= PSQLException: 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}}	This results from 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. This sort of error occurs when their system's sequencing has gotten off, and their database tries to generate internal IDs that already exist.	N/A

State-specific information

- North Carolina (Electronic Release Setup)
- North Carolina (XML Output)