



Maryland
Consumer
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Coalition, Inc.

Dariya Brown <dariya@marylandconsumers.org>

MCRC MPIA Request - Hagerstown Community College

Beth Kirkpatrick <elkirkpatrick@hagerstowncc.edu>
To: Dariya Brown <dariya@marylandconsumers.org>

Tue, Oct 15, 2019 at 11:45 AM

Dariya,

Per your request for information related to student transcripts, I consulted with Christopher Baer, our registrar, and a few others on campus. The following is information we can provide:

1. How many students hold institutional debt? 4,523
2. What is the average amount of institutional debt held by a student? \$653.70
3. What is the most common type of debt owed by a student to your institution? Past due tuition & fees
4. How many transcripts were withheld per year over the past 5 years? Our current transcript software (which only dates back to March 2018) shows that we had a total of 4,956 transcript requests in fiscal year 2019 (July 1, 2018 to June 30, 2019). Of those, 762 were unfulfilled. We are unable to determine how many of the 762 unfulfilled orders for fiscal year 2019 were due to finance holds, as this data is not tracked, and there are several other reasons why a transcript request would not be fulfilled.
5. What were the amounts owed that resulted in withholding a student's transcript? We are unable to determine this, as this data is not tracked.
6. What were the reasons why students owed (i.e. unpaid parking tickets, library fees, etc.)? Again, this data is not kept, however as reported in #1 above, the most common reason for a finance hold would be unpaid balance due to tuition/fees.
7. What were the demographics of students that had transcripts withheld (i.e. race, gender, class standing, etc.)? We are unable to determine this, as this data is not tracked.
8. How many of these debts were repaid? We are unable to determine this, as this data is not tracked.
9. How many of these debts were repaid after the release of the student's transcripts? We are unable to determine this, as this data is not tracked.



Transcript Ordering Services Hagerstown Community College

Information from Hagerstown Community College

HCC undergraduate transcripts can be ordered through the authorized third-party agency Transcripts Plus. Transcripts are processed Monday - Friday, 8:30-4:30. Please allow 5-7 business days for your transcript to be processed. All financial obligations to the college must be met before a transcript can be released. Please note that you have different choices under Sending Options. You may choose to have your transcript ordered right away or wait for grades or a degree to be posted.

If you require a transcript of your non-credit work, please contact the Records Office directly at 240-500-2239.

Please choose one of the following options:

Order PDF Transcript(s)

Order Paper Hard-Copy Transcript(s)

Do not use browser back or forward buttons
Your session will time out after 60 minutes of no activity

- ▶ Pricing and Payment
- ▶ Authorization Info
- ▶ Ordering Overview
- ▶ Electronic Transcripts
- ▶ FAQ