



July 30, 2024

ctcLink Transcript Integration Decision

To WSSSC's Executive Board and SBCTC,

In 2019 and 2020, colleges submitted two ctcLink enhancement requests for integrating a transcript service with ctcLink, one for Parchment and one for National Student Clearinghouse (NSC). At our Admissions and Registrar Council Spring 2024 meeting, SBCTC's ctcLink Customer Support Director, Dani Bundy, shared the analysis on the integrations with transcript vendors. Due to the level of time and effort needed to implement integration, SBCTC asked ARC to recommend which transcript vendor for integration. Based on college enhancement request prioritization voting earlier this year, the selected integration will be the next project undertaken when SBCTC completes one of the three current in-flight enhancement requests.

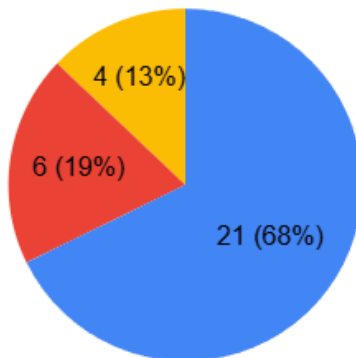
To prepare for the vote, the ARC Executive Board sent out a preliminary survey to collect initial thoughts about vendors and preferences.

Survey Results

- 31 colleges responded. 12 currently use NSC and 19 use Parchment.
- Of the 12 NSC schools, six preferred NSC to be selected, four had no strong preference, and two preferred Parchment to be integrated.
- All 19 of the Parchment schools preferred Parchment to be integrated.
- Nine respondents submitted questions/comments, which included interest in learning more about what integration will mean for our students and staff workflow, and discussing the project with other colleges.

Which service do you want integrated with ctcLink?

● Parchment ● National Student Clearinghouse
● No strong preference



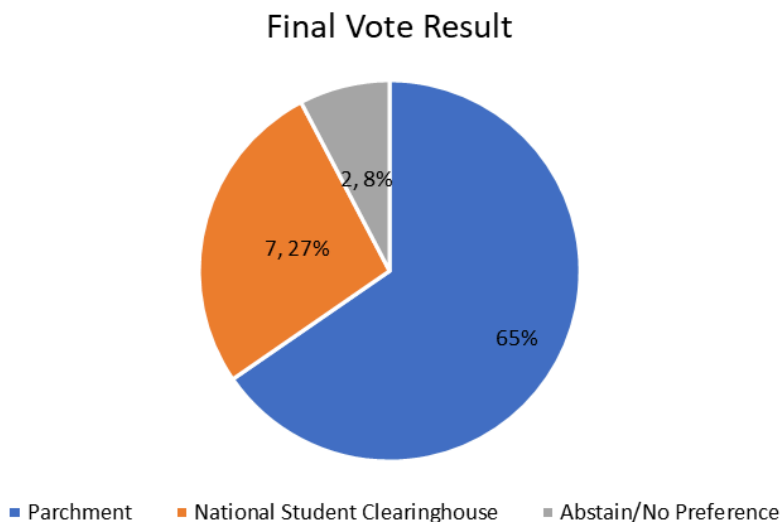
On July 11th, National Student Clearinghouse and Parchment each provided a 30-minute presentation to ARC members and staff who work with transcripts. The focus of the presentations was on staff workflow and the benefits to students. Following the presentation, there was an opportunity to discuss the topic among the colleges.

During the discussion, we agreed that both vendor integrations are very similar and provide the necessary functionality, namely the ability to automate transcript processing, drastically reduce manual processing for college staff, and provide near-instant transcript services to students. They are both able to integrate with both ctcLink and the Legacy Transcript system. There are not any significant drawbacks or differences in integration functionality between the two vendors. Colleges also shared their experiences working with NSC and Parchment. Over time, most of the colleges have moved from NSC to Parchment for transcript and other services due to 1) a better interface for both staff and students interacting with their systems, 2) better service and support, 3) better pricing, and/or 4) Parchment's complementary suite of other services products that make it easier for students to access transcripts, receive diplomas, and interact with other functions related to their student records. Some colleges had negative service or support experiences with NSC; no one reported similar experiences with Parchment. All Parchment colleges have been pleased with their decision and have consistently recommended Parchment to the remaining NSC colleges.

On July 17th, there was a call to vote and endorse a single vendor. Voting was limited to one per school and was open through July 24th.

Voting Results

- 26 colleges responded.
- 17 colleges voted to endorse Parchment.
- Seven colleges voted to endorse National Student Clearinghouse.
- Two colleges voted to abstain or had no preference.



Over a period of years, colleges have accumulated extensive experience working with both vendors. There has been consistent support and praise for Parchment, which has only grown over time as more schools move to Parchment and are pleased with the decision. This is evidenced in only half of the current NSC schools preferring to stay with NSC, compared to all Parchment schools preferring to stay with Parchment. In the absence of a compelling reason to prioritize an option preferred by only 27% of respondents, we should move forward with the option selected by the overwhelming majority of colleges. ARC recommends selecting the enhancement request for Parchment as the vendor to integrate with ctcLink.

Thank you to all who helped gather the survey results and set up the vendor presentations.

Respectfully,

ARC Executive Board

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