

# Walla Walla Community College



[www.wwcc.edu](http://www.wwcc.edu)

## Life is Easier for Walla Walla Community College with Parchment Send and Receive

As Acting Director of Admissions at WWCC, Erika Bockmann has a lot on her plate, overseeing residency determination, applications and placement as well as registration and grades. And she's not alone. The entire office staff traditionally manages a heavy workload. Case in point: printing all transcripts in house, which takes up valuable time and people resources.

What's more, WWCC uses a state-wide student management system, originally built in the '80s. The DOS-based system has some limitations, particularly in talking to other academic systems, which made electronic transcripts an impossibility. The college reached out to Parchment, and transcript sending and receiving became a whole lot easier.

"Parchment gives us some breathing room and makes everything more manageable," Bockmann explained. "Instead of students filling out paperwork, we just send them online. That cuts out phone calls and office visits, which frees up time and money in my department."

And with Parchment, the students never have to worry about the status of their orders. "I appreciate the 'Document Status' data as it allows me to inform the students where their documents are in the ordering process (processed, mailed, received, downloaded)," added Program Assistant Rosa Tobin, who handles transcript processing for the team.

### Seamless SIS Integration

Once the initial Parchment implementation was completed in 2016, the company also customized the technical connection between the legacy SIS and the Parchment platform. This allowed a seamless integration and transmission of transcript files worldwide, which is completely transparent to students and administrators.

Now students, alumni and third parties (like the Nursing Commission) can easily and securely order electronic transcripts with Parchment Send. And with the addition of Parchment Receive Lite, the admissions office now gets electronic transcript copies in the Receive inbox, which the transcript evaluator reviews to determine which courses are accepted.

***"Other WCTCs continue to process paper transcripts in house. They talk about how they wish they had an electronic system, and we discuss Parchment. I tell them it's made life easier."***

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**Erika Bockmann,**  
Acting Director of Admissions

## Case Study

### Walla Walla Community College

## Working with Parchment

How is Parchment to work with? “One of the highlights of going digital with our credentialing is working with the Parchment team,” explained Tobin. “There is a strong commitment to accessibility, meaning that as institutional representatives, we feel confident that we’ll be able to get in touch with Parchment to help us navigate whatever difficulty we may be experiencing.”

## Standing the Test of Time

At WWCC, Parchment has stood the test of time – and turnover. In fact, all the original staff members who implemented and worked with Parchment initially are gone. Subsequent employees, like Bockmann, quickly mastered the platform. “With my experience with other technologies, Parchment was one of the easier to learn,” she reported. “It’s super user friendly.”

“Other WCTCs (Washington Community and Technical Colleges) continue to process paper transcripts in house,” concludes Bockmann. “They talk about how they wish they had an electronic system, and we discuss Parchment. I tell them it’s made life easier.”

## The Future

In the next few years, the state of Washington plans to replace its legacy SIS with PeopleSoft. And when that time comes, Parchment will be there with its PeopleSoft Connector, an Oracle-verified, gold-certified integration used at 60 institutions and 1.1MM students nationwide.

### BENEFITS WITH PARCHMENT

- Anywhere, anytime transcript ordering
- Seamless integration with home-grown SIS
- Streamlined transcript processing
- Reduced student phone calls and office visits
- Increased staff productivity
- Additional revenue stream

parchment send 

parchment receive 

### ABOUT WWCC

- Founded in 1967
- 4,900+ students on 4 campuses
- 65 degrees, 52 certificates
- 3,500 annual requests for transcripts
- 36% transfer students
- 52% workforce students
- 2016 Parchment implementation



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