State Auditor's Office

John Keel, CPA
State Auditor

An Audit Report on

The Texas Records Exchange System at the Texas Education Agency

October 2010
Report No. 11-010

An Audit Report on

The Texas Records Exchange System at the Texas Education Agency

Overall Conclusion

The Texas Education Agency (Agency) operates the Texas Records Exchange (TREx) system as designed and facilitates the electronic transfer of student records in a secure manner. However, the Agency should improve its administration of TREx to increase participation by all public school districts, open-enrollment charter schools, and higher education institutions in Texas.

The Texas Education Code requires schools to participate in TREx for the transfer of electronic student records sent to other schools and transcripts sent to higher education institutions. The Agency has not formally defined what constitutes participation by a school or higher education institution. Instead, the Agency considers a school to be participating for reporting purposes if the school sends at least one student record using TREx during the prior year (see text box).

This reporting methodology does not sufficiently identify schools that are not using all TREx capabilities on a consistent basis. Based on feedback provided by several school registrars, using TREx to send student records is more cost-effective than sending records manually. Some registrars at the schools that auditors visited estimated that using TREx resulted in a time savings of 2 to 20 minutes per record transferred. TREx processed more than 276,000 records from September 2009 through March 2010, resulting in savings of administrative costs. Other schools may experience similar cost savings if they consistently use all TREx capabilities.

Auditors' survey of school registrars indicated that approximately 61 percent of responding schools stated that they still send student records and/or transcripts manually at least some of the time. In addition, approximately 8 percent of all 193 respondents stated that they had never sent student records electronically in TREx.

> **Background Information**
>
> The Texas Education Agency (Agency) implemented the Texas Records Exchange (TREx) system in May 2008. Texas Education Code, Section 7.010, states that school districts, open-enrollment charter schools, and higher education institutions shall use TREx to transfer electronic student records and transcripts. These records contain student information such as:
>
> - Completed courses.
> - Grades and graduation plans.
> - Assessment results.
>
> TREx allows schools to send records requests, transfer actual student records, log receipt of requested records, and send transcripts. It is important to note that TREx is not a repository of student records, and student records are maintained in the system for only 10 days before being purged.

Student Information Transferred through TREx
TREx exchanges the following types of student information: ▪ **Student records**, which contain information on an individual student from pre-kindergarten through grade 12. This information is often exchanged when a student transfers to a new school. ▪ **Transcripts**, which contain information on an individual student's performance from grades 9 through 12. This information is often submitted to higher education institutions when students apply for admission.

The Agency has not yet established TREx as the primary method for transferring transcripts (see text box for the types of student information that can be transferred through TREx). Fifteen percent of the 46 responding <u>high school</u> registrars indicated that they have never sent transcripts electronically in TREx. In addition, a report on how many transcripts have been received by Texas public higher education institutions showed that only 47 percent had received more than 50 electronic transcripts through TREx from September 2007 through March 2010.

To help increase the use of TREx among schools and higher education institutions, the Agency should increase its oversight and support of TREx users in addition to improving its methodology. Specifically, the Agency should:

➢ Communicate directly with registrars who transfer student records. Some of the Agency's previous communications about TREx never reached the school registrars who use TREx.

➢ Encourage registrars to receive TREx training. Registrars at 15 schools, or 58 percent of the 26 schools that auditors visited, indicated that they were dissatisfied with the quality and completeness of the training received, and 12 survey responses, or 6 percent of 193 registrars surveyed, stated they had training.

➢ Increase its coordination and communication with the Higher Education Coordinating Board and high schools to increase the use of TREx for submitting transcripts and providing test scores that many higher education institutions need to process admissions applications.

➢ Provide additional technical and administrative support to TREx users. Many schools reported common problems that discouraged them from using TREx. These included problems with obtaining and using scanners and TREx software; a lack of coordination of support resources at the region, school district, and Agency levels; and a lack of coordination with student information system vendors to encourage automation of the process of importing and exporting student records.

In addition, the Agency adhered to most applicable federal and state statutes and applicable rules regarding data confidentiality; however, it should improve its access controls over TREx. Auditors reviewed a sample of TREx user accounts and determined that 13 percent were unnecessary accounts and 10 percent were accounts assigned to former employees, which increases the risk of unauthorized exposure of confidential student information stored in TREx or other Agency systems.

Summary of Management's Response

The Agency agreed with the recommendations in this report.

Summary of Objectives, Scope, and Methodology

The objectives of this audit were to determine whether TREx:

➢ Is being used by selected school districts, open-enrollment charter schools, and higher education institutions as intended.

➢ Meets standards approved by the Commissioner of Education and the Commissioner of Higher Education.

➢ Adheres to applicable federal and state statutes regarding data confidentiality and applicable Agency rules.

The scope of this audit covered the processes and controls that the Agency used to administer TREx in April 2010 and the transactions in TREx from September 2009 through April 2010.

The audit methodology included interviewing Agency personnel; interviewing registrars who transfer student records and transcripts at several schools across Texas; interviewing Higher Education Coordinating Board staff who coordinate the use of TREx; interviewing staff supporting the Standardization of Postsecondary Education Electronic Data Exchange (SPEEDE) system at the University of Texas at Austin; surveying 304 registrars about their use of TREx; visiting 26 schools to observe TREx being used; surveying 10 higher education institutions about their use of transcripts received through TREx; reviewing the Agency's documentation related to TREx; analyzing TREx transactions from September 2009, through April 2010; reviewing the Agency's processes, policies, and procedures for TREx; observing the Agency's data center; reviewing TREx system and software configuration documents; and reviewing TREx system controls.

Auditors also identified other less significant issues that were communicated separately in writing to the Agency.

Contents

Detailed Results

The Agency Should Improve Its Administration of Schools' Use of TREx to Encourage More Schools to Fully Use TREx to Transfer Student Records

The Texas Education Agency (Agency) should improve its administration of the Texas Records Exchange (TREx) system to increase public school districts' and open-enrollment charter schools' (schools) participation in TREx. Specifically, the Agency's methodology for reporting participation levels in TREx is not sufficient to identify schools that are not using all features of TREx as intended. By improving its administration of and assistance to the schools that are not fully participating in TREx, the Agency could help many schools reduce the costs associated with the transfer of student records.

Chapter 1-A
The Agency's Methodology for Determining Schools' Participation in TREx Is Insufficient

The Agency does not sufficiently identify schools that are not using TREx capabilities on a consistent basis to transfer student records and transcripts. Without a reliable and accurate measurement of participation in TREx, the Agency cannot administer TREx as intended by the Texas Education Code. For example, in March 2010, the Agency reported that approximately 91 percent of schools participated in TREx; however, the Agency's methodology for calculating this percentage considered a school to be participating if it sent at least one student record using TREx during the prior year.

Texas Education Code, Section 7.010, mandates that "each school district, open-enrollment charter school, and institution of higher education shall participate in an electronic student records system." However, the Agency has not defined what constitutes "participation" by a school or higher education institution. Instead, the Agency used multiple methodologies to develop reports on the statewide use of TREx. These included:

- Performance reports that calculated <u>participation</u> as the percentage of all <u>schools</u> in Texas that submitted at least one transaction in TREx during the prior year.

- Performance reports that calculated <u>participation</u> as the percentage of all school <u>districts</u> in Texas in which at least one TREx user submitted at least one transaction in TREx during the prior year.

- Administration reports that calculated <u>non-participation</u> as the number of <u>schools</u> whose transactions in TREx were less than 5 percent of their enrollment during the prior year.

- Administration reports that calculated <u>non-participation</u> as the number of school <u>districts</u> containing schools having zero transactions in TREx during the prior year.

Because the Agency used differing methodologies to determine participation rates, the results are not consistent. For example, the Agency has focused on encouraging one large school district to use TREx more frequently. However, this school district is considered a participating school district in some reports and a non-participating school district in others.

In addition, none of these methodologies compared the number of students transferred to or from each school or school district with the total number of records transferred using TREx, which would provide a more accurate baseline for determining schools' participation in TREx. The Agency collects student enrollment and transfer data in its Personal ID Enrollment Tracking (PET) system, but it does not use this information to help identify the number of student records that could be processed through TREx. The Agency used this data to estimate the number of student transfers for a single school district; however, it has not done this on a statewide basis as part of its administration of TREx.

Some schools reported that they did not use all TREx capabilities as intended. Auditors received 193 responses from a survey of 304 school registrars across Texas; auditors also visited 26 schools to determine whether schools were participating in TREx and using all the system's capabilities on a consistent basis. (See Appendix 2 for complete survey results.) While some registrars reported that they had access to TREx, they did not use it to send and receive student records electronically as intended by the Texas Education Code. The Agency's methodology for calculating participation in TREx may not adequately capture this. For example:

- Of the 193 school registrar survey responses auditors received, 117 (approximately 61 percent) stated they sent some student records or transcripts manually, and 16 (approximately 8 percent) indicated that they did not use TREx at all to transfer student records.

- Twenty-eight school registrars commented on the survey that they would likely use TREx more often to send student records and transcripts if more schools participated in it. Of the 26 schools auditors visited, 10 (38 percent) did not use TREx to transfer student records.

- The registrar at one school auditors visited used TREx only to reject records requests received from other schools, opting to fax student records instead.

While visiting schools, auditors noted several reasons schools may not be using all TREx features. These included:

- Inadequate communication and training from the Agency on the use of TREx. (See Chapter 2 for additional details.)

- A lack of technical and administrative support from the Agency for the software and hardware used to process record transfers in TREx. (See Chapter 5 for additional details.)

If the Agency improves its definition of and processes for identifying non-participation, it could better administer TREx and follow up with schools that are not using TREx on a consistent basis to transfer student records and transcripts. For example, while Agency management stated that they planned to send letters to schools identified as not participating in TREx, as of May 2010, two years after it began requiring schools to use TREx, it had developed a follow-up letter for only one school district the Agency had identified as a non-participant. (See Appendix 4 for a list of the school districts and charter schools that infrequently sent records using TREx.)

In addition, the Agency does not have documented policies or procedures for identifying schools that do not participate in TREx. Developing and implementing documented policies and procedures, including procedures for contacting non-participating schools, could help the Agency encourage members of a school's leadership, such as school board members and superintendents, to be are aware that the school is not using TREx to transfer student records and that using TREx may help the schools to reduce the costs associated with transferring student records.

Recommendations

The Agency should:

- Define what constitutes "participation" by a school or higher education institution and develop and implement a single methodology that sufficiently identifies schools that are not fully using TREx as intended.

- Reconcile student transfer totals to the number of records transferred in TREx.

- Develop and implement written policies and procedures for identifying and contacting schools that are not participating in TREx. This should include developing procedures to (1) encourage the schools the Agency identifies as either not participating in the use of TREx or as not using all of the system's capabilities to use TREx on a consistent basis and (2) notify the appropriate registrars, school district superintendent, school

board members, and/or other school leadership of the school's performance.

Management's Response

TEA agrees with the recommendation. The Agency currently has a very conservative view of non-participation at the district level, which is that no records have been sent or received in the preceding twelve months. The Agency will work to implement a single methodology to identify schools that are not using the system as intended. This project is to be completed within the next three months. The contact person is the Director of Enterprise Data Management.

The Agency agrees with the recommendation to reconcile student transfer totals to the number of records transferred in the TREx system. TEA currently has reports that identify the number of records sent and received through the system at the campus and district level. However, these counts are not linked to the student enrollment and withdrawal information reported by districts through the PET system. The agency will develop reports comparing the number of records sent and received through TREx relative to the number of enrollments and withdrawals. This project is to be completed within the next three months. The contact person is the Director of Enterprise Data Management.

The Agency agrees with the recommendation to develop and implement written policies and procedures for identifying and contacting schools that are not participating in TREx. This project is to be completed within the next three months and will include procedures for encouraging schools to use the system on a consistent basis as well as notifying registrars, campus administrators, and superintendents of the school's performance. The contact person is the Director of Enterprise Data Management.

In addition, on October 12, 2010 the Agency sent letters to 26 districts that neither requested nor received any student records through TREx in the previous twelve months, notifying them that the district was not in compliance with TEC 7.010. The latest version of the application, scheduled to be deployed this month, will automatically send a report to superintendents, principals, and district TREx Coordinators identifying any requests for records not fulfilled within ten days.

By Improving Schools' Participation in TREx, the Agency Could Help Schools to Reduce the Costs Associated with Transferring Student Records

The Agency has opportunities to help schools reduce costs by transferring more student records using TREx. Auditors obtained time-savings estimates from registrars that indicated using TREx saved between 2 and 20 minutes per record sent during the 2009-2010 school year when compared to the methods those schools previously used to transfer student records. On average, these registrars' estimates indicated that using TREx to transfer student records saved approximately 10 minutes per record. However, it is important to note that the large degree of variation in the time-savings estimates and the large number of schools in Texas make it difficult to reliably calculate the exact time and costs saved by using TREx.

TREx processed more than 276,000 student records from September 2009 through March 2010. The Agency provided information indicating that school registrars' salaries averaged $18.62 per hour. Because the school registrars are likely to be responsible for transferring student records, the potential cost savings to schools could increase in the future if more registrars consistently used TREx to transfer these records.

Of the 177 registrars surveyed, 95 (54 percent) responding to one survey question stated that they either strongly agreed or somewhat agreed that using TREx reduces the time it takes to exchange student records. Additionally, 105 (59 percent) of 177 responding to a different survey question stated that they either strongly agreed or somewhat agreed that using TREx reduces the costs associated with transferring student records.

Recommendation

The Agency should develop and distribute information informing the schools about the benefits of using TREx and the potential savings in time.

Management's Response

TEA agrees with the recommendation to develop and distribute information to schools concerning the benefits of using TREx and the potential savings in time. This information will be included in the written policies and procedures described in Chapter 1-A to encourage schools to use the system on a consistent basis.

The Agency Should Improve Its Communications with and Training Provided to TREx Users

The Agency has provided information to schools about the statutory requirement that they participate in TREx to transfer student records and transcripts. In addition, it has implemented training on the use of TREx. However, the Agency should improve the effectiveness of its communication and training efforts by ensuring that all registrars responsible for transferring student records (TREx users) receive critical information about TREx and adequate training on how to use the system.

The Agency should communicate directly with TREx users.

The Agency should improve its administration of TREx by communicating directly with school registrars who use TREx. Instead of communicating with school registrars, the Agency previously sent multiple letters to school district superintendents and regional TREx coordinators. The Agency sent two of those letters to all school administrators in July 2008 and September 2008, indicating that Texas Education Code, Section 7.010, requires all schools to participate in TREx by using that system to exchange student records and send transcripts. However, auditors determined that 10 (38 percent) of the 26 school registrars at the schools visited were not using all capabilities of TREx on a consistent basis to transfer student information. This indicates a need for the Agency to provide additional communications on TREx to encourage schools to participate as intended by the Texas Education Code.

Some of the Agency's critical communications regarding TREx discussed above never reached the TREx users at the schools. For example, the registrar at one school that auditors visited indicated that she was not aware that schools were required to participate in TREx and had not received any training to prepare her to use TREx. This registrar began using TREx in April 2010, approximately 2 years after the Agency approved TREx for use by all Texas schools. Although this is a single incident that may not be representative of the Agency's communications to TREx users at other schools, it demonstrates that the Agency's previous methods of communication have not always been effective in communicating critical information about the system to all TREx users. To improve participation and help schools realize possible cost savings, the Agency should develop and implement additional methods for communicating with TREx users in the approximately 8,600 school campuses in Texas.

The Agency should improve its administration of TREx training.

The Agency implemented a "train-the-trainer" model for TREx. Under this model, the Agency provided training materials to the Agency's regional offices that were responsible for training employees in the school district offices, and the school district offices were responsible for training the

registrars at the individual schools. However, the administration of this training did not provide all school registrars who would use TREx with the training they needed to transfer student records using TREx. Specifically:

- Registrars at 15 (58 percent) of the 26 schools that auditors visited stated they were not satisfied with the quality and completeness of the TREx training they had received. It should be noted that 12 (80 percent) of the 15 registrars expressing dissatisfaction with the TREx training were at schools that were not participating in TREx as intended by the Texas Education Code. This indicates that inadequate training may be a significant reason some schools are not using TREx.

- Twelve (6 percent) of the 193 registrars responding to a survey about their use of TREx stated that they had not received any training on using TREx. Additionally, the survey asked respondents to provide suggestions that would encourage them to use TREx more often. Of the 128 comments received to this request,[1] 13 respondents, or 10 percent, indicated that TREx training was inadequate.

In addition to the "train-the-trainer" model, the Agency developed an extensive Web-based training program that includes written procedures, sample transactions, and instructional videos to explain how to use TREx to transfer and receive student records and transcripts. This training program is available at http://ritter.tea.state.tx.us/trex/training.html; however, school registrars at 4 (15 percent) of the 26 schools that auditors visited, including three schools from one school district, stated that they did not know about these online training materials.

Recommendations

The Agency should:

- Communicate directly with registrars at the beginning of each school year about Texas Education Code requirements to use TREx for transfers of student records and transcripts and about other issues that are critical to the success of TREx.

- Upon completion of each training course, evaluate the completeness and quality of TREx training provided by the regional and school district offices. If problems are identified with the quality, completeness, or effectiveness of a training course, the Agency should offer additional support services to the affected TREx users.

- Use its online training modules to retrain TREx users, and encourage all TREx users to complete this online training.

---

[1] A total of 193 registrars responded to auditors' survey, but only 128 chose to respond to this voluntary question.

Management's Response

The Agency agrees with the recommendation to communicate directly with registrars regarding the requirement to use TREx. TEA sent a letter to district superintendents on September 20, 2010 concerning the requirements to use the system and forwarded a copy to campus administrators and registrars on October 1st. The letter included information on where to find the TREx Data Standards, the TREx User Guide and video tutorials on the Agency Web site, and how to obtain support from the TREx Help Desk, and from the Education Service Centers.

TEA does not have information on the TREx training schedule or participants at the Education Service Centers, and the Agency does not have the authority to evaluate staff training by school districts. However, the Agency will conduct a survey of registrars annually regarding the training they have received on TREx, and their satisfaction with the training provided by their Education Service Center. The results of the survey will be provided to the Service Center and to the campus and district administrators. All registrars will receive information on the TREx video tutorials on the agency website. This project is to be completed in the next six months. The contact person is the Director of Enterprise Data Management.

The Agency agrees with the recommendation to use it's online training modules to retrain TREx users and encourage all users to complete the online training. Information on the video tutorials was included in the letter forwarded to all registered TREx users on October 1, 2010. In addition, TEA will add a link from the TREx application to the user documentation and video tutorials on the TREx web site. The Agency will then send an announcement letter to all registrars encouraging them to complete the online training. This project is to be completed within the next six months. The contact is the Director of Enterprise Data Management.

The Agency Should Increase Its Coordination with the Higher Education Coordinating Board and Communication with High Schools to Increase the Use of TREx for Submitting Transcripts

---

Transcripts in TREx

TREx generates official high school transcripts in an electronic format for students who wish to apply for admission at higher education institutions. The form of this electronic transcript was reviewed and approved by the Commissioner of Education and the Commissioner of Higher Education as required by Texas Education Code, Section 7.010. Some of the information required to be transmitted to higher education institutions includes a student's:

- First, middle, and last names.
- Academic year.
- Listing of courses.
- Coursework completion dates.
- Date of graduation.

Once registrars submit this information for a student at their school, TREx transfers an electronic transcript to the Standardization of Postsecondary Education Electronic Data Exchange (SPEEDE) system, which is a system used to exchange electronic transcripts between higher education institutions in North America. The SPEEDE system then delivers the electronic transcripts to the appropriate higher education institution. The SPEEDE system is maintained by the University of Texas at Austin and was not reviewed as a part of this audit.

The Agency can help increase the number of transcripts that high schools electronically transfer through TREx to higher education institutions to make TREx the primary method for transferring transcripts. The Agency should increase its coordination with the Higher Education Coordinating Board and improve its communication with the high schools to increase the use of TREx for transferring transcripts, as intended by Texas Education Code, Section 7.010 (see text box).

However, some high schools do not submit student transcripts electronically through TREx and some higher education institutions do not accept electronic transcripts sent through TREx. For example, 6 (67 percent) of the 9 high schools that auditors visited did not use TREx to submit transcripts to higher education institutions. Registrars at two of those high schools stated that they did not use TREx to send transcripts because they had not received requests for transcripts from the higher education institutions through TREx. However, TREx was not designed to generate these requests. Instead, the Agency directs users to send electronic transcripts each time a student or a parent requests that a transcript be sent to a higher education institution. In addition, 7 (15 percent) of the 46 high school TREx users responding to auditors' survey indicated that they had never sent transcripts electronically using TREx.[2]

The Agency's transcript reports indicate that 102 (74 percent) of the 137 public higher education institutions and campuses registered with the Higher Education Coordinating Board[3] had received at least one electronic transcript from a high school through TREx from September 2007[4] until March 2010. However, 35 higher education institutions (26 percent) had not received any transcripts and 72 higher education institutions (53 percent) had received fewer than 50 transcripts through TREx during this 31-month period (see Table 1 on the next page).

---

[2] A total of 193 registrars responded to this survey, but only 46 high school registrars answered the question regarding use of TREx to send transcripts.

[3] According to the Higher Education Coordinating Board, a total of 137 public higher education institutions and campuses are registered to receive transcripts through TREx. See Appendix 3 for a complete list of these institutions and the number of transcripts that each has received through TREx.

[4] The Agency made TREx available for use in September 2007, but it did not require schools to participate until May 2008.

Table 1

Transcripts Transferred to Texas Higher Education Institutions using TREx September 2007 through March 2010		
Number of Transcripts	Number of Higher Education Institutions	Percentage of All 137 Registered Public Higher Education Institutions in Texas [a]
None	35	26%
1 or more	102	74%
0 to 49	72	53%
50 or more	65	47%
[a] These are higher education institutions and campuses that are registered with the Higher Education Coordinating Board to receive transcripts through TREx.		

Source: Unaudited reports from the Agency on the number of transcripts transmitted through TREx.

As Table 1 indicates, the Agency has not yet established TREx as the primary method for transferring transcripts. (See Appendix 3 for a complete list of the number of transcripts received by public higher education institutions in Texas.)

High school registrars who do not use TREx's automated processes for generating transcripts may face increased costs for the administration, labor, copier maintenance, paper, postage, and other supplies needed to generate traditional paper transcripts. (See Chapter 1-B for more information on the potential cost savings associated with schools' use of TREx.)

The Agency should increase its coordination with the Higher Education Coordinating Board to encourage more higher education institutions to accept transcripts from TREx.

> **Higher Education Institutions**
>
> High school registrars and counselors who use TREx can generate electronic transcripts for graduating students. The TREx users can then electronically distribute the transcripts to selected higher education institutions or campuses. These higher education institutions could include:
>
> - Public universities.
> - Independent universities.
> - Community colleges.
> - Public health-related institutions.
> - Independent health-related institutions.
> - Technical college systems.
> - State colleges.
> - Junior colleges.
> - Independent chiropractic institutions.
> - Institutions outside of Texas.

The Higher Education Coordinating Board sent a letter to all Texas public higher education institutions in June 2008 informing them that it expected the higher education institutions to be exchanging electronic transcripts and that it will verify that all higher education institutions are capable of receiving electronic transcripts through TREx. (See text box for a description of the types of higher education institutions that can receive transcripts through TREx.) The Higher Education Coordinating Board stated that it subsequently contacted some higher education institutions that it determined not to be accepting transcripts via TREx. By coordinating its efforts to encourage schools' participation in TREx with the Higher Education Coordinating Board's efforts to encourage higher education institutions to accept transcripts submitted through TREx, the Agency may improve utilization of TREx for transferring transcripts among all stakeholders.

One of the 10 higher education institutions that auditors surveyed stated that it did not accept electronic high school transcripts submitted through TREx. This higher education institution stated that it was

implementing a student information system that would automatically import student records from transcripts received through TREx; however, the higher education institution had not implemented that system as of May 2010. A second higher education institution indicated that it began accepting transcripts through TREx in August 2009, approximately 15 months after the Agency required schools to use TREx to send transcripts. If higher education institutions do not accept electronic transcripts submitted by high schools through TREx, the high schools may be prevented from fully utilizing TREx to send transcripts.

Some electronic transcripts sent through TREx do not include needed test scores. Three of the four community colleges that auditors surveyed received transcripts via TREx, but they indicated that they had experienced problems obtaining the Texas Assessment of Knowledge and Skills (TAKS) test scores on those transcripts. This may be a reason some community colleges do not request or accept more transcripts sent through TREx. TREx is capable of collecting TAKS test scores and scores for other standardized tests and including those test scores in the electronic transcripts. However, the Agency has not made TAKS test scores a required component of the electronic transcript form used by TREx or taken actions to encourage the high schools to send test scores through TREx.

TAKS tests are administered by an Agency contractor that sends the scores back to the high schools in the form of physical labels to be attached to the back of hard copies of a student's transcript. Schools may omit TAKS results when sending transcripts electronically through TREx because the information on these labels is not available to the schools in an easily accessible electronic format. If scores are not included on a transcript, some higher education institutions may deem that transcript to be inadequate for admissions purposes. In addition, open-enrollment community colleges need TAKs scores to determine whether a student meets the graduation requirements for the Texas Success Initiative and whether the student is eligible to enroll in dual credit courses.

In contrast, the hard copy transcripts that high schools mail to higher education institutions often include copies of TAKS scores, as well as scores from other standardized tests such as the ACT and the SAT college entrance exams.

Recommendations

The Agency should:

- Identify schools that have graduating seniors but do not submit transcripts using TREx and follow up with schools that may not be using the system as intended.

- Develop procedures for regularly informing the Higher Education Coordinating Board of (1) higher education institutions that it identifies as not accepting electronic transcripts submitted through TREx and (2) the need to notify the administration of those higher education institutions that they are not in compliance with Texas Education Code, Section 7.010.

- Provide additional training to TREx users on using the system to submit transcripts to higher education institutions.

- Provide statewide assessment scores, such as TAKS scores, to higher education institutions. This could be done either by requiring schools to submit test scores on transcripts sent through TREx, or by the Agency developing and implementing a process that would extract the test scores from the State's assessment database and transmit the scores along with a TREx transcript to higher education institutions.

- Consider partnering with the ApplyTexas.org online application to generate a transcript request in TREx each time a student at a Texas public school applies to a Texas higher education institution through that site.

Management's Response

The Agency agrees with the recommendation to identify schools that have graduating seniors but do not send transcripts through TREx, and follow up with those schools that may not be using the system as intended. This will be included in the written policies and procedures to encourage schools to us TREx on a consistent basis, described in Chapter 1-A.

TEA agrees with the recommendation to develop procedures for regularly informing the Texas Higher Education Coordinating Board of institutions of higher education identified as not accepting high school transcripts sent from TREx, and about the need for THECB to notify those institutions that they are not in compliance with Texas Education Code, Section 7.010. TEA will work with THECB to develop these procedures within the next six months. The contact is the Director of Enterprise Data Management.

The Agency generally agrees with the recommendation to provide additional training to TREx users on submitting transcripts to institutions of higher education through TREx. There is already a video tutorial on the TREx web site concerning how to send transcripts to an institution of higher education. However, TEA will make this training more visible through links from the TREx application as described in Chapter 2.

The Agency agrees with the recommendation to provide TAKS scores to institutions of higher education. TEA plans to modify TREx this year to extract a student's exit level TAKS scores from the Student Assessment Data Portal and forward these electronically when a registrar sends the student's

transcript to an institution of higher education. TEA believes the fact that many schools do not populate TAKS scores electronically when records are sent to an institution of higher education is the principal reason why some institutions continue to request paper transcripts. This project is to be completed within the next nine months. The contact is the Director of Enterprise Data Management.

The Agency agrees with the recommendation to consider partnering with THECB on the ApplyTexas.org application to generate a transcript request in TREx each time a student at a Texas public school applies to a Texas higher education institution through that site. TEA is currently working with a representative from the THECB on the Rider 51 Workgroup to identify a possible interface between the College for All Texans Web Portal pilot and TREx that would allow a student to generate a transcript request electronically from within the portal. Once developed, the same capability could be used with Apply Texas. TEA will consult with THECB on this interface within the next three months. The contact is the Director of Enterprise Data Management.

The Agency Generally Complied with Statutes and Rules Regarding Data Confidentiality; However, It Should Strengthen Its Access and Physical Controls Over TREx

TREx adheres to most applicable federal and state statutes and applicable rules regarding data confidentiality. Weaknesses in the Agency's controls over accessing TREx increase the risk of unauthorized access to confidential student information. Specifically:

- Of 15,635 users with access to TREx as of April 5, 2010, 6,364 did not send any student records over a seven-month period from September 2009 through March 2010. This overlaps two periods of high activity in TREx for most schools: in the fall of each year as students enroll in new schools and again at the beginning of each year when graduating high school students apply for admission to higher education institutions. TREx users who did not send any student records over the period that auditors reviewed may not require access to TREx. The Agency could address this by disabling accounts after a period of inactivity to reduce security threats.

- Auditors reviewed 30 TREx users, including each of the 7 users with administrative access to the system in May 2010. All seven users with administrative access were current employees and had a valid business need for administrative access to TREx. However, the Agency did not sufficiently restrict the access of some other users. These included:

  - Three users, or 10 percent of those reviewed, who were not current employees. One user left employment in February 2008, the second in June 2009, and the third in September 2009.

  - Four users, or 13 percent of those reviewed, who did not require access to TREx. Specifically, three of these users were in positions that did not use TREx, and the Agency never approved one user's access form.

- Some TREx users also have access to other Agency systems containing confidential student information through the same user name and password. As a result, weaknesses in the Agency's access to TREx could also affect access to other Agency systems. For example, five users whom auditors selected for their survey were not current school employees, yet they had access to TREx and other critical Agency systems. Auditors were not able to contact these individuals and called each school district to verify that they were no longer employed. In addition, two of these user accounts were accessed after the users separated from employment.

- Auditors reviewed Agency employees' access to TREx databases containing confidential student information and determined that two employees share a user account. If an error were to occur in updating or

modifying the TREx databases, the Agency may not be able to determine which employee was responsible for that error.

▪ Auditors reviewed the access to the operating systems running on five TREx servers and identified a total of five former Agency or contractor employees whose access was not appropriately removed. These 5 employees represent approximately 8 percent of the 65 users reviewed. Four of these individuals worked for IBM and had completed their assignments on the data center consolidation project (see text box). One of these former IBM employees' assignment to the Agency ended in October 2008,

> **State Data Center Consolidation**
>
> The Texas Education Agency (Agency), along with other state agencies, is included in a data center consolidation project through the Department of Information Resources' contractor, IBM (See *An Audit Report on the Department of Information Resources and State Data Center Consolidation*, State Auditor's Office Report No. 09-051, August 2009 for additional details.)
>
> At the time of this audit, IBM was managing processing and storage for TREx. In August 2010, the Department of Information Resources announced its intention to rebid these services. IBM employees required access to some TREx servers as a result of their responsibilities, and auditors included some of their user accounts in the scope of this audit.

about 18 months prior to when auditors conducted this review in April 2010.

Title 1, Texas Administrative Code, Section 202.25, states that agencies should ensure authorized use by managing access to information resources, and by uniquely identifying each user of information resources. Without these controls, the Agency faces increased risks that confidential student information could be inappropriately exposed or modified.

The Agency should address control weaknesses at its data center. Auditors noted issues at the Agency's data center that could expose TREx to environmental risks such as power outages and elevated temperatures. Specifically, the Agency's data center is maintained at a warm temperature of approximately 86 degrees, despite efforts to cool the data center with an additional air conditioning unit and portable fans. The data center also lacks an alternate source of power, such as a generator, that could be used to keep its systems operating in the event of a power failure. It is important to note that the Agency is included in the state data center consolidation effort through the Department of Information Resources. All of the Agency's servers are planned to be consolidated into a new data center that is shared with multiple state agencies. This move was planned for December 2009, but it had been delayed and had not occurred at the time that auditors reviewed the controls over TREx in April 2010.

Recommendations

The Agency should:

- Develop a methodology for identifying and disabling or removing inactive and unnecessary user accounts in TREx on a timely and regular basis.

- Develop procedures to remove access for users at school districts and open-enrollment charter schools who are no longer employees or who no longer require access to TREx.

- Discontinue the practice of sharing user accounts.

- Either work with the Department of Information Resources to move its servers into the state data center as soon as possible or continue efforts to maintain an adequate climate-controlled environment in its own data center.

Management's Response

The Agency agrees with the recommendation to develop a methodology for identifying and disabling or removing inactive and unnecessary user accounts in TREx on a timely basis. TEA has corrected the user access to TREx for those 18 users identified during the audit who no longer require access to the application. In addition, the Agency is working on an account terminator process that will revoke TEASE accounts that have not been accessed for a period of time. This project is scheduled to be finished by December 31, 2010. The contact is the Director of IT Operations.

The Agency agrees with the recommendation to develop procedures to remove access for users at school districts and open enrollment charter schools who are no longer employees or who no longer require access to TREx. The Agency will institute an annual verification of all TREx logon id's to begin no later than July 1, 2011. The contact is the Director of IT Operations.

TEA agrees with the recommendation to discontinue the practice of sharing accounts. Individual accounts will be created for TEA database administrators who will discontinue the practice of using shared accounts. TEA will request that Team for Texas configure the servers to require individual logins when privileged access is needed. This will be completed by December 31, 2010. The contact is the Director of IT Operations.

The Agency agrees with the recommendation to continue efforts to maintain an adequately climate controlled environment in its own data center until the servers can be moved into the state data center. The Texas Facility Commission (TFC) completed work on the Stephen F. Austin AC chillers that have helped stabilize the fluctuating temperatures with the cold water

supporting the AC units. This work was completed in June 2010 and has helped maintain a steady flow of chilled water that has stabilized the temperatures in the data center.

TEA has an environmental monitoring system to notify staff if there is temperature or other issues in the data center. The system monitors 22 locations for temperature readings, humidity, and air flow. Alerts are sent to TEA staff and TFC staff if set thresholds are reached and TFC dispatches staff to check out the data center AC units.

The temperature threshold was adjusted to 60 degrees for the air temperature underneath the raised floor after the TFC completed work on the chillers in June 2010. If the temperature hits or exceeds 60 degrees, the analyst and TFC are notified.

Many TREx users report having similar problems that discouraged them from fully using TREx. If the Agency can help schools and higher education institutions reduce or eliminate these problems, schools may increase their use of TREx to transfer student records and transcripts, saving additional time and money (see Chapter 1-B for more information about the time-savings analysis). The Agency developed TREx to accept electronic scans of hard-copy documents. But TREx users that auditors contacted frequently stated they experienced problems related to difficulties using the TREx software and related hardware, including scanners, and a lack of administrative support to resolve those problems. For example:

▪ Users reported having difficulty obtaining support for problems using the TREx software on their computers. TREx users at 9 (35 percent) of the 26 schools that auditors visited reported problems obtaining help desk support for software-related problems with TREx and student information systems. The Agency maintains a TREx help desk, but additional support may be available at regional offices, school district offices, and at schools. However, the Agency has not established responsibilities among these resources for the support of TREx and its users. Without a coordinated support strategy, the Agency cannot direct TREx users to the assistance they need to resolve problems that may be preventing or limiting their ability to fully use TREx.

▪ Users reported having difficulty scanning paper-based student records in order to send them electronically using TREx. Users at 10 (38 percent) of the 26 schools auditors visited described difficulties they had with scanning documents to send in TREx, including 9 users who auditors determined were not consistently using all TREx capabilities. Additionally, auditors' survey of registrars asked respondents to provide suggestions for encouraging schools to use TREx more often. Of the 128 comments received[5], 18 respondents, or 14 percent, stated they had experienced difficulty scanning documents to attach to student records. These difficulties included lack of availability of a scanner, too much time required to scan student information, and unclear scanning procedures.

Some schools do not store all student records electronically. For example, elementary schools can maintain letter grades in physical grade books, and some special-needs assessments can be kept in paper form to document the unique nature of those special needs. Because of this, it is important that TREx allow users to easily scan documents containing student information that may not be in an electronic format.

---

[5] A total of 193 registrars responded to auditors' survey, but only 128 responded to this question.

The Agency should also help schools resolve other technical issues related to using TREx by providing additional information about which student information systems are the most compatible with TREx. The Agency developed TREx with the ability to <u>receive</u> student records and transcripts from student information systems in a standard format. Student information systems are intended to directly export student records in this format for transfer into TREx. Auditors observed this process working successfully at 10 of the schools visited and verified that required data elements were accurately extracted at each of those schools.

Schools that have implemented such systems may save time <u>sending</u> student records when compared to a manual process because they may not have to physically retrieve records from filing cabinets, make photocopies of student records, fax student records, or pay postage. (See Chapter 1-B for additional information on time and cost savings related to the use of TREx.) Registrars using TREx to send student records may also reduce the risk of unintended exposure of confidential student information because electronic records are encrypted and less likely to be accidentally misplaced or left on a desk, inbox, or fax machine.

In addition to identifying student information systems that can directly export student records in the standard format for transfer into TREx, the Agency should also help schools automate the records transfer process by providing a list of student information systems that can <u>receive</u> student records in the standard format TREx uses. Student information systems that have this type of functionality could reduce or eliminate the need for registrars to enter the data into a student information system, reducing the potential for errors in the student records.

By providing a list of student information systems that are compatible with TREx, the Agency may help schools select systems that increase the number of records and transcripts sent through TREx. At the time of this audit, the Agency was developing a system for storing student information that it planned to share with schools as an alternative to other student information systems. By including import and export features that are compatible with TREx, the Agency could help some schools increase participation in TREx and realize additional time and cost savings.

Recommendations

The Agency should:

- Establish responsibilities for TREx support across the Agency help desk, regional offices, school district offices, and schools, and provide TREx users with a list of available support resources, including resources for users to obtain support for scanning documents to send through TREx.

- Publish on the Agency's Web site a list of the vendors that offer student information systems with import and export functionalities.

- Include the ability to import and export TREx records in the requirements for the state-sponsored student information system that the Agency is developing.

Management's Response

TEA agrees with the recommendation to establish responsibilities for TREx support across the Agency help desk, regional offices, district offices and schools, and provide users with a list of available support resources. The Agency will develop guidelines for users regarding who to contact for various types of support related to sending education records electronically. This information will be posted on the TREx web site with a link from the TREx application. The project is to be completed within the next three months. The contact is the Director of Enterprise Data Management.

TEA generally agrees with the recommendation to publish on the Agency's web site a list of vendors that offer student information systems with import and export functionalities. House Bill 1705 from the 81st legislative session requires the Department of Information Resources to develop a cooperative contract for student information system software. Based on the responses provided to DIR, if there are any vendors that provide import as well as export capability, the Agency will publish this information on the TREx web site within two months of the cooperative contract being implemented. The contact is the Director of Enterprise Data Management.

The Agency agrees with the recommendation to include the ability to export TREx records in the requirements for the state sponsored student information system. This project is to be completed within the next six months. The contact is the Project Manager for the Statewide District Information Systems Services Division.

Appendices

Objectives

The objectives of this audit were to determine whether the Texas Education Agency's (Agency) Texas Records Exchange (TREx) system:

- Is being used by selected school districts, open-enrollment charter schools, and higher education institutions as intended.

- Meets standards approved by the Commissioner of Education and the Commissioner of Higher Education.

- Adheres to applicable federal and state statutes regarding data confidentiality and applicable Agency rules.

Scope

The scope of this audit covered the processes and controls that the Agency used to administer TREx in April 2010, as well as transactions in TREx from September 2009 through April 2010.

Methodology

The audit methodology included interviewing Agency personnel; interviewing registrars who transfer student records and transcripts at several schools across Texas; interviewing Higher Education Coordinating Board staff who coordinate the use of TREx; interviewing staff supporting the Standardization of Postsecondary Education Electronic Data Exchange (SPEEDE) system at the University of Texas at Austin; surveying 304 registrars about their use of TREx; visiting 26 schools to observe TREx being used; surveying 10 higher education institutions about their use of transcripts received through TREx; reviewing the Agency's documentation related to TREx ; analyzing TREx transactions from September 1, 2009, through April 5, 2010; reviewing the Agency's processes, policies, and procedures for TREx; observing the Agency's data center; reviewing TREx system and software configuration documents; and reviewing TREx system controls.

Information collected and reviewed included the following:

- TREx data standards approved by the Commissioner of Education and the Commissioner of Higher Education.

- Transactions in TREx from September 1, 2009, through April 5, 2010.

- User account information and configuration documents for TREx software, servers, and databases.

- TREx usage and monitoring reports.

- SPEEDE reports on transcripts transferred from TREx from September 1, 2007, through March 17, 2010.

- Logs and documentation for software updates applied to TREx.

- Security policies for TREx.

- Letters that the Agency sent to schools regarding expected participation in TREx.

Procedures and tests conducted included the following:

- Analyzed TREx transactions from September 1, 2009, through April 5, 2010.

- Visited 26 schools in 8 school districts to determine whether TREx was being used as intended.

- Surveyed 304 registrars at schools regarding their use of TREx.

- Surveyed 10 higher education institutions about their receipt of transcripts that schools submitted through TREx.

- Assessed the general control environment surrounding TREx for compliance with federal and state statutes regarding data confidentiality.

- Tested access to TREx and related servers, operating systems, and databases.

- Tested key controls in TREx that verify the accuracy and completeness of student information that schools submit.

- Reviewed the interface used to exchange electronic transcripts between TREx and SPEEDE.

- Reviewed the encrypted connections that schools use to transfer student records to TREx.

Criteria used included the following:

- Texas Education Code, Section 7.010.

- Title 1, Texas Administrative Code, Chapter 202 (Information Security Standards).

- Health Insurance Portability and Accountability Act of 1996.

- Code of Federal Regulations, Title 45, Part 164.

- Federal Education Rights and Privacy Act.

- Code of Federal Regulations, Title 34, Part 99.

- *TREx Data Standards*, version 3.5.

- *TREx User Guide*, version 3.4.

Project Information

Audit fieldwork was conducted from December 2009 through August 2010. We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

The following members of the State Auditor's staff performed the audit:

- Kels Farmer, MBA, CISA (Project Manager)

- Ashlee Jones, MAcy, CGAP, CFE (Assistant Project Manager)

- Priscilla Garza

- Cyndie Holmes, CISA

- Barbette Mays, CICA

- Anca Pinchas, MS, MA, CPA

- Brian York

- Dennis Ray Bushnell, CPA (Quality Control Reviewer)

- Ralph McClendon, CISSP, CCP, CISA (Audit Manager)

Auditors surveyed 304 registrars at schools in Texas to obtain information about their experiences with the Texas Records Exchange (TREx) system. A total of 193 registrars responded to this survey, and the results are summarized in Table 2.

Table 2

Survey of TREx Users at Texas Schools	
Answer	**Number of Respondents**
Have you requested records using the TREx system?	
Yes	171 (88.6%)
No	5 (2.6%)
Not Applicable/This Is Not My Job Function	17 (8.8%)
Do Not Know	0 (0.0%)
Have you sent student records electronically using the TREx system?	
Yes	157 (81.3%)
No	16 (8.3%)
Not Applicable/This Is Not My Job Function	20 (10.4%)
Do Not Know	0 (0.0%)
Have you sent transcripts electronically using the TREx system? [6]	
Yes	76 (39.4%)
No	53 (27.5%)
Not Applicable/This Is Not My Job Function	64 (33.2%)
Do Not Know	0 (0.0%)
Do you send student records and/or transcripts manually?	
Yes	117 (60.6%)
No	76 (39.4%)
Not Applicable/This Is Not My Job Function	0 (0.0%)
Do Not Know	0 (0.0%)
Please select the source from which you received training on the TREx system.	
Regional Education Service Center	128 (66.3%)
District Office	48 (24.9%)
I have not received training	12 (6.2%)
Texas Education Agency Web Site	1 (0.5%)
Not Applicable	4 (2.1%)

[6] These percentages do not sum to 100 percent due to rounding.

Survey of TREx Users at Texas Schools	
Answer	Number of Respondents
What are the reason(s) that you send student records and/or transcripts manually, rather than use the TREx system to send student information?	
This optional survey question allowed respondents to select multiple answers. The most frequent selections included: ■ Twenty-three indicated a lack of equipment (such as scanners). ■ Eighteen indicated that using TREx takes too much time. ■ Fourteen indicated that their student information system does not create files that can be sent to TREx.	
What function(s) do you use the TREx system for?	
This optional survey question allowed respondents to select multiple answers. The most frequent selections included: ■ Eighty-nine indicated that they perform all functions with student records, including requesting, sending, receiving, and rejecting student records. ■ Thirty-eight indicated that they perform all functions with student records and send high school transcripts. ■ Eighteen indicated that they request, send, and receive student records.	
Have you used the Texas Education Agency's TREx Help Desk for assistance with using TREx?	
Yes	141 (79.7%)
No	36 (20.3%)
Not Applicable/This Is Not My Job Function	0 (0.0%)
Do Not Know	0 (0.0%)
Have you ever had to use your school district's help desk for assistance with using TREx?	
Yes	140 (79.5%)
No	36 (20.5%)
Not Applicable/This Is Not My Job Function	0 (0.0%)
Do Not Know	0 (0.0%)
If you send student records and/or transcripts manually, how often?	
Every Work Day	7 (6.0%)
Several Times a Day	0 (0.0%)
Weekly	28 (23.9%)
Monthly	82 (70.1%)
How often do you use the TREx system?	
Every Work Day	31 (17.5%)
Several Times a Day	5 (2.8%)
Weekly	78 (44.1%)
Monthly	63 (35.6%)

Survey of TREx Users at Texas Schools	
Answer	Number of Respondents
When did you start using the TREx system to <u>request</u> and/or receive student records?	
0 – 6 Months Ago	8 (4.5%)
6 – 12 Months Ago	37 (20.9%)
12 – 18 Months Ago	61 (34.5%)
18 – 24 Months Ago	66 (37.3%)
Not Applicable/I Haven't Used TREx	5 (2.8%)
When did you start using the TREx system to send <u>student records</u>?[7]	
0 – 6 Months Ago	8 (4.5%)
6 – 12 Months Ago	30 (16.9%)
12 – 18 Months Ago	57 (32.2%)
18 – 24 Months Ago	65 (36.7%)
Not Applicable/I Haven't Used TREx	17 (9.6%)
When did you start using TREx to send <u>transcripts</u>?	
0 – 6 Months Ago	7 (4.0%)
6 – 12 Months Ago	19 (10.7%)
12 – 18 Months Ago	30 (16.9%)
18 – 24 Months Ago	26 (14.7%)
Not Applicable/I Haven't Used TREx	95 (53.7%)
How would you rate the ease of using the TREx system to <u>request</u> student records?	
Very Easy	76 (42.9%)
Somewhat Easy	55 (31.1%)
Neither Easy nor Difficult	22 (12.4%)
Somewhat Difficult	18 (10.2%)
Very Difficult	1 (0.6%)
Not Applicable/I Haven't Used TREx	5 (2.8 %)
How would you rate the ease of using the TREx system to <u>send</u> student records?	
Very Easy	35 (19.8%)
Somewhat Easy	49 (27.7%)
Neither Easy nor Difficult	29 (16.4%)
Somewhat Difficult	30 (16.9%)
Very Difficult	17 (9.6%)
Not Applicable/I Haven't Used TREx	17 (9.6%)

[7] These percentages do not sum to 100 percent due to rounding.

Survey of TREx Users at Texas Schools	
Answer	Number of Respondents
How would you rate the ease of using the TREx system to <u>reject</u> student records requests?[8]	
Very Easy	100 (56.5%)
Somewhat Easy	39 (22.0%)
Neither Easy nor Difficult	13 (7.3%)
Somewhat Difficult	10 (5.6%)
Very Difficult	0 (0.0%)
Not Applicable/I Haven't Used TREx	15 (8.5%)
Would you say that using the TREx system reduces the time it takes to request, send and/or receive student information?	
Strongly Agree	34 (19.2%)
Somewhat Agree	61 (34.5%)
Neither Agree nor Disagree	25 (14.1%)
Somewhat Disagree	25 (14.1%)
Strongly Disagree	32 (18.1%)
Don't Know	0 (0.0%)
Would you say that using the TREx system reduces the costs (such as paper, stamps, staff time) associated with requesting, sending, and/or receiving student information?	
Strongly Agree	43 (24.3%)
Somewhat Agree	62 (35.0%)
Neither Agree nor Disagree	27 (15.3%)
Somewhat Disagree	23 (13.0%)
Strongly Disagree	17 (9.6%)
Don't Know	5 (2.8%)
Would you say that using the TREx system increases the <u>security</u> of student data associated with requesting, sending, and/or receiving student information?[9]	
Strongly Agree	57 (32.2%)
Somewhat Agree	64 (36.2%)
Neither Agree nor Disagree	31 (17.5%)
Somewhat Disagree	11 (6.2%)
Strongly Disagree	7 (4.0%)
Don't Know	7 (4.0%)

[8] These percentages do not sum to 100 percent due to rounding.

[9] These percentages do not sum to 100 percent due to rounding.

Survey of TREx Users at Texas Schools	
Answer	**Number of Respondents**
How long on average does it take to complete a <u>student records request</u> with the TREx system?	
2 – 5 Minutes	48 (27.1%)
5 – 10 Minutes	61 (34.5%)
10 – 15 Minutes	29 (16.4%)
15 – 20 Minutes	14 (7.9%)
Greater Than 20 Minutes	13 (7.3%)
Not Applicable/I Haven't Used TREx for This Function	12 (6.8%)
How long on average does it take to complete a student <u>transcript</u> with the TREx system?[10]	
2 – 5 Minutes	22 (12.4%)
5 – 10 Minutes	30 (16.9%)
10 – 15 Minutes	22 (12.4%)
15 – 20 Minutes	5 (2.8%)
Greater Than 20 Minutes	10 (5.6%)
Not Applicable/I Haven't Used TREx for This Function	88 (49.7%)
What would encourage you to use the TREx system more often?	
This optional survey question allowed respondents provide their own comments. Auditors grouped these comments into common topics, including: ▪ Twenty-eight comments expressing concern that other schools were not using TREx. ▪ Eighteen comments expressing difficulty scanning documents to send through TREx. ▪ Thirteen comments expressing dissatisfaction with training received for use of TREx.	

[10] These percentages do not sum to 100 percent due to rounding.

The Higher Education Coordinating Board compiles a list of transcripts submitted through the Texas Records Exchange (TREx) system to higher education institutions. Table 3 lists all public higher education institutions in Texas; the number of transcripts that each received from September 1, 2007, through March 17, 2010; and the number of admissions applications that some higher education institutions received from Texas schools in the Summer 2009 semester and Fall 2009 semester. Some of these higher education institutions may accept transcripts at a central district, and others may accept transcripts at individual campuses.

Table 3

Transcripts Submitted to Public Higher Education Institutions in Texas Through TREx September 2007 to March 2010		
Higher Education Institution	Number of Transcripts Transmitted through TREx	Number of Admissions Applications Received from Texas Schools in Summer/Fall 2009
Alamo Community College District	Not Registered in TREx	Not Available
Alvin Community College	23	Not Available
Amarillo College	48	Not Available
Angelina College	212	Not Available
Angelo State University	1,296	3,453
Austin Community College	363	Not Available
Blinn College	1,912	Not Available
Brazosport College	50	Not Available
Brookhaven College	Not Registered in TREx	Not Available
Cedar Valley College	Not Registered in TREx	Not Available
Central Campus, San Jacinto College District	Not Registered in TREx	Not Available
Central Texas College	21	Not Available
Cisco College	68	Not Available
Clarendon College	22	Not Available
Coastal Bend College	42	Not Available
College of the Mainland	54	Not Available
Collin County Community College District	16	Not Available
Cy-Fair College	Not Registered in TREx	Not Available
Dallas County Community College District	9	Not Available
Del Mar College	169	Not Available
East Williamson County Multi- Institution Teaching Center	Not Registered in TREx	Not Available

Transcripts Submitted to Public Higher Education Institutions in Texas Through TREx September 2007 to March 2010		
Higher Education Institution	Number of Transcripts Transmitted through TREx	Number of Admissions Applications Received from Texas Schools in Summer/Fall 2009
Eastfield College	2	Not Available
El Centro College	Not Registered in TREx	Not Available
El Paso Community College District	1,138	Not Available
Frank Phillips College	6	Not Available
Galveston College	2	Not Available
Grayson County College	7	Not Available
Hill College	39	Not Available
Houston Community College System	1,929	Not Available
Howard College	30	Not Available
Howard County Junior College District	Not Registered in TREx	Not Available
Kilgore College	106	Not Available
Kingwood College	Not Registered in TREx	Not Available
Lamar Institute of Technology	282	Not Available
Lamar State College-Orange	28	Not Available
Lamar State College-Port Arthur	42	Not Available
Lamar University	2,002	3,714
Laredo Community College	19	Not Available
Lee College	105	Not Available
Lone Star College System	181	Not Available
McLennan Community College	739	Not Available
Midland College	38	Not Available
Midwestern State University	377	1,754
Montgomery College	Not Registered in TREx	Not Available
Mountain View College	Not Registered in TREx	Not Available
Navarro College	119	Not Available
North Campus, San Jacinto College District	Not Registered in TREx	Not Available
North Central Texas College	60	Not Available
North Harris College	Not Registered in TREx	Not Available
North Lake College	2	Not Available
Northeast Campus, Tarrant County College District	Not Registered in TREx	Not Available
Northeast Lakeview College	350	Not Available
Northeast Texas Community College	5	Not Available
Northwest Campus, Tarrant County College District	Not Registered in TREx	Not Available

Transcripts Submitted to Public Higher Education Institutions in Texas Through TREx September 2007 to March 2010		
Higher Education Institution	Number of Transcripts Transmitted through TREx	Number of Admissions Applications Received from Texas Schools in Summer/Fall 2009
Northwest Vista College	1,650	Not Available
Odessa College	20	Not Available
Palo Alto College	556	Not Available
Panola College	56	Not Available
Paris Junior College	23	Not Available
Prairie View A&M University	1,135	3,164
Ranger College	21	Not Available
Richland College	Not Registered in TREx	Not Available
Sam Houston State University	2,761	7,220
San Antonio College	3,884	Not Available
San Jacinto College District	389	Not Available
South Plains College	472	Not Available
South Texas College	255	Not Available
Southwest Collegiate Institute for the Deaf	Not Registered in TREx	Not Available
Southwest Texas Junior College	625	Not Available
St. Philip's College	1,096	Not Available
Stephen F. Austin State University	2,304	7,774
Sul Ross State University	213	600
Sul Ross State University Rio Grande College	3	1
Tarleton State University	897	2,629
Tarrant County College District	141	Not Available
Temple College	77	Not Available
Texarkana College	Not Registered in TREx	Not Available
Texas A&M International University	155	1,960
Texas A&M University	9,920	20,388
Texas A&M University - Central Texas	Not Registered in TREx	31
Texas A&M University at Galveston	18	877
Texas A&M University System	3	Not Available
Texas A&M University System Health Science Center	33	Not Available
Texas A&M University-Commerce	1,073	2181
Texas A&M University-Corpus Christi	1,695	4,654
Texas A&M University-Kingsville	Not Registered in TREx	3,263
Texas A&M University-San Antonio	Not Registered in TREx	1
Texas A&M University-Texarkana	67	Not Available

Transcripts Submitted to Public Higher Education Institutions in Texas Through TREx September 2007 to March 2010		
Higher Education Institution	Number of Transcripts Transmitted through TREx	Number of Admissions Applications Received from Texas Schools in Summer/Fall 2009
Texas Southern University	729	3827
Texas Southmost College District	Not Registered in TREx	Not Available
Texas State Technical College System	Not Registered in TREx	Not Available
Texas State Technical College-Harlingen	267	Not Available
Texas State Technical College-Marshall	2	Not Available
Texas State Technical College-Waco	197	Not Available
Texas State Technical College-West Texas	24	Not Available
Texas State University System	Not Registered in TREx	Not Available
Texas State University-San Marcos	8,389	12,214
Texas Tech University	5,066	10,269
Texas Tech University Health Sciences Center	33	Not Available
Texas Tech University System	2	Not Available
Texas Woman's University	342	2,564
The University of Texas at Arlington	1,561	6,752
The University of Texas at Austin	11,409	21,614
The University of Texas at Brownsville	2	3,613
The University of Texas at Brownsville/Texas Southmost College	341	Not Available
The University of Texas at Dallas	180	5,038
The University of Texas at El Paso	2,055	5,391
The University of Texas at San Antonio	9,658	11,837
The University of Texas at Tyler	277	1512
The University of Texas Health Science Center at Houston	2	Not Available
The University of Texas Health Science Center at San Antonio	17	Not Available
The University of Texas Health Science Center at Tyler	Not Registered in TREx	Not Available
The University of Texas M.D. Anderson Cancer Center	Not Registered in TREx	Not Available
The University of Texas Medical Branch at Galveston	15	Not Available
The University of Texas of the Permian Basin	115	924
The University of Texas Southwestern Medical Center at Dallas	Not Registered in TREx	Not Available
The University of Texas System	Not Registered in TREx	Not Available
The University of Texas-Pan American	970	6,396

Transcripts Submitted to Public Higher Education Institutions in Texas Through TREx September 2007 to March 2010		
Higher Education Institution	Number of Transcripts Transmitted through TREx	Number of Admissions Applications Received from Texas Schools in Summer/Fall 2009
The Victoria College	Not Registered in TREx	Not Available
Tomball College	Not Registered in TREx	Not Available
Trinity River Campus	Not Registered in TREx	Not Available
Trinity Valley Community College	27	Not Available
Tyler Junior College	270	Not Available
University of Houston	6,109	10,474
University of Houston System	Not Registered in TREx	Not Available
University of Houston-Clear Lake	71	0
University of Houston-Downtown	986	2,297
University of Houston-Victoria	32	0
University of North Texas	2,976	11,107
University of North Texas at Dallas	Not Registered in TREx	Not Available
University of North Texas Health Science Center at Fort Worth	Not Registered in TREx	Not Available
University of North Texas System	Not Registered in TREx	Not Available
Vernon College	80	Not Available
Weatherford College	61	Not Available
West Texas A&M University	365	2,814
Western Texas College	24	Not Available
Wharton County Junior College	1,398	Not Available

Sources: The list of higher education institutions and the number of admissions applications received from Texas schools is based on unaudited information from the Higher Education Coordinating Board; the total number of transcripts transmitted through TREx is based on unaudited information from the Texas Education Agency.

Auditors totaled the numbers of transactions in the Texas Records Exchange (TREx) system for each public school district and charter school (districts) from September 2009 through April 2010 and compared that information with the reported student enrollment total for each district in October 2009 from the Texas Education Agency (Agency). On average, districts used TREx to send student records for 5.66 percent of enrolled students. However, some districts did not send any records through TREx, and other districts infrequently sent records when compared to the statewide average. Table 4 lists the districts that did not send any records in TREx. Table 5 lists the districts that infrequently participated in TREx, using the system to send student records for .01 percent to 2.50 percent of their enrolled student population. Table 6 lists the districts that occasionally participated in TREx, using the system to send student records for 2.51 percent to 5.00 percent of their enrolled student population.

Table 4

Districts That Did Not Participate in TREx September 2009 through April 2010			
District Name	Student Enrollment in October 2009	Records Sent in TREx from September 2009 through April 2010	Percent of Students for Whom Records Were Sent Using TREx
Academy of Accelerated Learning, Inc.	574	0	0.00%
Academy of Dallas	535	0	0.00%
Accelerated Intermediate Academy	454	0	0.00%
Al Price State Juvenile Correctional Facility	168	0	0.00%
Alief Montessori Community School	238	0	0.00%
Alpha Charter School	202	0	0.00%
Ambassadors Preparatory Academy	183	0	0.00%
Apple Springs Independent School District	193	0	0.00%
Austin Discovery School	317	0	0.00%
Aw Brown-Fellowship Leadership Academy	1,352	0	0.00%
Beatrice Mayes Institute Charter School	415	0	0.00%
Benji's Special Educational Academy Charter School	496	0	0.00%
Bexar County Academy	482	0	0.00%
Blanket Independent School District	227	0	0.00%
Bright Ideas Charter	197	0	0.00%
Cedars International Academy	217	0	0.00%
Chapel Hill Academy	268	0	0.00%
Children First Academy of Dallas	318	0	0.00%
Children First Academy of Houston	432	0	0.00%

Districts That Did Not Participate in TREx September 2009 through April 2010			
District Name	Student Enrollment in October 2009	Records Sent in TREx from September 2009 through April 2010	Percent of Students for Whom Records Were Sent Using TREx
Chireno Independent School District	349	0	0.00%
Comquest Academy	75	0	0.00%
Corpus Christi Montessori School	169	0	0.00%
Coupland Independent School District	136	0	0.00%
Crowell Independent School District	217	0	0.00%
Dallas Community Charter School	208	0	0.00%
Dell City Independent School District	100	0	0.00%
Divide Independent School District	28	0	0.00%
Doss Consolidated Common School District	20	0	0.00%
Education Center Corporation	765	0	0.00%
Education Center International Academy	201	0	0.00%
Encino School	40	0	0.00%
Faith Family Academy of Oak Cliff	1,262	0	0.00%
Fort Worth Academy of Fine Arts	417	0	0.00%
Gary Independent School District	384	0	0.00%
Gateway Charter Academy	797	0	0.00%
Gateway Student Alternative Program, Inc.	534	0	0.00%
Golden Rule Charter School	755	0	0.00%
Grandview-Hopkins Independent School District	29	0	0.00%
Guardian Angel Performance Arts Academy	17	0	0.00%
Hampton Preparatory	485	0	0.00%
Happy Independent School District	244	0	0.00%
Harmony School of Excellence	1,125	0	0.00%
Harmony School of Science Austin	526	0	0.00%
Harmony Science Academy - Brownsville	381	0	0.00%
Harmony Science Academy (College Station)	274	0	0.00%
Harmony Science Academy (El Paso)	1,112	0	0.00%
Harmony Science Academy (Waco)	433	0	0.00%
Hartley Independent School District	199	0	0.00%
Higgs Carter King Gifted and Talented Charter Academy	498	0	0.00%
Houston Alternative Preparatory Charter School	170	0	0.00%
Houston Gateway Academy, Inc.	864	0	0.00%
Houston Heights High School	201	0	0.00%
Jean Massieu Academy	104	0	0.00%
Katherine Anne Porter School	130	0	0.00%

District Name	Student Enrollment in October 2009	Records Sent in TREx from September 2009 through April 2010	Percent of Students for Whom Records Were Sent Using TREx
Districts That Did Not Participate in TREx September 2009 through April 2010			
Kaufman Independent School District	3,738	0	0.00%
Kipp Austin Public Schools, Inc.	637	0	0.00%
Kipp Truth Academy	264	0	0.00%
La Academyemia De Estrellas	354	0	0.00%
La Gloria Independent School District	116	0	0.00%
Manara Academy	250	0	0.00%
Maypearl Independent School District	1,102	0	0.00%
McLeod Independent School District	436	0	0.00%
Mid-Valley Academy	380	0	0.00%
Milford Independent School District	254	0	0.00%
Montague Independent School District	103	0	0.00%
North Hills Preparatory School	1,335	0	0.00%
Northside Independent School District	193	0	0.00%
Nova Academy	179	0	0.00%
Nova Academy (Southeast)	275	0	0.00%
Ore City Independent School District	868	0	0.00%
Paso Del Norte	413	0	0.00%
Peak Preparatory School	898	0	0.00%
Pegasus School of Liberal Arts and Sciences	470	0	0.00%
Progreso Independent School District	2,224	0	0.00%
Reconciliation Academy	160	0	0.00%
Ricardo Independent School District	617	0	0.00%
Richland Collegiate High School of Mathematics, Science, and Engineering	380	0	0.00%
Sam Rayburn Independent School District	444	0	0.00%
San Augustine Independent School District	864	0	0.00%
Sanford-Fritch Independent School District	865	0	0.00%
Savoy Independent School District	302	0	0.00%
School of Science and Technology Corpus Christi	314	0	0.00%
Ser-Niños Charter School	622	0	0.00%
Sierra Blanca Independent School District	166	0	0.00%
Sivells Bend Independent School District	70	0	0.00%
South Plains Charter School	186	0	0.00%
Spring Creek Independent School District	105	0	0.00%
St Anthony School	288	0	0.00%
Texas Elementary School of The Arts	155	0	0.00%

Districts That Did Not Participate in TREx September 2009 through April 2010			
District Name	Student Enrollment in October 2009	Records Sent in TREx from September 2009 through April 2010	Percent of Students for Whom Records Were Sent Using TREx
Texas Preparatory School	105	0	0.00%
Texas School for the Blind and Visually Impaired	129	0	0.00%
Texas School for the Deaf	499	0	0.00%
The Legends Academy	33	0	0.00%
The School of Liberal Arts and Science	714	0	0.00%
The Varnett Public School	1,552	0	0.00%
Thorndale Independent School District	548	0	0.00%
Treetops School International	367	0	0.00%
Trinity Basin Preparatory	618	0	0.00%
Turkey-Quitaque Independent School District	207	0	0.00%
Union Grove Independent School District	738	0	0.00%
University of Houston Charter School	133	0	0.00%
University of Texas Elementary Charter School	256	0	0.00%
Victory Field Correctional Academy	81	0	0.00%
Waco Charter School	182	0	0.00%
Waxahachie Faith Family Academy	260	0	0.00%
Whitharral Independent School District	180	0	0.00%
Winfield Independent School District	165	0	0.00%
Winfree Academy Charter Schools	1,862	0	0.00%
Woden Independent School District	815	0	0.00%

Sources: The list of districts and enrollment is based on unaudited information from the Texas Education Agency from October 2009; the total number of records transmitted through TREx is based on auditors' summation of records obtained from TREx for September 2009 through April 2010.

Table 5

Districts That Infrequently Participated in TREx (Sent student records for 0.01 percent to 2.50 percent of enrolled student population) September 2009 through April 2010			
District Name	Student Enrollment in October 2009	Records Sent in TREx from September 2009 through April 2010	Percent of Students for Whom Records Were Sent Using TREx
A+ Academy	1,033	3	0.29%
Abbott Independent School District	297	2	0.67%
Adrian Independent School District	131	1	0.76%
Advantage Academy	1,507	32	2.12%

Districts That Infrequently Participated in TREx (Sent student records for 0.01 percent to 2.50 percent of enrolled student population) September 2009 through April 2010			
District Name	Student Enrollment in October 2009	Records Sent in TREx from September 2009 through April 2010	Percent of Students for Whom Records Were Sent Using TREx
Agua Dulce Independent School District	344	2	0.58%
Aledo Independent School District	4,589	113	2.46%
Allen Independent School District	18,242	86	0.47%
Alvin Independent School District	16,788	47	0.28%
Archer City Independent School District	483	4	0.83%
Argyle Independent School District	1,790	35	1.96%
Arlington Classics Academy	502	11	2.19%
Avery Independent School District	414	6	1.45%
Azle Independent School District	5,841	132	2.26%
Bartlett Independent School District	388	9	2.32%
Benavides Independent School District	408	1	0.25%
Bland Independent School District	591	6	1.02%
Bloomburg Independent School District	282	7	2.48%
Blue Ridge Independent School District	673	5	0.74%
Bosqueville Independent School District	565	3	0.53%
Brazos River Charter School	157	1	0.64%
Brock Independent School District	854	19	2.22%
Brookesmith Independent School District	183	1	0.55%
Brooks Academy of Science and Engineering	686	1	0.15%
Burkburnett Independent School District	3,603	80	2.22%
Calallen Independent School District	3,808	73	1.92%
Canadian Independent School District	792	9	1.14%
Canton Independent School District	1,985	29	1.46%
Canutillo Independent School District	5,867	69	1.18%
Celeste Independent School District	513	7	1.36%
Celina Independent School District	1,904	11	0.58%
Center Independent School District	2,583	61	2.36%
Central Heights Independent School District	863	21	2.43%
Channing Independent School District	147	1	0.68%
Chapel Hill Independent School District	3,215	73	2.27%
Childress Independent School District	1,127	25	2.22%
Chillicothe Independent School District	185	4	2.16%
Clear Creek Independent School District	37,611	199	0.53%
Colmesneil Independent School District	487	2	0.41%
Coppell Independent School District	9,982	135	1.35%

Districts That Infrequently Participated in TREx (Sent student records for 0.01 percent to 2.50 percent of enrolled student population) September 2009 through April 2010			
District Name	Student Enrollment in October 2009	Records Sent in TREx from September 2009 through April 2010	Percent of Students for Whom Records Were Sent Using TREx
Crockett County Consolidated Common School District	745	17	2.28%
Dallas Independent School District	157,111	259	0.16%
Denison Independent School District	4,492	111	2.47%
Desoto Independent School District	9,069	208	2.29%
Detroit Independent School District	499	12	2.40%
Devers Independent School District	172	3	1.74%
Douglass Independent School District	363	1	0.28%
East Fort Worth Montessori Academy	306	6	1.96%
East Texas Charter Schools	157	3	1.91%
Elysian Fields Independent School District	1,012	7	0.69%
Etoile Independent School District	124	3	2.42%
Evadale Independent School District	451	11	2.44%
Evant Independent School District	240	2	0.83%
Falls City Independent School District	329	8	2.43%
Farwell Independent School District	543	8	1.47%
Ferris Independent School District	2,423	52	2.15%
Focus Learning Academy	555	11	1.98%
Follett Independent School District	173	2	1.16%
Forney Independent School District	7,813	21	0.27%
Friendswood Independent School District	5,970	83	1.39%
Frisco Independent School District	33,973	265	0.78%
Fruitvale Independent School District	423	8	1.89%
Gabriel Tafolla Academy	108	1	0.93%
Garner Independent School District	204	1	0.49%
Grand Prairie Independent School District	26,395	562	2.13%
Groesbeck Independent School District	1,583	6	0.38%
Gruver Independent School District	420	3	0.71%
Gunter Independent School District	780	2	0.26%
Hallsville Independent School District	4,265	44	1.03%
Harleton Independent School District	737	7	0.95%
Harmony Independent School District	1,072	25	2.33%
Harmony School of Innovation	1,005	23	2.29%
Harmony School of Science - Houston	620	7	1.13%
Harmony Science Academy (Fort Worth)	1,948	15	0.77%
Harmony Science Academy	1,804	43	2.38%

Districts That Infrequently Participated in TREx (Sent student records for 0.01 percent to 2.50 percent of enrolled student population) September 2009 through April 2010			
District Name	Student Enrollment in October 2009	Records Sent in TREx from September 2009 through April 2010	Percent of Students for Whom Records Were Sent Using TREx
Harmony Science Academy - Laredo	572	14	2.45%
Harmony Science Academy (Austin)	1,104	13	1.18%
Hempstead Independent School District	1,511	16	1.06%
Henderson Independent School District	3,368	72	2.14%
Hermleigh Independent School District	221	1	0.45%
Higgins Independent School District	94	1	1.06%
Highland Park Independent School District	6,448	14	0.22%
Hitchcock Independent School District	1,200	1	0.08%
Holliday Independent School District	874	11	1.26%
Honors Academy	1,068	23	2.15%
Houston Heights Learning Academy, Inc.	124	1	0.81%
Idea Public Schools	5,515	4	0.07%
Inspired Vision Academy	971	3	0.31%
Irving Independent School District	33,679	578	1.72%
Katy Independent School District	59,078	744	1.26%
Kemp Independent School District	1,566	36	2.30%
Klondike Independent School District	208	5	2.40%
La Fe Preparatory School	156	3	1.92%
Lake Dallas Independent School District	4,090	85	2.08%
Lapoynor Independent School District	469	11	2.35%
Leonard Independent School District	896	1	0.11%
Leveretts Chapel Independent School District	260	6	2.31%
Lewisville Independent School District	50,840	432	0.85%
Life School	3,434	1	0.03%
Longview Independent School District	8,348	184	2.20%
Louise Independent School District	508	10	1.97%
Lovejoy Independent School District	3,230	21	0.65%
Mansfield Independent School District	31,662	623	1.97%
Marfa Independent School District	384	6	1.56%
Marshall Independent School District	5,789	86	1.49%
Martins Mill Independent School District	494	9	1.82%
Martinsville Independent School District	322	1	0.31%
Mathis Independent School District	1,746	39	2.23%
McKinney Independent School District	23,933	561	2.34%
McLennan County State Juvenile Correction Facility II	204	1	0.49%

Districts That Infrequently Participated in TREx (Sent student records for 0.01 percent to 2.50 percent of enrolled student population) September 2009 through April 2010			
District Name	Student Enrollment in October 2009	Records Sent in TREx from September 2009 through April 2010	Percent of Students for Whom Records Were Sent Using TREx
Meadow Independent School District	280	5	1.79%
Medical Center Charter School	222	3	1.35%
Mesquite Independent School District	37,272	368	0.99%
Mexia Independent School District	2,215	33	1.49%
Meyersville Independent School District	163	3	1.84%
Midway Independent School District	112	1	0.89%
Morton Independent School District	470	1	0.21%
Mount Enterprise Independent School District	402	4	1.00%
Mount Pleasant Independent School District	5,381	93	1.73%
Muenster Independent School District	487	12	2.46%
Murchison Independent School District	169	1	0.59%
Nacogdoches Independent School District	6,330	40	0.63%
Nazareth Independent School District	236	3	1.27%
Nederland Independent School District	5,041	39	0.77%
New Boston Independent School District	1,397	16	1.15%
New Diana Independent School District	982	12	1.22%
One Stop Multiservice Charter School	746	8	1.07%
Overton Independent School District	531	13	2.45%
Palmer Independent School District	1,126	20	1.78%
Paradigm Accelerated Charter School	219	1	0.46%
Pearland Independent School District	18,308	164	0.90%
Perryton Independent School District	2,256	36	1.60%
Plano Independent School District	54,939	1,151	2.10%
Pleasant Grove Independent School District	1,971	6	0.30%
Port Arthur Independent School District	9,238	186	2.01%
Pottsboro Independent School District	1,255	24	1.91%
Princeton Independent School District	2,996	26	0.87%
Prosper Independent School District	3,637	47	1.29%
Quitman Independent School District	1,115	24	2.15%
Rapoport Academy Public School	369	5	1.36%
Raymondville Independent School District	2,209	49	2.22%
Red Lick Independent School District	434	8	1.84%
Red Oak Independent School District	5,408	87	1.61%
Redwater Independent School District	1,102	14	1.27%
Richardson Independent School District	34,843	467	1.34%

Districts That Infrequently Participated in TREx (Sent student records for 0.01 percent to 2.50 percent of enrolled student population) September 2009 through April 2010			
District Name	Student Enrollment in October 2009	Records Sent in TREx from September 2009 through April 2010	Percent of Students for Whom Records Were Sent Using TREx
Ripley House Charter School	1,530	1	0.07%
Rocksprings Independent School District	299	6	2.01%
Ron Jackson State Juvenile Corr Complex Unit I	142	3	2.11%
S and S Consolidated Independent School District	842	10	1.19%
San Antonio School For Inquiry and Creativity	373	6	1.61%
San Isidro Independent School District	278	3	1.08%
San Perlita Independent School District	281	3	1.07%
Santa Gertrudis Independent School District	397	7	1.76%
Santa Maria Independent School District	666	1	0.15%
Santa Rosa Independent School District	1,177	9	0.76%
School of Science and Technology	694	5	0.72%
School of Science and Technology Discovery	345	8	2.32%
Seymour Independent School District	580	11	1.90%
Shelbyville Independent School District	751	11	1.46%
Shiner Independent School District	559	3	0.54%
Silverton Independent School District	163	2	1.23%
South Texas Educational Technologies, Inc.	620	14	2.26%
South Texas Independent School District	3,023	52	1.72%
Stephen F. Austin State University Charter School	221	3	1.36%
Sterling City Independent School District	200	1	0.50%
Sunnyvale Independent School District	1,010	19	1.88%
Tatum Independent School District	1,507	2	0.13%
Tenaha Independent School District	470	6	1.28%
Texarkana Independent School District	6,849	139	2.03%
Texhoma Independent School District	373	2	0.54%
The East Austin College Prep Academy	88	1	1.14%
The Rhodes School	298	7	2.35%
Timpson Independent School District	623	8	1.28%
Tolar Independent School District	610	11	1.80%
Tornillo Independent School District	1,324	7	0.53%
Trenton Independent School District	574	14	2.44%
United Independent School District	40,885	897	2.19%
Van Alstyne Independent School District	1,360	16	1.18%
Van Independent School District	2,299	45	1.96%
Waller Independent School District	5,407	89	1.65%

Districts That Infrequently Participated in TREx (Sent student records for 0.01 percent to 2.50 percent of enrolled student population) September 2009 through April 2010			
District Name	Student Enrollment in October 2009	Records Sent in TREx from September 2009 through April 2010	Percent of Students for Whom Records Were Sent Using TREx
Waskom Independent School District	790	17	2.15%
Waxahachie Independent School District	6,924	136	1.96%
Wellington Independent School District	548	4	0.73%
Westlake Academy Charter School	480	2	0.42%
White Oak Independent School District	1,397	32	2.29%
Whitesboro Independent School District	1,554	11	0.71%
Wichita Falls Independent School District	14,584	287	1.97%
Williams Preparatory	653	14	2.14%
Willis Independent School District	6,264	57	0.91%
Wills Point Independent School District	2,675	51	1.91%
Windthorst Independent School District	490	1	0.20%
Winnsboro Independent School District	1,428	26	1.82%
Wolfe City Independent School District	640	10	1.56%
Wylie Independent School District	12,063	282	2.34%
Zapata County Independent School District	3,761	88	2.34%
Zoe Learning Academy	553	2	0.36%

Sources: The list of districts and enrollment is based on unaudited information from the Texas Education Agency from October 2009; the total number of records transmitted through TREx is based on auditors' summation of records obtained from TREx for September 2009 through April 2010.

Table 6

Districts That Occasionally Participated in TREx (Sent student records 2.51 percent to 5.00 percent of enrolled student population) September 2009 through April 2010			
District Name	Student Enrollment in October 2009	Records Sent in TREx from September 2009 through April 2010	Percent of Students for Whom Records Were Sent Using TREx
Alba-Golden Independent School District	870	22	2.53%
Albany Independent School District	517	17	3.29%
Alice Independent School District	5,389	184	3.41%
Alpine Independent School District	1,062	41	3.86%
Alto Independent School District	698	34	4.87%
Alvord Independent School District	721	32	4.44%
Amarillo Independent School District	31,890	1,298	4.07%

Districts That Occasionally Participated in TREx (Sent student records 2.51 percent to 5.00 percent of enrolled student population) September 2009 through April 2010			
District Name	Student Enrollment in October 2009	Records Sent in TREx from September 2009 through April 2010	Percent of Students for Whom Records Were Sent Using TREx
Anna Independent School District	2,246	110	4.90%
Arlington Independent School District	63,487	2,476	3.90%
Aspermont Independent School District	238	10	4.20%
Athens Independent School District	3,460	134	3.87%
Atlanta Independent School District	1,813	74	4.08%
Bay City Independent School District	3,793	149	3.93%
Beckville Independent School District	656	17	2.59%
Beeville Independent School District	3,535	150	4.24%
Belton Independent School District	8,859	296	3.34%
Benjamin Independent School District	86	4	4.65%
Birdville Independent School District	22,897	1,064	4.65%
Blooming Grove Independent School District	832	28	3.37%
Boerne Independent School District	6,392	167	2.61%
Boling Independent School District	985	29	2.94%
Borden County Independent School District	222	8	3.60%
Borger Independent School District	2,815	109	3.87%
Bowie Independent School District	1,613	70	4.34%
Brenham Independent School District	4,940	149	3.02%
Bridge City Independent School District	2,486	78	3.14%
Bridgeport Independent School District	2,258	85	3.76%
Brooks County Independent School District	1,495	54	3.61%
Brownsboro Independent School District	2,842	98	3.45%
Brownsville Independent School District	49,121	1,406	2.86%
Bruceville-Eddy Independent School District	854	42	4.92%
Bryan Independent School District	15,579	597	3.83%
Burton Independent School District	340	10	2.94%
Bushland Independent School District	1,220	59	4.84%
Callisburg Independent School District	1,240	48	3.87%
Calvin Nelms Charter Schools	297	14	4.71%
Campbell Independent School District	392	10	2.55%
Carlisle Independent School District	648	23	3.55%
Carrizo Springs Consolidated Independent School District	2,395	106	4.43%
Carrollton-Farmers Branch Independent School District	25,920	677	2.61%
Carthage Independent School District	2,779	78	2.81%

Districts That Occasionally Participated in TREx (Sent student records 2.51 percent to 5.00 percent of enrolled student population) September 2009 through April 2010			
District Name	Student Enrollment in October 2009	Records Sent in TREx from September 2009 through April 2010	Percent of Students for Whom Records Were Sent Using TREx
Cedar Hill Independent School District	8,284	382	4.61%
Central Independent School District	1,530	64	4.18%
Chapel Hill Independent School District	907	25	2.76%
Chico Independent School District	617	20	3.24%
Christoval Independent School District	429	19	4.43%
Clarksville Independent School District	748	31	4.14%
Clint Independent School District	11,295	382	3.38%
Collinsville Independent School District	543	18	3.31%
Comfort Independent School District	1,159	47	4.06%
Commerce Independent School District	1,629	68	4.17%
Community Independent School District	1,633	50	3.06%
Conroe Independent School District	49,629	2,023	4.08%
Corpus Christi Independent School District	38,196	1,355	3.55%
Crockett Independent School District	1,455	67	4.60%
Crockett State School	136	5	3.68%
Crowley Independent School District	15,126	545	3.60%
Crystal City Independent School District	1,984	97	4.89%
Cushing Independent School District	496	23	4.64%
Cypress-Fairbanks Independent School District	104,231	4,678	4.49%
Daingerfield-Lone Star Independent School District	1,337	61	4.56%
Dalhart Independent School District	1,683	58	3.45%
Darrouzett Independent School District	132	5	3.79%
Dawson Independent School District	459	13	2.83%
Dekalb Independent School District	813	35	4.31%
Denton Independent School District	22,825	777	3.40%
Denver City Independent School District	1,504	72	4.79%
Devine Independent School District	1,913	92	4.81%
Dew Independent School District	149	5	3.36%
Diboll Independent School District	1,962	84	4.28%
Dodd City Independent School District	318	12	3.77%
Donna Independent School District	14,873	654	4.40%
Dumas Independent School District	4,476	156	3.49%
Duncanville Independent School District	12,903	397	3.08%
Eagle Mountain-Saginaw Independent School District	16,126	661	4.10%
Eastland Independent School District	1,173	53	4.52%

Districts That Occasionally Participated in TREx (Sent student records 2.51 percent to 5.00 percent of enrolled student population) September 2009 through April 2010			
District Name	Student Enrollment in October 2009	Records Sent in TREx from September 2009 through April 2010	Percent of Students for Whom Records Were Sent Using TREx
Ector County Independent School District	27,435	1,084	3.95%
Edcouch-Elsa Independent School District	5,404	259	4.79%
Eden Park Academy	188	9	4.79%
Edgewood Independent School District	939	39	4.15%
Edinburg Consolidated Independent School District	32,011	1,538	4.80%
Edna Independent School District	1,470	69	4.69%
El Paso Academy	474	15	3.16%
El Paso School of Excellence	456	15	3.29%
Elgin Independent School District	3,995	180	4.51%
Elkhart Independent School District	1,355	49	3.62%
Ennis Independent School District	5,829	183	3.14%
Everman Independent School District	5,053	245	4.85%
Excelsior Independent School District	116	5	4.31%
Fabens Independent School District	2,491	77	3.09%
Fairfield Independent School District	1,811	81	4.47%
Farmersville Independent School District	1,457	37	2.54%
Fayetteville Independent School District	223	11	4.93%
Fort Davis Independent School District	330	16	4.85%
Fort Hancock Independent School District	516	16	3.10%
Fort Worth Can Academy	714	25	3.50%
Fort Worth Independent School District	80,209	3,898	4.86%
Franklin Independent School District	1,049	50	4.77%
Friona Independent School District	1,249	56	4.48%
Garland Independent School District	57,861	2,019	3.49%
Gatesville Independent School District	2,816	99	3.52%
Georgetown Independent School District	10,443	335	3.21%
Giddings State School	297	12	4.04%
Gilmer Independent School District	2,354	68	2.89%
Glasscock County Independent School District	275	13	4.73%
Glen Rose Independent School District	1,656	62	3.74%
Goldthwaite Independent School District	576	21	3.65%
Gonzales Independent School District	2,532	83	3.28%
Goose Creek Consolidated Independent School District	20,954	1,028	4.91%
Gordon Independent School District	204	6	2.94%
Grady Independent School District	206	9	4.37%

Districts That Occasionally Participated in TREx (Sent student records 2.51 percent to 5.00 percent of enrolled student population) September 2009 through April 2010			
District Name	Student Enrollment in October 2009	Records Sent in TREx from September 2009 through April 2010	Percent of Students for Whom Records Were Sent Using TREx
Graford Independent School District	332	9	2.71%
Graham Independent School District	2,550	126	4.94%
Grand Saline Independent School District	1,136	37	3.26%
Greenville Independent School District	4,956	172	3.47%
Greenwood Independent School District	1,641	65	3.96%
Hallettsville Independent School District	867	34	3.92%
Hamilton Independent School District	847	36	4.25%
Hamshire-Fannett Independent School District	1,757	72	4.10%
Harlingen Consolidated Independent School District	18,205	669	3.67%
Harper Independent School District	627	30	4.78%
Harrold Independent School District	96	3	3.13%
Henrietta Independent School District	907	41	4.52%
Hereford Independent School District	4,282	214	5.00%
High Island Independent School District	186	9	4.84%
Highland Independent School District	227	9	3.96%
Highland Park Independent School District	916	44	4.80%
Hillsboro Independent School District	1,902	81	4.26%
Hooks Independent School District	1,034	46	4.45%
Houston Can Academy Charter School	809	33	4.08%
Howe Independent School District	982	31	3.16%
Hubbard Independent School District	399	19	4.76%
Humble Independent School District	34,923	1,461	4.18%
Huntington Independent School District	1,750	68	3.89%
Huntsville Independent School District	6,291	162	2.58%
Itasca Independent School District	742	26	3.50%
Jacksonville Independent School District	4,902	191	3.90%
Jamie's House Charter School	96	3	3.13%
Jim Hogg County Independent School District	1,138	41	3.60%
Jim Ned Consolidated Independent School District	1,031	37	3.59%
Kennedale Independent School District	3,162	98	3.10%
Kerens Independent School District	658	31	4.71%
Kilgore Independent School District	3,811	148	3.88%
Killeen Independent School District	39,603	1,561	3.94%
Kipp,Inc. Charter	3,864	114	2.95%
La Escuela De Las Americas	98	4	4.08%

Districts That Occasionally Participated in TREx (Sent student records 2.51 percent to 5.00 percent of enrolled student population) September 2009 through April 2010			
District Name	Student Enrollment in October 2009	Records Sent in TREx from September 2009 through April 2010	Percent of Students for Whom Records Were Sent Using TREx
La Joya Independent School District	28,004	1,174	4.19%
La Villa Independent School District	603	26	4.31%
Lamar Consolidated Independent School District	23,864	1,005	4.21%
Levelland Independent School District	2,957	147	4.97%
Liberty Hill Independent School District	2,568	110	4.28%
Lindale Independent School District	3,595	91	2.53%
Linden-Kildare Consolidated Independent School District	802	31	3.87%
Lindsay Independent School District	533	14	2.63%
Little Elm Independent School District	6,112	166	2.72%
London Independent School District	353	14	3.97%
Lorena Independent School District	1,611	50	3.10%
Los Fresnos Consolidated Independent School District	9,734	418	4.29%
Lubbock-Cooper Independent School District	3,746	158	4.22%
Lueders-Avoca Independent School District	114	4	3.51%
Lufkin Independent School District	8,630	290	3.36%
Lyford Consolidated Independent School District	1,559	57	3.66%
Mabank Independent School District	3,325	131	3.94%
Mainland Preparatory Academy	481	13	2.70%
Malone Independent School District	91	3	3.30%
Mart Independent School District	575	15	2.61%
Maud Independent School District	513	19	3.70%
McGregor Independent School District	1,318	62	4.70%
Melissa Independent School District	1,378	58	4.21%
Menard Independent School District	333	16	4.80%
Mercedes Independent School District	5,545	162	2.92%
Metro Academy of Math and Science	359	9	2.51%
Meyerpark Elementary	174	8	4.60%
Miami Independent School District	176	8	4.55%
Midland Academy Charter School	538	18	3.35%
Midlothian Independent School District	7,329	223	3.04%
Midway Independent School District	6,883	237	3.44%
Mildred Independent School District	769	29	3.77%
Miles Independent School District	401	19	4.74%
Miller Grove Independent School District	260	10	3.85%

Districts That Occasionally Participated in TREx (Sent student records 2.51 percent to 5.00 percent of enrolled student population) September 2009 through April 2010			
District Name	Student Enrollment in October 2009	Records Sent in TREx from September 2009 through April 2010	Percent of Students for Whom Records Were Sent Using TREx
Millsap Independent School District	770	33	4.29%
Mineola Independent School District	1,581	63	3.98%
Mineral Wells Independent School District	3,568	162	4.54%
Monte Alto Independent School District	820	36	4.39%
Montgomery Independent School District	6,714	284	4.23%
Mumford Independent School District	551	19	3.45%
Navarro Independent School District	1,560	58	3.72%
New Braunfels Independent School District	7,856	385	4.90%
New Summerfield Independent School District	479	12	2.51%
New Waverly Independent School District	905	32	3.54%
Nocona Independent School District	832	31	3.73%
North Lamar Independent School District	2,963	105	3.54%
Northwest Independent School District	14,164	624	4.41%
Nueces Canyon Consolidated Independent School District	282	12	4.26%
Odyssey Academy, Inc.	506	25	4.94%
Orange Grove Independent School District	1,761	67	3.80%
Palacios Independent School District	1,509	42	2.78%
Pampa Independent School District	3,474	167	4.81%
Panhandle Independent School District	696	20	2.87%
Paris Independent School District	3,716	129	3.47%
Perrin-Whitt Consolidated Independent School District	397	14	3.53%
Petersburg Independent School District	279	13	4.66%
Petrolia Independent School District	485	16	3.30%
Pewitt Consolidated Independent School District	1,000	31	3.10%
Pilot Point Independent School District	1,528	58	3.80%
Pine Tree Independent School District	4,746	159	3.35%
Pittsburg Independent School District	2,437	62	2.54%
Plemons-Stinnett-Phillips Consolidated Independent School District	612	24	3.92%
Ponder Independent School District	1,233	55	4.46%
Port Aransas Independent School District	549	21	3.83%
Port Neches-Groves Independent School District	4,593	167	3.64%
Presidio Independent School District	1,471	60	4.08%
Queen City Independent School District	1,088	34	3.13%
Raven School	136	4	2.94%

Districts That Occasionally Participated in TREx (Sent student records 2.51 percent to 5.00 percent of enrolled student population) September 2009 through April 2010			
District Name	Student Enrollment in October 2009	Records Sent in TREx from September 2009 through April 2010	Percent of Students for Whom Records Were Sent Using TREx
Rice Independent School District	777	37	4.76%
Richland Springs Independent School District	151	5	3.31%
Rio Grande City Consolidated Independent School District	10,428	279	2.68%
Rivercrest Independent School District	732	35	4.78%
Robert Lee Independent School District	251	11	4.38%
Robinson Independent School District	2,160	85	3.94%
Robstown Independent School District	3,390	169	4.99%
Rockwall Independent School District	13,843	468	3.38%
Roma Independent School District	6,320	174	2.75%
Round Rock Independent School District	43,008	1,674	3.89%
Royse City Independent School District	4,450	119	2.67%
Sabinal Independent School District	508	15	2.95%
Sabine Independent School District	1,298	63	4.85%
Sabine Pass Independent School District	304	8	2.63%
Saint Jo Independent School District	314	12	3.82%
Salado Independent School District	1,350	52	3.85%
Saltillo Independent School District	257	7	2.72%
San Antonio Preparatory Academy	755	24	3.18%
San Elizario Independent School District	4,044	156	3.86%
Santa Fe Independent School District	4,505	160	3.55%
Seagraves Independent School District	606	19	3.14%
Seminole Independent School District	2,380	69	2.90%
Shamrock Independent School District	322	12	3.73%
Sharyland Independent School District	9,566	448	4.68%
Sherman Independent School District	6,714	299	4.45%
Sinton Independent School District	2,125	59	2.78%
Skidmore-Tynan Independent School District	821	22	2.68%
Socorro Independent School District	41,357	1,547	3.74%
Spearman Independent School District	810	24	2.96%
Spring Hill Independent School District	1,849	70	3.79%
Spring Independent School District	35,350	1,646	4.66%
St Mary's Academy Charter School	333	9	2.70%
Strawn Independent School District	178	7	3.93%
Sudan Independent School District	405	19	4.69%

Districts That Occasionally Participated in TREx (Sent student records 2.51 percent to 5.00 percent of enrolled student population) September 2009 through April 2010			
District Name	Student Enrollment in October 2009	Records Sent in TREx from September 2009 through April 2010	Percent of Students for Whom Records Were Sent Using TREx
Sulphur Springs Independent School District	4,121	194	4.71%
Summit International Preparatory	590	16	2.71%
Sunray Independent School District	530	18	3.40%
Sweet Home Independent School District	121	5	4.13%
Teague Independent School District	1,220	52	4.26%
Tekoa Academy of Accelerated Studies	421	21	4.99%
Terrell Independent School District	4,178	120	2.87%
Thrall Independent School District	644	23	3.57%
Tom Bean Independent School District	795	21	2.64%
Tomball Independent School District	10,266	379	3.69%
Van Vleck Independent School District	973	41	4.21%
Venus Independent School District	1,858	81	4.36%
Vernon Independent School District	2,279	85	3.73%
Walnut Springs Independent School District	212	8	3.77%
Weatherford Independent School District	7,530	276	3.67%
Weslaco Independent School District	17,279	512	2.96%
West Rusk Independent School District	851	31	3.64%
West Sabine Independent School District	642	30	4.67%
Westbrook Independent School District	237	11	4.64%
Westphalia Independent School District	148	5	3.38%
White Deer Independent School District	385	15	3.90%
White Settlement Independent School District	6,051	268	4.43%
Whitewright Independent School District	770	32	4.16%
Wimberley Independent School District	2,003	73	3.64%
Winona Independent School District	1,041	43	4.13%
Wortham Independent School District	504	19	3.77%
Yantis Independent School District	384	15	3.91%
Ysleta Independent School District	44,620	1,752	3.93%
Zavalla Independent School District	480	20	4.17%

Sources: The list of districts and enrollment is based on unaudited information from the Texas Education Agency from October 2009; the total number of records transmitted through TREx is based on auditors' summation of records obtained from TREx for September 2009 through April 2010.

Copies of this report have been distributed to the following:

Legislative Audit Committee

The Honorable David Dewhurst, Lieutenant Governor, Joint Chair
The Honorable Joe Straus III, Speaker of the House, Joint Chair
The Honorable Steve Ogden, Senate Finance Committee
The Honorable Thomas "Tommy" Williams, Member, Texas Senate
The Honorable Jim Pitts, House Appropriations Committee
The Honorable Rene Oliveira, House Ways and Means Committee

Office of the Governor

The Honorable Rick Perry, Governor

Texas Education Agency

Members of the State Board of Education
 Ms. Gail Lowe, Chair
 Mr. Lawrence A. Allen, Jr., Vice Chair
 Ms. Terri Leo, Secretary
 Mr. Rick Agosto
 Ms. Mary Helen Berlanga
 Mr. David Bradley
 Ms. Barbara Cargill
 Mr. Bob Craig
 Ms. Cynthia Noland Dunbar
 Ms. Patricia Hardy
 Ms. Mavis B. Knight
 Dr. Don McLeroy
 Mr. Ken Mercer
 Ms. Geraldine Miller
 Mr. Rene Nuñez
Mr. Robert Scott, Commissioner of Education