FREQUENTLY ASKED QUESTIONS (FAQ)

How do I access the STS System?

Web Search Tool: https://apps.regents.state.la.us/

The web tool allows you to search for an individual student's transcript data. This is the easiest and quickest way to search for transcript data.

FTP Tool: https://securefileportal.regents.state.la.us/login
The FTP tool is for pulling transcript data for multiple students at one time. Each institution is responsible for properly formatting the input file according to the file specification.

Automatic Scripts* For institutions that use automatic scripts to retrieve STS data, please contact the helpdesk at helpdesk@laregents.edu with the following information:

- Your Name
- Institution
- Institution code

*The Automatic Script Option will require IT support from your institution.

Where are the STS File Specifications?

STS File Specifications can be found here: https://www.laregents.edu/sts

What is a Harvest?

A harvest is an update of the data in STS. The harvest schedule is below **but is subject to change. An email will be sent after the completion of each harvest.**

- February – April: Bi-weekly
- May - September: Weekly

Why can't I find this student in STS?

1. Student Information Discrepancy

Sometimes a student's transcript data will not be found if the search criteria hasn't been entered correctly. Some data entry errors include:

- **Wrong student ID**
- **Misspelled name(s)**
- **Incorrect birthdate or high school code**

If the student's ID and/or other search criteria has been entered correctly, then it is possible the student is not in STS due to other reasons.

2. High School Data Entry Delay

If you can't find a student in STS, it is possible the high school has not entered the student's records yet.

3. Parental Consent was Not Given

Parental consent must be given in order to disclose a student's transcript data. If the high school does not have parental consent, the student's transcript data will not appear in STS.

What about Missing or Final Grades?

If grades are missing, it is likely that the high school has not entered the grades yet.

Generally, most of the updates to final grades are entered between June and July.

Please check again after the next harvest.

How are GPAs Calculated?

There are two GPAs - Overall GPA and BOR/TOPS Core GPA – in STS. **Both GPAs are calculated by DOE.**

Overall GPA: GPA calculated on all courses attempted. Any 5-point courses are converted to a 4-point scale using the following: Credits Attempted x (4(Quality Points Awarded)/Max Grade Point))

BOR/TOPS Core GPA: GPA calculated using the grades earned in the Regents/TOPS Core courses**.** For more information on how this GPA is calculated, please visit TOPS High School Cumulative GPA – LOSFA