

Innovative Practices in Transcript Preparation for Quality Attainment in Tertiary Institutions in Delta State, Nigeria

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ABSTRACT

The study examined innovative practices in transcript preparation and their contribution to quality attainment in tertiary institutions in Delta State. It aimed to determine the level of adoption of digital transcript systems among universities, colleges of education, and polytechnics, and to assess their impact on institutional quality and administrative efficiency. Guided by two objectives, two research questions, and two hypotheses, the study adopted a descriptive survey design. The population comprised 304 management and examinations/records staff, from which a sample of 169 respondents (89 from universities, 35 from polytechnics, and 45 from colleges of education) was drawn using the Research Advisors' Table for representativeness. Data were collected via the validated Innovative Practices in Transcript Preparation and Quality Attainment Questionnaire (IPTPQAQ), rated on a four-point scale. Pilot testing with 30 respondents yielded a Cronbach's alpha above 0.70, indicating reliability. Data were analyzed using descriptive statistics (mean and standard deviation) to answer the research questions, while one-way ANOVA tested the hypotheses at a 0.05 significance level. Results showed no significant differences among universities, polytechnics, and colleges regarding the extent of adoption ($F = 0.201$, $p = 0.818$) or contribution to quality attainment ($F = 0.836$, $p = 0.435$), indicating moderate and fairly uniform adoption across institutions. Innovative transcript systems were found to enhance administrative efficiency, accuracy, and overall quality in tertiary education management. The study recommended that institutions invest in reliable ICT infrastructure and digital systems to fully automate transcript processes, provide regular staff training, and enforce ICT policies to sustain competence, transparency, and efficiency in transcript management.

Keywords: Innovative practices, transcript preparation and quality attainment

INTRODUCTION

Tertiary institutions constitute the backbone of national development, serving as vital centers for intellectual growth, innovation, and sustainable advancement through the preparation of competent human capital. These institutions; universities, polytechnics, and colleges of education are designed to produce skilled manpower, promote innovation, and contribute meaningfully to the nation's socio-economic transformation. However, their ability to achieve these mandates extends beyond teaching and research to include the efficiency of their administrative and support systems, which play a critical role in ensuring overall institutional quality. In Nigeria, and particularly in Delta State, the pursuit of quality standards in public tertiary institutions has become a pressing concern due to some inefficiencies in administrative operations. One of the most persistent and widely acknowledged challenges in this regard is the management and issuance of academic transcripts.

Transcripts serve as official records of students' academic performance and are indispensable for postgraduate studies, professional certification, scholarship opportunities, and employment both locally and internationally. Consequently, the timeliness, accuracy, and credibility of transcript preparation are central to institutional accountability and quality assurance. Despite this importance, transcript processing in many Nigerian tertiary institutions remains fraught with inefficiencies such as prolonged delays, manual record-keeping, inadequate use of digital tools, and poor integration of information systems. These operational lapses often result in frustration for graduates, missed academic and professional opportunities, and declining institutional credibility, as applicants fail to meet deadlines for admissions, scholarship awards, or visa applications.

Empirical studies attribute these challenges to overreliance on outdated manual procedures, weak ICT

infrastructure, and slow adoption of integrated digital systems. For example, Ojo and Aina (2020) found that Nigerian universities with limited ICT adoption in administrative processes experienced delays and reduced service efficiency. Similarly, Oyesola and Akintola (2019) reported that the slow implementation of digital transcript systems constrained service delivery and stakeholder satisfaction. In the same vein, Iroaganachi and Nwosu (2018) highlighted that manual academic record-keeping in Nigerian universities led to frequent errors, prolonged processing times, and diminished institutional credibility. Collectively, these studies underscore the critical need for digital innovations in transcript management to enhance efficiency, accuracy, and institutional accountability.

Globally, higher education systems have increasingly adopted innovative technologies to transform transcript management and improve service delivery. Practices such as automation of academic records, artificial intelligence-based portals, blockchain verification, biometric authentication, electronic payment systems, and integrated student information systems have been shown to enhance transparency, ensure data security, minimize processing delays, and strengthen institutional accountability. Consequently, in technologically advanced contexts, such innovations enable transcripts to be requested and delivered electronically within hours or days, thereby ensuring seamless alignment between administrative operations and modern digital standards.

By contrast, Nigerian tertiary institutions particularly those in Delta State have been slow and uneven in adopting such innovations. While some institutions have introduced digital platforms for transcript management, concerns persist regarding their sustainability, technical robustness, and overall impact on service quality. The situation is further compounded by inadequate ICT infrastructure, limited technical expertise among staff, resistance to change, and insufficient funding for system upgrades thereby making inefficiency in transcript preparation a recurring administrative challenge that undermines institutional credibility and service excellence. Bridging this gap is therefore essential for promoting efficiency, restoring institutional reputation, and enhancing the global competitiveness of Nigerian graduates. In light of these realities, this study examined the extent to which innovative practices in transcript preparation have been adopted and the degree to which they contribute to quality attainment in tertiary institutions in Delta State.

LITERATURE REVIEW

Quality Attainment in Tertiary Institutions

Quality attainment in tertiary institutions refers to the extent to which institutions consistently meet established academic standards, deliver value to stakeholders, and achieve their mandate of producing skilled graduates capable of contributing meaningfully to national and global development. It is commonly assessed through dimensions such as the relevance of curricula, adequacy of teaching and learning resources, efficiency of administrative systems, student satisfaction, graduate employability, and institutional credibility. Recent studies emphasize that quality is not a fixed concept but a dynamic and multidimensional construct requiring continuous improvement in inputs, processes, and outcomes (Materu, 2019; Okebukola, 2021).

In today's competitive knowledge economy, quality attainment requires institutions to embrace innovation, align academic offerings with labor market demands, and strengthen governance and accountability structures. However, in developing contexts such as Nigeria, persistent challenges including underfunding, infrastructural gaps, governance weaknesses, and administrative inefficiencies continue to undermine the pursuit of quality (Okebukola, 2021). Quality attainment also depends on the extent to which institutions adopt modern technologies and effective management practices to ensure timely service delivery, transparency, and reliability in academic processes. Thus, sustaining institutional credibility and competitiveness necessitates continuous reform, technological adoption, and active stakeholder engagement.

Innovative Practices in Transcript Preparation

Innovative practices in transcript preparation have become central to enhancing the efficiency, accuracy, and reliability of academic record management in tertiary institutions. Globally, higher education institutions are increasingly adopting technologies such as automation, artificial intelligence (AI)-powered portals, blockchain verification, biometric authentication, electronic document management systems, and cloud-based platforms to

streamline the preparation, processing, and delivery of transcripts (Boateng & Agyemang, 2020). These innovations reduce turnaround time, minimize errors, prevent fraud, and improve transparency, thereby strengthening institutional accountability and stakeholder confidence.

In developing countries, including Nigeria, adoption of these innovations remains uneven and limited due to infrastructural deficiencies, inadequate technical expertise, resistance to change, and insufficient funding for ICT upgrades (Ojo & Aina, 2020; Oyesola & Akintola, 2019; Adegboire, 2018). Despite these challenges, integrating digital transcript management systems supports timely service delivery, improves data accuracy, and enhances overall administrative quality. Reliable academic records allow graduates to access further studies, professional certifications, employment, and international opportunities, thereby reinforcing institutional credibility and contributing to broader quality attainment in higher education.

Dimensions of Innovative Transcript Systems

Innovative transcript systems comprise a range of interrelated technological components that collectively enhance the efficiency, reliability, and accessibility of academic record management in higher education institutions. These dimensions include digital record storage, online request processing, automated verification systems, and data security mechanisms.

- Digital record storage preserves students' academic histories in electronic databases, reducing risks of loss, facilitating retrieval, and supporting sustainable, paperless management.
- Online request and processing systems allow remote transcript requests and verification, reducing processing time, administrative workload, and errors. Automated verification using AI ensures data consistency and prevents unauthorized alterations (Ekechukwu & Agbakwuru, 2021).
- Data security and authentication mechanisms including biometric logins, encryption, and blockchain protect sensitive records, enhance transparency, and strengthen institutional credibility and user trust (Nwosu & Adebayo, 2023).

Together, these dimensions make transcript management efficient, accurate, and aligned with global standards in academic recordkeeping and service delivery.

Innovative Transcript Practices and Quality Attainment

Quality attainment in tertiary institutions refers to the degree to which institutional processes and outcomes meet established academic, administrative, and service delivery standards (Okebukola, 2020). The adoption of innovative transcript preparation systems contributes significantly to institutional quality assurance by ensuring reliability, efficiency, and transparency in record management. Through digitalization, institutions can enhance data integrity, minimize human errors, and promote timely service delivery all of which are critical indicators of academic and administrative excellence. However, empirical evidence suggests that the level of adoption of innovative transcript systems remains relatively low, particularly in developing countries such as Nigeria. For instance, Okonkwo and Udem (2019) examined how federal universities in South-East Nigeria have adopted electronic record systems for academic services, including transcript processing. Using a descriptive survey of 180 registry and ICT staff, they found that adoption levels were generally low, with inconsistent implementation across institutions. The study identified key barriers such as inadequate ICT infrastructure, unreliable power supply, and weak policy enforcement. The authors concluded that greater institutional commitment and resource investment are needed to achieve full transition from manual to digital transcript systems.

Similarly, Adegboire (2018) investigated the adoption of electronic record management systems in selected universities in South-West Nigeria. The findings revealed a moderate level of adoption of e-record technologies, noting that while digital storage and online request systems were functional, there was limited automation and weak integration of security tools. These findings collectively underscore the uneven pace of technological adoption across Nigerian higher education institutions and highlight the need for stronger governance and ICT policy implementation.

Efficient transcript systems have far-reaching implications for institutional quality. They minimize delays in the processing and delivery of academic documents, thereby enhancing the reputation, responsiveness, and credibility of tertiary institutions. Electronic transcript platforms also improve data accuracy and traceability, reducing errors in student records—an essential measure of institutional reliability. Furthermore, the integration of innovative transcript systems aligns with global quality assurance frameworks advocated by UNESCO and the African Quality Assurance Network (AfriQAN), which emphasize digitization, transparency, and accountability in higher education management (Materu, 2019; UNESCO, 2019).

In Nigeria, the adoption of digital solutions for record management has been encouraged to strengthen administrative efficiency and service delivery. Studies have consistently shown a positive link between digital innovation in record management and institutional quality. For instance, Adegboire (2018) found that universities in South-West Nigeria that adopted electronic record management systems experienced significant reductions in processing delays and improved efficiency in transcript delivery. The study further revealed that digital storage and online request platforms enhanced administrative responsiveness and service quality, though challenges persisted in automation and system integration. Similarly, Okonkwo and Udem (2019) reported that federal universities in South-East Nigeria using digital platforms achieved greater administrative accountability, data accuracy, and transparency than those still operating manual systems.

Beyond Nigeria, Boateng and Agyemang (2020) observed that Ghanaian universities that implemented digital record and transcript systems experienced fewer data transmission errors and gained improved institutional visibility in international academic exchanges. Similarly, Ojo and Aina (2020) and Oyesola and Akintola (2019) highlighted that uneven ICT adoption and limited digital capacity in Nigerian universities hinder service delivery, creating disparities between institutions in urban and rural areas. Collectively, these studies affirm that innovative transcript and record management systems play a crucial role in promoting institutional efficiency, reliability, and quality assurance across tertiary institutions in sub-Saharan Africa.

Statement of the Problem

Ensuring quality in tertiary institutions in Delta State remains a major challenge due to persistent inefficiencies in administrative processes that affect service delivery and institutional reputation. Although these institutions are mandated to develop skilled manpower, promote innovation, and contribute to national growth, their effectiveness also depends on efficient administrative systems such as record management and certification. Unfortunately, transcript preparation is still largely manual, slow, error-prone, and poorly integrated with modern information systems, resulting in delays, frustrated graduates, and weakened institutional credibility.

Over time, stakeholders such as institutional leaders, regulatory bodies, and professional associations have introduced measures to improve the situation. Efforts such as online request platforms, electronic payments, and staff ICT training represent steps toward reform. However, adoption has been slow, inconsistent, and unsustainable, as challenges including poor ICT infrastructure, limited funding, weak staff capacity, and lack of clear institutional frameworks persist. These barriers have left transcript processing a bottleneck that undermines quality service delivery in universities, polytechnics, and colleges of education across the state.

Against this backdrop, the present study investigated innovative practices in transcript preparation for quality attainment in Delta State's tertiary institutions. Specifically, it examined the extent to which institutions have adopted practices such as automation, blockchain verification, AI-powered portals, biometric authentication, and integrated student information systems, and assessed their contribution to enhancing timeliness, security, accuracy, and efficiency. By addressing these issues, the study sought to provide evidence that could guide reforms, strengthen administrative processes, and enhance institutional credibility.

Purpose of the Study

The purpose of this study was to investigate innovative practices in transcript preparation for quality attainment in tertiary institutions in Delta State. The specific objectives were to:

1. examine the extent to which universities, colleges of education, and polytechnics in Delta State have adopted innovative practices in transcript preparation.

- investigate how the adoption of innovative practices in transcript preparation contributes to quality attainment in tertiary institutions in Delta State.

Research Questions

The following research questions were raised to guide the study

- To what extent have universities, colleges of education, and polytechnics in Delta State adopted innovative practices in transcript preparation?
- How does the adoption of innovative practices in transcript preparation contribute to quality attainment in tertiary institutions in Delta State?

Hypotheses

The following hypotheses were formulated and tested at 0.05 level of significance

H₀₁: There is no significant difference in the mean scores of universities, colleges of education, and polytechnics staff in Delta State on the extent of adoption of innovative practices in transcript preparation.

H₀₂: There is no significant difference in the mean scores of universities, colleges of education, and polytechnics staff in Delta State on how the adoption of innovative practices in transcript preparation contribute to quality attainment in tertiary institutions in Delta State.

METHODOLOGY

The study employed a descriptive survey research design to examine the extent of adoption of innovative practices in transcript preparation and their contribution to quality attainment in tertiary institutions in Delta State. The population of the study comprised 304 respondents (Management staff and examinations/records staff from universities, colleges of education, and polytechnics). The sample for the study comprised one hundred and sixty-nine (169 respondents) using the Research Advisor Table (89 from universities, 35 from polytechnics and 46 from colleges of education) to ensure representativeness. Data were collected using a validated and reliable structured questionnaire Tagged: *Innovative Practices in Transcript Preparation and Quality Attainment Questionnaire*. Responses were measured on a four-point scale, and the instrument's reliability, established through a pilot test with 30 respondents, which yielded an acceptable Cronbach's Alpha coefficient above 0.70. Thereafter, copies of the questionnaire were personally administered with the assistance of trained research aides, ensuring high response rates under conditions of confidentiality and voluntary participation. Data analysis involved descriptive statistics (mean and standard deviation) for the research questions and inferential statistics, with ANOVA used to test differences in adoption and contributions across institution types.

RESULTS

Research Question 1: To what extent have universities, colleges of education, and polytechnics in Delta State adopted innovative practices in transcript preparation?

Table 1: Mean, Standard Deviation and Weighted Mean of Respondents on the extent to which universities, polytechnics and colleges of Education in Delta State have adopted innovative practices in transcript preparation

S/N	Items	Universities n=89 Mean (SD)	Polytechnic =34 Mean (SD)	Colleges of Education n=46 Mean (SD)	Weight ed Mean	Remark
1.	Tertiary institutions in Delta State have embraced digital	3.15 (.06)	3.18 (.11)	3.13 (.58)	3.15	High

	platforms for transcript preparation					
2.	Transcript requests are processed through online portals in most institutions	2.83 (.59)	2.88 (.64)	2.913 (.55)	2.86	Moderate
3.	Computerized systems have replaced manual transcript processing in tertiary institutions	2.92 (.66)	2.94 (.65)	2.869 (.69)	2.91	Moderate
4.	Electronic storage of student academic records is widely used for transcript generation.	2.78 (.88)	2.79 (.88)	2.74 (.85)	2.77	Moderate
5.	Tertiary institutions in Delta State have automated the verification of transcripts	2.59 (1.1)	2.56 (1.1)	2.52 (1.09)	2.57	Moderate
6.	Biometric systems or secure login methods are integrated into transcript applications	2.61(.99)	2.88(1.1)	2.59(.96)	2.66	Moderate
7.	Transcript preparation has been enhanced through centralized academic record databases.	2.809 (.85)	2.71 (.97)	2.74 (.83)	2.77	Moderate
8.	Web-based applications are available for transcript request	2.65 (.92)	2.65 (.98)	2.52 (1.0)	2.62	Moderate
9.	Transcript preparation systems in my institutions are regularly upgraded to meet global standards	2.74 (.96)	2.62 (.85)	2.717 (1.00)	2.71	Moderate

Table 1 presents the mean, standard deviation, and weighted mean scores of respondents from universities, polytechnics, and colleges of education on various indicators of innovative practices in transcript preparation. The data suggest that tertiary institutions in Delta State have moderately adopted innovative practices in transcript preparation. While progress has been made particularly in using digital platforms most institutions have not yet achieved full automation or advanced integration of technologies such as biometric verification, centralized databases, and regular system upgrades. This implies that although institutions are transitioning toward digitalization, there remains a need for greater investment, capacity building, and institutional commitment to ensure that innovative transcript systems are fully adopted and maintained across all tertiary institutions in the state.

Research Question 2: How does the adoption of innovative practices in transcript preparation contribute to quality attainment in tertiary institutions in Delta State?

Table 2: Mean, standard deviation, and weighted mean of respondents on how the adoption of innovative practices in transcript preparation contributes to quality attainment in tertiary institutions in Delta State.

S/N	Items	Universities =89 Mean (SD)	Polytechnic =34 Mean (SD)	Colleges of Education N=46 Mean (SD)	Weight ed Mean	Remark
1.	Adoption of innovative transcript systems reduces processing delays	2.8764 (.86)	2.882 (.73)	2.848 (.87)	2.87	Moderate
2.	Electronic transcript preparation enhances the	3.0787 (.69)	2.941 (.69)	3.065 (.71)	3.05	Moderate

	accuracy of students' academic records					
3.	Innovative transcript systems promote transparency in record keeping	2.9663 (.80)	2.706 (.87)	3.022 (.75)	2.93	Moderate
4.	The use of digital platforms for transcripts improves students' satisfaction with institutional services	2.9213 (.91)	2.941 (.95)	2.891 (.85)	2.92	Moderate
5.	Innovative transcript preparation enhances the reputation of tertiary institutions	2.9101 (.98)	2.882 (1.09)	2.9783 (.98)	2.93	Moderate
6.	Secure digital transcript systems reduce the incidence of fraud	2.9326 (.94)	2.912 (.90)	2.848 (1.01)	2.91	Moderate
7.	Adoption of innovative practices in transcript handling has improved administrative efficiency.	3.2472 (.71)	3.147 (.74)	3.174 (.77)	3.20	High
8.	Institutions with advanced transcript systems provide better support for graduate employability	2.8539 (.81)	2.765 (.55)	2.869 (.88)	2.84	Moderate
9.	Quality assurance in tertiary institutions is strengthened through reliable transcript systems	3.0899 (.78)	2.824 (.72)	3.174 (.74)	3.07	Moderate

The results show that innovative transcript practices moderately contribute to quality attainment in Delta State tertiary institutions, with weighted mean scores from 2.84 to 3.20. Innovation has most improved administrative efficiency (3.20), record accuracy (3.05), and quality assurance (3.07), while areas such as reducing delays, enhancing student satisfaction, promoting transparency, reducing fraud, and supporting employability showed moderate impact. This indicates progress, but implementation remains uneven, highlighting the need for further investment in digital infrastructure, capacity building, and consistent policies to maximize effectiveness.

Hypotheses Testing

H₀₁: There is no significant difference in the mean scores of universities, colleges of education, and polytechnics staff in Delta State on the extent of adoption of innovative practices in transcript preparation.

Table 3: Analysis of Variance (ANOVA) on the difference among the mean scores of universities, colleges of education, and polytechnics staff in Delta State on the extent of adoption of innovative practices in transcript preparation.

ANOVA					
	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	5.099	2	2.549	.201	.818
Within Groups	2100.878	166	12.656		
Total	2105.976	168			

The one-way ANOVA result in Table 3 tested Hypothesis One (H₀₁), which stated that there is no significant difference in the mean scores of universities, colleges of education, and polytechnics staff in Delta State on the

extent of adoption of innovative practices in transcript preparation. With an F-value of 0.201 and a p-value of 0.818, exceeding the 0.05 significance level, the result shows no significant difference among the three institution types. Thus, the null hypothesis (H_{01}) is accepted, indicating that staff across universities, polytechnics, and colleges of education share similar views that the adoption of innovative transcript systems is moderate and fairly uniform across tertiary institutions in Delta State.

H_{02} : There is no significant difference in the mean scores of universities, colleges of education, and polytechnics staff in Delta State on how the adoption of innovative practices in transcript preparation contribute to quality attainment in tertiary institutions in Delta State.

Table 4: Analysis of Variance (ANOVA) on the difference among the mean scores of universities, colleges of education, and polytechnics staff in Delta State on how the adoption of innovative practices in transcript preparation contribute to quality attainment in tertiary institutions in Delta State.

ANOVA					
	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	20.752	2	10.376	.836	.435
Within Groups	2060.858	166	12.415		
Total	2081.609	168			

The one-way ANOVA result in Table 4 tested Hypothesis Two (H_{02}), which stated that there is no significant difference in the mean scores of universities, colleges of education, and polytechnics staff in Delta State on how the adoption of innovative practices in transcript preparation contributes to quality attainment. With an F-value of 0.836 and a p-value of 0.435, greater than the 0.05 significance level, the result shows no significant difference among the three institution types. Hence, the null hypothesis (H_{02}) is accepted, indicating that staff across universities, polytechnics, and colleges of education hold similar views that innovative transcript systems moderately enhance administrative efficiency, accuracy, and overall quality in tertiary education.

DISCUSSION OF FINDINGS

Findings on extent of adoption of innovative practices in transcript preparation in tertiary institutions in Delta State

The findings show that tertiary institutions in Delta State have moderately adopted innovative transcript practices, with digital platforms in use but advanced technologies like biometric verification and centralized databases not fully implemented. The one-way ANOVA ($F = 0.201$, $p = 0.818$) indicates no significant difference among universities, polytechnics, and colleges of education, suggesting staff perceive adoption as moderate and fairly uniform. These results corroborate Adegboire (2018), Okonkwo and Udem (2019), and Ojo and Aina (2020), which reported similar moderate adoption of digital record management systems in Nigerian tertiary institutions.

Findings on how the adoption of innovative practices in transcript preparation contribute to quality attainment in tertiary institutions in Delta State

The results show that innovative transcript practices moderately contribute to quality attainment in tertiary institutions in Delta State, improving administrative efficiency, record accuracy, and quality assurance, while other areas such as reducing delays, enhancing student satisfaction, and supporting employability showed moderate impact. The one-way ANOVA ($F = 0.836$, $p = 0.435$) indicates no significant difference among universities, polytechnics, and colleges of education, suggesting staff perceive the contribution as fairly uniform. These findings corroborate Adegboire (2018), Okonkwo and Udem (2019), and Ojo and Aina (2020), which reported similar moderate impacts of digital record management systems on institutional efficiency and quality in Nigerian tertiary institutions.

CONCLUSION

The study concluded that, while the move toward digitalization of transcript systems has positively influenced efficiency and transparency, its overall impact remains moderate due to infrastructural constraints, limited training, and inconsistent technological policies. Therefore, sustained investment in ICT infrastructure, regular staff capacity building, and institutional policy reforms are essential to deepen the adoption of innovative practices and achieve higher levels of quality service delivery and administrative excellence across tertiary institutions in Delta State.

RECOMMENDATIONS

The following were recommended based on the findings of the study

1. Tertiary institutions should invest in reliable ICT facilities and digital systems to fully automate transcript preparation and enhance efficiency and transparency.
2. Regular training and strict implementation of ICT policies should be ensured to improve staff competence and sustain innovative transcript management practices

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