

Selected Providers of Electronic Documentation by Type

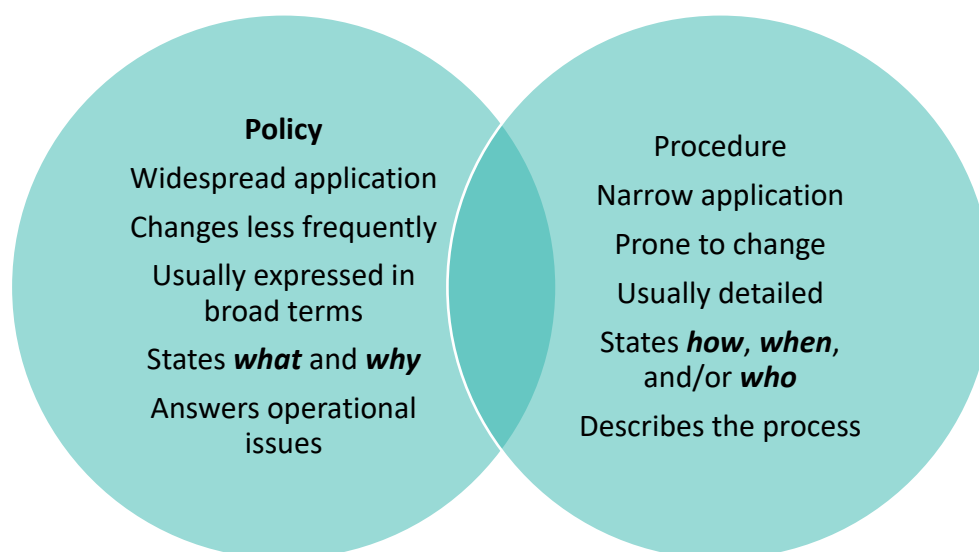
3 rd Party Issued Credentials	Online Verification Portal	Credentials Extracted from a Database	Combined External Document Procurement + Verification Service
<ul style="list-style-type: none"> • BC Diploma • CertPia • China Academic Degree and Graduate Information Centre (CDGDC) • China Higher Education Student Information and Career Centre (CHESICC) • Credential Solutions • Digitary • Diplo.me • DocuLink/Webminwon • eScrip-Safe • GradIntelligence • MyCreds/MesCertif • My eQuals • National Student Clearinghouse • OpenCerts • Parchment • Prospects HEDD • <i>Timbro Digitale 2D-Plus</i> • Verifdiploma 	<p>Active Sources:</p> <ul style="list-style-type: none"> • Brazilian Federal Higher Education Institutions' <i>Sistema Integrado de Gestão de Atividades Acadêmicas</i> (SIGAA) • Cambridge Assessment International Education • <i>eTítulo</i> • International Baccalaureate • <i>Lokalt adb-baserat dokumentations system</i> (Ladok) • New Zealand Qualifications Authority • South African Qualifications Authority • West African Examinations Council <p>Passive Sources:</p> <ul style="list-style-type: none"> • Graduation lists • Thesis/dissertation databases • Registered professionals databases 	<ul style="list-style-type: none"> • <i>Vitnemålsportalen</i> • <i>Dienst Uitvoering Onderwijs Diplomaregister</i> (DUO) 	<ul style="list-style-type: none"> • Qualifications Check • TrueCopy • Worldwide Transcripts

NOTE: This table is not comprehensive! This is just a sample of the many, many options which are currently available.

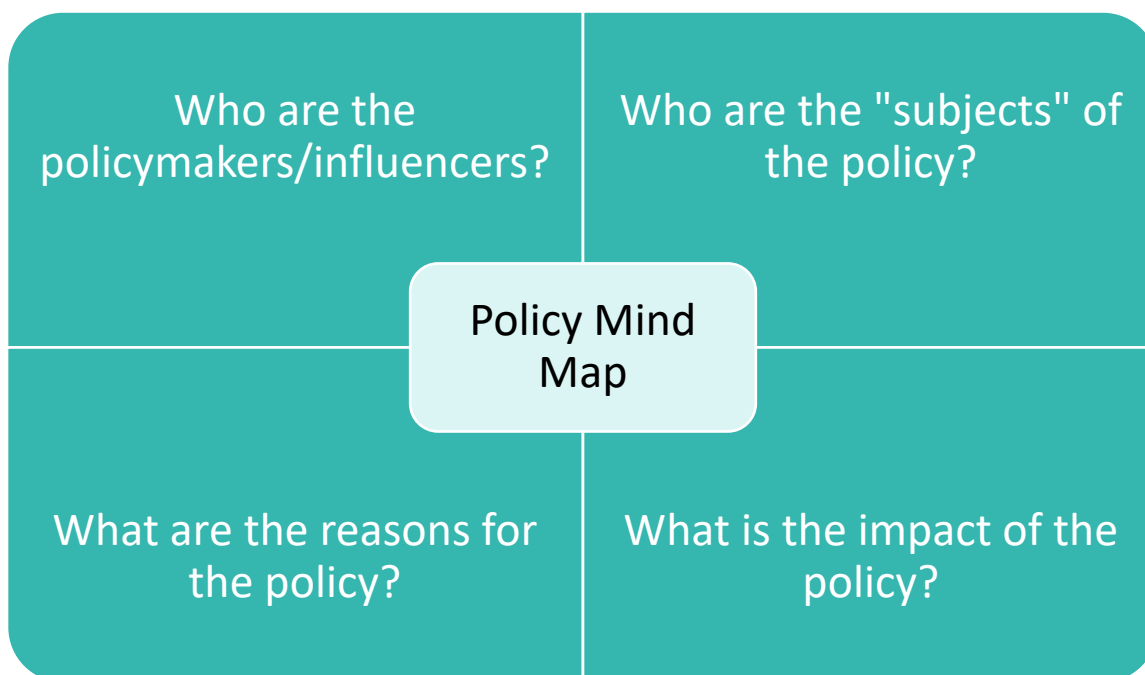
Vetting Electronic Document Providers

3 rd Party Issued Credentials	Online Verification Portal	Credentials Extracted from a Database	Combined External Document Procurement + Verification Service	Emailed Directly from Issuing Institution
How is the credential provided to the 3 rd party?	Is this an active or passive kind of verification?	What is the source of the information?	What is the service's authentication process?	Does this service require a fee? If so, who pays the fee?
Can you confirm that the school uses this 3 rd party?	For active verification portals:	Are the documents secure, and how is security verified?	What are its protocols when fraud has been detected?	Can you determine the sender's authorization to issue and/or send official credentials via email for the institution?
Is the process secure?	What is the process/protocol for verification? Does the database allow for immediate verification, or does it require you to submit a request for verification?	Does this service require a fee? If so, who pays the fee?	Does this service require a fee? If so, who pays the fee?	Is the attachment encrypted? Does it require a password or some type of log-in? If so, is that included in the same email?
Does this service require a fee? If so, who pays the fee?	Are verifications restricted to studies completed during a specific timeframe? If so, from when to when?	Is this database intended for use by the student, an employer, or internally? NOTE: if it is intended for use by the student requiring them to log in, DO NOT use this as a source of verification due to privacy issues.	How do students release or share their documents with a specific recipient?	Are you able to review the MIME info in the email header? If so, does it look correct?
Who has access to the documents once they are issued?	Is the process secure?	Who has access to the documents once they are issued?	For services with a list of recipients, are you able to get onto that list?	
Is there an expiration date?	What is the source of the portal? If it's a 3 rd party, did the institution authorize the 3 rd party to verify documents?			
How do students release or share their documents with a specific recipient?	Does this service require a fee? If so, who pays the fee?			
For services with a list of recipients, are you able to get onto that list?	What follow-up is available if the student does not appear in the database?			

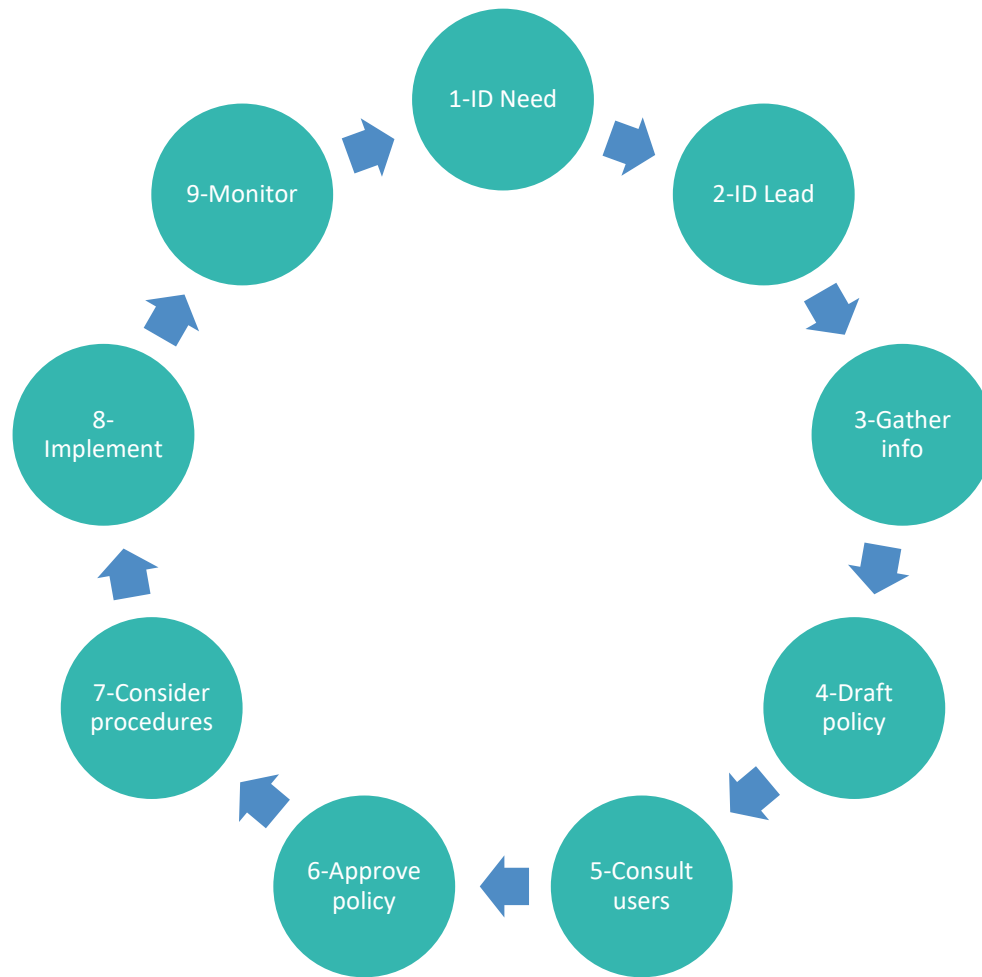
What Is Policy?



Policy is the formal guidance needed to coordinate and execute activity throughout your office/institution, while **procedure** (sometimes called an operating policy or process) is the operations process and/or processes needed to implement the policy.



Keep these questions in mind as you develop your policy.



1. Identify the need(s) your organization may have.
2. Identify who will be responsible for the policy.
3. Next, gather information about the subject to determine if your understanding of the topic is accurate and up to date.
4. Draft your policy, leaving some ambiguity for people to make decisions in exceptional situations.
5. Consult with the people who will be affected by this policy.
6. Once you are satisfied with the draft, then approve the policy.
7. Consider what procedures may now be required to enforce the policy.
8. Implement the policy.
9. Monitor the policy's implementation and use.

Policy is often already in place, but procedures may not be. Often, it is the procedures that need to be created. You can use these steps to also create procedures, although some procedures are less formal.

Sample Admission Policy: <https://shelbycearley.files.wordpress.com/2018/12/Cearley-College-OP-Sample.pdf>

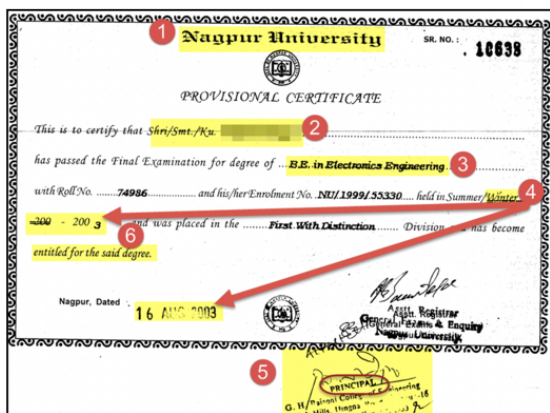
The policy linked above states the policy for international admissions at Cearley College. While it is fairly comprehensive, it does not explain everything. Some things belong in a procedure instead.

- d. **Official Post-Secondary Diplomas/Degree Certificates:** This item is optional at time of application, but it will be required if the applicant is admitted. Admitted applicants are required to submit an official copy of the degree certificate, diploma, or official statement that the degree has been granted from each institution at which they earned a post-secondary credential. The diploma/degree certificate must be submitted by the twelfth (12th) class day of the term to which the applicant is admitted. **In certain situations, this date can be extended. Contact the Cearley College admissions office for more information.**

When to Accept a Provisional Certificate from India Instead of a Diploma

There are occasions when you can accept a provisional/provisional passing certificate from India as a diploma instead of placing a hold for the final diploma, if that provisional/provisional passing certificate has six specific things on the certificate.

1. The **name of the institution** – who issued the certificate? We will **only** accept provisional/provisional passing certificates from **universities** or **autonomous colleges**, not from affiliated colleges.
2. The **name of the student** must be clearly written on the certificate.
3. The **type/level of degree and the major** must be listed on the certificate. These are sometimes listed in separate parts of the certificate, which is acceptable.
4. **When was the certificate completed and/or issued?** If listed, we will use the issue date as the degree award date. In some cases, the school will only list the month/year of completion of the program; we will use that if there is no issue date.
5. **Is the document you're looking at an original document or an attested/certified copy?** We will **NOT** accept unofficial certificates to clear a hold. If you are looking at the original, ensure that it's signed by the appropriate person(s). If it is not the original document, who certified or attested the copy of the document? It **must** be the Controller of Examinations, Registrar/Assistant or Associate Registrar, Principal, or someone from the office/entity responsible for issuing the academic documents for that institution. Professors or Heads of Department are not responsible for issuing academic documents, so these would not be acceptable.
6. **Were the degree requirements met, OR will the degree be conferred at the next convocation?** It is important that the certificate say that, or we will need the final diploma.



NOTE:
DO NOT write on the diploma.
Just look for these six items!

The policy requires a diploma or degree certificate to be received by a specific date for admitted students. What are the situations in which that date can be extended? This is something for which you can create a procedure.

Another thing to consider is what type of document is acceptable to prove degree completion. This image shows a procedure for determining if someone's provisional certificate from an Indian institution is acceptable instead of a diploma.

What Does Walden Do?

When Walden's Document Management Team (DMT) receives an email with an academic credential attached, DMT will consult the "APPROVED Senders_Electronic Transcripts" spreadsheet in our SharePoint site. If the sender is on the list, the attachment is accepted as official. If the sender does not appear on the list, they forward the email to the Global Transcript Evaluation team (GTE) for further investigation.

GTE then searches online (I use Google) for the email address. We can sometimes locate this from the internet search, although sometimes we go directly to the institution web page (if there is one) to locate the entity which is responsible for academic records (i.e., controller, registrar, examinations/results office, etc.). If we can find it, then this sender is added to the approved sender spreadsheet.

If we cannot find the email address online, then we will search the institution's website (if there is one) to locate the entity which is responsible for academic records (i.e., controller, registrar, examinations/results office, etc.). This information is sometimes easily available. If it is, we will copy that email address. When it is not, then we will attempt to locate a general "Contact Us" email address and copy that email address. We will then forward the email with attachment to that address using one of two templates: one in which the sender's name and title is listed in the email body or signature and one in which there is no sender named/listed anywhere in the email. These emails are translated into French, German, Spanish, and Portuguese for use as needed.

Sample Email to Verify Sender (Sender Named in Body of Email)

Greetings! We received the attached record and below email from sender: NAME (TITLE), EMAIL ADDRESS. In order to accept the transcript as official, we must verify that it was sent from an authorized sender. Please confirm that NAME is authorized to issue transcripts for your institution and that the attached transcript is authentic. Thank you in advance.

Kind regards,
Shelby

Shelby L. Cearley, M.A.
shelby.cearley@mail.waldenu.edu
Senior Global Transcript Evaluator, Global Transcript Evaluation Team
Adtalem Global Education

Sample Email to Verify Sender (Sender Named in Body of Email) – FRENCH translation

Salutations! Nous avons reçu l'enregistrement ci-joint et l'email ci-dessous de l'expéditeur: NAME (TITLE), EMAIL ADRESSES. Afin d'accepter le relevé de notes comme officiel, nous devons vérifier qu'il a été envoyé par un expéditeur autorisé. Veuillez confirmer que NAME est autorisé à émettre des relevés de notes pour votre institution et que le relevé de notes ci-joint est authentique. Nous vous remercions par avance.

Bien à vous,
Shelby

Shelby L. Cearley, M.A.
shelby.cearley@mail.waldenu.edu
Évaluateur de relevés de notes mondial senior, Équipe d'évaluation des relevés de notes mondiaux
Adtalem Global Education

Sample Email to Verify Sender (No Name in Email/Signature)

Greetings! We received the attached academic record and email below from your institution. Unfortunately, the email signature does not contain the name and title of the individual issuing the transcript. In order to accept this record as official, we will need the name and title of the person responsible for issuing transcripts for your university. Also, please confirm this record is authentic. Thank you in advance.

Kind regards,
Shelby

Shelby L. Cearley, M.A.
shelby.cearley@mail.waldenu.edu
Senior Global Transcript Evaluator, Global Transcript Evaluation Team
Adtalem Global Education

Sample Email to Verify Sender (No Name in Email/Signature) – PORTUGUESE

Saudações! Recebemos o registro acadêmico em anexo e o e-mail abaixo de sua instituição. Infelizmente, a assinatura do e-mail não contém o nome e o título do indivíduo que emite a transcrição. Para aceitar este registro como oficial, precisaremos do nome e título da pessoa responsável pela emissão do transcript para sua universidade. Além disso, por favor, confirme que este registro é autêntico. Agradecemos antecipadamente.

Cordiais cumprimentos,
Shelby

Shelby L. Cearley, M.A.
shelby.cearley@mail.waldenu.edu
Avaliador Sênior Global Transcript, Equipe de Avaliação Global Transcript
Adtalem Global Education

If we receive a reply indicating that the sender is authorized to send electronic transcripts, then we will add the sender to the approved senders spreadsheet. Very rarely, we have been told that the sender is not authorized to send electronic transcripts, in which case we do not accept the document at all and require the student to submit an official physical credential instead.

Country	Institution Name	Sender Name	Sender Title or Office	Sender Email Address	Date Verified	Verified by	NOTES
Philippines	Notre Dame of Marbel University	Eduardo B. Pimentel	Registrar	eduardo.pimentel@ndm.edu.ph	3/18/2022	MMereced	
Philippines	Notre Dame of Marbel University	University Registrar	Registrar	registrar.ndmu.edu.ph	3/10/2022	SCearley	http://www.ndmu.edu.ph/index.php/contact-us/
Philippines	Our Lady of Fatima University	Our Lady of Fatima University	Registrar	ofu.registrar.inquiries@fatima.edu.ph	6/12/2020	DBenz	

NOTE: I created the templates as additional signatures in Outlook so that I do not have to copy/paste them. Please email me if you'd like a copy of the email templates in English and the translated languages!

Suggested Resources

Electronic Documentation Resources

[“Authentication and Official Documents in the Digital Age”](#), Ildiko Bors and Sulaf Al-Shaikhly, 2018 TAICEP Annual Conference (**FREE**)

“Introduction to Digital Records”, Peggy Bell Hendrickson and Simone Ravaioli, TAICEP At Your Desk, May 2020 (**FREE**)

- [Presentation recording](#)
- [Presentation slide deck](#)
- [Notes from Presenter](#)
- [Record Sources spreadsheet](#)

“Introduction to Electronic Verification”; Peggy Bell Hendrickson, Katerina Roskina, Martha Van Devender, and Mike Turay; TAICEP At Your Desk, May 2020 (**FREE**)

- [Presentation recording](#)
- [Presentation slide deck](#)
- [Verification Sources spreadsheet](#)

[“Receiving Digital Documents”](#), Peggy Bell Hendrickson, Transcript Research (**FREE**): This article gives an excellent overview of digital documents. It also gives detailed step-by-step instructions on how to review the email headers for emails purporting to be sent by an institution.

[TAICEP Digital Documents Hub](#) (**PAID**): an online tool specifically for credential evaluators that has student educational record verification and document issuer information. TAICEP membership is required to access this hub.

[TAICEP Verification Sources for Educational Documents](#) (**PAID**): repository for email addresses and/or websites for verification. TAICEP membership is required to access this hub.

[TAICEP Digital Docs Provider Fair Sessions](#) (**FREE**): virtual fair with session recordings, handouts, and chat logs for the following electronic document providers: New Zealand Qualifications Authority, CHESICC, OpenCerts, International Baccalaureate, Cambridge Assessment International Education, myPass, AuraData, IELTS, TOEFL, Digitary, MyCreds/MesCertif, My eEquals, *Vitnemålsportalen*, Prospects HEDD, Qualifications Check, Verifdiploma, Worldwide Transcripts, TrueCopy, *Dienst Uitvoering Onderwijs* (DUO), Gradintelligence, and PTE Academic

Creating Policy

Anton, K. (2013). *Process, procedure, policy: What is the difference?* Retrieved from <https://www.slideshare.net/comprose/what-is-a-good-process-and-procedure-system-17170920>

University of California-Santa Cruz. (1994). Guide to writing policy and procedure documents, University of California-Santa Cruz. Retrieved from <https://policy.ucsc.edu/resources/images/GuidetoWritingPolicy.pdf>

Weekes, J. (2017). Step-by-step: How to implement effective policies and procedures. Retrieved from <https://www.healthandsafetyhandbook.com.au/step-by-step-how-to-implement-effective-policies-and-procedures/>