



CASE STUDY

“The Parchment team was beyond attentive, prepared and knowledgeable. I couldn’t have imagined a more successful implementation.”

- Nick Chabot-Olson
Assistant Registrar

University of Denver, CO

At the University of Denver, hard copy transcripts are out, and eTranscripts are in. Based on their desire to better serve the student population and reduce the number of time-consuming paper documents being generated, the university chose Parchment to make the transition to digital.

Parchment’s contract with MHEC and WICHE states was a huge determining factor as was their track record with other institutions in Colorado and internationally. Plus Parchment Send proved to be user friendly, aesthetically appealing, and compatible with the current Banner set up and transcript process.

While Office Manager Nick Chabot-Olson was initially a little skeptical of Parchment’s aggressive implementation timeline, he says the company really delivered. After kicking off the project on April 1, 2016, the service **went live in only three weeks**. “We greatly applaud the implementation process, which was beyond smooth and as stress-free as possible for a large project such as this,” says Chabot-Olson. “Most important, we are pleased that our consumers are pleased and have taken to the eTranscript option with enthusiasm.”

3
WEEKS TO
IMPLEMENT

2
FTE FREED UP FOR
OTHER TASKS

20K
TRANSCRIPTS
ANNUALLY

How Parchment eTranscripts Made a Difference:

FOR DENVER’S REGISTRAR OFFICE



- + Expertly supported our anomalies within Banner
- + A complete project plan & answers to all of our questions
- + A knowledgeable, organized and fast implementation team!

FOR DENVER’S STUDENTS



- + Students understand how to order without additional guides
- + They are choosing eTranscripts over hard copies
- + They are getting the service they want!