Support Academic Records Management for Permanently Closing Institutions

Justin Rainer | Parchment

Cam Maeyaert | TX Higher Education Coordinating Board

Heather DeLange | CO Department of Higher Education

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Agenda

- Speaker Introductions
- Challenges of Managing Closed Schools
- Considerations for States & Institutions
- Parchment's Work w/ Closed Schools
- Overview of Records Digitization & Registrar Services
- Best Practices
- Q&A

Speaker Introductions

Justin Rainer

Senior Solutions Engineer

Parchment

Cam Maeyaert

Director, Private Postsecondary

TX Higher Ed Coordinating Board

Heather DeLange

Director, Private Postsecondary

Colorado Dep of Higher Ed

Why Is This Important?

- School closures are terrible, with negative impacts on staff, students and alumni

- Alumni will continue to need their academic records for important educational and professional opportunities

- The ability to maintain a process for obtaining records is vital for the success of individuals

Challenges

- Funding
- Competing Priorities
- Data Quality
- Legacy Systems
- Time Constraints
- Stressed Students & Alumni

State Challenges

- Resources
- Students often come to the states for fulfillment help
- States often serve as the customer service representative for Parchment
- Student record labeling requirements is an obstacle
- Prohibitions/Mandated custodial duties – varies state to state
- Syllabi or Coursework documents?

Considerations

- What records are required to be kept?

- Who will become the "Custodian of Record"?

- Who will fulfill ongoing requests?

- What institutions/organizations can help you navigate?

- Does your state have guidelines?

- Syllabi or course material fulfillment?

Parchment's Work w/ Closed Schools

- Parchment helps institutions in 3 ways
  - **Records Digitization**
    - Digitize & Index Records from paper to PDF
  - **Parchment Award – Transcript Services**
    - Provides a comprehensive platform to continue taking and fulfilling records requests
  - **Registrar Services**
    - Parchment will process the requests as they come in (restrictions apply)

Parchment's Work w/ Closed Schools

- When ITT Tech closed in 2016, Parchment offered it's "Registrar Services" to ensure students could get their record

- For the Colorado Department of Higher Education, Parchment provides the platform for request & fulfillment

- If Parchment is to be "Registrar", we do a comprehensive audit of the records before we feel comfortable taking it on

Overview of Records Digitization & Registrar Services

- **Records Digitization**
  - Recommended to all institutions
  - Allows for an accounting of the records
  - Keeps records safe from damage in perpetuity
  - Allows records to be transferred easily
- **Registrar Services**
  - For institutions that cannot find an Admin to process records
  - We need the full SSN of students to move forward

Basic Best Practices for Institutions

- Perform an audit of your records and record processes

- Talk with State Board, Dept of Education or Commission

- Develop an Action Plan

Suggestions for Best Practices

- Consideration of creating a State Liaison at Parchment

- Increased flexibility if other criteria are met

- Customer service representative

Suggestions for Policy Development for States

- How to do data migration
- How to handle third party requests
- Are you the custodian or fulfillment entity? Is there a difference?
- Payment issues – who pays and for what?
- What if quality of records doesn't meet vendors standards?
- What are your options if no records
- Does anyone maintain catalogs and syllabi?
- Pros/cons: 3P vendor vs. state agency

Questions?

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Thank you!

Justin Rainer | jrainer@parchment.com

Cam Maeyaert | cathie.maeyaert@highered.texas.gov

Heather DeLange | heather.delange@dhe.state.co.us