# 2015 Citrus College Transcript Request Survey Analysis

Office of Institutional Research,
Planning and Effectiveness
April 2015
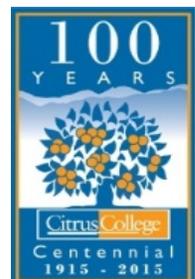
Introduction

From May 15, 2014 to April 15, 2015 Citrus College conducted an online survey on their transcript request process. Students requesting transcripts were invited to participate. Over this period 643 people responded to the 9 question survey.

The survey asked respondents questions relating to:
- knowledge of the transcript ordering process,
- agreement to statements related to their ordering experience,
- degree of knowing about various features of the ordering process,
- suggestions on improving the transcript ordering process,
- providing their email contact information,
- inclusion in the Alumni Association database,
- interest in the web-based Career Connections,
- interest in keeping current with Citrus College events and happenings,
- and level of participation in Citrus Alumni and Friends events.

The survey was administered and collected over SurveyMonkey. Summary analysis (this report) was performed in Excel 2010.

Rate your level of knowledge of the transcript ordering process.		
Answer Options	Response Percent	Response Count
Not at all knowledgeable	15.3%	97
Slightly knowledgeable	23.2%	147
Somewhat knowledgeable	27.6%	177
Very knowledgeable	33.9%	215
answered question		636
skipped question		7

Rate your level of knowledge of the transcript ordering process.

15%
34%
23%
28%

- Not at all knowledgeable
- Slightly knowledgeable
- Somewhat knowledgeable
- Very knowledgeable
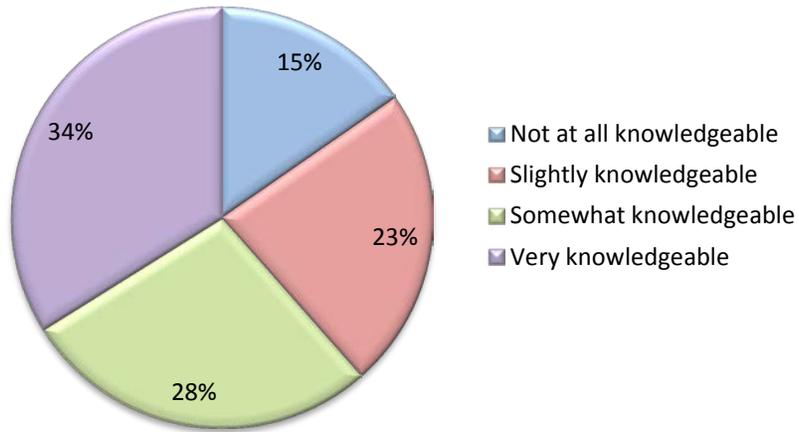
Rate your level of agreement with each of the following statements

| Answer Options	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Response Count
I was successful in ordering my official transcript online	56	8	35	216	317	632
I would be able to teach another student how to order an official transcript online	60	10	63	212	276	621
The "Steps for Ordering a Transcript" manual available online provided clear instructions on the process	52	16	95	185	270	619
					answered question	633
					skipped question	10

Rate your level of agreement with each of the following statements
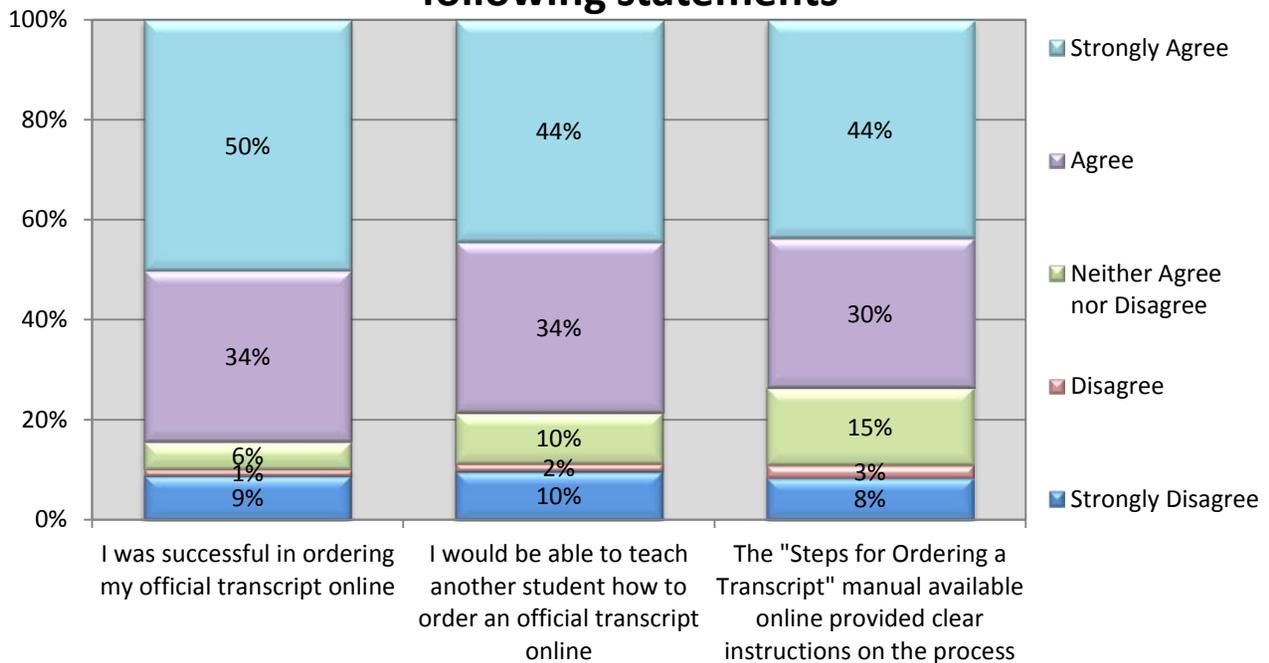
As you navigated the transcript ordering process, did you know the following information? (mark all that apply)

Answer Options	Response Percent	Response Count
I knew that I could use my social security number to order transcripts	70.7%	416
I knew that I needed a CSUGE-IGETC certification	15.6%	92
I knew the order could take 3-5 days to process	72.1%	424
I knew the cost of the transcript	64.8%	381
I knew I could track my status online	50.5%	297
I knew I didn't need to come to campus to place the order	72.8%	428
I knew I was ordering an official sealed transcript	80.3%	472
	answered question	588
	skipped question	55

As you navigated the transcript ordering process, did you know the following information?
(mark all that apply)

I knew that I could use my social security number to order transcripts	71%
I knew that I needed a CSUGE-IGETC certification	16%
I knew the order could take 3-5 days to process	72%
I knew the cost of the transcript	65%
I knew I could track my status online	51%
I knew I didn't need to come to campus to place the order	73%
I knew I was ordering an official sealed transcript	80%
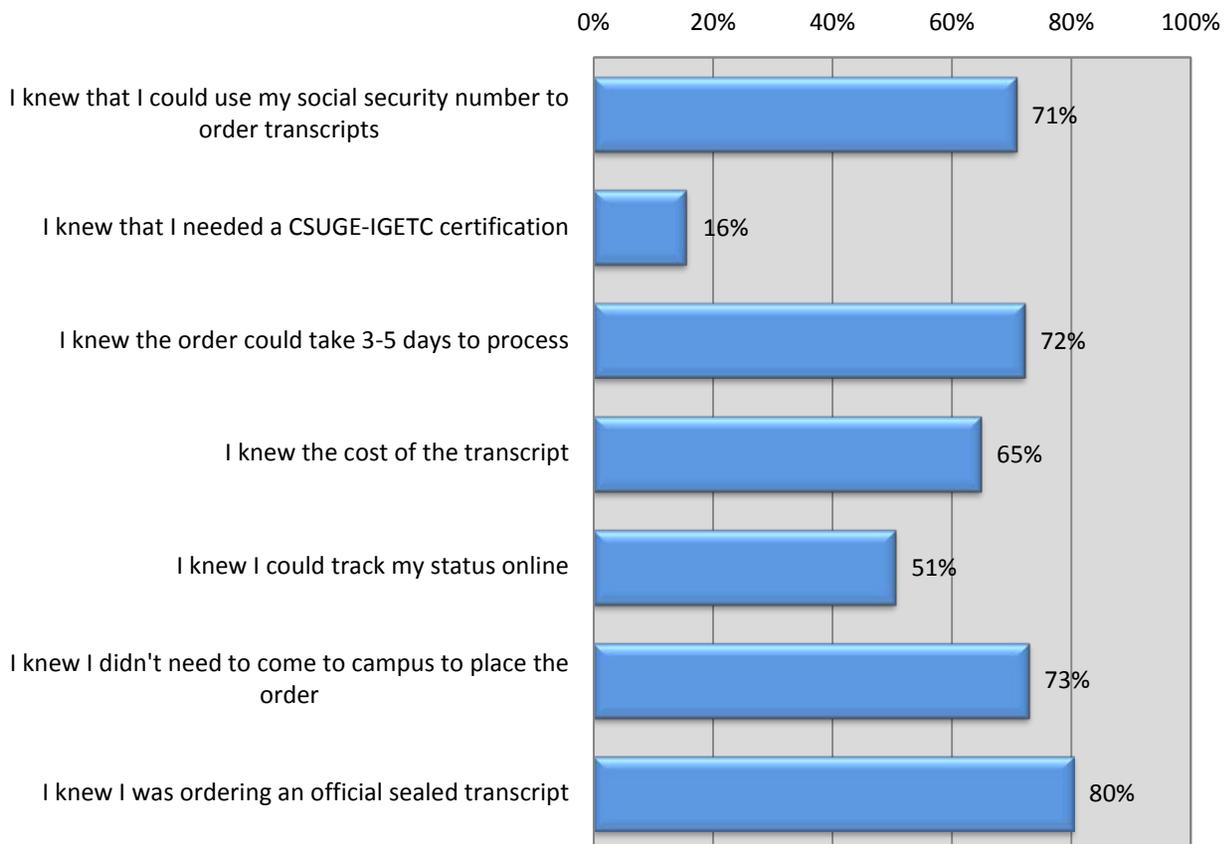
How would you suggest improving the transcript ordering process?

Answer Options	Response Count
	156
answered question	156
skipped question	487

Theme	Response Text
No Comment, n/a	
Count 29	
Process	Ability to upload attachments electronically
	Ask what semester you need to be sent? Because I only need the last Summer 2014 class grade, so I can send it to CSUF, but its okay I'll take all the classes I have taken at Citrus, which is a total of 4.
	Be able to do in at the school and order from a f*****g person like you used to be able to do
	Entering my university recipient was difficult
	Have a person be able to save their order if unfinished then come back to it later.
	Have a printed handout on ordering process
	Have an way to add an extra line to the recipient's address. You had the correct school and address, but I have a room name and number for it to be sent to which I could only add if I put in the address separately, on my own.
	Having more school addresses to pick from. I transferred mine to UCSD, and the system did not recognize the school. UCSD is well known.
	I could not remember how long it had been since I attended Citrus college so a way to verify attendance and a view transcript option would have been helpful,
	I didn't know that I could order an official sealed transcript online and still have it mailed to my address. I thought online was only for an un-official transcript.
	I have made hundreds of credit card purchases online. I have NEVER been required to print out a form and mail it in to confirm any transaction. This is absurd, inconvenient and user-hostile.
	I would suggest giving the option to send an unofficial transcript. My school of transfer has requested an unofficial transcript by e-mail for the same day. I did not see an option for that.
	I would suggest not having to print and sign the verification form. Other schools allow you to avoid that step by going to the transcript ordering page through their web portal, and it makes it much easier.
	It would be great if the extra step of faxing/mailing the transcript wasn't there, but I understand the reasoning behind the process.
	It would be helpful if an individual could order transcripts from several past colleges attended, and have them send to the current college they are applying to.
	It would be nice if we could complete our transcripts at school, or request our school to send them and they fill out all the info.
	Less html context and more directional info for smoother ordering process. your order process looks like a code page
	Make clear how many days it would really take to get the transcript if it were to be picked up
	Make it easier so I can go on campus to order it.. takes too long this way.
	Make the transcripts easier to find online like have them in the search engine
	Making it as simple as ordering high school transcripts
	Saving previous information for previous users
	Show me what my transcript data is before the final order.
	There exists no PDF electric delivery for IGETC certification.
	There should not be a required "Attention Department" field. Not all addresses include this information, as mine did not. I had to put the name of the organization I was sending my transcripts to twice.
Count 25	
None/Nothing	
Count 21	
Instructions/ Explanations	Be more clear
	Be more clear with which student identification number the student needs to provide.
	Clarify GE/IGETC certification, Make note of the official sealed transcript is being ordered
	Describing the difference between the IGETC and the other option.
	Explain more what everything is.
	Explain what CSUGE/IGETC certification is
	Give more detailed on what types of transcripts are out there.
	Have a video walk-through available.

How would you suggest improving the transcript ordering process?

Answer Options	Response Count
	156
answered question	156
skipped question	487

Theme	Response Text
	I don't understand how and what the difference is between getting transcripts for employment or other reasons...
	It's not clear to me that I will also receive a copy for my records. I'm still not sure.
	Make instructions more clear.
	Make it more clear when as to pdf and printed are official or unofficial
	Maybe have information outside of the ordering process? There was a lot of stuff my counselors had never told me about official transcripts and I felt like I was going into it blind.
	Not sure just make it a little more clear that you are ordering official transcripts and not an unofficial one.
	Step by step instructions and details of each category would be nice. Especially for first time transcript purchasers.
	What was advised over the fone was not the same as using your online app
Count 16	
Positive	Easy
	Everything about the process was great
	Everything good !
	Good
	I think its absolutely wonderful!
	I think its easy already
	It is fine like it is now.
	It is perfect the way that it is.
	It is very simple and easy to use already.
	It was alright
	It was easy.
	It's fine
	Its good if I receive my transcripts
	Its not broke
	Perfect how it is.
	Seems easy
Count 16	
Fee	Ensure students know there is an additional fee and that they need to provide their student ID numbers.
	Free
	Free pizza
	Free Transcripts Unconditionally!!
	I would have preferred to use paypal instead of my visa
	It said I am eligible for 2 free transcripts. Then there was still a $2 charge at the end. They are not free if I am still being charged. It's not a big deal but, if that was more clear at the beginning, that would be great.
	Let the $2.00 handling fee be known in the beginning of the process. It shows that there is only a $3.00 fee for the transcript itself. Even the "free" copies are not free. Thanks.
	Make it free.
	No handling charge
	Note there was going to be a credit card charge for the free transcripts we are entitled to.
	The processing fee is ridiculous
	The website says you get two free transcripts but I was charged $2 for the second one as a "Handling fee". I don't think that is honest!
Count 12	
Appearance	A better direct link via google to the Citrus College transcript site
	Appears to be good at this time.

## How would you suggest improving the transcript ordering process?

Answer Options	Response Count
	156
answered question	156
skipped question	487

Theme	Response Text
	By making your website easier to locate. I can't tell you how many forms of 'citrus college records' or 'citrus college admissions' I entered into google, and your official website did not come up in the first page of results. Just the wingspan site and dozens of miscellaneous websites would appear. I finally had to go through the Chancellor's Office page to the homepage of the CC website.
	In the beginning of the process post a "WARNING" or "ATTENTION " heading on all the points listed above. Then post the same warning sign at the end.
	make everything in one page
	Make it more simple.
	Make it shorter
	Nope, it's user-friendly as it is.
	Simplify everything
	Simplify the text...less verbage
	Too many pages , reduce the number
Count 11	
Delivery	All sent electronically, especially to the local state schools.
	Faster delivery process
	Have an over-night option available
	I had trouble with my last order not being delivered. I still don't know if I need a GE certificate.
	I was hoping to have my transcripts sent via PDF and was disappointed that this wasn't an option even though it was mentioned in the start page.
	Iinclude a rush delivery option in the same way that mt sac offers to its student
	Make sure they actually get mailed out ive paid so many times and my transcripts never get to the place i request and PAY for which is this time i will pick them up and deliver myself
	Quicker delivery to recipients
	Will need to wait and see till I receive my order.
Count 9	
Authorization	Accept PDF files for the Signed Authorization Form Upload. Scans are often automatically saved as PDFs.
	BY NOT HAVING TO DO AN AUTHORIZATION FORM.
	I didn't get auth. page for two of my orders, so I signed my receipt instead.
	Letting people Sign their signature via a Sign document app.
	Not your fault but the required signature is ridiculous! I have had schools send transcripts that didn't require this and my transfer school got the official transcripts just fine. Doesn't really matter since I would have to use you to get my transcripts.
	Quicker service. do authorization online.
	There should not be the authorization process. It bothers.
Count 7	
Electronic	Electronically transfer it.
	E-script
	I would like to see electronic transfer of transcripts to various schools.
	Make it fully electronic
Count 4	
Other	
Count 4	
	Confirmation from both school's once sent and received and processed.
Count 1	
Survey	Don't ask question #1 on the survey. I do not know if this whole process is a success yet because I have not received my damn transcripts yet to confirm this works.
Count 1	
Total Count 156	

Include me in your Alumni Association mailing list/database.		
Answer Options	Response Percent	Response Count
Yes	14.4%	69
No	85.6%	409
	answered question	478
	skipped question	165

Include me in your Alumni Association mailing list/database.

14%

86%

- Yes
- No
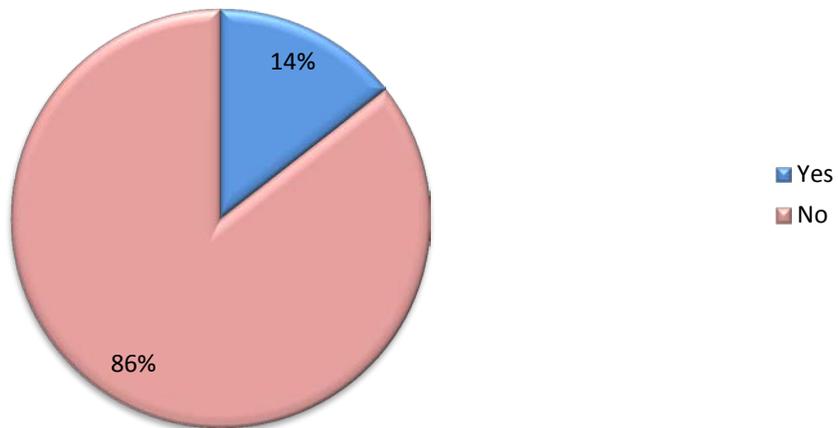
I am interested in the web-based Career Connections.

| Answer Options	Response Percent	Response Count
Yes	20.0%	97
No	80.0%	389
	answered question	486
	skipped question	157

I am interested in the web-based Career Connections.
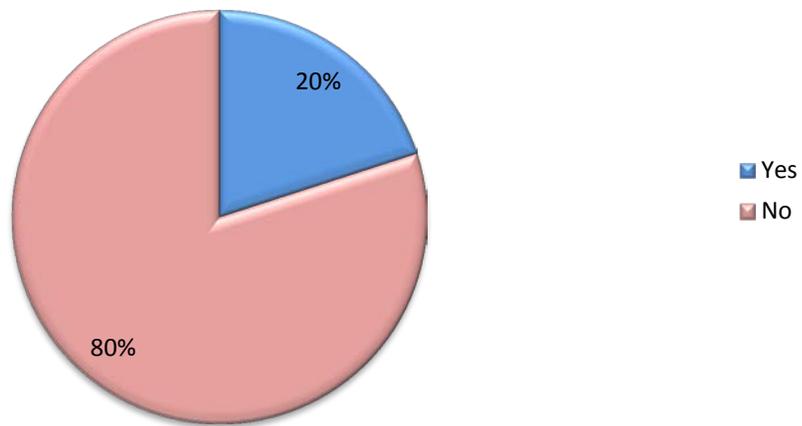
| I want to know of current Citrus College events and happenings.		
Answer Options	Response Percent	Response Count
Yes	16.9%	81
No	83.1%	398
	answered question	479
	skipped question	164

I want to know of current Citrus College events and happenings.

17%

83%

- Yes
- No
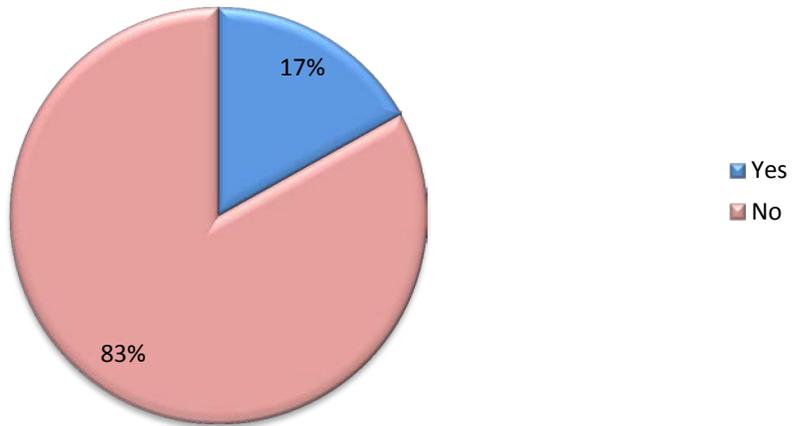
I would like to participate in Citrus Alumni and Friends events.		
Answer Options	Response Percent	Response Count
Yes	14.9%	72
No	85.1%	411
	answered question	483
	skipped question	160

I would like to participate in Citrus Alumni and Friends events.

15%

85%

■Yes
■No
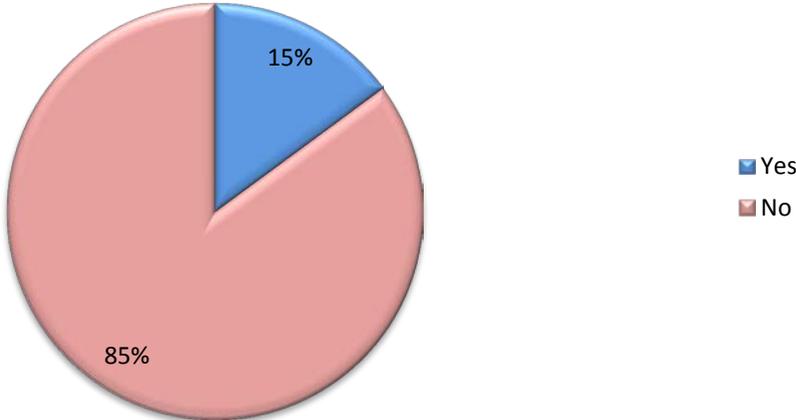
Thank you for requesting a transcript. In order to continue to improve services for students, the Admissions and Records office would like you to fill out a short survey regarding your online transcript request. The survey will be used to evaluate the transcript request process and to make improvements. Please complete the questions below. The survey should take less than 7 minutes to complete.

1. Rate your level of knowledge of the transcript ordering process.

○ Not at all knowledgeable

○ Slightly knowledgeable

○ Somewhat knowledgeable

○ Very knowledgeable

2. Rate your level of agreement with each of the following statements

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
I was successful in ordering my official transcript online	○	○	○	○	○
I would be able to teach another student how to order an official transcript online	○	○	○	○	○
The "Steps for Ordering a Transcript" manual available online provided clear instructions on the process	○	○	○	○	○

3. As you navigated the transcript ordering process, did you know the following information? (mark all that apply)

☐ I knew that I could use my social security number to order transcripts

☐ I knew that I needed a CSUGE-IGETC certification

☐ I knew the order could take 3-5 days to process

☐ I knew the cost of the transcript

☐ I knew I could track my status online

☐ I knew I didn't need to come to campus to place the order

☐ I knew I was ordering an official sealed transcript

4. How would you suggest improving the transcript ordering process?

[text box]

If you are a Citrus College alumnus, we would like to get in touch with you and keep you connected with events and news about Citrus College. Please provide us with your name and email, and mark all programs and events that you are interested in below.

5. Please provide your name and email:

[text box]

6. Include me in your Alumni Association mailing list/database.

○ Yes

○ No

7. I am interested in the web-based Career Connections.

○ Yes

○ No

8. I want to know of current Citrus College events and happenings.

○ Yes

○ No

9. I would like to participate in Citrus Alumni and Friends events.

○ Yes

○ No

[Done]