

Presenters

- Charles Nicholas, Supervisor- Registrar Services, Colorado Technical University
- Heather Sharbaugh, Director of Academic Records, Corporate Regulatory Operations

Objectives

- Getting to know Career Education Corporation (CEC) and Colorado Technical University (CTU)
- Needs for E-transcripts and Parchment services
- Enterprise and campus specific service roll out; benefits, efficiencies and improvements
- Send statistics 2013 and 2014
- Parchment Receive Premium

About Career Education Corporation

Career Education Corporation (NASDAQ: CECO) operates colleges, universities and schools that provide education in various career-oriented disciplines through online, on-ground, and hybrid learning programs. Our accredited institutions across the United States offer doctoral, master's, bachelor's, and associate degrees, as well as diploma and certificate programs.

- More than 7,000 employees
- 41,400 students (as of Dec. 31, 2014)
- More than 50 campuses nationwide
- Founded in 1994
- Based in Schaumburg, Illinois

We strive to close the gap between learners and employers.



Our Academic footprint

University



Culinary Arts



Career Colleges



Brooks Institute



Colorado Technical University

- Over 20,000 students on both physical and online campuses
- Award-Winning Virtual Campus, intellipath™ learning model, M.U.S.E, and CTU Mobile
- Over 16,000 Transcript Requests in 2014
- Centralized Registrar Staff



Why We Needed E-transcripts

- Began researching and reviewing e-transcript vendors in 2008
- Contracted with Docufide in May 2009
- Piloted services in August 2009
- All schools (US based) active with electronic transcripts by end of 2010 and have since renewed a second 3 year term contract.

Project

- One major interface to process transcript requests
- Creating efficiencies in the registrars office
- Webservice built for ease of the requestor and quicker processing
- Meeting the needs and demands of our 'instant' and 'right now' student
- Standardizing transcript requests and issuance across all of our schools and brands.

Project

- Phased implementation
 - Pilot campuses
 - Brand roll in
- Marketing roll out-
 - Email blasts
 - Student portal notifications
 - On campus flyers

University Level Overview

- Pre-Parchment – 100% On-Site/Paper Fulfillment
- Current – Over 80% Requests Made Electronically
 - Over 50% Of These Are Fulfilled Electronically
- Web-Service / Automation
- Student Impacts
 - Faster turnarounds
 - Less student complaints
- Staff Impacts
 - Improved employee experience
 - Reduced “busy work”, employees are working *smarter*

University Level- Centralized Services

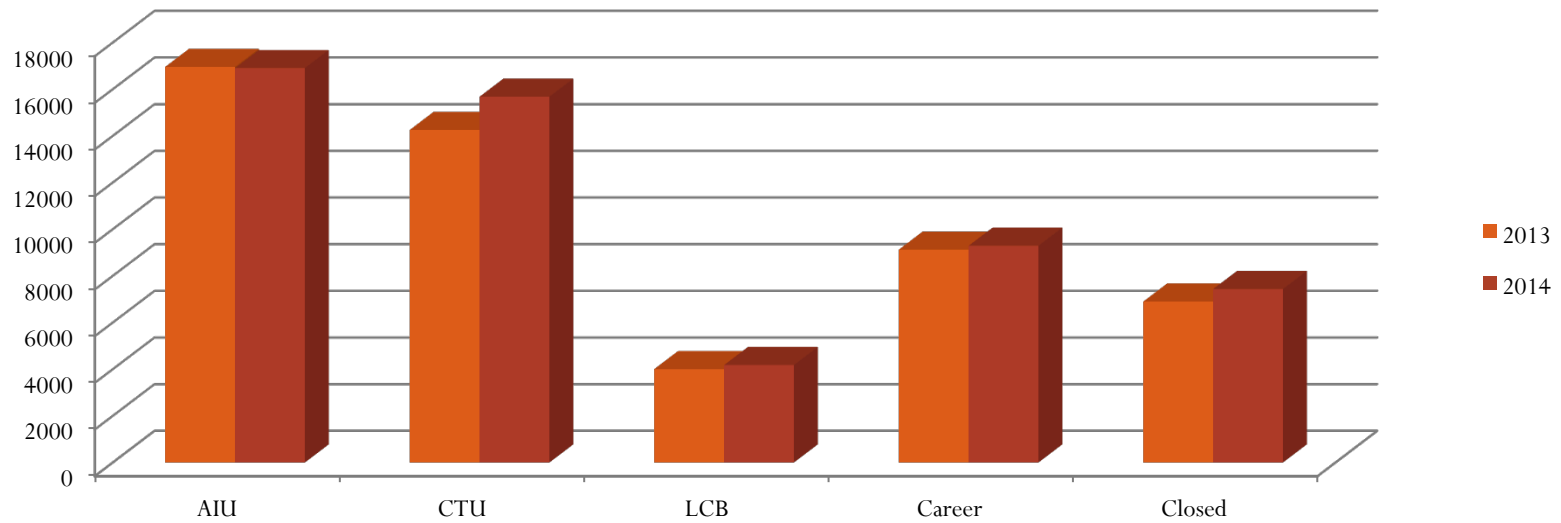
- Centralized Staff Processing Requests for 6 Physical Campuses + Online
- Streamlined Process
- Live Transcript Request Walk-Through
- Interaction with CampusVue

University Level - Reporting

- Live Reporting
 - Current Requests
 - Next Grading Period Requests
 - Holds
- Historical Reporting
 - By Student Name
 - By Date Range
 - By Receiver
 - Exportable for further analysis

Sending Statistics

- 2013
- 2014



Receive in 2014 and 2015

- Amended current contract to add Receive Premium service in June 2014.
- Rolled out schedule:
 - Colorado Technical University: October 2014
 - American InterContinental University: Nov 2014
 - Career Colleges: March 2015
- Weekly touch base calls with schools, project manager and account executive

University Receive

- Administrator Initiated Requests
- Transcript Direct
- Batch Requests
- Student Benefits
- Staff Benefits

Questions??

Contact us-

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