

Texas A&M University Corpus Christi

TAMU-CC Registrar Michael Rendon was concerned about customer service. As a result of a cumbersome, manual transcript fulfillment process, his office was not meeting the students' turnaround expectations. On top of that, they were seeing a loss in staff productivity, lack of good analytics, and inability to leverage a revenue stream.

The solution for getting transcript processing on track was Parchment Send. With Parchment, transcripts are processed in just minutes, students get instant status notifications via email or text, and Rendon gets the data he needs.

"I'm a data nerd and want to be able to look at the data to parse, and to understand it," confesses Rendon. Parchment analytics allow you to do exactly that, slicing and dicing the data in as many ways as you can think of."

"With Parchment, we can accept requests 24/7, collect payment, and deliver certified eTranscripts that look the same as my paper transcripts, from the water mark to my signature," Rendon says.

"Our turnaround time was 3-5 business days. We've reduced that to just minutes."

-Michael Rendón, University Registrar



17.6K
TRANSCRIPT
REQUESTS
ANNUALLY



10.9K
STUDENTS



24/7
TRANSCRIPT
ORDERING



Prior to Parchment

Prior to becoming a Parchment Member, TAMU-CC identified the major day-to-day hurdles they faced with fulfilling transcript orders manually. Parchment directed their focus to eliminate the following concerns to guarantee an effective integration:

- Poor customer service
- Lost staff productivity, missing transcript requests
- Lack of data for analysis
- Inability to easily collect processing fees



Partnered with Parchment

As a successfully partnered member of Parchment, TAMU-CC offers the following features to their students and alumni to ensure a hassle-free, pleasant experience when requesting transcripts:

- Secure, eco-friendly electronic transcript option
- Fully branded online ordering process
- One-day (or less) order fulfillment
- Tracking with email notification
- Automated fee collection
- Easy-to-use analytics