

Fall 2016 Transcript Ordering Service Evaluations

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Purpose of Brief

This brief analyzes the 173 responses received to the transcript ordering services evaluations between July 11 and December 16, 2016.

Summary of Findings

- 98% of respondents either agreed or strongly agreed the transcript ordering process was easy to use.
- Of the four respondents who disagreed with the statement above, three also disagreed that the online ordering service offers a convenience to students indicating these students may prefer the in-person ordering process.
- 98% of respondents selected both speed and ease of use as important or very important aspects.
- 96% of respondents selected both 24-hour service and cost as important or very important aspects.

Overview

Admissions & Records appointed Credentials Inc. as the designated agent for processing and sending official electronic transcripts on behalf of Crafton Hills College. Credentials Inc. provides an online transcript ordering service that improves convenience to students and reduces operating expenses for the college. Students may still request transcripts in-person and by mail. This brief analyzes the 173 responses received to the service evaluations between July 11, 2016 and December 16, 2016.

Methodology

In collaboration with the Office of Institutional Effectiveness, Research, and Planning (OIERP), an online evaluation was developed with two questions. The evaluation link was delivered immediately after students completed their online order. Respondents first selected their level of agreement with various statements about their experience using the online ordering service. Then respondents selected the level of importance of various aspects of an online transcript ordering system.

Findings

Table I indicates respondents' self-identified level of importance with various aspects of the online transcript ordering process. Respondents were more likely (98%) to select both speed and ease of use as important or very important aspects. Ninety-six percent of respondents selected both 24-hour service and cost as important or very important aspects.

Table I. Respondents' level of importance of various service aspects.

Service Aspect	Very Important		Important		Somewhat Important		Not at all Important	
	#	%	#	%	#	%	#	%
Ease of use	143	84.6	22	13.0	4	2.4	0	0.0
Speed	148	87.1	19	11.2	3	1.8	0	0.0
24-hour service	135	80.8	25	15.0	7	4.2	0	0.0
Cost	128	76.6	32	19.2	6	3.6	1	0.6

Table 2 indicates respondents' level of agreement with various statements about the transcript ordering process. Ninety-eight percent of respondents either agreed or strongly agreed the transcript ordering process was easy to use. Of the four respondents who disagreed with that statement, three also disagreed the online ordering service offers a convenience to students indicating these students may prefer the in-person ordering process. Ninety-five percent of respondents either agreed or strongly agreed that they would recommend using this service to other students and that they would prefer using an online ordering service in the future rather than ordering in-person.

Table 2. Respondents' level of agreement with various statements about the transcript ordering process.

Statement	Strongly Agree		Agree		Disagree		Strongly Disagree	
	#	%	#	%	#	%	#	%
The transcript ordering process was easy to use.	117	69.6	47	28.0	4	2.4	0	0.0
<i>The online ordering service offers a convenience to students.</i>	0	0.0	1	25.0	3	75.0	0	0.0
I would recommend using this service to other students to order their transcripts.	113	67.7	46	27.5	8	4.8	0	0.0
I would rather use this online ordering service in the future than order in-person.	120	71.9	38	22.8	8	4.8	1	0.6