

Certree Capability Summary

Parchment - Feedback from our students

- Customer service responsiveness has been inconsistent
- Issues with multiple transcript orders (only one transcript was sent)
- Occasional mismatches with student records (e.g., incorrect names)
- IGETC option is not clear

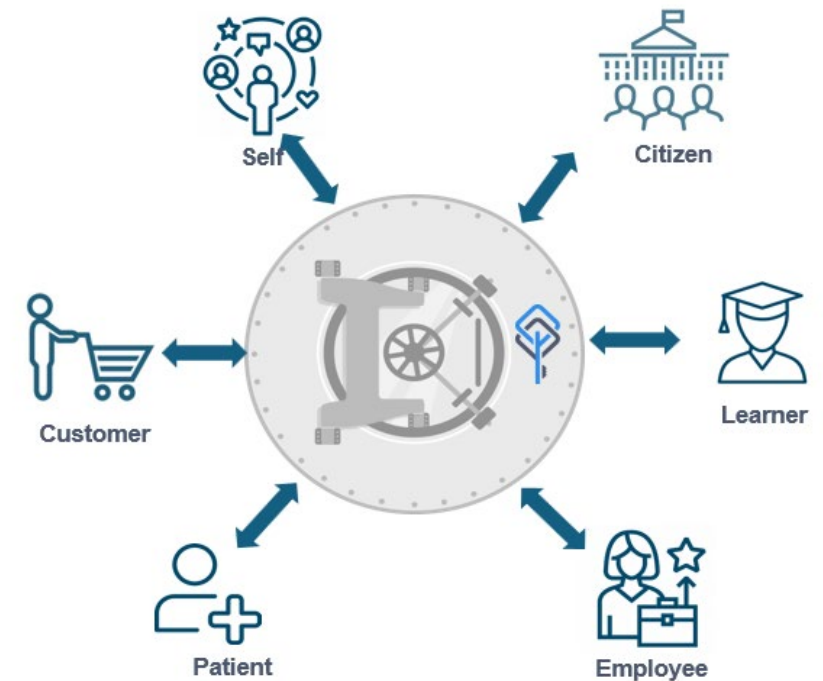


SANTA ANA COLLEGE

Enrollment & Support Services

Key Benefits for Students

- Collect and store credentials(transcripts, enrollment, degree, diploma, etc.) are free for a lifetime
- Zero trust technology prevents mass data breaches
- Students can review their information/records before sharing with third parties
- Only students can access and share data
- Students know what, when, and by who the data is shared
- Improved customer services
- Save money for frequent users



Certree and SAC Cost Structure



New Proposal Cost and Structure – Opt-in

Students will pay when they need to use Certree

- Proposal 1: Students may opt-in to receive unlimited transcripts for \$36 annually or purchase individual transcripts for \$8
- Proposal 2: Students may opt-in to receive unlimited transcripts for \$18. This option will require every student to pay \$18 even if they only need one.

DATES	Certree Presentations, Discussions, & Meetings
November 17, 2025	SAC Counseling Meeting
February 5, 2026	SAC Counseling Division
March 2, 2026	ASG - Executive Branch Meeting
March 3, 2026	ASG - Legislative Branch Meeting – Approved Option 1
March 4, 2026	ASG - Judicial Branch Meeting – Approved Option 1
March 9, 2026	ASG - Executive Branch Meeting – Approved Option 1
March 25, 2026	SACTAC