

King University

Bristol, TN

At King University, students wanted convenient online transcript ordering and more receiving institutions preferred electronic credentials over paper ones. The solution? Partnering with Parchment to automate the transcript process.

According to Registrar Jessica Swiney, Parchment is the way to go if you are looking to go paperless. Having the option to send and receive transcripts electronically has made the process between Registrar and Admissions seamless.

“We have been extremely pleased with the Parchment transcript service,” Swiney says. “With a faster turnaround time we can provide better customer service and students have responded positively to anywhere, anytime online ordering. Overall, it’s been a great service for us to use.”

“The Parchment interface is easy to use and has streamlined requests for us and the students.”

- Jessica Swiney, Registrar



6K
TRANSCRIPTS
ANNUALLY



2.9K
STUDENTS



1K
2014
GRADUATES



Prior to Parchment

Prior to becoming a Parchment Member, King University was presented with their students’ need for convenience as well as a rise in the number of institutions moving to electronic delivery as their receiving preference. Parchment worked with King University to identify the following day-to-day hurdles to focus on a solution:

- Inability to meet students’ need for anywhere, anytime ordering
- Lengthy turnaround time
- Time-consuming manual processing
- Zero document tracking
- High volume of student phone calls



Partnered with Parchment

As a successfully partnered member of Parchment, King University offers the following features to their students and alumni to ensure a hassle-free experience when ordering their transcripts. These features also allow them to meet the needs of other institutions who may be receiving transcripts from KU:

- Fast, convenient ordering 24/7
- Transcript processing time cut by more than half
- More time for staff to focus on higher-level activities
- Seamless, transparent process