

**MORGAN STATE UNIVERSITY
BOARD OF REGENTS**

REVISION TO TRANSCRIPT FEES

Current Service & Fee

"Mail-out" transcripts are provided to students and alumni at a nominal \$2.00 fee. "Instant" (while you wait) transcripts are provided at a \$5.00 fee.

Proposed Revision

Provide mail out transcripts at no cost and increase the cost of instant transcripts from \$5.00 to \$10.00 each.

Rationale for Revision

Mail Out Transcripts

Because of the \$2.00 payment requirement, students must go back and forth between Finance and the Registrar to complete a transaction. Further, requests through the mail can be frustrating if the requestor did not enclose the required nominal payment. Back and forth communication related to an insignificant payment can aggravate a potential supporter or recruiting advocate of the University.

Instant Transcript

Instant transcripts require the immediate unscheduled attention of staff. A \$5.00 fee is not sufficient to appropriately compensate for on-call service.

Anticipated Benefit of Revision

Mail Out Transcripts

The no-fee approach will be an added service enhancement to students and alumni. Additionally, the more simplified process, (no payment requirement), should result in a modest staff workload reduction in relation to money mail lists, account adjustments, etc. Further, this service enhancement can assist in our ongoing effort of building positive relationships with our current and future alumni.

Instant Transcripts

The increased fee, from \$5.00 to \$10.00, will adequately compensate the University for on demand services while simultaneously curtailing the volume of requests.

Fiscal Impact

Morgan currently collects approximately \$27,000 per annum in transcript fees (regular and instant.) Implementation of the proposed revision will result in a cost to the University of something less than \$27,000 since the increase in the instant transcript fee will offset a portion of the lost revenue associated with the deletion of the mail-out transfer fee. At the same time, however, such service enhancements, as proposed herein, can significantly assist in improving University relations with alumni. As we are increasingly successful in cultivating alumni, the University should recoup any foregone revenue many times over.

Request for Approval

Approval is requested to adjust the University transcript charges, effective July 1, 1996, as follows:

	<u>Current</u>	<u>Proposed</u>
Mail Out	\$2.00	No Fee
Instant	\$5.00	\$10.00