

APPLICATION FORM

All applications must include the following information. Separate applications must be submitted for each eligible program. **Deadline: June 1, 2016.** Please include this application form with electronic entry.

PROGRAM INFORMATION

County: Henrico County

Program Title: Parchment: The eTranscript and Credential-management Solution

Program Category: Information Technology

CONTACT INFORMATION

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SIGNATURE OF COUNTY ADMINISTRATOR OR CHIEF ADMINISTRATIVE OFFICER

Name: John A. Vithoukias

Title: County Manager

Signature: 

Short Overview

In fall 2015, Henrico County Public Schools launched a pilot program at J.R. Tucker High School for a product called Parchment, a software program that helps schools manage student transcripts and credentials. Parchment is a digital exchange system for transcripts, diplomas, certifications and verifications.

It is an innovative tool that links students and school counseling offices with educational/work institutions in one online program. It aims to replace the manual process of processing student transcript and credential requests with an online solution. The goal is to eliminate the need for paper and time-intensive tracking while expediting the delivery of documents. It also contains reporting tools.

The benefits include the ability to request, process, send and receive vital documents through one portal. Henrico Schools formed a project partnership with the Virginia Department of Education, which is funding the project through a grant. The new system provides a cost savings of \$1.31 per transaction and a time savings of 15 minutes for each request. With a documented 907 requests so far this year, the cost savings is \$1,188.17 and a time savings of 226.75 hours.

The Problem/Challenge/Situation

Parchment was adopted to streamline the current manual process for management of transcripts and other key documents. The goal was to provide the school division with a more efficient and effective process with easy processing, tracking and reporting capabilities. Saving time means saving dollars. The old manual process required students to visit the school

counseling office to obtain, fill out and return a form. The new process means fewer interruptions for staff and takes less time for students.

How the Program Was Carried Out

First, a student submits a request for transcripts or credentials through a simple online portal that tracks the process. The school's Parchment site processes the request with ease through an intuitive dashboard. The receiver gets the electronic transmission through his or her online dashboard.

Parchment is a solution for requesting, storing, processing, transmitting and receiving student transcripts and credentials through an online portal. Students create an online profile and then request transcripts or other credentials. Students can monitor when their documents are sent and received. Counseling offices now send these documents through Parchment for electronic transmission and they have their own interface to track and monitor progress. For institutions that are not set up to receive electronic credentials, Parchment will mail them on behalf of the school.

Step by Step Instructions:

- Student submits a request for a transcript and/or credentials through the online portal.
- School processes the request through an interactive interface.
- Student receives an email update as the status changes from pending to sent.
- Receiver downloads transcript and/or credentials.
- Student receives an email update once receiver accepts transcript and/or credentials.

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Objectives:

- Use online portal for requesting credentials
- Use online portal for storing, processing and sending credentials
- Use online portal for tracking the status of credentials
- Use online portal for collecting any related processing fees

Note: for institutions that aren't participating members, Parchment will deliver documents electronically through an alternate route or mail if needed.

Time frame for development and implementation:

Fall 2015

- Trained counselor and office assistants
- Distributed permission forms to all parents of high school seniors
- Generated student IDs through Parchment
- Students set up a profile online
- Trained students
- Transmitted student transcripts and credentials to Parchment
- Students began to request transcripts
- Counseling office began processing requests

Ongoing maintenance:

- Update rosters periodically
- System generates any new user IDs
- New students create profiles to begin using the system

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Clientele:

- High school counseling offices (office assistants and counselors)
- High school students

County's role in implementation:

HCPS leaders wanted to begin using this product within our high schools. We decided to create a pilot program for seniors at J.R. Tucker High School to ensure we had an effective plan for full implementation in Henrico Schools in fall 2016.

Contribution of other partners:

Because the Virginia Department of Education received a grant to fund this project the school division received Parchment free of charge. Henrico County Public Schools continues to seek new ways to increase efficiency and decrease costs.

Technology Implementation included the following products:

- Internet
- Parchment website
- Virtual-printer software
- Vendor-hosted software

Financing and Staffing Cost

Parchment implementation, training and product use is funded by the Virginia Department of Education through a federal grant.

Operating costs: none, although the implementation and training required some HCPS staff resources.

Staff time required to implement program:

- HCPS Department of Operational Technology implementation team: 100 hours
- HCPS technology support specialist at school: four hours
- HCPS technology database administrator: 10 hours

Program Results

Students are now using the Parchment online portal to request credentials. Credentials can be transmitted to colleges and universities, the U.S. military or to provide validation for a job. Students can log into their profiles and see the status of their requests. If the transaction requires a processing fee, the family can pay this directly at the time of the request by using the Parchment portal.

Counselors and office assistants are now using the Parchment online portal for storing, processing and sending credentials online. The simple process involves scanning a document and storing the file. The Parchment interface provides the document's status, including date, time and users that interacted with the record.

Statistics:

- Since Oct. 1, 2015, J.R. Tucker High School has processed 907 document requests for seniors using Parchment.

- Time savings per request: The old process required roughly 15 minutes per document request, including copying, addressing and stuffing envelopes. This varied depending on the number of documents to process.
- Average cost savings on paper, postage and envelopes: While a first-class stamp costs \$0.49, transcripts require two, totaling \$0.96 per mailing. An envelope with two labels costs about \$0.05. Paper and toner also cost about \$0.05 per sheet, and each mailing averages six sheets. The average cost of a credential mailing using the old method was about \$1.31.

Brief Summary

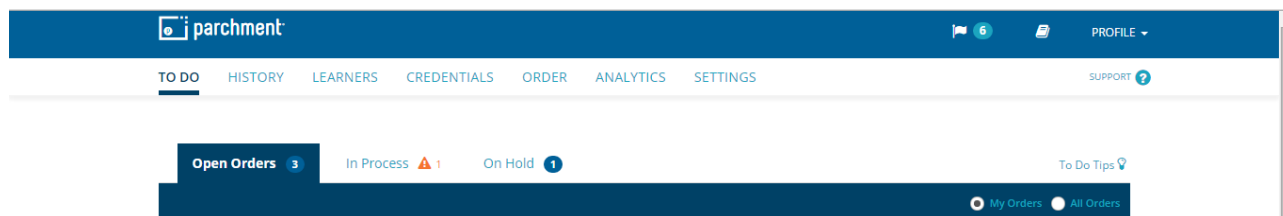
The Parchment pilot program has resulted in a significantly streamlined process for sending student credentials. The former process required paperwork, manual tracking, postage and envelopes. In addition, there was no way to validate that the credentials were received. Before adopting Parchment, there was a major communications problem: if a college or business didn't receive a student's credentials, they would eventually inform the student; Henrico Schools wouldn't be aware of the issue until the student notified us. This often induced a panicked effort to mail the credentials in time for a deadline.

Counselors now manage many of their own student transcript and document requests. In the past, the requests were made to a school's front office staff members, who then processed and mailed the documents.

The manual process used in many schools is outdated and time-consuming for students and staff. The partnership with the Virginia Department of Education addresses shared problems through intergovernmental cooperation and coordination.

Supplemental Materials

A to-do list and other menu items, as seen by a counselor or an office assistant. Shown are open orders submitted by students. Student names are not included to respect confidentiality.



Parchment's analytics feature, as seen by a counselor or office assistant. These metrics track the tool's use and what institutions received documents. They also support the need for its use. Analytics can be printed, distributed or used for presentations.

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