University Process Improvement
Graduate Transcripts Process

The Graduate School's Transcript Process team was formed to review the current official transcript request/receipt process for transcripts received via their application vendor (UniCas) and received through the Graduate School's mailing address. The team's goal was to improve the UniCas transcript request language and streamline the internal university process so that applicants would only send official transcripts to the UniCas transcript address ensuring that applicants can track receipt of a transcript.

Issues:
- Students circumvent the recommended process for transcript submission
- Majority transcripts are received in the UofM Graduate School
  - Schools do not have the ability to submit transcripts electronically to Transcript Processing Center
- Transcripts received in the Graduate School office, and sent to the Transcript Processing Center are not available for student to view receipt in UniCAS
  - Students contact departments and inquire if UofM has received their transcripts
  - Graduate School creates PDF of transcript and emails to the vendor
- Students request their transcript be sent to the departmental coordinator instead of requesting a transcript sent to UniCas
- Graduate Admission web site needs review
- Vendor application page needs a review to simplify process steps
- Vendor needs to add clarity for students when requesting electronic transcripts. Currently selection says "University of Memphis, Watertown, MA" so student abandons the process believing it is the incorrect institution.

Improvements:
- Simplification of vendor application text to give clear instructions to graduate applicants
- Review existing web pages for graduate admissions and developed a list of recommended changes:
  - Provide clarity on transcript submission address on where applicants should have official transcript sent
  - Consolidate information into 3 categories – Accepted, New, Existing Student for ease of finding relevant information
  - Separate information between domestic and international students
- Address issue when students circumvent the recommended process of sending official transcripts to the Graduate Transcript Processing Center
  - Request vendor to provide clearer wording to ensure the student selects the correct University of Memphis for transcripts submissions
- Recommend Graduate School redact sensitive information on transcripts received in their office before creating image and emailing to the Graduate Transcript Processing Center
  - For the transcript to be available for the student to view receipt in UniCAS, the processing center must be the one to receive the transcript
- Remind departments that official documents received should not be opened and deliver to the Graduate School
- Coordinate with Undergraduate Admissions to send Graduate School any graduate student transcripts received
- Created Argos email burst to remind students their official transcript has not been received

Future: Graduate School application process incorporated with Slate software