

White Paper: WCU Transcript Requests and One Stop

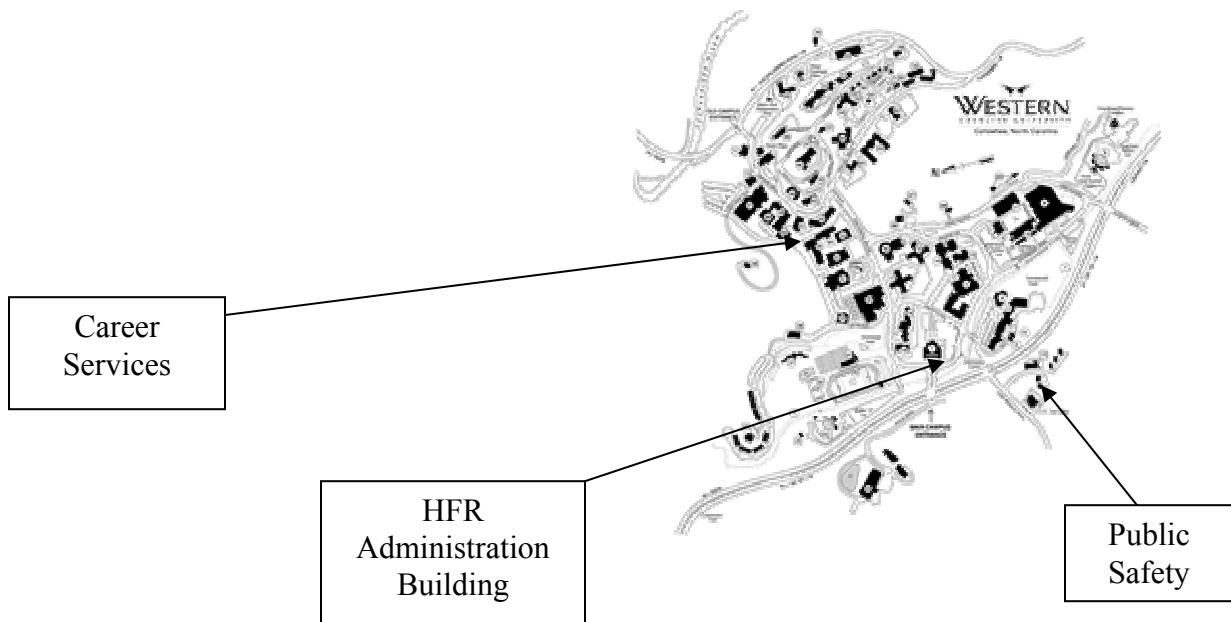
Introduction

Many Western Carolina University (WCU) students have complained that administrative support offices are located at a number of places throughout campus. Requesting official transcripts, for example, necessitates two to three stops at various administrative units, more if the student has outstanding fees or problems with records. With the development of One Stop, an office located in Killian Annex that consolidates many administrative support units, students now only need to visit one office to request an official transcript. While they are there, students can also take care of virtually any other administrative business they need to complete. One Stop will make life much more convenient for WCU students.

Transcript Requests

An official transcript is a complete and authorized record of a student's career at a university. It is a very important part of most job searches, since it verifies a student's credentials. Historically, when a WCU student needed to request an official transcript, he or she had to visit two or more offices. A student could download a copy of the request form from the web, but still needed to take the form over to the registrar to submit it, and then to another office to pay the fees associated with the transcript request. These offices, mostly located in HFR administration building, may be centrally located on campus, but are not near most student residence halls or class rooms. Figure 1 depicts the distances between some of the support units on campus.

FIGURE 1: Sample Administrative Units on Campus



Furthermore, when students request official transcripts, often they are involved in other, similar, administrative business as well, such as applying for graduation, setting up interviews at Career Services, or paying parking fees. All of this workaday business has forced many students to travel across campus several times. While students have the option to mail in their transcript requests, they often prefer to speak to a person, given the number of issues that can arise during the transcript request process (verification of identity, payment of fees, etc.).

The Benefits of One Stop

On Stop is an office located in the Killian Annex that consolidates many of the administrative support units throughout campus. It does not replace those offices; it serves as a central location for students to go to use the services provided by those offices. One Stop includes services from:

- financial aid
- registration
- cashier services
- Cat Card activity
- Advising
- career services
- student support services

Students will also benefit from dealing with one person for all of their administrative needs.

**FIGURE 2: The One Stop
Office in Killian Annex**



At One Stop, a student can now get a copy of the transcript request form from the front desk, submit it to the person at the desk, and pay that person for the number of transcripts requested. No more traveling from office to office! A student still needs to present proof of identity (a valid picture ID), but One Stop makes the process much more convenient.