

Service Agreement

St. Philip's College Institutional Process Based-on the "St. Philip's College and Center for Student Information Service Agreement" for the Transcription of St. Philip's College Credit

I. Purpose

The purpose of this agreement is to describe the evaluation of transfer credits by St. Philip's College of the Alamo Colleges and the processing of transcripts by Center for Student Information (CSI). In addition, this agreement describes the process methods used by St. Philip's College to evaluate and transcribe college credit from other institutions and the assurance of academic quality of any course of credit recorded on the college transcript.

II. Incoming Transcripts Process

1. Student submits official transcript to St. Philip's College
2. Transcripts are uploaded into Banner student record
3. Center for Student Information, a member of District Support Operations (DSO), uses the following, college approved, resources to process existing equivalencies:

- a. Lower Division Academic Course Guide Manual (ACCGM)

The Lower-Division Academic Course Guide Manual (ACGM) is the official list of approved course for general academic transfer to public universities that may be offered for state funding by public community and technical colleges in Texas. Texas Common Course Numbering System (TCCNS) – The Texas Common Course Numbering System (TCCNS) is a voluntary, co-operative effort among 136 Texas community colleges and universities to facilitate transfer of freshman and sophomore level general academic coursework. TCCNS provides a shared, uniform set of course designations for students and their advisors to use in determining both course equivalency and degree applicability of transfer credit on a statewide basis. When students transfer between two participating TCCNS institutions, a course taken at the sending institution transfers as the course carrying the same TCCNS designation at the receiving institution.

- b. Workforce Education Course Manual (WECM) and Guidelines for Instructional Programs in Workforce Education (GIPWE)

The *Workforce Education Course Manual (WECM)* is a web-based inventory of current workforce education courses available for use by public two-year colleges. The *Guidelines for Instructional Programs in Workforce Education (GIPWE)* is the Coordinating Board's official policy manual for both credit and non-credit workforce education programs offered at public higher education institutions. In essence, the GIPWE uses courses from the WECM to provide workforce education programs.

- c. Banner SHATATR (previously equated courses database) collects all reviewed transcripts for St. Philip's College

III. Non-equivalent Course Transfer Petition Process

- a. Transfer Dispute Resolution

Transfer disputes may arise when students are transferring courses to St. Philip's College from other institutions and/or when the Alamo Community College District courses are not accepted for credit by another Texas public institution of higher education. Both institutions involved in the transfer issue will attempt to

resolve the transfer dispute in accordance with the Texas Higher Education Coordinating Board rules and/or guidelines. The purpose of The Higher Education Coordinating Board transfer rules is to facilitate the transfer of lower-division courses and to clarify students' rights and responsibilities as potential transfer students. The procedure for the resolution of transfer disputes is codified in The Higher Education Coordinating Board Rules, Chapter 4, Subchapter B. (See Transfer Dispute Resolution in Admissions-Acalog ACMS) In all disputes, The Higher Education Coordinating Board Transfer Dispute Resolution Form must be completed to initiate a dispute action. The completed form must be forwarded to the receiving institution within fifteen (15) calendar days after the evaluation has been submitted to the student. From the date a student is notified of credit denial (date evaluation is sent by the receiving institution), the law allows a maximum of forty-five (45) calendar days for the resolution of the dispute by the sending and receiving institutions. The following procedures, established by The Higher Education Coordinating Board, are followed by St. Philip's College in the resolution of credit transfer disputes involving lower-division courses:

- If an institution of higher education does not accept course credit earned by a student at another institution of higher education, the receiving institution shall give written notice to the student and to the sending institution that transfer of the course credit is denied, and shall include in that notice the reasons for denying the credit. Attached to the written notice shall be the procedures for resolution of transfer disputes for lower-division courses as outlined in this section, accompanied by clear instructions outlining the procedure for appealing the decision to the Commissioner.
- A student who receives notice as specified in the first paragraph of this subsection may dispute the denial of credit by contacting a designated official at either the sending or the receiving institution.
- The two institutions and the student shall attempt to resolve the transfer of the course credit in accordance with Board rules and guidelines.
- If the transfer dispute is not resolved to the satisfaction of the student or the sending institution within 45 days after the date the student received written notice of denial, the sending institution may notify the Commissioner in writing of the request for transfer dispute resolution, and the institution that denies the course credit for transfer shall notify the Commissioner in writing of its denial and the reasons for the denial.

The Commissioner or the Commissioner designee shall make the final determination about a dispute concerning the transfer of course credit and give written notice of the determination to the involved student and institutions. Each institution of higher education shall publish in its course catalogs the procedures specified in subsections of this section. The Board shall collect data on the types of transfer disputes that are reported and the disposition of each case that is considered by the Commissioner or the Commissioner's designee. If a receiving institution has cause to believe that a course being presented by a student for transfer from another school is not of an acceptable level of quality, it should first contact the sending institution and attempt to resolve the problem. In the event that the two institutions are unable to come to a satisfactory resolution, the receiving institution may notify the Commissioner, who may investigate the course. If its quality is found to be unacceptable, the Board may discontinue funding for the course.(See Transfer Dispute Resolution in Admissions-Acalog ACMS)

IV. Posting and Processing St. Philip's College Transcripts

- A. **Center for Student Information (CSI) to perform the processing of transcripts, not the evaluation of course credit acceptance.**

- B. All course work completed by students at St. Philip's College will be processed and uploaded into Banner by CSI.
- C. Course work from external colleges received by St. Philip's College is evaluated and transferable transfer credits are posted on the St. Philip's College transcript by CSI.
- D. CSI will process courses taken at other colleges that have been reviewed and approved by the subject matter expert faculty of St. Philip's College
- E. CSI will process existing lower-division academic courses that are identified by the Texas Common Course Numbering System (TCCNS) and published in the Lower Division Academic Course Guide Manual (ACGM) and Workforce Education Course Manual (WECM) from external Texas public higher education institutions in accordance with the Texas Administrative Code, Title 19, Part I, Chapter 4, Subchapter, B Rule 4.24
- F. CSI will process transcripts from external higher education institutions that have been previously approved and stored in Banner < Course Equivalency List >. If an equivalency does not exist, relevant chairs and faculty members from the college will review the institution's course catalog and course syllabus (if available) and determine whether the course will be accepted. If accepted, the decision will be stored in the Course Equivalency List.
- G. CSI is authorized by St. Philip's College to process International higher education coursework that has been previously evaluated by an approved international transcript evaluation agency

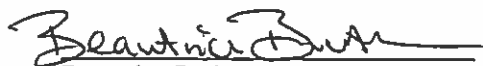
V. Outgoing Transcripts Process

1. Student request transcript through ACES account and pays the necessary fee through Market Place <<https://secure.touchnet.com/C20015_ustores/web/index.jsp>>
2. Transcript request is uploaded to BANNER
3. Director of Enrollment Management of St. Philip's College works collaboratively with District Support Operations (DSO) to approve the Director of CSI to provide the certifying signature on the student official transcript
4. St. Philip's College approves DSO - CSI to send transcript to designated recipient

The term of this agreement begins on August 29, 2016 and ends August 31, 2018.

Review and Evaluation:

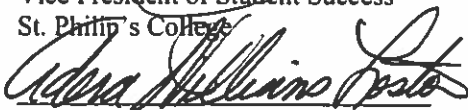
The parties to this agreement anticipate continuing this relationship beyond the terms of this agreement. In order to facilitate the continuation of this relationship, the parties agree to review and evaluate this agreement on or before February 1, 2018.



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St. Philip's College



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