

MACRAO 2011



FROM A DIAMOND IN THE ROUGH TO A REGISTRARS' BEST FRIEND

E-Transcripts @ MU

Benefits of EDX for MU

- More efficient processing of incoming transfer credit
 - Reduction of time for the student to receive feedback
 - Reduces the steps required to complete the process
 - Much less data entry of transfer credit

Incoming Transcript Data

- Since FS2007 MU has logged over 63,000 incoming transcripts (includes only undergraduate, domestic transcripts)
- The 63,000 incoming transcripts represent 3,241 institutions/campuses
- The top 5 schools in incoming transcripts represent 13,149 transcripts or 21%
- The top 10 schools represent 38%

Incoming Transcript Count 2007-11

DESCRIPTION	COUNT
Univ of Missouri - Saint Louis	3,861
Central Methodist University	3,662
Saint Louis Univ Main Campus	2,962
Saint Louis Comm Col Meramec	2,664
Moberly Area Community College	2,593
Columbia College	2,475
Univ of Missouri - Kansas City	2,350
Longview Community College	1,695
Missouri State University	1,628

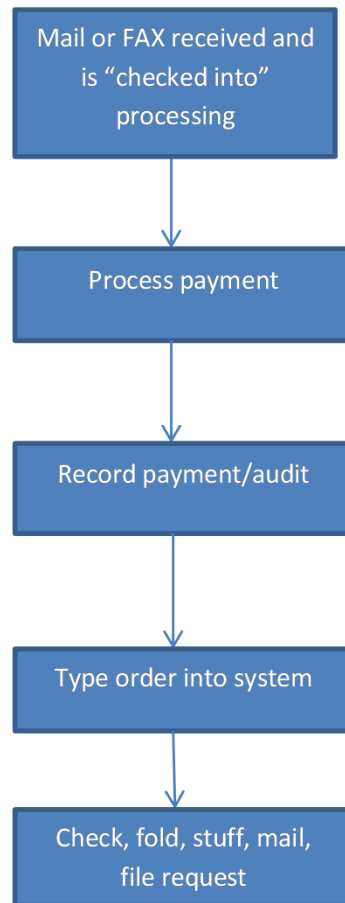
Outgoing Transcript Data

- MU has an annual official transcript output of approximately 48,000 paid orders
- About 60% of orders are received through our e-commerce ordering site and the percentage has increased each year

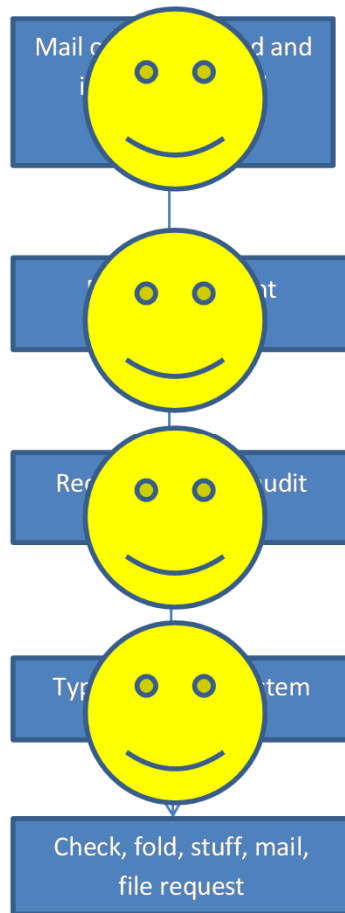
Benefits of E-Transcripts for MU

- Reduces amount of resources used to process outgoing transcripts
 - Depending if the order is received via our e-commerce website or by mail it could make the entire process automatic
- Dramatically reduces the total amount of wait time for the customer
- Should reduce customer calls to the office asking if their order has been sent or hasn't gotten to it's destination

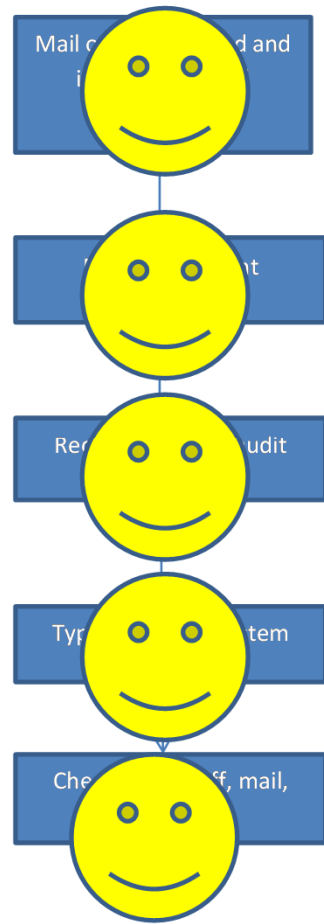
Mail/FAX Order Production



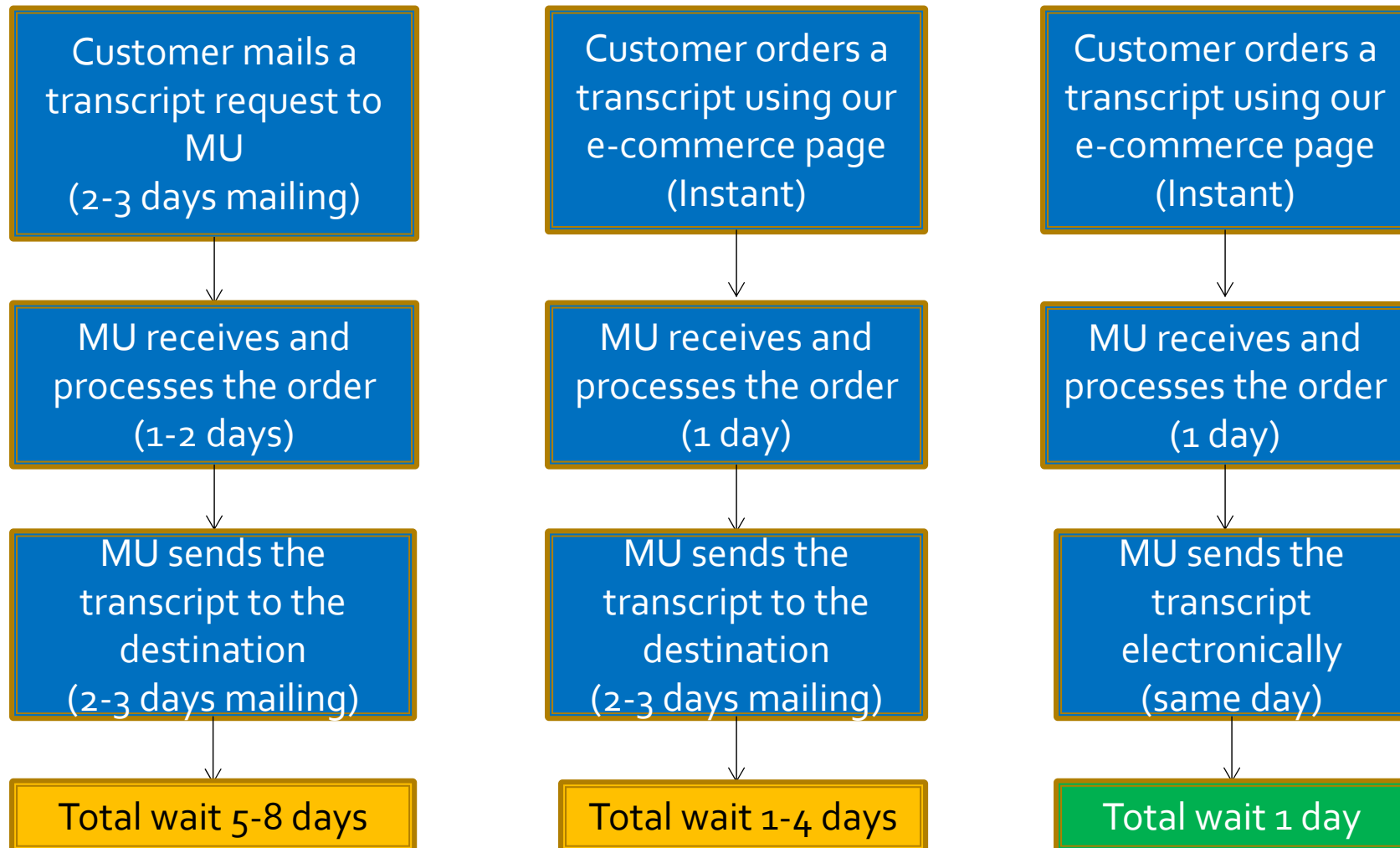
Electronic Order Production



Electronic Ordering with Electronic Delivery



Customer Perspective



Potential Additional Savings For Outgoing Transcripts with Electronic Delivery

- Transcript staff (salary only): \$20,000
- Postage: \$16,334
- Envelopes: \$1,880
- Transcript paper: \$4,645
- *Theoretical Savings Potential: \$42,859*

Electronic Delivery Other Than EDX

- Wanted to send transcripts electronically to non partner schools and individuals
- Decided on using a vendor versus building it in house
- Researched a number of vendors but had difficulty finding a solution for our special situation (bridging our existing ordering system)
- Finally came to an arrangement with NSC

Contact Information

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