



ADMISSIONS AND RECORDS STUDENT SERVICES ANNUAL PROGRAM REVIEW 2014-2015 AND PLAN 2015-2016

Committee Members:

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1. Program Mission/Description:

Program Mission and Relationship to College Mission:

The Admissions and Records Office (A&R) at Citrus College, a College of Completion, ensures student success by purposely delivering outstanding service, with every effort, to every student, at all times.

Program Description:

The Admissions and Records Office (A&R) serves as the primary student enrollment service provider and official custodian of student records for the District. The A&R Office processes approximately 20,000 applications each year and registers over 19,000 students. The A&R Office collects, processes, and maintains student grades, certificates, and degree completions. The staff processes residency redeterminations, processes transcript requests, and enforces academic regulations such as course repetition, academic renewal, and enrollment priority. The A&R Office works with many offices on campus to serve students, for example, by helping to develop the academic calendar, submitting MIS data, and submitting the state apportionment report.

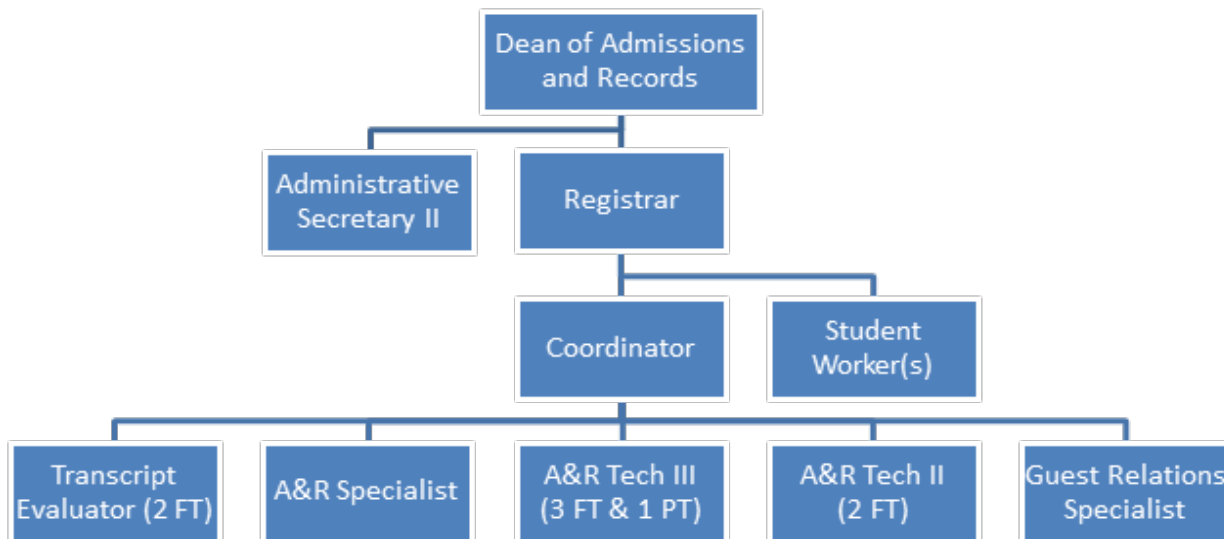
2. Key Functions/Goals:

The Admissions and Records Office works with all students and instructors at Citrus College to provide:

- Academic renewals and student petitions
- Admissions applications and registration services
- Athletic eligibility
- Credit by exam
- Degree audit scribing
- Evaluating degrees, certificates, and certifications
- Instructor drops, reinstatements, census reports, and final grade processing
- Local, state and federal reporting
- Maintaining student records and scanning of student records
- Residency reclassifications
- Transcript and verification requests
- Veteran student certification

The goal of the A&R Office is to provide services for students, instructors, and staff so that Citrus College achieves its College of Completion mission and goals.

Organization Chart



3. Assessment of Outcomes:

Assessment: *How did you assess the outcomes? What method did you use?*

Result: *What was the product or consequence of your assessment?*

Change: *What will you do differently as a result of what you learned from the assessment?*

Prompt: You may also include an analysis of workload/scope of work, and/or additional data (ARCC/Scoreboard and CCSSE surveys) to address this topic. Use existing data and/or document with a survey.

Populate with the existing Unit Outcomes				
	Outcome	Assessment	Result	Change
1	Students will successfully apply online.	Survey starts after student submits an online CCCApply application.	<p>Of the 15,970 applications submitted to Citrus College in the 2014-2015 academic year, 74.8% of respondents participated in the survey.</p> <p>More than eighty eight percent (88.6%) of respondents were either satisfied or very satisfied with the application process.</p> <p>Only 1.3% of respondents were not satisfied. 96% of respondents would recommend CCCApply to others. Nine hundred and twenty (920) respondents left overwhelmingly positive comments with few exceptions (See Appendix A).</p>	<p>Two recommendations will be submitted to the CCCApply Steering committee. The first one dealing with questions relating to course of study and the second addressing residency determination.</p> <p>As many changes are made to CCCApply, the A&R Office will provide a second evaluation next year.</p>
2	Students will successfully request transcripts online.	Online survey of all Citrus College students and alumni who order transcripts in the 2014-2015 academic year.	<p>Survey results were collected and 643 responses were submitted, 21 more than the prior year. The results were very positive, but not as positive as the committee had hoped. Sixty two percent of respondents indicated that they were very knowledgeable or somewhat knowledgeable of the transcript ordering process, a drop of 2% from the prior year (See Appendix B).</p>	<p>This was the third year evaluating the same Student Learning Outcome (SLO). The results have been strikingly similar all three years despite considerable changes made by the committee. Although the results paint a very</p>

			<p>However, 84% agree or strongly agree that they were successful in ordering their transcripts an increase of 1% over prior year. 78% of respondents said they would be able to teach another person how to order transcripts a jump of 1%.</p> <p>Questions regarding knowledge of the transcript process yielded lower results. For example, only 51% of respondents knew they could track their transcript orders online whereas as 80% of respondents knew they were ordering an official sealed transcript. Those two findings were almost identical to the prior year responses.</p> <p>Out of 643 responses, 156 respondents left comments, four fewer than the prior year. Some respondents again suggested that the cost of transcripts needs to be more clearly articulated as well as the handling fee for online requests.</p> <p>Some respondents continued to ask for a better explanation of Intersegmental General Education Transfer Curriculum (IGETC) and Cal State University (CSU) General Education (GE) requirements and why someone might need certification.</p>	<p>positive picture of the online transcript order process, the findings do not reflect the considerable changes made as a result of the previous two SLO assessments.</p> <p>Changes implemented last year include a new Frequently Asked Questions (FAQ) webpage with 29 questions and a complete rewording of the main transcript request webpage. Because the college uses a vendor to provide the online service, we will again forward the survey results to them so that they are made aware of what users think and how they suggest making improvements.</p> <p>In addition, the SLO committee agreed to change the wording of the survey to make it clearer for students, provide better links to the college transcript ordering webpage and FAQ webpage, request navigation PDF from vendor for staff training, and write a summary of suggested changes to the vendor's website.</p>
3	High School students will successfully apply, submit the concurrent enrollment form, and enroll.	Online survey sent to all High School students who applied for summer 2014, fall 2014, winter 2015 and spring 2015.	Survey planned for July 2015	Evaluation planned for August 2015

4. Previous Recommendations/Goals:

Prompt: Provide an outline of the previous recommendations. Insert title of person(s) responsible. Status should be Completed or In Progress. If goal is in progress, explain why under status. Indicate completion date by Month/Year.

	Previous Recommendation/ Goals 2014-2015	Person(s) Responsible	Status/ Progress	Completed
1	Use outside resources and/or technology to increase employee	Dean of Admissions and Records	a. Initial conversations have taken place with	a. July 2015 b. June 2016

	<p>productivity.</p> <ul style="list-style-type: none"> a. Print transcript offsite. b. Join E-Transcript California and implement electronic transcripts. c. Receive electronic transcripts into Banner and imaging system and articulate transcripts from top five receiving institutions. d. Use SARS for staff schedule and student appointments. e. Automate student welcome email. <p>CCSP 2.3.3 & 5.1.3 EFMP pg. 329</p>		<ul style="list-style-type: none"> vendor. They are in the process of providing a draft contract. b. In the implementation queue with TeCS. c. Selected product solution. In the implementation queue with TeCS. d. Have not moved forward with this item. e. In the implementation queue with TeCS. 	<ul style="list-style-type: none"> c. June 2016 d. December 2016 e. June 2016
2	<p>Obtain additional human resources for department by:</p> <ul style="list-style-type: none"> a. Hire a full time Tech III employee b. Hire a full time Tech II employee 	Dean of Admissions and Records	<ul style="list-style-type: none"> a. New position was not funded. b. New position was not funded. 	<ul style="list-style-type: none"> a. Abandoned b. Included in 2015-2016 budget.
3	Cross-train employees.	Registrar	Additional cross-training of employees took place, including cross-training in counter, transcripts and verifications.	June 2016
4	<p>Improve the A&R Office's technical and computer needs.</p> <ul style="list-style-type: none"> a. Purchase scanners for each workstation. b. Purchase dual monitors. c. Replace old computers. d. Update software on all computers. 	Dean of Admissions and Records, Registrar	<ul style="list-style-type: none"> a. No additional desk scanners were purchased. b. Two dual monitors were purchased. c. Two computer systems were purchased and three printers. d. Updates done throughout year. Snagit software purchased for one computer. 	<ul style="list-style-type: none"> a. Moved to 2015-2016 plan b. Completed Spring 2015 c. Completed Spring 2015 d. Completed Spring 2015

5. New Recommendations/Goals:

Prompt: List new recommendations/goals in order of priority. Indicate estimated completion date by month/year. If applicable, reference the Citrus College Strategic Plan (CCSP) objectives that require funding and the Educational Facilities Master Plan (EFMP) goals, using the following format. Example: **CCSP 2.3.2 / EFMP pg. 361**

	New Recommendation/ Goals 2015-2016	Person(s) Responsible	Estimated Completion	Budget Priority
1 st	<p>Obtain additional human resources for office by:</p> <ul style="list-style-type: none"> a. Hire a full time Transcript Evaluator. b. Hire a full time Tech II. c. Assign technology staff resources to address Admissions and Records Office technology needs. 	Dean	June 2016	2
2 nd	<p>Improve employee productivity and services by:</p> <ul style="list-style-type: none"> a. Receiving electronic transcripts into Banner, image incoming transcripts, and populate articulation tables in Banner. b. Printing transcripts offsite. c. Using SARS for staff schedule and student appointments. d. Using the National Student Clearinghouse for verifying student athlete's prior enrollment. 	Dean	June 2016	2

	<ul style="list-style-type: none"> e. Using Banner athletic eligibility screens. f. Automating student welcome email. g. Sending and receiving transcripts electronically in the E-Transcript California format. <p>CCSP 2.3.3 & 5.1.3 EFMP pg. 329</p>			
3 rd	<p>Improve productivity, communication and training through:</p> <ul style="list-style-type: none"> a. Participation in professional development activities b. Development of the following office manuals: <ul style="list-style-type: none"> i. Faculty A&R Handbook ii. A&R Staff Counter Manual c. Upgrade office information technology. 	Dean and Registrar	June 2016	2
4 th	<p>Improve access, retention, and success that lead to student completion by:</p> <ul style="list-style-type: none"> a. providing students with scheduled A&R assistance appointments b. translating select webpages to Spanish c. allowing students to change major through student portal <p>CCSP 2.3.3</p>	Dean and Registrar	June 2016	2

Program Projections contained in the Educational & Facilities Master Plan 2011-2020	Progress toward completion: (please check one)		
Admissions and Records	Completed	In Progress	Not yet begun
EFMP 1 - Expand the Admissions and Records computer center.	X		
EFMP 2 - Expand online services for faculty to include attendance and positive attendance reports.	X		
EFMP 3 - Expand online services for non-credit applications and transcript requests.	X		
EFMP 4 - Collaborate with the technology department to more efficiently rectify errors and incorporate Banner updates.	X		

6. Resources Requested:

Prompt: All requests should be linked to new recommendations (above). Include the reference number in the "Discuss impact on goals / SLOs" field below. Use the Link to Planning Key found on the General Budget Guidelines page below to complete the Link to Planning column.

Admissions and Records

Certificated Personnel (FNIC)

Position	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
N/A				

Classified Personnel

Position	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
A&R Transcript Evaluator - 100%	<p>Goal: Hire FT A&R Transcript Evaluator</p> <p>Impact: Position addresses goal 1.a by providing incoming transcript evaluation and maintenance of articulation tables in Banner. Depending on workload, this position will assist</p>	<p>Salary \$44,434</p> <p>Benefits \$9,496</p> <p>Health \$21,909</p> <hr/> <p>Total: \$75,839</p>	2	CCSP 2.2.3

	other Transcript Evaluators in fulfilling their responsibilities. This position may be funded through SSSP funds. New recommendation #1.a			
A&R Technician II - 100%	Goal: Hire FT A&R Tech II position Impact: Position addresses goal 1.b by providing critical front counter coverage, record scanning and data processing for the A&R Office. Tech II employees are responsible for transcript processing and verifications. Due to reduction in large part time on call population, Tech I and Tech II employees absorbed most of the counter duties for the A&R Office. New recommendation #1.b	Salary \$34,712 Benefits \$7,418 Health \$21,909 <hr/> Total: \$64,039	2	N/A

Staff Development (Division)

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
California Association of Community College Registrars and Admissions Officers (CACCRAO) Regional Workshop	Goal: Participate in Professional Development Activities Impact: Staff receives professional development specifically designed for admissions and records personnel. Staff has the opportunity to interact with staff from other campuses. New recommendation #3.a	Free	3	CCSP 2.2.2
CACCRAO Annual Conference	Goal: Participate in Professional Development Activities Impact: Attendance by the Dean of Admissions and Records and by the Registrar helps them stay on top of regulatory changes and learn best practices from the statewide professional development group. New recommendation #3.a	\$2,000	1	CCSP 1.2.2

Facilities (Facilities)

Describe repairs or modifications needed and location	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
N/A				

Computers / Software (TeCS)

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
Install SARS	Goal: Improve employee productivity and services to the college Impact: Use SARS for staff counter schedule as well as to schedule student appointments. New recommendation #2.c and 4.a	Free	2	CCSP 5.1.3; EFMP #4 pg. 329

Change of major through student portal	<p>Goal: Up to date course of study/program information for students</p> <p>Impact: Reports will have latest program student is pursuing. DegreeWorks audits and SEPs will reflect correct course of study.</p> <p>New recommendation #4.c</p>	Free	2	CCSP 2.3.3
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Equipment

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
Desk Scanners	<p>Goal: Install Scanners</p> <p>Impact: Install two desk scanners to help staff scan documents into the document imaging system.</p> <p>New recommendation #3.c</p>	\$2,000	2	N/A
Dual Monitors	<p>Goal: Install Dual Monitors</p> <p>Impact: Three staff requesting dual monitors to help them improve computing productivity.</p> <p>New recommendation #3.c</p>	\$2,000	2	N/A
Printers	<p>Goal: Replace Printers</p> <p>Impact: Replace color printers that no longer operate appropriately.</p> <p>New recommendation #3.c</p>	\$2,000	2	CCSP 1.2.1

Supplies (Division)

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
N/A				

Appendix A

Admissions and Records 2014-2015 – Application SLO Survey

Total Applicants: 15,970
Total Survey Respondents: 11,947

Level of Satisfaction

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
6,739	3,850	1,210	80	68
56.4%	32.2%	10.1%	0.7%	0.6%

Would Recommend Application?

Yes	No
10,305	442
95.9%	4.1%

Total Comments: 920

Most Frequent Comments:

- (blank)
- N/A
- none
- good
- Very easy
- THANK YOU
- great
- na
- Fast and easy
- easy
- it was easy
- Quick and easy
- great!
- It was fast and easy
- easy and fast
- too tedious
- None.
- no comment
- very easy and fast
- User Friendly
- Very easy to use
- Very easy
- very easy to use.
- very helpful
- Very easy to use!
- Thanks
- very fast application
- Very simple
- very helpful.
- very simple and easy to complete
- Very quick and easy.
- easy to use
- cool
- :)
- Awesome!
- It was quick and easy
- easy and quick

Appendix B (pg. 9-22)



2015 Citrus College Transcript Request Survey Analysis

Office of Institutional Research,
Planning and Effectiveness
April 2015

Transcript Requests Survey

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:

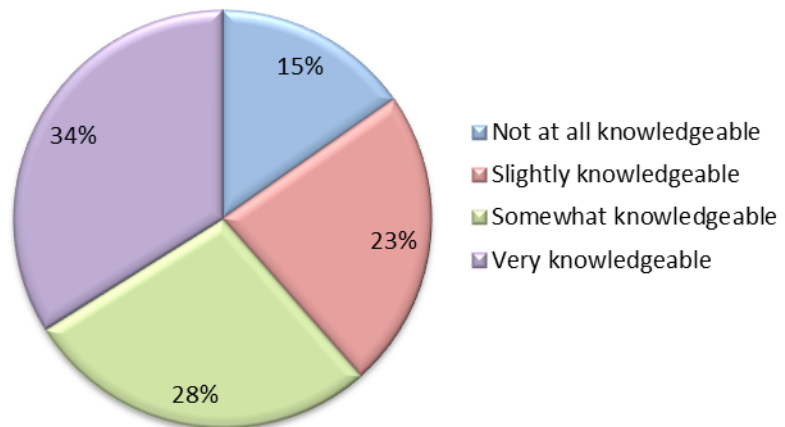
- knowledge of the transcript ordering process,
- agreement to statements related to their ordering experience,
- degree of knowing about various features of the ordering process,
- suggestions on improving the transcript ordering process,
- providing their email contact information,
- inclusion in the 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.

Transcript Requests Survey

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
<i>answered question</i>		636
<i>skipped question</i>		7

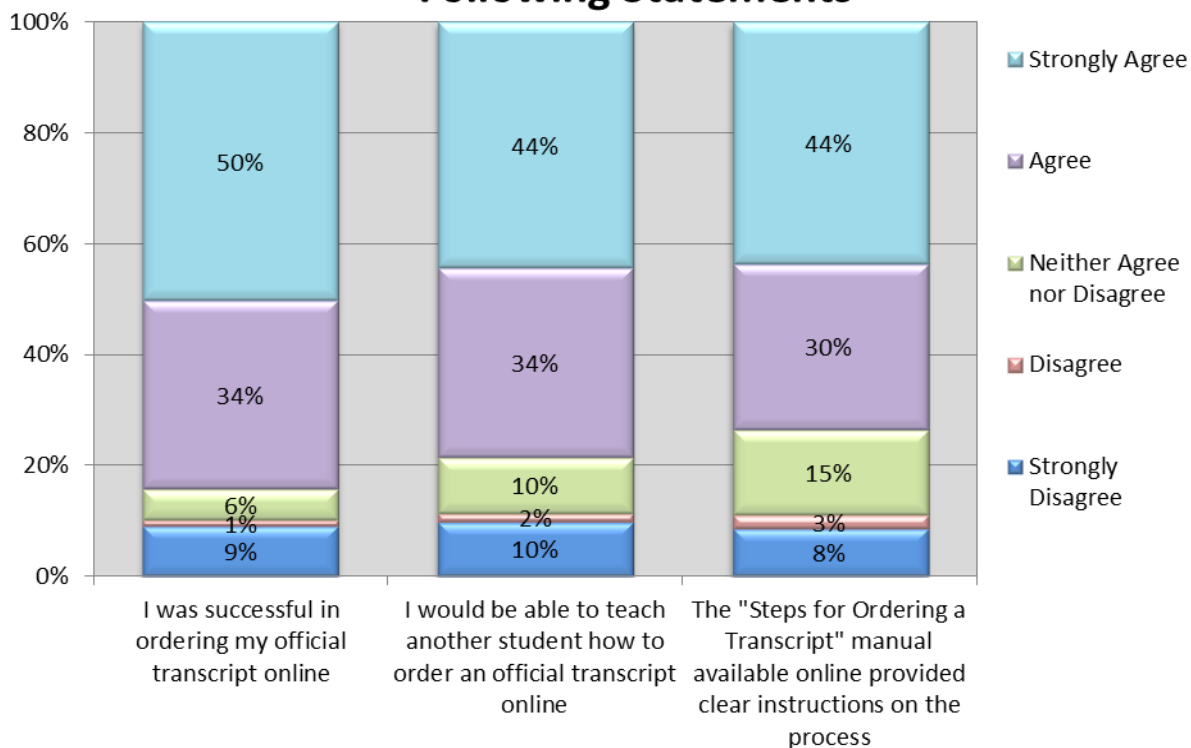
Rate Your Level of Knowledge of the Transcript Ordering Process



Transcript Requests Survey

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
<i>answered question</i>						633
<i>skipped question</i>						10

Rate Your Level of Agreement with Each of the Following Statements

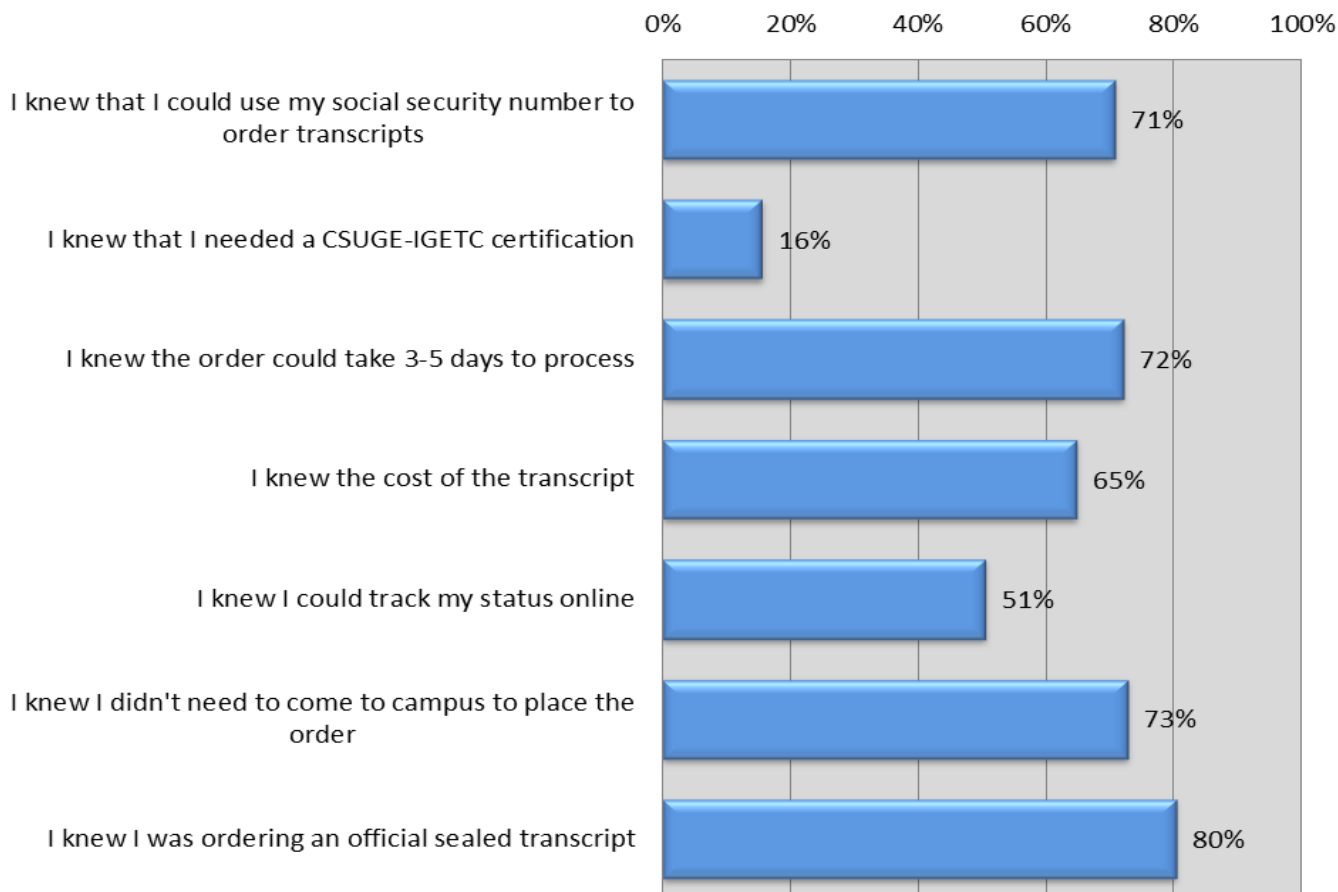


Transcript Requests Survey

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
<i>answered question</i>		588
<i>skipped question</i>		55

As You Navigated the Transcript Ordering Process, Did You Know the Following Information



Transcript Requests Survey

How would you suggest improving the transcript ordering process?	
Answer Options	Response Count
	156
<i>answered question</i>	156
<i>skipped question</i>	487

Theme	Response Text
No Comment, n/a	Count 29

Process	Response Text
	<p>Ability to upload attachments electronically</p> <p>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.</p> <p>Be able to do in at the school and order from a f*****g person like you used to be able to do</p> <p>Entering my university recipient was difficult</p> <p>Have a person be able to save their order if unfinished then come back to it later.</p> <p>Have a printed handout on ordering process</p> <p>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.</p> <p>Having more school addresses to pick from. I transferred mine to UCSD, and the system did not recognize the school. UCSD is well known.</p> <p>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,</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>It would be great if the extra step of faxing/mailling the transcript wasn't there, but I understand the reasoning behind the process.</p> <p>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.</p> <p>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.</p> <p>Less html context and more directional info for smoother ordering process. your order process looks like a code page</p> <p>Make clear how many days it would really take to get the transcript if it were to be picked up</p> <p>Make it easier so I can go on campus to order it.. takes too long this way.</p> <p>Make the transcripts easier to find online like have them in the search engine</p> <p>Making it as simple as ordering high school transcripts</p> <p>Saving previous information for previous users</p> <p>Show me what my transcript data is before the final order.</p> <p>There exists no PDF electric delivery for IGETC certification.</p> <p>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.</p>
	Count 25

None/Nothing	Response Text
	Count 21

Instructions/ Explanations	Response Text
	<p>Be more clear</p> <p>Be more clear with which student identification number the student needs to provide.</p> <p>Clarify GE/IGETC certification, Make note of the official sealed transcript is being ordered</p> <p>Describing the difference between the IGETC and the other option.</p> <p>Explain more what everything is.</p> <p>Explain what CSUGE/IGETC certification is</p> <p>Give more detailed on what types of transcripts are out there.</p> <p>Have a video walk-through available.</p> <p>I don't understand how and what the difference is between getting transcripts for employment or other reasons</p>

Transcript Requests Survey

How would you suggest improving the transcript ordering process?	
Answer Options	Response Count
	156
<i>answered question</i>	156
<i>skipped question</i>	487

Theme	Response Text
	<p>It's not clear to me that I will also receive a copy for my records. I'm still not sure.</p> <p>Make instructions more clear.</p> <p>Make it more clear when as to PDF and printed are official or unofficial</p> <p>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.</p> <p>Not sure just make it a little more clear that you are ordering official transcripts and not an unofficial one.</p> <p>Step by step instructions and details of each category would be nice. Especially for first time transcript purchasers.</p> <p>What was advised over the fone was not the same as using your online app</p>
	Count 16

Theme	Response Text
Positive	<p>Easy</p> <p>Everything about the process was great</p> <p>Everything good !</p> <p>Good</p> <p>I think its absolutely wonderful!</p> <p>I think its easy already</p> <p>It is fine like it is now.</p> <p>It is perfect the way that it is.</p> <p>It is very simple and easy to use already.</p> <p>It was alright</p> <p>It was easy.</p> <p>It's fine</p> <p>Its good if I receive my transcripts</p> <p>Its not broke</p> <p>Perfect how it is.</p> <p>Seems easy</p>
	Count 16

Theme	Response Text
Fee	<p>Ensure students know there is an additional fee and that they need to provide their student ID numbers.</p> <p>Free</p> <p>Free pizza</p> <p>Free Transcripts Unconditionally!!</p> <p>I would have preferred to use PayPal instead of my visa</p> <p>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 still being charged. It's not a big deal but, if that was more clear at the beginning that would be great.</p> <p>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.</p> <p>Make it free.</p> <p>No handling charge</p> <p>Note there was going to be a credit card charge for the free transcripts we are entitled to.</p> <p>The processing fee is ridiculous</p> <p>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!</p>
	Count 12

Theme	Response Text
Appearance	<p>A better direct link via Google to the Citrus College transcript site</p> <p>Appears to be good at this time.</p> <p>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.</p> <p>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.</p> <p>Make everything in one page</p>

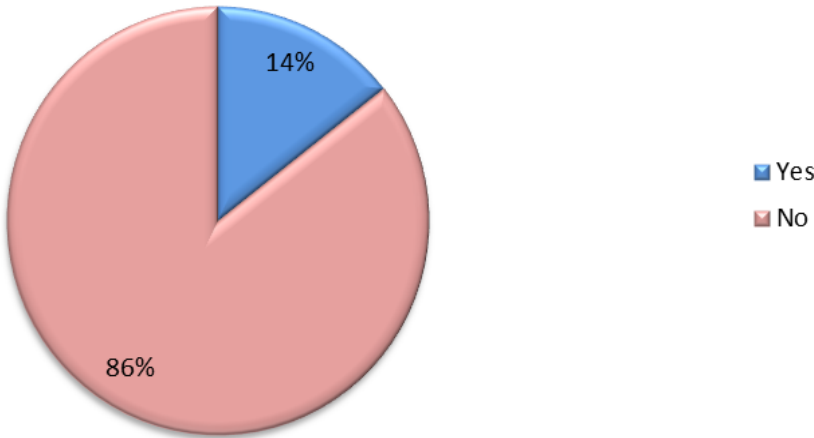
Transcript Requests Survey

How would you suggest improving the transcript ordering process?	
Answer Options	Response Count
	156
<i>answered question</i>	156
<i>skipped question</i>	487
Theme	Response Text
	Make it more simple. Make it shorter Nope, it's user-friendly as it is. Simplify everything Simplify the text...less verbiage 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. Include a rush delivery option in the same way that mt sac offers to its student Make sure they actually get mailed out I've 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 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	Confirmation from both schools' 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

Transcript Requests Survey

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

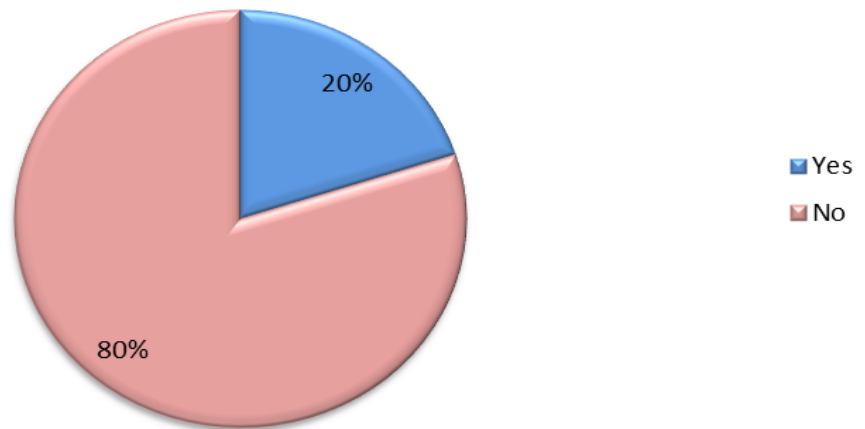
Include me in your Alumni Association Mailing List/Database



Transcript Requests Survey

I am interested in the web-based Career Connections.		
Answer Options	Response Percent	Response Count
Yes	20.0%	97
No	80.0%	389
<i>answered question</i>		486
<i>skipped question</i>		157

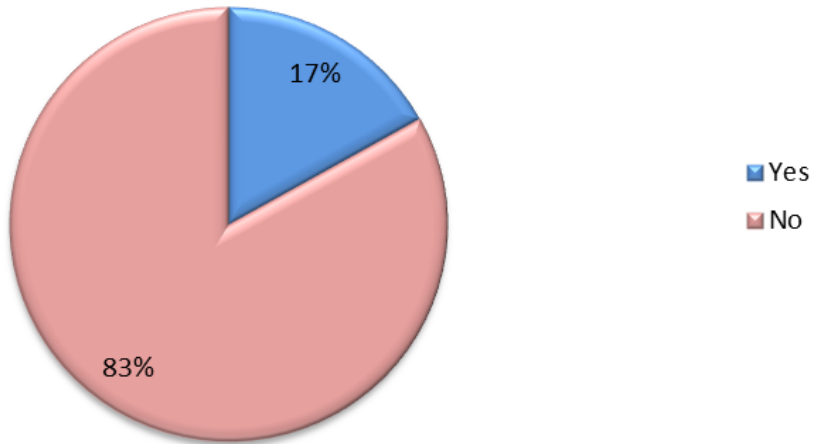
I am Interested in the Web-Based Career Connections



Transcript Requests Survey

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
<i>answered question</i>		479
<i>skipped question</i>		164

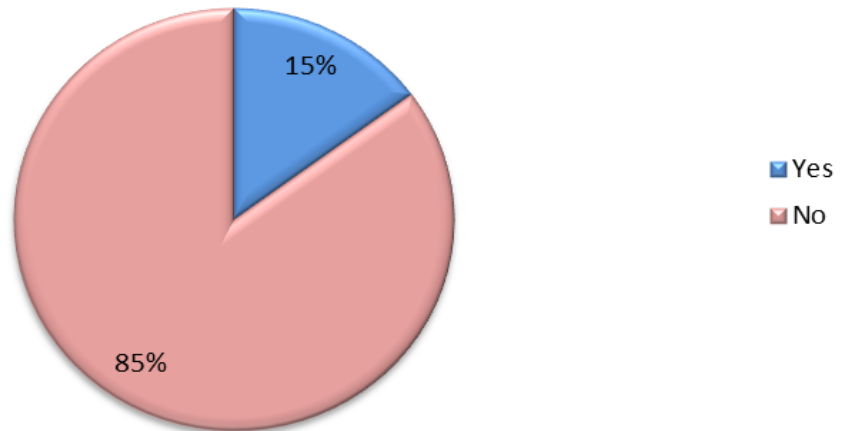
I Want to Know of Current Citrus College Events and Happenings



Transcript Requests Survey

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
<i>answered question</i>		483
<i>skipped question</i>		160

I Would Like to Participate in Citrus Alumni and Friends Events



Transcript Requests Survey

TRANSCRIPT REQUESTS SURVEY

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would be able to teach another student how to order an official transcript online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The "Steps for Ordering a Transcript" manual available online provided clear instructions on the process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Transcript Requests Survey

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

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:

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