



*Advancing Global Higher Education*

# Official Transcript Types, Cost and Volume

Results of the AACRAO May 2018 60-Second Survey



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This research has been made possible in part by AACRAO's underwriters.

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**RESEARCH CENTER**

<http://hobsons.com>

<http://www.studentclearinghouse.org/>

## Introduction

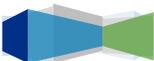
AACRAO members were asked about the type, volume and cost of official transcripts at their institution in this month's 60-Second survey (Appendix A). A big take-away from this survey is that there is quite a variety of ways in which institutions charge for transcripts. For example, in building the survey it was assumed that institutions selecting "no charge" for the question about official transcript charges would mean no charges at all and, thus, terminate the survey. I heard back from one member that although they selected "no charge," they were expecting to be asked the questions about delivery fees. Additional comments provided by respondents in their survey responses also point to a high degree of variance in official transcript cost and pricing practices that could not be captured by the survey design. Some of practices mentioned are as follows:

- There is no charge for paper transcripts for walk-ins.
- Charging a different amount depending on the language of the transcript (e.g., Spanish vs. English).
- Mailed and walk-in transcripts are free, but there is a charge for electronic transcripts.
- The transcript fee is waived for current students. Alumni pay \$20 + a special handling fee if it is greater than standard postage.
- There is a difference between what degree and non-degree students are charged.
- The rush processing fee is per order, not per transcript.
- There are additional charges for notary or apostille services.

The survey received responses from 688 institutions including several combinations of control, size, type and countries (Appendices B and C).

## Key Findings

- In addition to credit-based transcripts, 21% of responding institutions issue undergraduate non-credit or continuing education transcripts, and 14% do the same for graduate and/or professional programs. Just 4% issue co-curricular transcripts.
- Sixty-two percent have seen an increase in the number of official transcripts issued by their institution in the last five years.
- One-in-five issue 20,000 or more per calendar year.
- Half do not partner with a transcript vendor; 2% outsource the process entirely; and the remaining 48% partner with a vendor, and both produce transcripts.
- Almost three quarters (72%) produce both paper and electronic official transcripts.
- About the same (73%) charge a per transcript fee with no free copies.
  - 3% have a one-time service fee
  - Another 2% have either a flat-fee per term or a flat fee per calendar year.
  - 15% do not charge for official transcripts
- Among those who offer both paper and electronic transcripts, 62% charge the same for both, while 14% charge more for electronic, and 24% charge more for paper.



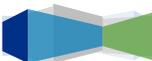
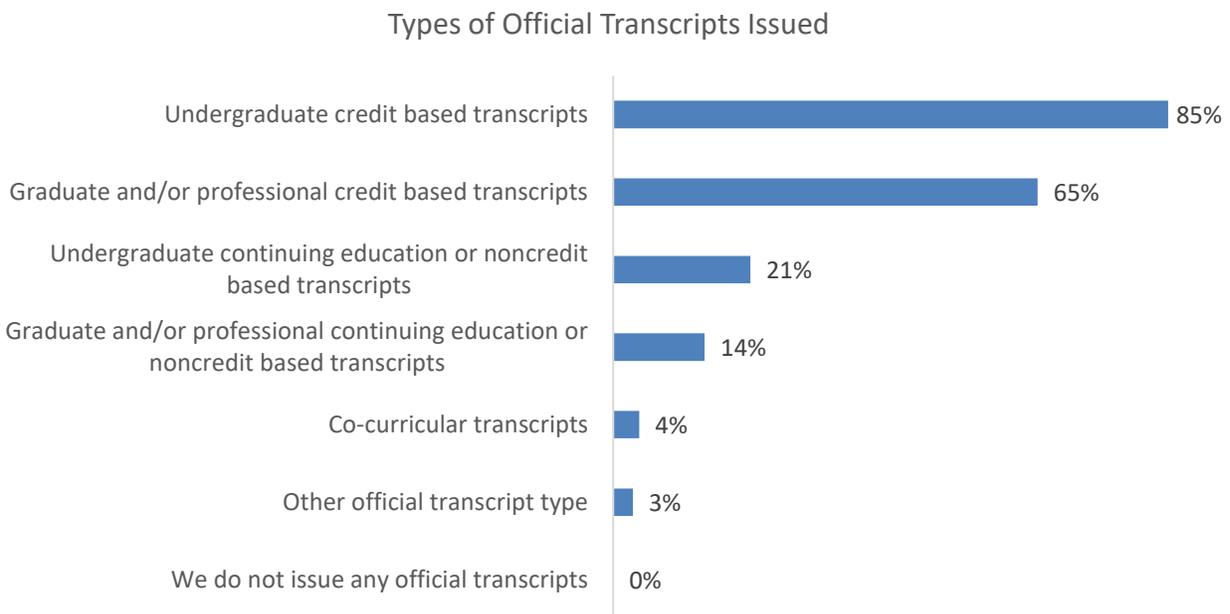
- The average cost for a transcript, regardless of format, is between \$5.00 and \$9.99
- Most offer a walk-in service for official transcripts, and most charge a premium for that service.
- More than half offer a rush service that reduces processing time and charge for this service.
- Half offer an expedited delivery for transcripts bound for international destinations, and more than half offer the same service for domestic addresses.

The remainder of this report contains figures summarizing the aggregate results. Questions regarding this or any other AACRAO research should be directed to Wendy Kilgore, AACRAO Director of Research, at [wendyk@aacrao.org](mailto:wendyk@aacrao.org).

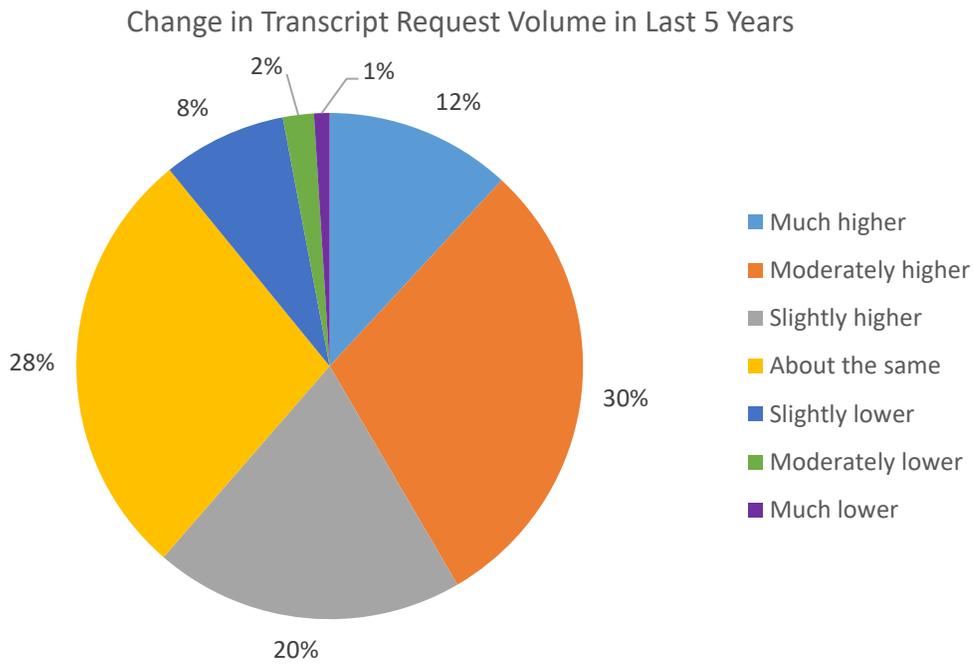
## Results

### Section 1: Transcript Type and Volume

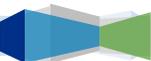
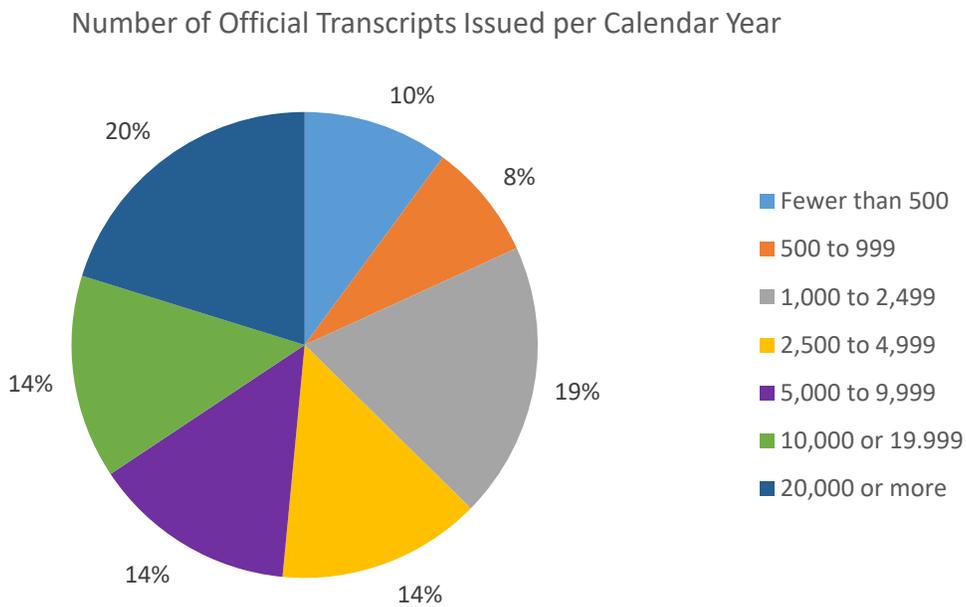
**Q1 What type(s) of official transcripts does your institution issue? (Check all that apply)**



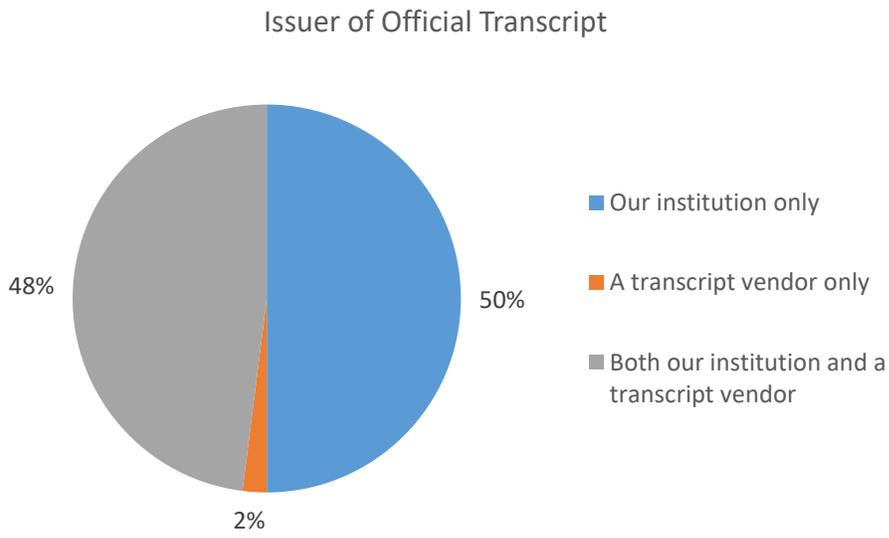
**Q2. How, if at all, has the volume of official transcript requests changed in the last 5 years?**



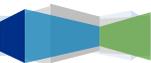
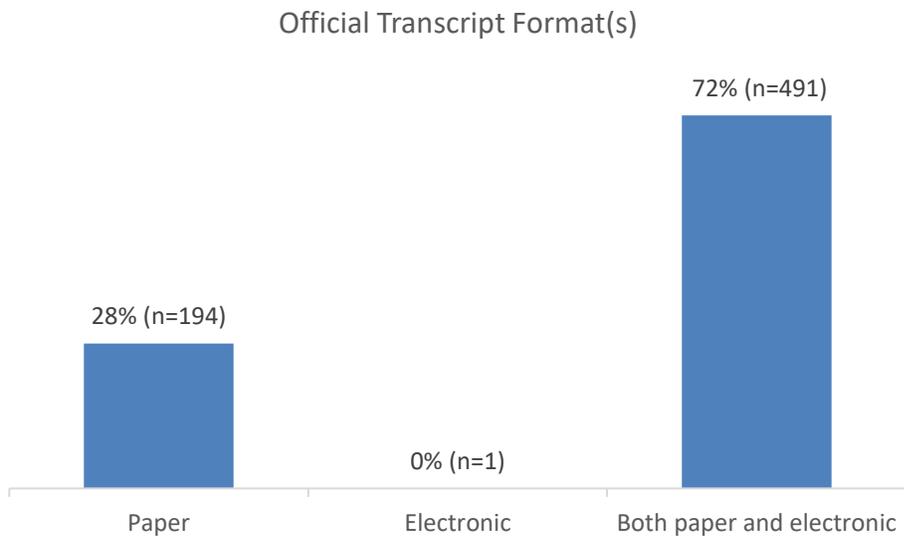
**Q3. About how many official transcripts are issued per calendar year by your institution?**



#### Q4. Who produces the official transcripts?

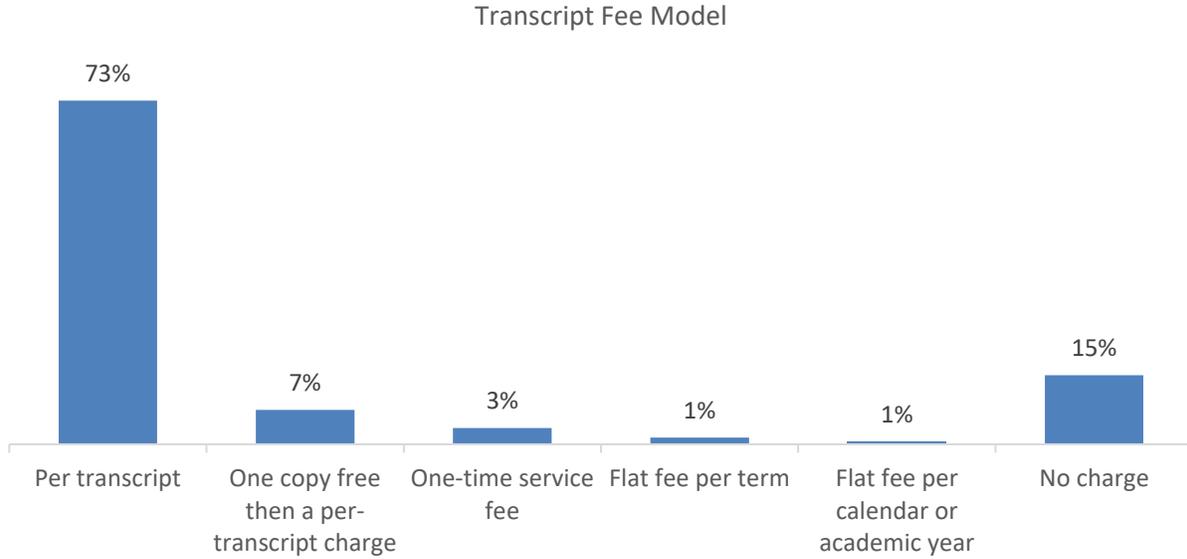


#### Q5. What format(s) of official transcripts is/are available to students/alumni?

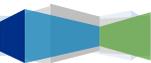
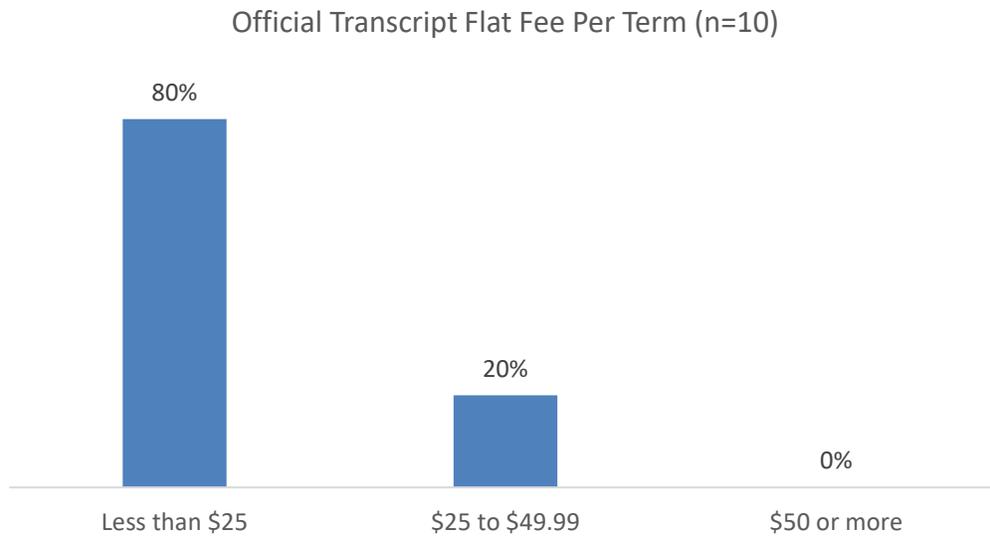


**Section 2: Transcript Fees and Fee Models**

**Q6 Check the response that best describes your institution's pricing practices for official transcripts.**

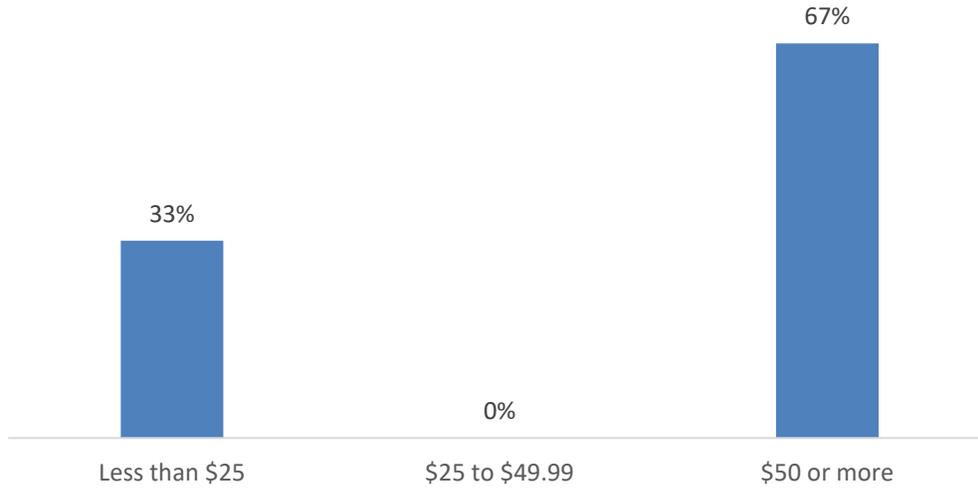


**Q7. What is the flat fee per term? (In U.S. Dollars)**



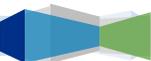
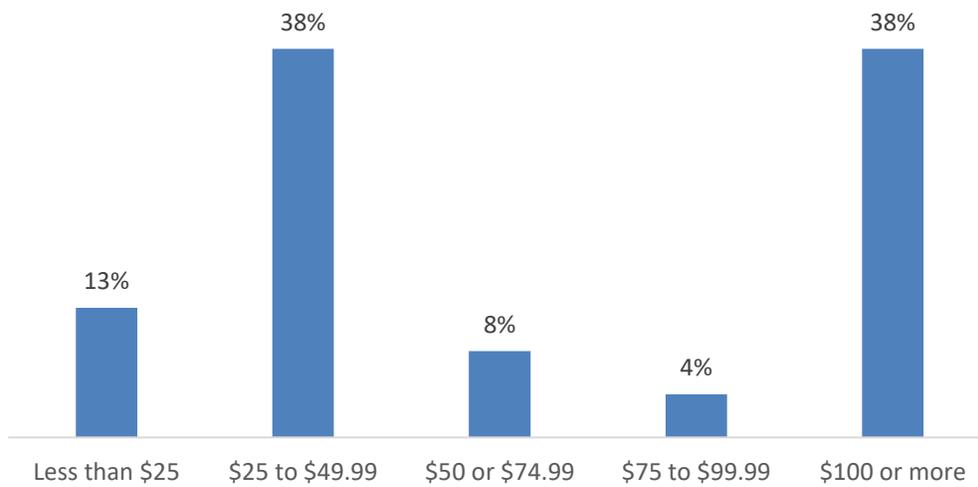
**Q8 What is the flat fee per calendar or academic year? (In U.S. Dollars)**

Official Transcript Flat Fee per Calendar Year (n=3)



**Q9 What is the one-time service fee?**

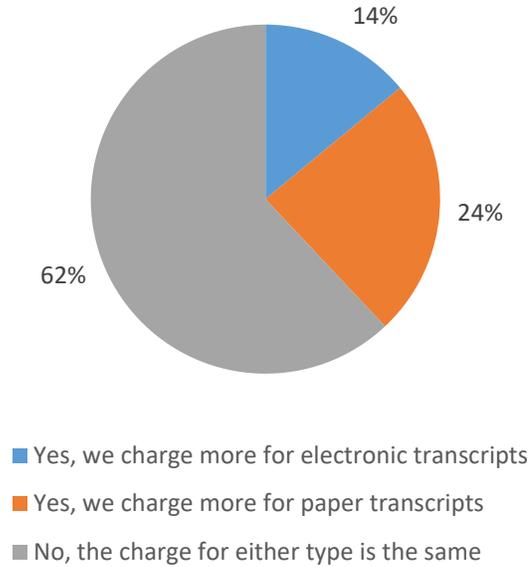
One-time Official Transcript Service Fee (n=24)



**Q10 Do you charge a different rate between paper and electronic official transcripts?\***

\*Asked of those who charge a per transcript fee and who have both electronic and paper.

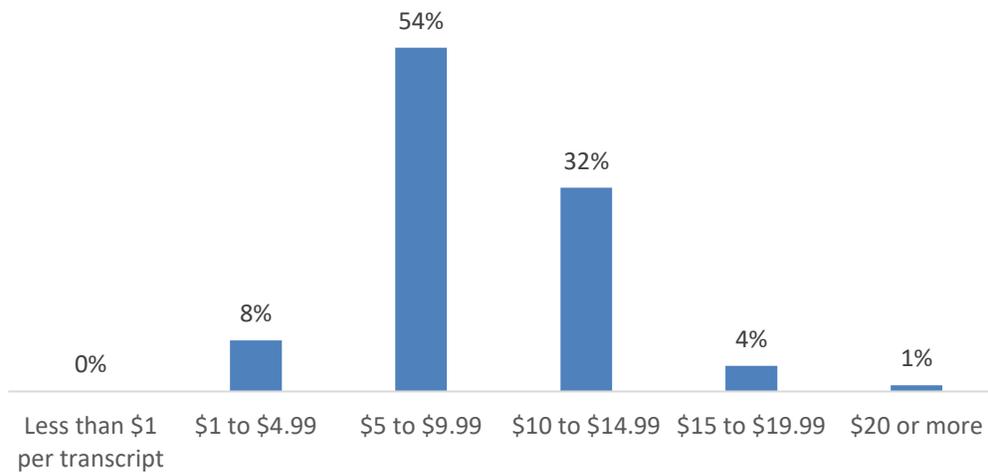
Differentiated Charge between Electronic and Paper Transcripts



**Q11 What is the cost per official transcript (in U.S. dollars)?\*<sup>1</sup>**

\*Asked of those who do not charge different rates for electronic and paper transcripts.

Cost per Official Transcript (n=249)

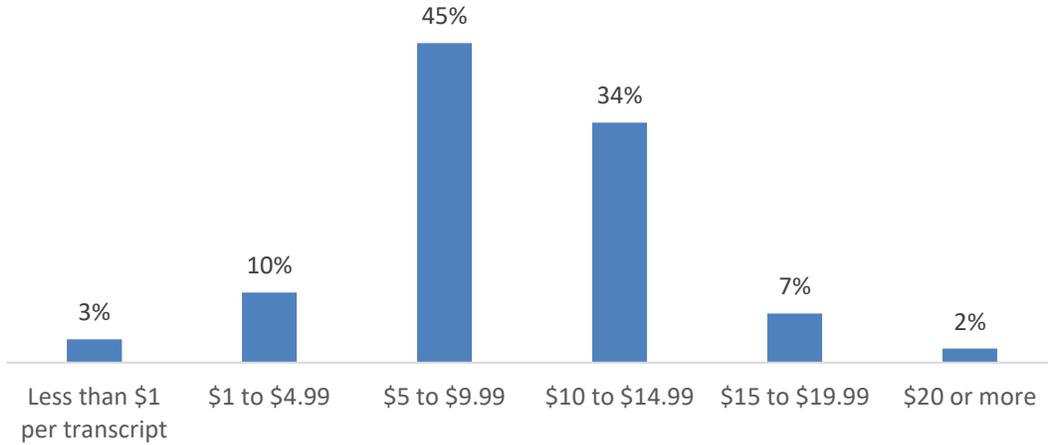


**Q12 What is the cost per PAPER official transcript (in U.S. dollars)?\***

<sup>1</sup> The number of respondents totaled for questions 11, 12 and 13 exceeds the total number of respondents for the survey because the same sub-population were asked both question 12 and 13 to determine the differentiated costs between paper and electronic transcripts for those institutions who differentiate PLUS those who only offer one or the other type of transcript.

\*Asked of those who only issue paper AND those who charge different rates for paper and electronic transcripts

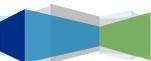
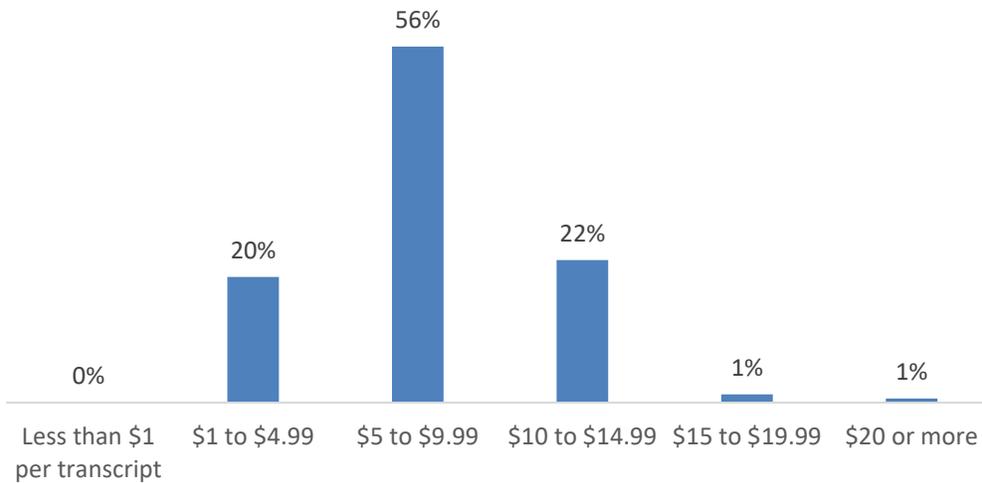
Cost per Paper Official Transcript (n=307)



**Q13 What is the cost per ELECTRONIC official transcript (in U.S. dollars)?\***

\*Asked of those who only issue electronic AND those charge different rates for paper and electronic transcripts

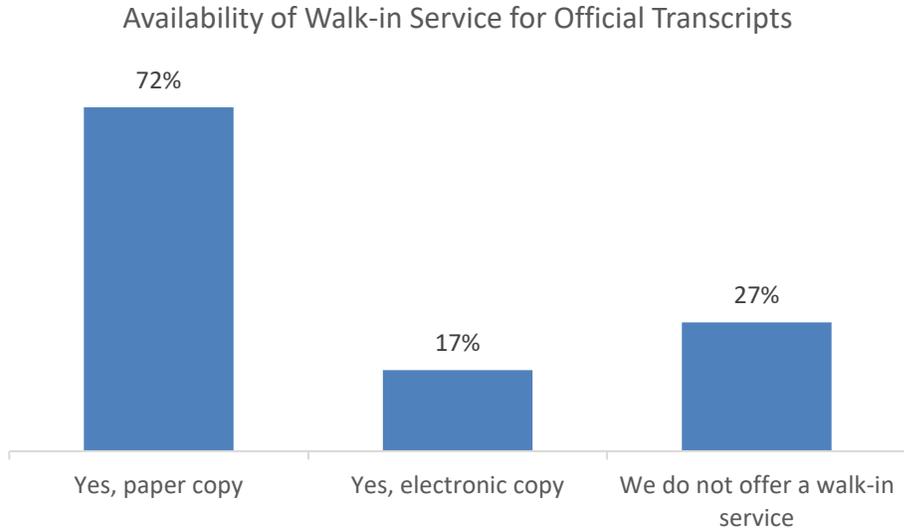
Cost per Electronic Transcript (n=152)



**Section 3: Ancillary Costs and Services\***

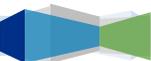
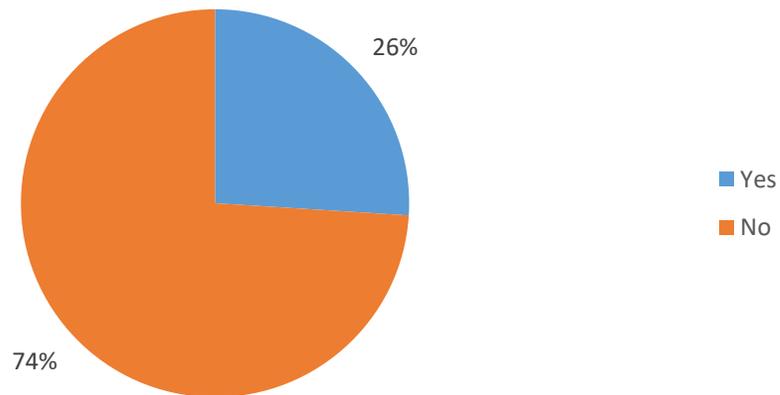
\*Asked of all respondents who charge for official transcripts.

**Q14 Do you offer a walk-in service for official transcripts?**

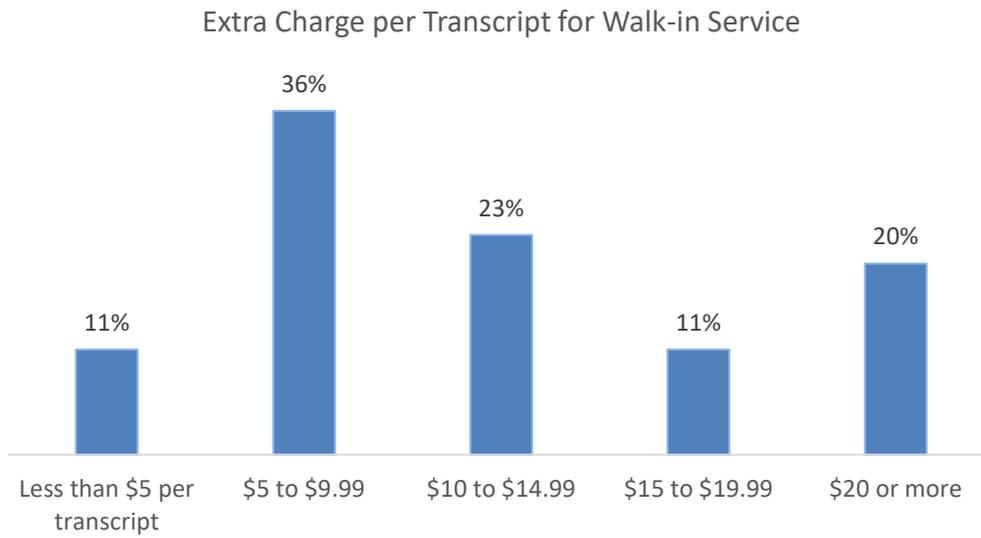


**Q15 Is there an extra charge per transcript for the walk-in service? (Excluding any expedited shipping costs (e.g., FedEx))**

Existence of Extra Charge per Transcript for Walk-in Service

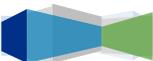
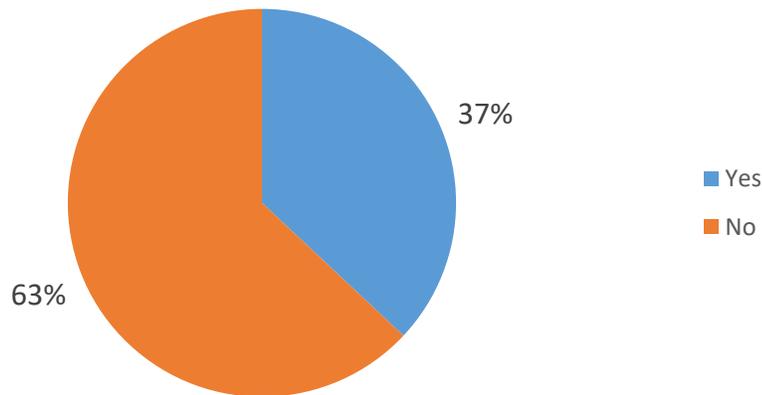


**Q16: How much is the extra charge for walk-in per transcript? (In U.S. dollars)**

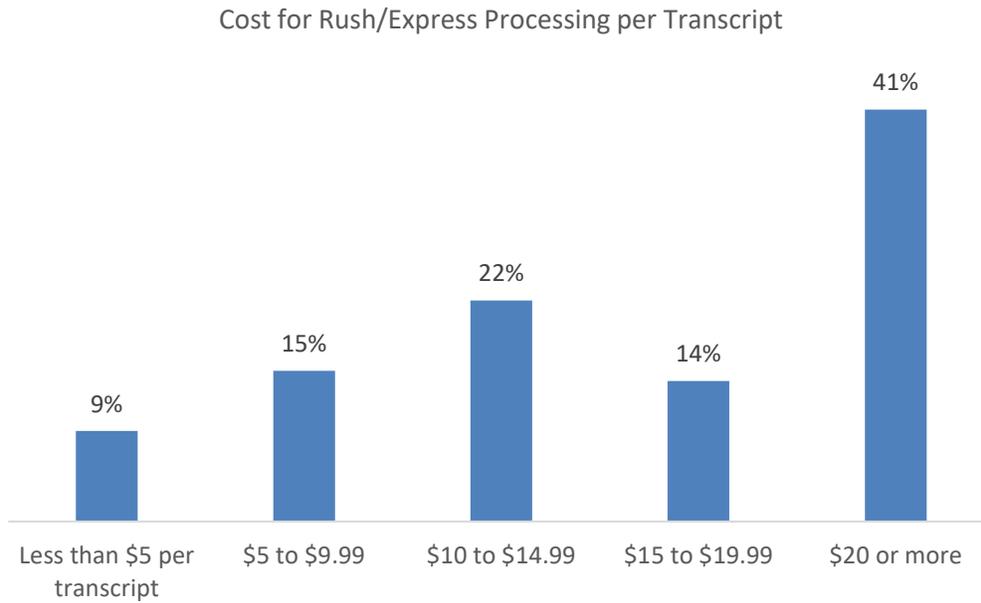


**Q17 Do you have a rush/express service that reduces processing time?**

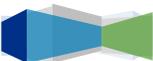
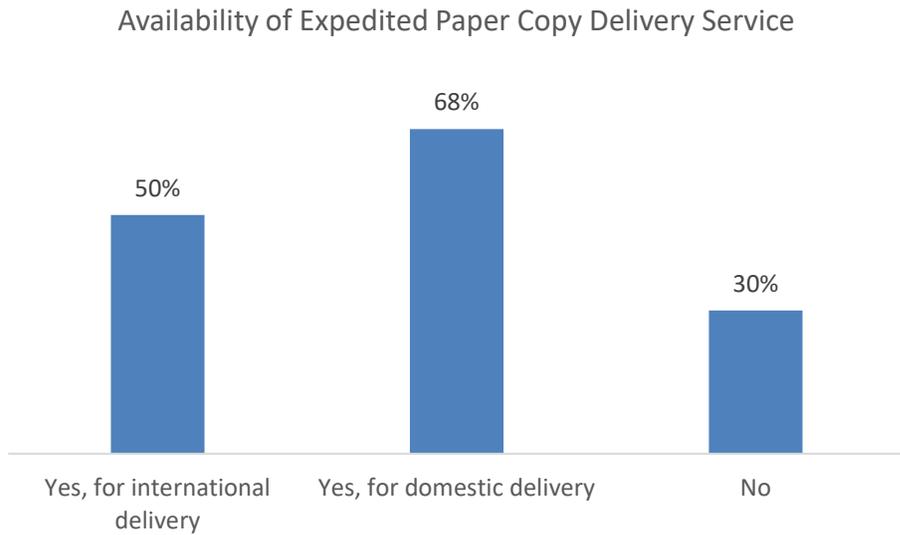
Availability of Rush/Express Transcript Service



**Q18 How much is rush/express processing per transcript (In U.S. dollars)?**

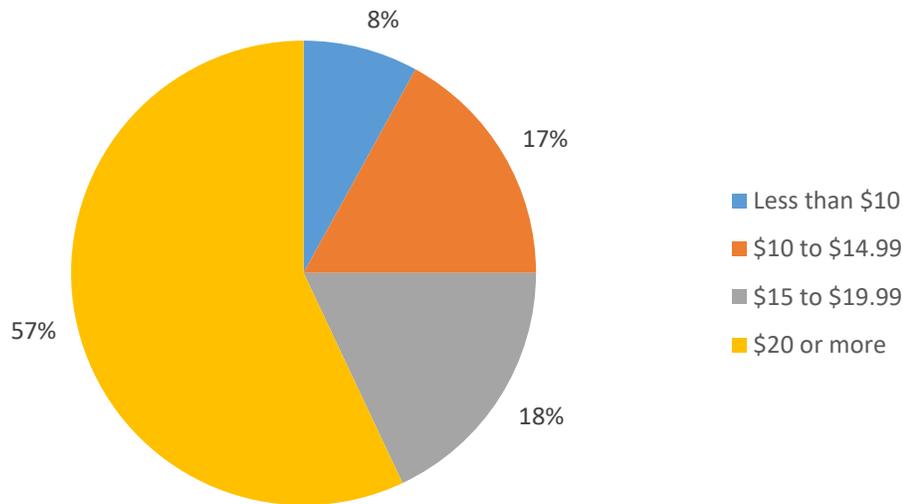


**Q19 Do you have expedited PAPER copy delivery service options (e.g., FedEx)?**



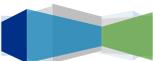
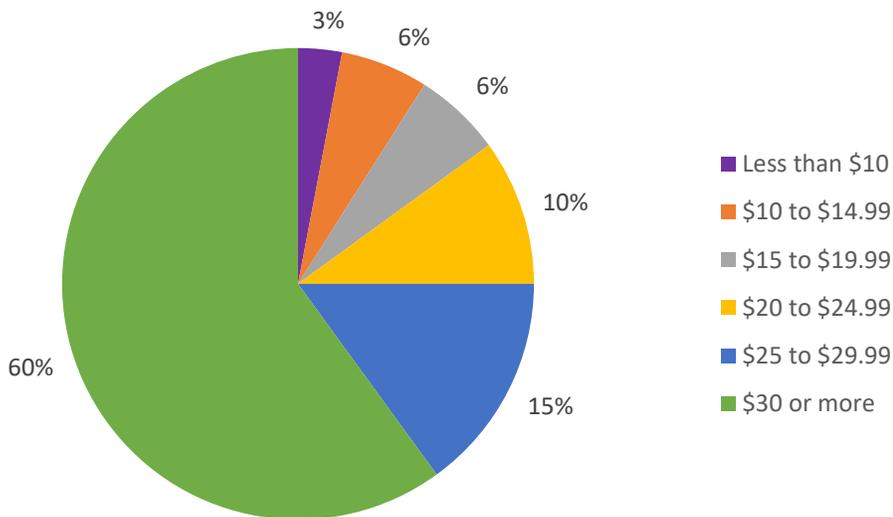
**Q20 What is the DOMESTIC expedited delivery charge per recipient? (In U.S. dollars) (We understand that in the U.S. there may be a differentiated cost for Alaska or Hawaii, this question is not meant to capture that differentiation).**

Domestic Expedited Delivery Charge per Recipient



**Q21 What is the INTERNATIONAL expedited delivery charge per recipient? (in U.S. dollars)**

International Expedited Delivery Charge per Recipient



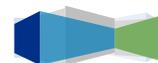
## Additional Comments about Transcript Cost, Types and Volume\*

\*Raw data

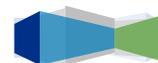
Flat transcript fee (regardless of medium). Additional costs vary based on medium and delivery.
Standard cost is \$10. However, we pass along the service charges from the vendor.
Questions were answered based on our current procedures. We are in the process of moving to an electronic format and multiple delivery options.
We will be implementing electronic transcript ordering and fulfillment in the coming academic year.
Our transcript volume dropped 41% when we went from offering them for free to charging \$7 per transcript. We absorb the cost of mailing paper transcripts so the fee is the same for paper or electronic.
Students get five free per year.
At one time we had a flat fee per semester that was included in student fees. However, about six or seven years ago we moved to a pay per transcript model.
Up to 3 paper official transcripts requested at one time at no charge for currently enrolled students
Some of these questions needed multiple choice options rather than just one. For example our one-time fee is different for non-degree students as compared to matriculated students.
Our unduplicated headcount is 465 students and we have ~12,000 living alumni.
We will soon be moving solely to vendor support transcript issuance - within the next six months.
We consider the electronic (.pdf) transcript option as an expedited service and charge \$15 per copy (\$5 less than domestic UPS and \$15 less than international UPS service). Therefore, the total cost for an electronic transcript is \$20 (\$5 for the transcript [same as paper] and \$15 for the electronic expedited service).
We have the students pay for expedited delivery using FedEx. They provide the shipping label and we will mail out the transcript. We use Parchment that also will charge students extra for expedited delivery
Cost through the Clearinghouse is \$5.00/copy. Cost for walk-in is \$15.00/copy
For students who want a paper copy expedited, they bring in an envelope and pay for those charges. Our transcript online ordering and electronic delivery are through the Clearinghouse, and electronic delivery is a touchless solution for us.
We are in the process right now of electronic transcript requests processed by the National Student Clearinghouse. We will still offer walk in service but will charge a rush price.
We absorb the extra cost for producing electronic transcripts and force the student to do an electronic transcript order if the institution they are sending to accepts .pdf electronic transcripts. We use Credentials as our transcript processor.
We do not charge our currently enrolled student for official transcripts. Alumni and former students pay \$10 per copy. We use Credentials to collect the transcript requests. Electronic transcripts are sent automatically thru Credentials. Paper copies are printed and distributed in our office.
Cost for sending transcripts via an expedited method such as FedEx are based on true cost. Students are asked to pay whatever the University will be charged in shipping cost. University will move from only paper based transcripts to availability of both paper and electronic transcripts within the next year.
INTERNATIONAL expedited delivery charge - we look up the actual cost for the requester to pay. DOMESTIC expedited is a flat fee.
We use Credentials TranscriptsPlus .
The cost differential between Electronic and Paper transcripts is actually the postage and handling fee of \$2.50 per paper transcript.
\$5.00 FOR PAPER, 7.50 FOR ELECTRONIC. USING NSC for transcript delivery has been a blessing!
Students must use the online order system and can opt to pick up but most have it mailed or sent electronically. A transcript can be delivered in 10 minutes electronically.
We are exploring converting to electronic transcripts due to the fact that so many other schools do it electronically that our alumni begin to expect that.
Volume seems to have gone down because many students order one copy to scan and upload to multiple



recipients. We do not charge for expedited delivery, but rather have students pre-pay for a label from the shipper of their choice.
We do not have a service charge for FedEx, we just ask the student to supply the label for in-house printing and sending. Parchment service also allows students to purchase expedited shipping.
Our rush processing fee (\$15) is a flat fee per order, not per transcript.
We are a small insinuation with only about 250 students so the overall volume of transcripts produced is quite small.
For students that wish to have expedited delivery, we ask that they provide us with the FedEx label, which can be paid for by the student and provided to us via email. We will then process the transcript and ship via FedEx. Our processing is typically same day in all circumstances.
rush paper delivery provided by Fedex, DHL, or UPS
We are planning to add electronic transcripts during the 2018-19 academic year
paper and pdf \$7, EDI or XML (institution to institution free for student or institution)
The question for one-time fee service amount only permitted one selection. We have a one-time document fee assessed during a student's first term. The rates are as follows: summer-only student - \$50; undergraduate - \$165; master's - \$80; doctoral - \$100.
We charge \$8 for a transcript via the online request process, but \$15 for a transcript via a paper request.
We provide the first 5 paper transcripts ordered in our office for free. After that we charge per transcript. This does not apply when the student orders through our external provider.
Our answers may skew the information on costs. All currently enrolled students have access to up to five free official transcripts per week. Former students and alumni pay \$8 per transcript.
We are considering outsourcing to allow the transcript position to take on additional responsibilities.
We ONLY charge Alumni for transcripts (paper or electronic). Students get both types for free.
We do offer expedited shipping through Fed Ex, however our institution does not charge a flat expedited shipping fee. Instead, the student pays the Fed Ex shipping fee, which averages around \$15.
The cost of a transcript ordered online is 13\$ vs ordered in person/fax/email/rmail is 20\$. We also offer an unofficial transcript available to student free on charge (0\$) - Students must download this copy themselves via their online portal.
We do not charge extra to run a transcript right then and there at the window. We charge extra to mail the transcript via FedEx. We do not add any additional charge, we simply add the FedEx charge to the cost of the transcript. Same for electronic. We simply add the charge our vendor charges to the cost of the transcript. I don't think we keep any extra.
\$5 per transcript (paper or electronic), \$20 for FedEx
There is no charge for paper transcripts for walk-ins.
transcripts are \$5 both paper and electronic, but if you want a paper transcript mailed there is a \$2 mailing fee - so they are sort of different prices and sort of the same price. While we do not accept walk-in requests for transcripts (must be ordered online) we do allow students to pick up a transcript in our office at no charge (paper pick up since electronic is delivered electronically). Domestic FedEx charge is \$30, International FedEx charge is \$50.
Rush processing fee is \$25 on top of the per transcript charge and any express mail delivery cost. Express Mail is sent USPS Priority Express Mail and is \$25. Express International Mail is sent USPS Priority Express Mail and is \$60. Faxed transcript is \$15 although we try to discourage this delivery method.
Through NSC, we charge more for a PDF version of the transcript to add appropriate security features to it. We charge the same for paper copies and electronic exchange transcripts (those that go directly to schools that have a 'mailbox' with NSC). The question asking about cost differences didn't give this option.
We produce an electronic transcript but it is not available for students/alumni to receive directly. The electronic version is only handled by the Ontario Universities Application Centre.



If a student would like their transcript sent via FedEx, etc. They are required to supply the postage paid envelope to our office. College does not pay for the service.
We charge the same for both paper and electronic official transcripts but there is a convenience fee for the Clearinghouse electronic transcripts.
For our walk-in service paper copies, they are not available same day.
Delivery charges are based on actual courier rates to various destinations, plus a US\$1+ handling fee, in addition to transcript charges.
\$50 charge for lifetime unlimited one-week printed service (max of 3 per week) \$2.50 for electronic transcripts, one-week service \$7 for one-day service, printed or electronic
If students want a copy expedited, they have to set up the account themselves.
Partnered with eCredentials
We are looking to add an Electronic transcript option in this next school year.
We just started charging for transcripts in February 2018 as a result of having to change our electronic transcript provider. We did not charge for transcripts previously (with the exception of service fee changes by previous vendor).
Mailed transcripts are free, walk-in transcripts are free. There is a charge for electronic transcripts.
We also offer the Apostille processing service for transcripts, which has an additional cost of US\$ 62.
Students ordering through Parchment pay \$5.00 per transcript. Students ordering at our front desk pay \$10 per transcript - this is regardless if how the transcript is produced (paper or electronic).
LSU is probably very different because we will provide students and alumni two transcripts per day at no cost. If more than two are requested in a day, there is a \$5 charge for each additional transcript.
We do not mail out to foreign address.
Our Institution, transcript language have a different cost. In Spanish is \$5.00 and English \$8.00
Expanded answers related to the following questions:  What is the cost per ELECTRONIC official transcript (in U.S. dollars)? - \$1 to \$4.99 for current students - \$5 to \$9.99 for former students  What is the cost per PAPER official transcript (in U.S. dollars)? - \$1 to \$4.99 for current students - \$5 to \$9.99 for former students
Express delivery charges are determine by FEDEX we do not have a separate charge...
Certain types of expedited paper transcript delivery (such as next day or two day) are charged at the rate of shipping.
Current students are not charged a fee. Electronic transcripts only available through our third party service provider.
We charge \$10 per transcript.
We give our students two free transcripts and then all additional are \$10 each.
We also offer a fax/mail combo. While rarely used, we still offer. Curious if other institutions continue to offer a fax option.
Our electronic is forwarding a PDF of the student's transcript.
There has been an increase in the number of electronic transcripts processed using a third party vendor.
While all transcript types are the same price whether paper or electronic, there is a surcharge for a mailed paper transcript through our vendor.



Our transcript fee is waived for current students. The fee for alumni is \$20 + special handling fee if greater than standard postage.
Our flat fee for transcripts is \$5 if students order online (Parchment). If they come in and order, the fee is \$10. This excludes mailing/expedited shipping/international mailing costs. They can order online and pick up in person at no cost. We have kiosks on our office counter students can use to order online.
We're a BANNER school. We joined forces with National Student Clearinghouse to assist us in transcript processing. Our transcript costs are \$10 each for UG or GR transcripts. We don't charge for expedited "Rush" service as our electronic transcripts are sent in 15 minutes and our paper transcripts are produced and mailed as they arrive on our printer. One of the best decisions I have ever made as a Registrar--to partner with NSC--to improve cycle time and student experience in regards to transcript production and delivery.
The transcript price is the same. The additional costs depend upon the delivery service requested. We do have the ability for students to order different "types" by preferred or permanent name.
Can order on line or with a paper form -
For expedited delivery for international transcripts...we get an estimate of charges from FedEx and bill the student for the actual cost of the shipping plus our \$5.00 per transcript fee.
Student pays all expedited delivery (Fed Ex) charges directly. We do not collect those. The "rush" fee is \$5 and that essentially is an electronic transcript.
We work with the National Student Clearinghouse for our online service.
Some walk in with their payment for transcript and some pay by credit card over phone- saves mail time. Some companies (chamberlain) pays for rush shipping envelopes included with request for transcript. And we have numerous requests for degree verification for those attempting to enter another school or for employment/hiring purposes.
Expedited delivery is us passing on the cost charged by FedEx or other delivery service. We don't charge an institutionally retained extra fee for that service. Rush processing, on the other hand, is charged an additional fee.
While we don't have an overall process for expedited transcripts, we will assist students with speedier transcripts on a case by case basis.
There wasn't an option for it, but our international expedited delivery charge is the actual amount we are charged from FedEx, so the amount varies.
This fall 2018 going transcripts will be through a 3rd party, Same costs. If a student needs a transcript expressed they will need to send up their own account and have federal express pick it up.
Within the last year or so, requests for official, electronic has increased dramatically. As such, we are now in the process of offering this as an option.
We are exploring moving to an outside vendor for this service.
We use Parchment, a third party vendor for all transcript processing.
The rush fee is charged once per request, so if a student requests multiple transcripts in one request, we only charge the rush fee once. The expedited shipping fee is charged once per shipping address.
Expedited shipping is offered on a case-by-case basis and availability of resources. Also, each graduating student gets one free transcript sent to a Board as part of their application to take a professional license exam.
We charge only the precise amount of the expedited shipping vendor to our students when they request those services. We also offer the same for Apostille.
Students may walk in and get up to 5 transcripts per day free. We will not mail any transcripts from university. All transcripts which must be mailed or sent as a PDF must be ordered online.
We do allow students to pre-pay express envelopes (USPS, Fed Ex, UPS, etc.) if they want an express delivery.
We offer unofficial transcript services free to students. They can obtain from walk-in and can also produce an unofficial based on self-service option by the student.
Current students can request a copy in our office for no charge for any version including domestic mailing.
We used to use Scrip-Safe but they recently changed their fee structure in a way that cost us quite a bit. We have recently changed to Parchment and so far are happy with their service. The biggest change is that we are now able to supply electronic transcripts for legacy transcripts.



We are hoping to add an electronic transcript option by the end of the year.
Paper transcripts are covered by the one-time Transcript fee. Secure Electronic Transcripts are \$2.50 per request through a third party vendor.
Our institution charges all enrolled students an academic records fee, each term. The fee is \$12. As a result, official transcripts are free to students and alumni.
We are attempting to have more students and alumni take advantage of the electronic transcript capability and it seems to be working, even though they pay a fee for that service.
We are transitioning to the National Student Clearinghouse for official transcript processing. This change will allow us to offer electronic transcripts, but it will not change our basic fee structure.
The transcript fee is increasing by \$1.50 per transcript for the 2018-19 academic year to offset increased mailing cost.
Our institution fall headcount is approximately 19,000. We have over 65,000 transcript request per year. We charge \$7.50 for paper transcripts as a walk-in service. This \$2.50 more than the request generated online.
Paper transcripts usually go in mail same day requested. Late-afternoon request go in the next morning's mail.
The cost depends on location of where the transcript is being sent.
Will begin to use a third party service next semester
Fees for expedited delivery are paid by the student.
We offer FedEx as an option only for those transcripts processed through the Student Clearinghouse. Also, while there is not difference in the fee for paper or electronic copies, our electronic copies are only available through the Student Clearinghouse and they have processing fees attached.
The number of printing will be reduce, over the summer, when CUNY will have electronic transcripts as an option. Fees will also change.
FedEx delivery is only available to students who provide their own FedEx account/label information
First two transcripts in a student's life time are free at a California Community College. It is in our educational code.
Transcripts are free for enrolled students. If student desires overnight/rushed mailings they must provide prepaid envelope.
We partner with Credentials, Inc. as our third-party transcript provider.
Walk in service is a kiosk to link to the vendor, but the student may then pay with cash or check instead of putting it on a credit card.
The costs for the expedited delivery, both domestic and foreign, are paid by the person requesting the expedited deliver. It's not a charge paid to the university.
We also allow online orders (using credit card). This carries a \$2.25 surcharge, above and beyond the normal \$7 transcript fee.
We are moving to Clearinghouse at the end of this academic year and will increase our transcript cost from \$3:00 to \$5:00.
The information on volume and pricing is only for academic (credit) official transcripts. The Continuing Education and Co-curricular transcript are not part of my portfolio therefore I do not have data on those.
By electronic transcript I mean EDI not PDF. The prices are in Canadian dollars.
We also charge for notarization and/or apostille services



## Appendix A: AACRAO May 2018 60-Second Survey

### May 60-Second Survey Official Transcript Type, Cost and Volume

Please note, the survey question logic is not displayed here. Not all questions will be proffered to each respondent.

#### Section 1: Official Transcript Types, Format and Volume

What type(s) of official transcripts does your institution issue? (Check all that apply)

- Undergraduate credit based transcripts
- Graduate and/or professional credit based transcripts
- Undergraduate continuing education or noncredit based transcripts
- Graduate and/or professional continuing education or noncredit based transcripts
- Co-curricular transcripts
- Other official transcript type
- We do not issue any official transcripts

How, if at all, has the volume of official transcript requests changed in the last 5 years?

- Much higher
- Moderately higher
- Slightly higher
- About the same
- Slightly lower
- Moderately lower
- Much lower

About how many official transcripts are issued per calendar year by your institution?

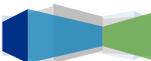
- Fewer than 500
- 500 to 999
- 1,000 to 2,499
- 2,500 to 4,999
- 5,000 to 9,999
- 10,000 or 19,999
- 20,000 or more

Who produces the official transcripts?

- Our institution only
- A transcript vendor only
- Both our institution and a transcript vendor

What format of official transcripts is available to students/alumni?

- Paper
- Electronic
- Both paper and electronic



## Section 2: Transcript Cost

The next few questions deal with just baseline transcript charges. This excludes costs for ancillary services such as walk-in, rush processing and expedited delivery which will be addressed in the next section.

Check the response that best describes your institution's pricing practices for official transcripts.

- Per transcript
- One copy free then a per transcript charge
- One-time service fee
- Flat fee per term
- Flat fee per calendar or academic year
- No charge

What is the flat fee per term? (In U.S. Dollars)

- Less than \$25
- \$25 to \$49.99
- \$50 or more

What is the flat fee per calendar or academic year? (In U.S. Dollars)

- Less than \$25
- \$25 to \$49.99
- \$50 or more

What is the one-time service fee? (In U.S. Dollars)

- Less than \$25
- \$25 to \$49.99
- \$50 or \$74.99
- \$75 to \$99.99
- \$100.00 or more

Do you charge a different rate between paper and electronic official transcripts?

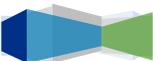
- Yes, we charge more for electronic transcripts
- Yes, we charge more for paper transcripts
- No, the charge for either type is the same

What is the cost per official transcript (in U.S. dollars)?

- Less than \$1 per transcript
- \$1 to \$4.99
- \$5 to \$9.99
- \$10 to \$14.99
- \$15 to \$19.99
- \$20 or more

What is the cost per ELECTRONIC official transcript (in U.S. dollars)?

- Less than \$1 per transcript
- \$1 to \$4.99
- \$5 to \$9.99
- \$10 to \$14.99
- \$15 to \$19.99
- \$20 or more



What is the cost per PAPER official transcript (in U.S. dollars)?

- Less than \$1 per transcript
- \$1 to \$4.99
- \$5 to \$9.99
- \$10 to \$14.99
- \$15 to \$19.99
- \$20 or more

### Section 3: Ancillary Services and Costs

This section asks about ancillary services and costs associated with official transcripts - walk-in, rush and expedited delivery.

Do you offer a walk-in service for official transcripts?

- Yes, paper copy
- Yes, electronic copy
- We do not offer a walk-in service

Is there an extra charge per transcript for the walk-in service?

(Excluding any expedited shipping costs (e.g., FedEx))

- Yes
- No
- I don't know

How much is the extra charge for walk-in per transcript? (In U.S. dollars)

- Less than \$5 per transcript
- \$5 to \$9.99
- \$10 to \$14.99
- \$15 to \$19.99
- \$20 or more

Do you have a rush/express service that reduces processing time?

(Differentiated from walk-in and from any additional charges for expedited delivery (e.g., FedEx)).

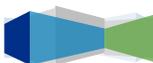
- Yes
- No
- I don't know

How much is rush/express processing per transcript? (In U.S. dollars)

- Less than \$5 per transcript
- \$5 to \$9.99
- \$10 to \$14.99
- \$15 to \$19.99
- \$20 or more

Do you have expedited PAPER copy delivery service options (e.g., FedEx)?

- Yes, for international delivery
- Yes, for domestic delivery
- No
- I don't know



What is the DOMESTIC expedited delivery charge per recipient? (In U.S. dollars)

(We understand that in the U.S. there may be a differentiated cost for Alaska or Hawaii, this question is not meant to capture that differentiation).

- Less than \$10
- \$10 to \$14.99
- \$15 to \$19.99
- \$20 or more

What is the INTERNATIONAL expedited delivery charge per recipient? (in U.S. dollars)

Less than \$10

\$10 to \$14.99

\$15 to \$19.99

\$20 to \$24.99

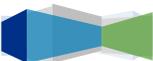
\$25 to \$29.99

\$30 or more

Please add any additional information about your institution's official transcript type, cost or volume here.

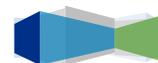
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Thank you for completing the survey. Clicking the next page arrow will submit your responses.

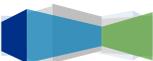


## Appendix B: Respondent Count by Institution Control, Type, Size

Control, Type, Size	Count
<b>Public</b>	<b>321</b>
<b>Lower Division Only</b>	<b>95</b>
Under 1,000	10
1,000 - 2,499	26
2,500 - 4,999	18
5,000 - 9,999	22
10,000 - 19,999	14
20,000+	2
Not Applicable	3
<b>Undergraduate</b>	<b>22</b>
Under 1,000	6
1,000 - 2,499	5
2,500 - 4,999	7
10,000 - 19,999	2
20,000+	2
<b>Undergraduate, graduate and/or professional</b>	<b>200</b>
1,000 - 2,499	13
2,500 - 4,999	24
5,000 - 9,999	45
10,000 - 19,999	46
20,000+	72
<b>Graduate and/or professional</b>	<b>4</b>
Under 1,000	2
1,000 - 2,499	1
10,000 - 19,999	1
<b>Private, not-for-profit</b>	<b>341</b>
<b>Lower Division Only</b>	<b>7</b>
Under 1,000	6
1,000 - 2,499	1
<b>Other</b>	<b>2</b>
Under 1,000	2
<b>Undergraduate</b>	<b>70</b>
Under 1,000	28
1,000 - 2,499	36
2,500 - 4,999	5
20,000+	1

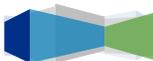


<b>Undergraduate, graduate and/or professional</b>	<b>243</b>
Under 1,000	49
1,000 - 2,499	72
2,500 - 4,999	60
5,000 - 9,999	28
10,000 - 19,999	26
20,000+	8
<b>Graduate and/or professional</b>	<b>19</b>
Under 1,000	15
1,000 - 2,499	3
2,500 - 4,999	1
<b>Private, proprietary</b>	<b>26</b>
<b>Lower Division Only</b>	<b>4</b>
Under 1,000	3
1,000 - 2,499	1
<b>Other</b>	<b>1</b>
Under 1,000	1
<b>Undergraduate</b>	<b>5</b>
Under 1,000	3
2,500 - 4,999	1
20,000+	1
<b>Undergraduate, graduate and/or professional</b>	<b>13</b>
Under 1,000	7
1,000 - 2,499	3
5,000 - 9,999	1
10,000 - 19,999	1
20,000+	1
<b>Graduate and/or professional</b>	<b>3</b>
Under 1,000	3
<b>Grand Total</b>	<b>688</b>



## Appendix C: Respondent Country, State/Province

Country – State/Province	Count
<b>Armenia</b>	<b>1</b>
<b>Canada</b>	<b>22</b>
AB	3
BC	6
MB	3
ON	7
QC	2
SK	1
<b>Cote d'Ivoire</b>	<b>1</b>
<b>Ghana</b>	<b>1</b>
<b>Italy</b>	<b>1</b>
<b>Jamaica</b>	<b>1</b>
<b>Lebanon</b>	<b>1</b>
<b>Singapore</b>	<b>1</b>
<b>United Arab Emirates</b>	<b>1</b>
<b>United States</b>	<b>657</b>
AK	2
AL	7
AR	5
AZ	13
CA	53
CO	13
CT	7
DC	5
DE	2
FL	21
GA	15
HI	2
IA	15
ID	3
IL	36
IN	10
KS	14
KY	11
LA	6
MA	22
MD	14
ME	5
MI	18



MN	21
MO	16
MS	4
MT	5
NC	15
ND	4
NE	7
NH	4
NJ	10
NM	4
NV	2
NY	48
OH	27
OK	9
OR	14
PA	37
PR	1
RI	3
SC	7
SD	4
TN	11
TX	37
UT	10
VA	22
VT	3
WA	8
WI	18
WV	6
WY	1
<b>Grand Total</b>	<b>687</b>

