



Westchester Community College

State University of New York

30390

November 14, 2012

To: Board of Acquisition and Contract

From: Joseph N. Hankin
President

Re: Authority to enter into an agreement with Credentials Inc. for the provision of an automated method for the requesting of student transcripts

Currently, Westchester Community College (the "College") utilizes a manual system whenever a current or former student requests a copy of his/her transcript. The student must visit the Registrar's Office personally, request the transcript and make payment prior to receiving it, or he/she can request the transcript via U.S. mail by sending a letter or a downloadable form, along with payment, to the Registrar's Office. College personnel then manually enter required information (e.g. name, address, send-to address, etc.) into the College's academic software system, PeopleSoft. The transcript will be generated and printed by PeopleSoft and then mailed to the specified institutions. Students pay a fee of \$10 for each official transcript produced.

Credentials Inc. ("Credentials") offers a service that will automate a portion of this process resulting in greater efficiencies for both students and the College. Pursuant to the proposed agreement, students would be able to access the Credentials website through a link on the WCC portal and request delivery of a transcript. All required information would be entered by the student. Credentials would gather this information and store it in a queue. Payment of the \$10 fee would be made using a debit or credit card and would be collected by Credentials. On a regular basis this information is transmitted to PeopleSoft through Credential's software interface. The transcript is then generated and printed by PeopleSoft. The College will continue to mail out the completed transcripts.

The term of the proposed agreement would commence on or about December 15, 2012 and the agreement would continue for 5 years. The agreement would automatically renew for additional one year periods with either party having the right to terminate the agreement at any time upon 90 days written notice. There will be a \$2 fee charged by Credentials for each transcript produced along with a \$125 monthly maintenance fee. These fees will be deducted from the fees collected by Credentials prior to payment to the College. It is estimated Credentials will withhold approximately \$ 30,000 per year from the amount payable to the College.

The College solicited quotes from two other vendors of similar type systems. Both of the other vendors charged \$2.25 per transcript but did not charge a monthly maintenance fee. However, one of the systems was not compatible with the PeopleSoft system and the other system would require a heavy investment of College IT resources to make it compatible with the College's PeopleSoft system. Viewed as a whole, Credentials offers the best value to the College.

The public purpose of this agreement is to provide a streamlined method for students to access their transcripts. The objective of this agreement will be to make it easier and more efficient for both students and the College to utilize this necessary service. The value of entering into this agreement will be tracked based on the number of transcripts produced and by the increased productivity of personnel in the Registrar's office.

I believe that it is in the best interest of the College to provide an automated transcript system and I therefore, recommend that you act favorably on the annexed proposed resolution.

JNH:me
Attachment

