The University of Texas Rio Grande Valley

- Student Population: **25,000-28,000**
- Transcript Requests (or completed request) per week or month: **Average 6000 a month (completed)**
- Transcript request fee: **No fee**
- Request options (in person, fax, email, student portal, etc.): **The majority are submitted online, some in**
- **person/mail/fax/email.**
- Number and type of staff (FT/PT/student worker) dedicated to processing requests: **0 dedicated to**
- **processing transcripts full-time**. **2 FT staff processing part-time, 6 part-time/student workers.**
- Turnaround time: **2-3 days non-peak times, 5-7 during peak times.**
- Do you order paper/envelopes from vendor or in house print shop? **Transcript Paper – Vendor. Envelopes - bought through campus services**
- Biggest challenge: **Staffing, costs, peak-times.**

Lone Star College

- Student Population: **85,000**
- Transcript Requests (or completed request) per week or month: **An average of 6,300 per month**
- Transcript request fee: **$9**
- Request options (in person, fax, email, student portal, etc.): **Student Portal (links to NSC) and directly on the NSC site**
- Number and type of staff (FT/PT/student worker) dedicated to processing requests:
- Turnaround time: **12-24 hours during the week. On weekends and/or holidays add 24 hours for each day off.**
- Do you order paper/envelopes from vendor or in house print shop?: **Vendor**
- Biggest challenge: **Really it's working very well and no major challenges at this time.**

Alamo Colleges

- Student Population: **65,000**
- Transcript Requests (or completed request) per week or month: **5,700 per month - on average**
- Transcript request fee: **First request free, $10 for each request thereafter**
- Request options (in person, fax, email, student portal, etc.): **(in order of greatest use, to least) - Student Portal, Alamo Colleges website link, in person, via mail**
- Number and type of staff (FT/PT/student worker) dedicated to processing requests: **2 FT**
- Turnaround time: **An average of 48 hours**
- Do you order paper/envelopes from vendor or in house print shop?: **from vendor**
- Biggest challenge: **Automated system issues – Although not frequent at all, with various technical pieces involved, each may have issues on separate days**.

Tarrant County College District

- Student Population: **50,000+**
- Transcript Requests (or completed request) per week or month**: In 2015 we averaged 7467 requests producing 9894 transcripts per month.**
- Transcript request fee: **No fee.**
- Request options (in person, fax, email, student portal, etc.): **All listed except e-mail.**
- Number and type of staff (FT/PT/student worker) dedicated to processing requests**: 1 FT, 2 PT, 1 Student Worker. All other District Records staff assist during peak times.**
- Turnaround time: **In person is immediate. All other methods are 3-5 days during non-peak and 7-10 days during peak.**
- Do you order paper/envelopes from vendor or in house print shop?: **Vendor for both**.
- Biggest challenge: **TCC has no mechanism to produce an e-transcript which can be securely e-mailed to any e-mail recipient. All transcript requests are entered manually by staff members; there is no automation.**

Sam Houston State University

- Student Population: **Approximately 20,000 (slightly higher in the fall/spring terms and smaller in the summer terms)**
- Transcript Requests (or completed request) per week or month: ***would need to place a work order to determine the exact number, but we produced approximately 575 over the past few days due to hold for degree processing; average is about 2,000 – 3,000 per month as a guestimate.**
- Transcript request fee: **$0 for registered students (Student assessed a $12/per semester making them eligible for 5 free transcripts per term), $5.00 for non-registered students; (Degree Awarded students have 1 year to collect 10 free transcripts – this is from the date of their awarded degree on the transcript record); Unclaimed free transcripts do not roll forward.**
- Request options (in person, fax, email, student portal, etc**.): Student Portal, mail, in person, by proxy (with signed permission form from the student)**
- Number and type of staff (FT/PT/student worker) dedicated to processing requests: **1FT primary staff & 1 student worker assigned to help with transcripts. Have 1 back-up for our full-time primary staffer.**
- Turnaround time: **Walk-ins immediate. All others within 24 hours**.
- Do you order paper/envelopes from vendor or in house print shop?: **Paper – Scrip Safe Vendor; Envelopes – in house print shop;**
- Biggest challenge: **ACH payment is a challenge (location of accounts – treated as a hot check and unable to verify account); student holds; disconnect between undergraduate and graduate coursework on record;**

Panola College

- Student Population: **2,700 +/-**
- Transcript Requests (or completed request) per week or month: **average 50 per week**
- Transcript request fee: **No fee**
- Request options (in person, fax, email, student portal, etc.): **in Person/mail/fax/email - form on homepage**
- Number and type of staff (FT/PT/student worker) dedicated to processing requests: **4-FT (including myself), 1-PT, 1-Student worker - no 1 person is dedicated to transcripts - we all pitch in when needed. It is primary job for the student worker (when present!)**
- Turnaround time: **24 hrs**
- Do you order paper/envelopes from vendor or in house print shop? **Transcript Paper - Vendor / Envelopes – bought through College Store which purchases through a Vendor**
- Biggest challenge: **keeping up during peak times - start/end of semesters**

UTHSCH

- Student Population: **4800**
- Transcript Requests (or completed request) per week or month: **665/month**
- Transcript request fee: **$0 (Student assessed a $5/per semester print fee)**
- Request options (in person, fax, email, student portal, etc.): **All**
- Number and type of staff (FT/PT/student worker) dedicated to processing requests: **1FT primary staff & 4 additional RO staff trained to assist with printing transcripts.**
- Turnaround time: **Walk-ins immediate. All others within 24 hours.**
- Do you order paper/envelopes from vendor or in house print shop? **Vendor**
- Biggest challenge: **The system says the transcript was processed. We verify that we entered the address correctly. Yet, the student and receiving institution say it never arrived. We do it again….and again.**

Victoria College

- Student Population: **4000**
- Transcript Requests (or completed request) per week or month: **380/month**
- Transcript request fee: **$10 for all**
- Request options (in person, fax, email, student portal, etc.): **in person or online**
- Number and type of staff (FT/PT/student worker) dedicated to processing requests: **1FT and 6 additional who are trained on the system**
- Turnaround time: **immediate when in person and 24 hours when online**
- Do you order paper/envelopes from vendor or in house print shop? **vendor**
- Biggest challenge: **System saying transcripts have been processed and delivered yet recipient states never received.**

SMU

- Student Population: **11,000**
- Transcript Requests (or completed request) per week or month: **1,200 per month on average**
- Transcript request fee: **$12.25. Additional copies to same address $3.50 for standard USPS or pick-up. $16 per copy for electronic pdf delivery. Express delivery fees extra**.
- Request options (in person, fax, email, student portal, etc.): **Online Transcript Ordering either through my.SMU (student portal) or through NSC. In person are referred to online ordering. Will accept mailed requests. No fax or email accepted.**
- Number and type of staff (FT/PT/student worker) dedicated to processing requests: **about 1 FTE is devoted to processing**
- Turnaround time**: Same day turnaround for requests received by 1:00 pm.**
- Do you order paper/envelopes from vendor or in house print shop?: **Paper – ScripSafe; Envelopes – local supplier**
- Biggest challenge: **Shifting resources to meet same day turnaround during peak periods.**