

TRANSCRIPT POSTING/PROCESSING  
SERVICE LEVEL AGREEMENT BETWEEN

PALO ALTO COLLEGE  
AND  
CENTER FOR STUDENT INFORMATION

Palo Alto College (PAC) and the Center for Student Information (CSI) enter into this agreement in the interest of promoting cooperation and to facilitate the timely processing of student transcripts by CSI. This agreement is established to foster collaboration, student centeredness and success. As such, PAC grants permission to CSI to process incoming and outgoing PAC transcripts.

I. Incoming Transcripts

PAC approves CSI to:

- a. Download incoming electronic transcripts into the Banner student information system
- b. Update student records to reflect receipt of electronic transcripts
- c. Post test scores from electronic transcripts
- d. Post existing course equivalents
- e. End relevant holds

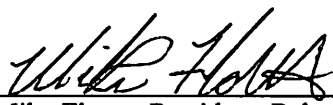
II. Outgoing Transcripts

PAC approves CSI to:

- a. Process outgoing PAC transcript requests
- b. Monitor and ensure successful delivery of outgoing PAC transcripts
- c. Produce PAC transcripts that reflect the approved criteria outlined in the Transcript Standards Agreement between Palo Alto College and the Center for Student Information.
  - i. Transcripts are reviewed, approved, and signed by the PAC Director of Enrollment (or designee), who serves as the official college registrar.

III. Term

The term of this agreement begins Wednesday, August 16, 2017, and will be reviewed on at least a biennial basis. This agreement remains valid until superseded by a revised agreement mutually endorsed by the primary stakeholders.

  
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Dr. Mike Flores, President, Palo Alto College

Date: 8/16/17

  
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Dr. Adelina Silva, Vice Chancellor for Student Success

Date: 8/16/17