

November 12, 2013

Name of Item:

APPROVAL TO ENTER INTO AN AGREEMENT WITH PARCHMENT FOR SERVICES TO PROVIDE ONLINE SELF-SERVICE TRANSCRIPTS FOR STUDENTS

Action X

Consent

Issue

This item requests approval to enter into an agreement with Parchment for services to provide online self-service transcripts for students.

Recommendation of Chancellor

The Chancellor recommends that the Board of Trustees approve an agreement with Parchment for services to provide online self-service transcripts for students.

Background/Analysis

The district annually processes between 45,000 and 50,000 requests for official student transcripts. The current process to send out transcripts is very labor intensive, including finding older records, printing, stuffing envelopes, and mailing. This requires substantial staff effort to keep up with student and alumni requests, resulting in long wait times during peak periods of transcript requests, leading to student and parent anxiety and frustration.

Every student can request two-free transcripts, per CA Education Code Section 76223. After the first two requests, VCCCD students then pay a fee of \$3 for sending a transcript, and \$5 for an expedited request. Non-expedited requests can take up to two weeks or more to process.

The district does have the ability to send electronic transcripts today using the eTranscript service from XAP, but it is limited to approximately 60 receiving institutions. It still requires staff time to send the electronic transcripts, but does reduce the turn-around time by eliminating physical processing and mailing.

Parchment, Inc. is a provider of services that allows students and alumni to request the sending of official transcripts without staff intervention. With this online service, transcripts can be requested and paid for by the student directly with Parchment, providing nearly instantaneous electronic transmission of official transcripts to any institution in the world, and at any time. Paper copies of official transcripts can still be sent, for an additional fee.

If this contract with Parchment is approved, students or alumni will pay \$2.50 to Parchment directly for sending a transcript electronically, and can request a

paper transcript for an additional \$2. Students will still receive two free transcripts, the cost for which will be paid by the district.

By moving to this service, there will be significant labor savings in the Admissions and Records offices at the colleges. This will free up staff time, which can then be devoted to providing other services to students, including those required by the Student Success Act of 2012 (SB 1456).

The length of this agreement is for 15 months from contract signing after board approval, with annual renewals thereafter. Implementation would begin after contract signing following board approval.

Parchment is a leader in electronic transcript exchange, with the largest eTranscript exchange community that includes more than 7,400 active member high schools and postsecondary institutions, including 8 statewide initiatives. Founded in 2003, Parchment Inc. is headquartered in Scottsdale, AZ, with offices in Roseville, CA, Denver, CO and Washington, DC.

Fiscal Impact

The annual cost for services is estimated to be approximately \$35,000, funded from unrestricted general funds. This expense will cover the cost to process the two free transcripts per student, based upon prior year requests.

There will also be a revenue loss of approximately \$130,000 per year, based upon prior year student transcript fees received. With this new service, students will pay the Parchment directly.

The expense and revenue loss will be somewhat offset by savings in postage and materials (toner, envelopes, and special transcript paper), with an estimated annual savings of approximately \$20,000.

Staff Position

Academic Senates (as appropriate): N/A
Review by Legal Counsel: N/A

Further Information

Brian Fahnestock