

Indiana University of Pennsylvania

Indiana University of Pennsylvania offers its students various levels of service for ordering paper documents, and now students have the option of requesting electronic transcripts by using Parchment.

According to Jeannie Broskey, Associate Registrar for Student Records, the numbers show that students who typically opted to get a free paper transcript are willing to spend a few dollars for the convenience of going online, whether they live two blocks away or across the globe.

“When you launch, it’s your university out there,” Broskey says. To ensure that the eTranscript experience IUP offers its students, Broskey strongly advises comprehensive testing during the implementation process. Transcripts are consistent documents, but how each institution’s registrars office goes about processing them can vary. IUP worked closely with Parchment’s implementation team to make sure IUP’s student and staff needs were honored and that the transition was an enhancement of services for everyone.

“We were going to do it right, and we did!”

“Students are buying convenience with electronic transcripts.”

- Jeannie Broskey, Associate Registrar for Student Records



22K
TRANSCRIPTS
ANNUALLY



15K
STUDENTS



1.5K
FACULTY
AND STAFF



Prior to Parchment

Prior to becoming a Parchment Member, IUP offered their students several options for ordering paper transcripts but wanted to explore the benefits of adding eTranscripts to the mix. Parchment helped to identify the following pros and cons of their process to ensure they were making an impactful decision:

- Paper-only delivery
- Time-consuming manual processing
- \$10 same-day, \$4 next-day processing
- Free paper transcripts (3-5 day processing time)
- Students receive an automated email notification



Partnered with Parchment

As a successfully partnered member of Parchment, IUP is able to offer their students the option of electronic transcripts. Along with convenience, IUP now offers the following benefits with eTranscripts:

- Secure electronic delivery
- Fast ordering process
- One-day order fulfillment
- Process tracking with email notification
- Save money on paper, printing & postage