### Student Learning Outcome

#### Student Services Division

#### Division: Admissions (Credit & Non-Credit)

<table>
<thead>
<tr>
<th>Area</th>
<th>SLO</th>
<th>Measurement*</th>
<th>Change</th>
<th>Timeline</th>
<th>Continuous Quality Improvement</th>
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| Transcripts| The purpose of the online ordering system was to provide students with an easier and more efficient option to order and pay for official transcripts. This should also reduce the number of students needing to visit the Admissions and Records Office to order their transcripts. Information was disseminated via flyers and on the college website and students were educated to utilize the new process in person, by email and by telephone. The percentage of students who will utilize the new option will increase by at least 30%. | • Analyze three years comparable data for before, initial and after.  
• Compare the usage of in-person versus online services.  
• Conduct survey in Fall 2012 to students who have used the services. | • Prior to the implementation of the online ordering system, 100% of the orders were collected in the Admissions & Records Office and entered manually by staff. In June 2011, roughly four months after implementation, 57% of the transcript orders were submitted online. In those four months, the online usage already surpassed the target of 30%. In June 2012, the majority of orders (84%) were submitted online. The increase of online ordering has resulted in fewer errors with addresses and returned mail since the students are entering the information themselves. Other results include, faster processing times, institutions receiving transcript information more quickly and frequently, payments collected online provides a more secure and efficient method for students and finally a significant reduction of paper waste. With the initial target of 30% met and surpassed, Admissions and Records continues to encourage and educate students to utilize the online transcript ordering system. | Ongoing | • Look into payment options for international orders and collaborating with additional target institutions to establish a partnership in electronic transcript exchange to better serve the transferring students.  
• The results of the survey will be used to streamline the online transcript order system. |

*Attach summary of evidence (i.e. surveys, narrative from focus groups, etc.). Keep evidence for your records.*