

# Chaparral High School Scottsdale, AZ

## Case Study

“Parchment is a lifesaver.”

-Janet Rutigliano,  
Chaparral HS Registrar

Chaparral High School, part of the Scottsdale Unified School District, implemented Parchment Send in September 2003. In the nearly ten years since implementing, the institution has realized significant time savings and process efficiencies.

Under the formerly manual process, confirmation cards with pre-paid postage were mailed with each transcript requesting that the receiving institution return the post card to confirm receipt. Very often the receiving institution failed to return the card, creating uncertainty as to whether the transcript was received. With Parchment Send, transcript delivery confirmation is automatic and easily viewable to the institution, student, and parent via the online interface.

Additionally, Parchment Send has enabled Chaparral to completely eliminate walk-in transcript requests, further streamlining the process.



**2,471**  
TRANSCRIPT  
ANNUALLY



**503**  
SENIORS



**329**  
HOURS SAVED IN  
PROCESSING TIME  
PER YEAR



### Prior to Parchment

Prior to becoming a Parchment Member, Chaparral High School had a time consuming, 9-step process in place for students to request their transcripts:

1. Student completes transcript request form.
2. Transcript request form delivered in person or by fax
3. Transcript is located
4. Official Seal placed on transcript
5. Transcript signed
6. Transcript placed in envelope with pre-paid receipt confirmation
7. Transcript marked with postage and mailed
8. Transcript arrives at destination
9. Recipient returns postcard to confirm transcript receipt



### Partnered with Parchment

As a successfully partnered member of Parchment, Chaparral High School processes transcript requests in three easy steps:

1. **Simple.** Student places request online at [parchment.com](https://parchment.com)
2. **Fast.** Registrar approves request and uploads transcripts from student information system (SIS).
3. **Secure.** Transcript securely delivered to destination.