

ACADEMIC AFFAIRS COUNCIL

AGENDA ITEM: 5.Y

DATE: June 10, 2015

SUBJECT: eTranscript Storefront Options

During the May 2015 AAC meeting, the council discussed four options outlined below for moving forward with eTranscript delivery using the Parchment vendor that was selected by the system committee. The majority of AAC members noted their Registrars favored option 4; however, Dr. Kramer noted that taking this path would eliminate the potential staff efficiencies and automation that were influential drivers in exploring eTranscript options. Primary concerns focused on what the Service Level Agreement with ESC and eTranscripts would be and representatives were asked to provide this background for further discussion by AAC.

The budget (see Attachment I) contemplates a full-time FTE dedicated to printing transcripts as well as working the queue to identify which campus should get a “non-processed” electronic request. Because the printed transcript process will be automated, it will be very efficient and will only require stuffing envelopes and placing things in the mail. ESC believes that it has sufficient support staff to turn around printed transcript requests within 24 business hours. Working the queue is just as important and doing the investigation work and routing things to campuses should take no more than 48 business hours. These timeframes could be shortened when other staff resources are available, but given the dedicated resources they should never be longer. ESC is willing to keep track of records in the queue each day as well as printed transcript numbers and report out to AAC and the Registrars on a regular basis. The queue report will identify things by date received and when they were processed; the transcript report would identify number of transcripts printed daily and when they were mailed.

AAC members should be prepared to discuss the details of the Service Level Agreement to determine if Option 1 can serve as a viable approach when moving forward with the eTranscript implementation.

1. **Option 1:** Utilization of single storefront, which would require a central entity to handle the resolution queues and print transcripts requested on the storefront. This would require integration with Parchment and SDBOR Colleague. (Recommended by committee sponsor and project chairs.)

(Continued)

RECOMMENDED ACTION

Discussion and Recommendation.

2. **Option 2:** Utilization of multiple storefronts, which would require a central entity to handle the Colleague resolution queue as well as to manage the printing of hard copy transcripts requested through the Parchment storefronts. Campuses would be required to manage the Parchment resolution queue. This would involve integration with Parchment and SDBOR Colleague.
3. **Option 3:** In order to keep the printing on-campus of hard copy transcripts ordered on the Parchment storefront, the integration of Parchment and Colleague would be disconnected for the print requests. Although this would still allow for automation of electronic print requests, this option would require campuses to manually print each transcript ordered through the Parchment storefronts. Multiple storefronts would be utilized in this option.
4. **Option 4:** In this scenario a student could request an electronic and/or printed transcript from one of the multiple Parchment storefronts. The electronic transcript would be fulfilled via automation, and each printed transcript would need to be manually processed by each campus.

Parchment Implementation Costs and Revenues for Transcripts

Current Revenue

Revenue and Transcript count based on Colleague information

	FY14				
	# Transcripts		Revenue	Avg	% of total
BHSU	5,027	\$	21,180	\$ 4.213	13.02%
DSU	1,770	\$	7,575	\$ 4.280	4.58%
SDSMT	2,828	\$	12,245	\$ 4.330	7.32%
NSU	3,021	\$	13,223	\$ 4.377	7.82%
SDSU	11,002	\$	46,620	\$ 4.237	28.49%
USD	14,965	\$	65,324	\$ 4.365	38.76%
	38,613		166,166		

ESC Print Costs

SDBOR Location Print

	Transcripts	Cost
Printed	18,103	
Electronic	7,758	\$2
Fixed		
	Salary&Benefits	\$ 42,056.00
	Maintenance	\$ 5,175.00
	Printer/Office Supplies	\$ 1,512.50
Variable		
	Paper	\$ 3,336.60
	Postage	\$ 16,920.29
	Envelopes	\$ 2,606.85
	Electronic Transcript	\$ 15,516.99
	5% cost over \$20	\$ 4,300.00
		\$ 91,424.23

SDBOR Location Print

<u>Revenue Distribution</u>	<u>Per transcript</u>	<u>\$9</u>
Printed	18,103	\$162,928.36
eTranscript	7,758	\$69,826.44
	<u>25,862</u>	<u>\$232,754.80</u>
20% Heff		<u>(\$46,550.96)</u>
Net Revenue		\$186,203.84
Less SDBOR Location costs		<u>\$ (91,424.23)</u>
Revenue to distribute		<u>\$94,779.61</u>

Campus Printed on Site

BHSU	1203	\$10,824.62
DSU	423	\$3,811.33
SDSMT	677	\$6,089.52
NSU	723	\$6,505.11
SDSU	2632	\$23,690.56
USD	7093	\$63,841.07
	<u>12,751</u>	<u>\$114,762.20</u>
20% Heff		<u>(\$22,952.44)</u>
Net Revenue		<u>\$91,809.76</u>
Revenue to distribute		<u>\$186,589.37</u>

Revenue Distribution based on campus print and allocated ESC revenue

BHSU	\$ 20,998.99
DSU	\$ 7,393.71
SDSMT	\$ 11,813.23
NSU	\$ 12,619.44
SDSU	\$ 45,957.99
USD	\$ 87,806.00
	<u>\$ 186,589.37</u>