

## VALENCIA COLLEGE

**Student Affairs Department Action Plan -- WEAVE Online Form  
OUTGOING TRANSCRIPTS (PROCESS IMPROVEMENT) (Continued 2013-14)**

**Active Cycle (academic year):** 2014-15  
**Area (Department/Program):** Graduation and Records  
**Person Responsible:** Edwin Sánchez

	<b>PLAN</b>
<b>1. Goal-</b> principal purpose and objectives of plan (include how this relates to serving students or increasing student success or supporting (LifeMap))	<ul style="list-style-type: none"> <li>Develop process to improve outgoing transcripts-- consider outsourcing transcripts requests received in order to minimizing outgoing paper transcripts and provide students opportunity for immediate transcripts (PDF).</li> </ul>
<b>2. Objectives</b> What will be accomplished and measured	<ul style="list-style-type: none"> <li>The purpose is to or minimize the number of printed paper transcripts; provide students opportunity to request transcripts for immediately delivery.</li> </ul>
<b>3. Measures and Findings</b> – How specifically measures will be conducted. How will we know the objective has been achieved?	<ul style="list-style-type: none"> <li>Assess on a monthly basis status of objective through reports that will be generated by vendor selected on transcript activity. Will compare to historical data.</li> </ul>
<b>4. Action Plan-</b> What is the implementation plan?	<ul style="list-style-type: none"> <li>In partnership with the Admissions/Records Functional techs, Student Deans, School of Public Safety staff, and the International Student Services under the Continuing Education area, consider developing a process for improvement of outgoing transcripts.</li> </ul>
<b>5. Achievement Summary/Analysis</b> What was learned from the assessment results? What changes will you make in your initiative for the year to come?	<p><i>Presentations from the following vendors were scheduled in June with the National Student Clearinghouse, Parchment, and Credentials Solutions. Credentials Solutions presentation appeared to be a better fit for the college from the two vendors that attended. They're specialty is transcripts and given the stakeholders present at the meeting, they would be able to better handle the international student population transcript requests. The cost of process a transcript request for a student will increase as well to approximately \$7.00 depending on the vendor selected.</i></p>
<b>6. General Education Learning Outcome</b>	<p><i>Based on the presentations from the vendors, the college will continue to be involved on a daily basis with the production of college transcripts to some extent not bringing great value or improving the transcript requests for students. Due to the other projects currently being taken on by the college, the benefits of outsourcing transcripts aren't as impacting for students at this time as they are with the other projects.</i></p>
<b>7. Strategic Plan Outcome</b>	<p><i>Due to the other projects currently being taken on by the college, the benefits of outsourcing transcripts aren't as impacting for students at this time as they are with the other projects, this may be placed on hold and the technology for outsourcing transcript requests is more advanced and considerable for the college.</i></p>