Transcript Processing Made Easier

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Session ID: 98821
Quinnipiac University: Who we are

- Founded in 1929
- 9,900 enrolled students across UG, GR, Law, and Med Levels
- Located on two campuses: Hamden & North Haven, CT
- Registrar staff of 9
- 10,000+ transcripts generated per year
Pre-implementation figures

• 40 hours per week effort
• 5 day turn around off-peak; 10 days during peak
• $2 per transcript fee
• 2437 average calls per month
• Morning & afternoon mail distribution
• Data entry using student assistance
• No rush orders, tracking, or overnight options
Phase I implementation timeline

- Initially moved to online ordering in Fall 2015
- Added full suite of National Student Clearinghouse products
- Developed new site & ordering instructions with QU web team and NSC (6 weeks from start to finish; internal design majority of the effort)
- Raised fee to $5.00 to
- Added ability for students to use Qcard (university currency)
Phase II Implementation Timeline

- Touchless transcript project
- Established test environment connectivity with NSC
- Setup cloud connection with Ellucian & internal IT
- Applied NSC provided 12 testing usage scenarios and request types; Tested myriad QU specific examples
- 4 month implementation schedule
Immediate implementation findings

• University name did not appear in initial EXT batches; quickly worked with Ellucian to determine why/how to correct

• Colleague transcript grouping types need to reflect any modifications to print routines

• Rush requests to P.O. Boxes cannot be processed by university shipping partners; Need adaptive display to ensure requestor is aware of this; Cannot manually cancel orders that Colleague allows through the system

• TROS sort function in Colleague is limited

• Student with no academic history had blank transcripts sent
Post-Implementation Figures & Behavior

- Call volume decreased 63%
- Raised transcript fee to $5.00; Net revenue of $68K
- 48.68% of all transcripts now electronic
- Labor output on non-researchable (microfiche) orders approx. now at 12 hours per week
- Greatly reduced risk by decreasing amounts & types of funds submitted
- Ability to track orders eliminated the “where is my transcript?” call
- Alumni feedback universally positive
Delivery method breakdown
Summary

• Greatly increased customer outreach & satisfaction
• Allowance for off hours transactions
• Short & long term labor benefits
• Revenue generation for university
• Strong NSC support & tracking
• It’s free!
Thank you

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