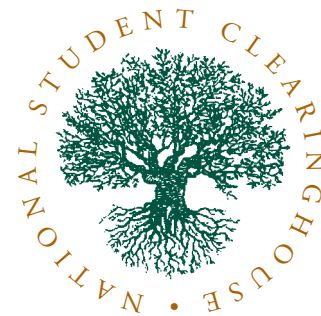


THE CLEARINGHOUSE RECORD



FALL 2003

www.studentclearinghouse.org

703.742.7791

Inside:

- **Numbers Prove Value of DegreeVerify**
- **Advisory Committee Provides Real World Insight**
- **Dunning Appointed South-Central Regional Director**
- **How EnrollmentVerify Helps Students Save on Software**

Write for *The Record*

If you or a colleague is interested in submitting an article for publication in *The Record*, contact Kathleen Dugan at 703-742-4208 or dugan@studentclearinghouse.org

Clearinghouse Launches Online Transcript Ordering Service

Free Service to Simplify Transcript Ordering for Participating Institutions

One of the most time-consuming tasks for many registrar offices is processing transcript orders. It can also cause frustrating delays for students and alumni. The newest service from the Clearinghouse, online transcript ordering, makes it easy for registrars to significantly improve the level of service they provide to students and alumni while offloading much of the administrative burden of transcript ordering. And, like our degree and enrollment verification services, our transcript ordering service is available to colleges and universities at no charge.

By utilizing the Clearinghouse's transcript ordering service, institutions can enable their students and alumni to order official transcripts via the Web at anytime, 24/7. All transcript ordering steps are fully automated, speeding delivery of transcripts to requestors and eliminating the cost and time involved in processing requests for institutions.

Automates Transcript Ordering

Today, transcript fulfillment is a manual, multiple-step process for most institutions. Requests can be received at any time via phone, fax or walk-in, disrupting other duties. Information is relayed twice (once by the requestor, who places the order, and once by the transcript specialist, who enters the requestor's data), increasing the potential for error. In addition, institutions must absorb the expense and administrative responsibility for several processing components: order entry, authentication, payment processing, reporting, troubleshooting, and delivery.

Transcript ordering is frequently cumbersome for students and alumni too, who must often make repeated calls to place, follow

up on, or correct orders. The numerous steps required to complete an order can also delay its delivery, further inconveniencing the requestor.

The Clearinghouse automates transcript ordering for both institutions and their students and alumni. When a transcript order is received via our secure Web site, it is validated to ensure that it meets the institution's requirements and transmitted to the institution via EDI or XML.

Our system provides institutions with full flexibility in managing incoming requests, allowing each office to work the way they prefer. Registrar staff can print open requests and process them manually or choose an electronic option, like EDI or working from our online application. Once a request has been received, the institution prints, seals and mails the transcript to the recipient(s), or transmits it via EDI to SPEEDE-enabled institutions.

Walks Students and Alumni Through the Ordering Process

Students and alumni will be able to access our service either through a link from their institution's Web site or the Clearinghouse site. Registration is free; users pay only for the transcripts they order. The site's design walks users through the ordering process, including fees and delivery options which are customized for each participating institution. Students and alumni who place orders receive order updates by email and can check order progress and history on the Clearinghouse Web site. Institutions that sign up for transcript ordering will be able to manage requests via our secure site, including viewing an audit trail of all requests at any time.

continued on page 5

Services You Need. People You Trust.

Numbers Prove Value of DegreeVerify

Verify (ver-e-fi): to ascertain the truth or correctness of

Over the past three years, the Clearinghouse's online DegreeVerify service has helped registrar offices throughout the country reduce their workload, save time and bring efficiency to a tedious administrative function: verifying the degrees of graduated students.

Three years ago, virtually no colleges outsourced degree verifications. Today requestors can obtain verifications through the National Student Clearinghouse for just under half of all college degrees awarded. Since its launch in 2000, DegreeVerify has grown to include nearly 600 post-secondary institutions, representing 40% of the degrees awarded in the U.S. Because the Clearinghouse logs every DegreeVerify transaction, it has a unique insight into the trends in degree verification.

During September, the Clearinghouse confirmed close to 29,000 degrees on behalf of participating collegiate institutions, which represents a significant timesavings for schools. Some registrars estimate that it can take up to 10 minutes to fulfill each request, from answering the phone and researching the degree to re-contacting the requestor with the information. Using those figures, in September alone, participating institutions cumulatively saved nearly 5,000 hours of work. In other words, that is how much time those registrar offices were able to devote to other critical tasks and responsibilities.

"My staff and I have been the beneficiaries of the services provided by the National Student Clearinghouse. Our students and verification clients get great service 24 hours a day, 7 days a week (much longer than we are open)," said Suzanne Dmytrenko, Registrar, San Francisco State

University. "In addition, the Clearinghouse has provided a way for us to recapture personnel time to pursue other important tasks that heretofore have remained undone, helping us reach our goal of working smarter and cheaper."

The need for degree verification won't slow down any time soon. Each year, our nation's colleges and universities award three million degrees, and that number continues to climb. According to the National Center for Education Statistics, over 41 million degrees were awarded in the last 20 years, and nearly 31 million are expected to be awarded in the next 10 years.



Darrell Pierre, manager of Commercial Client Services at the Clearinghouse

Who Uses DegreeVerify?

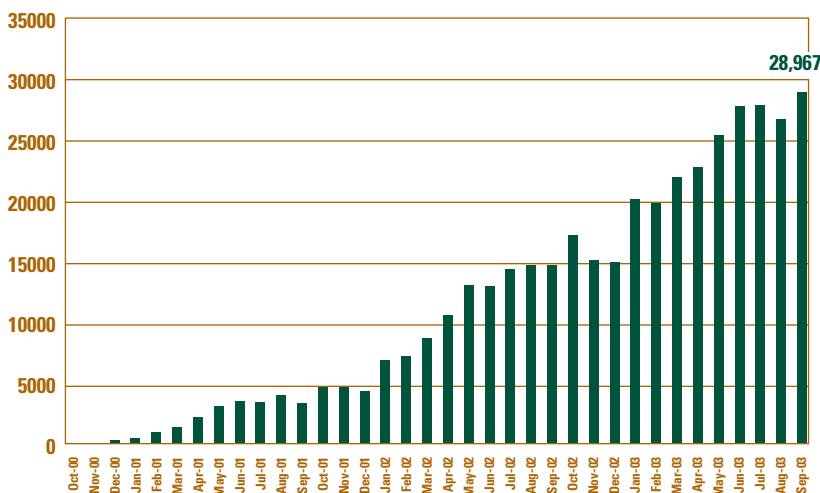
More than 10,000 requestors annually — including background screening firms, universities and employers — use DegreeVerify. And new users are added regularly. "Almost all of the highest volume users have joined the Clearinghouse, enabling them to route verification requests to us instead of calling colleges and universities," said Darrell Pierre, manager of Commercial Client Services at the Clearinghouse.

"Most verifiers use our Web site, and those who call the institution are usually referred back to our Web site by the college's telephone answering system. Recently, the Clearinghouse was approved for academic credential verifications by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and the National Committee for Quality Assurance (NCQA), two of the nation's leading medical accrediting organizations. This means that a large number of hospitals, clinics, health-care plans and others that perform medical credentialing are now using DegreeVerify to validate degrees."

What Degrees Are Being Verified?

More than 80% of the degree verification requests that the Clearinghouse receives are for degrees awarded within the last 20 years; half are for those received within the last 10. Recent college graduates are a popular group, with nearly one-third of verifications performed on those awarded degrees less than five years ago. Some of these requests are from auto financing companies that use DegreeVerify to qualify applicants

DegreeVerify Volume Growth



Since DegreeVerify's launch in 2000, more than 400,000 degrees have been verified. Nearly 29,000 were verified in September.

“The Clearinghouse has provided a way for us to recapture personnel time to pursue other important tasks that heretofore have remained undone, helping us reach our goal of working smarter and cheaper.”

—Suzanne Dmytrenko, Registrar, San Francisco State University

for programs that allow new graduates to obtain rebates and loans at preferred rates.

But the system has more than recent data available. “We have electronic records that go back over 70 years,” added Pierre, “Our oldest are from Andrews University in Michigan and date to 1909. That’s when Theodore Roosevelt was president and World War I was still five years away!”

Today requestors can obtain verifications for almost half of all college degrees awarded.

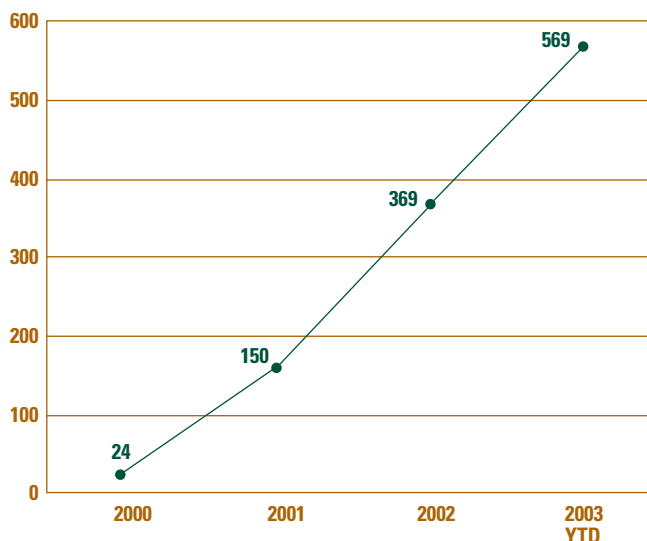
Companies and agents that use www.degreeverify.com get immediate verifications, with almost 95% of requests confirmed. When requests can’t be verified, it’s often due to user error (e.g., selecting the wrong institution or misspelling the subject’s name) or credentials fraud. A very small number of requests are unable to be verified due to holds on student records.

A Single Solution

DegreeVerify is hard at work for institutions of all sizes. Arizona State University, one of the nation’s 10 largest universities, is the largest DegreeVerify institution with an annual enrollment of 57,000 students at its three campuses. Dawson Community College in Montana, with an enrollment of 500 students, is the smallest. On average, an institution’s monthly degree verification volume is equal to more than one percent of its total enrollment.

While degree verifications are always in season, there are patterns. “We see spikes in June as new graduates begin their job searches,” Pierre continued. “Demand slows at the end of the summer because employers postpone hiring decisions until the fall. The fall is busy until the holidays, then demand picks up again in January.”

Participating DegreeVerify Schools



Nearly 600 institutions participate in DegreeVerify, representing 40% of the degrees awarded in the US.

Benefits Beyond Verification

DegreeVerify provides other benefits for participating institutions. For example, institutions have continually struggled to accurately measure and assess their institutional outcomes. By providing us with graduation and degree data, institutions can access the Clearinghouse’s comprehensive database of enrollment and graduation records to find that most elusive data: the number of former students who have continued their educational and degree pursuits after transferring.

“Tracking students who apply to the University of California has been made easier by using the National Student Clearinghouse database,” said Barbara Sawrey, chair of the University of California Board of Admissions and Relations

Key DegreeVerify Facts

- Nearly 600 post-secondary institutions participate in DegreeVerify, representing 40% of the degrees awarded in the US.
- 400,000+ degrees have been verified since the DegreeVerify Web site launched in 2000.
- DegreeVerify is the nation’s #1 source for degree verification and is used by over 10,000 requestors each year.
- In September 2003, nearly 29,000 degrees were confirmed to potential employers, background screening agents and others.
- More than 80% of all verification requests are for degrees awarded within the last 20 years. Half are for degrees received within the last 10 years.
- Nearly 90% of all DegreeVerify requests are for degrees awarded at four-year institutions.
- Institutions from every state, including Puerto Rico and the District of Columbia participate in DegreeVerify. New York, Kentucky, California, Texas and Pennsylvania have the largest number of participating institutions.
- Virtually all DegreeVerify institutions have electronic records that date back to the mid-80s.

Robert L. Dunning Appointed South-Central Regional Director

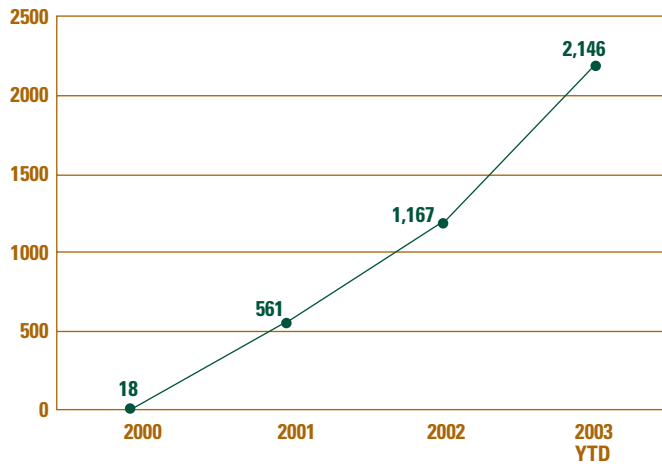
The Clearinghouse named Robert L. Dunning as director of its south-central region in July. Robert brings more than 35 years of experience in college registration and administration to his new position. “Robert’s extensive experience working in and managing a university registrar’s office provides him with real insight into the challenges faced by registrars and administrators today,” said Jeff Tanner, vice president of Higher Education Development at the Clearinghouse. “As a long-time Clearinghouse client, he also understands the advantages of using our services. We believe he will be an asset both to the Clearinghouse and to the institutions in his region that will benefit from his firsthand experience and knowledge.”

Prior to joining the Clearinghouse, Robert served as the university registrar at Sam Houston State University, a 13,000-student institution in Huntsville, Texas, for 13 years. Under his direction, many technical advancements were introduced to improve service and productivity, including computerized academic records, EDI transcripts, and Web-based registration and grade reporting. During his tenure, the university also became the first post-secondary institution in Texas to participate in the Clearinghouse.

Robert was a founding member of the Clearinghouse’s Registrar Advisory Committee and helped establish the data requirements and processes for the launch of its degree verification service, DegreeVerify. He is an active member of the American Association of Collegiate Registrars and Admissions Officers (AACRAO), the Texas Association of Collegiate Registrars and Admissions Officers (TACRAO), and the Southern Association of Collegiate Registrars and Admissions Officers (SACRAO). Robert has chaired and served on numerous committees, including registration systems and technology, and presented extensively at industry conferences.

Robert can be reached at the National Student Clearinghouse, South-Central Regional Office, 3657 Youpon Lane, Huntsville, TX 77340, 936-730-1526, dunning@studentclearinghouse.org.

Companies With DegreeVerify Contracts



Over 10,000 requestors use DegreeVerify each year.
The highest volume users have joined the Clearinghouse.

with Schools. “The data are getting better each year and more complete. It is very valuable to go to a source like the Clearinghouse and know, with confidence, that the data are accurate and timely.”

The ability to gather accurate enrollment and graduation information is particularly timely. Those who follow coverage in the *Chronicle of Higher Education* know that assessment and accountability are two of the key buzzwords related to reauthorization of the Higher Education Act that is currently being worked on in Congress.

“It is very valuable to go to a source like the Clearinghouse and know, with confidence, that the data are accurate and timely.”

—Barbara Sawrey, Chair of the University of California Board of Admissions and Relations with Schools

DegreeVerify also offers the higher education community an opportunity to build a single national repository of degree data, which is the best way for registrars to combat degree fraud. By providing the convenience of ‘one-stop shopping’ for degree verifications, colleges and universities increase employer demand, thus decreasing credentials fraud.

At a time when colleges are facing budget challenges and an increased demand for better and faster services, using DegreeVerify is a reliable way to leverage limited resources and reduce overhead. If you aren’t participating yet, contact **703-742-7791** or service@studentclearinghouse.org for more details.

The Clearinghouse Advisory Committee

Adding Real World Insight to Clearinghouse Services

When the Clearinghouse Advisory Committee talks, we listen — and act! That's because our committee members represent the constituency we serve every day: registrars, financial aid directors, institutional researchers and administrators.

The experienced professionals who serve on our Advisory Committee work at large institutions and small colleges, four-year universities and community colleges, and in different geographical areas of the country. We rely on their professional expertise, experience and diversity to help us develop new services and service enhancements that enable the Clearinghouse to better serve the higher education community.

The Advisory Committee has been instrumental in helping the Clearinghouse successfully introduce improvements across all areas of our services, including:

- **Concurrent Enrollment:** Initiating tracking and reporting of concurrently enrolled students
- **DegreeVerify:** Establishing DegreeVerify data elements as well as developing strategies for improving institutional referrals to DegreeVerify and improving Clearinghouse communications to our users

- **FERPA:** Providing guidance on FERPA and privacy issues, ensuring the Clearinghouse maintains full compliance across our service line
- **Military Duty Deferments:** Recommending that the Clearinghouse provide instruction to registrars to help financial aid students called to active military duty request deferments
- **Online Transcript Ordering:** Providing direction on the development of the Clearinghouse's new Web-based transcript ordering service
- **Successful Outcomes:** Providing feedback on our new high school graduates reporting program, Successful Outcomes, which will enable school districts to measure the effectiveness of their college preparation efforts
- **System Enhancements:** Suggesting process improvements and developing system edits for incoming data

The Committee welcomes your suggestions and input. You can contact committee members directly or via the Clearinghouse at tanner@studentclearinghouse.org.

The Clearinghouse Advisory Committee

Current Members

Richard Backes, Sr. Associate Registrar, Washington State University
Doug Bucher, Director of Financial Aid, Drexel University
Anita Cotter, Associate Registrar, University of California, Los Angeles
Joseph DeCristoforo, AVP and Univ. Registrar, University of Texas-San Antonio
Suzanne Dmytrenko, Registrar, San Francisco State University
Peter Fong, Dean of Admissions & Records, Fullerton College
Kathryn Forbes, Associate Registrar, University of New Hampshire
William R. Haid, Exec. Director Enrollment Services, Colorado State University
Ron Pennington, Dir. of Institutional Research, St. Charles County Community College
Patrick Perry, Dean of Information Systems, California Community College System
Brenda Selman, Registrar, University of Missouri-Columbia
Gail Stephens, Sr. Associate Registrar, University of South Carolina-Columbia
J. James Wager, Asst. Vice Provost & Registrar, Pennsylvania State University
W. W. "Tim" Washburn, AVP-Enrollment Services, University of Washington
David S. Yeh (Chairman), AVP & University Registrar, Cornell University

Past Members

Robert Dunning, former Registrar, Sam Houston State University
Gary Gibson, Registrar, Vanderbilt University
David Guzman, Registrar, Washington State University
Carolyn Parham, Registrar, University of South Alabama
Jeff Tanner, former Assoc. Dean of Admissions & Records, Brigham Young University
Jan Williamson, Registrar, Indiana University Southeast
Richard L. Yount, Registrar, University of North Carolina-Charlotte

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Supports e-Signatures, FERPA Compliant

Our transcript ordering service supports electronic signatures as outlined in the Department of Education's proposed FERPA regulations, paving the way for paperless transcript requests. The Clearinghouse already accepts electronic signatures as part of its Student Self-Service program, enabling students at more than 100 participating institutions to access their enrollment and loan history data via the Web. As with all Clearinghouse programs, our new transcript ordering service also complies with FERPA and federal privacy regulations.

Available In Early 2004

The Clearinghouse is piloting the new transcript ordering service with several institutions this fall. The service is scheduled for general release in the first quarter of 2004. Colleges and universities that are interested in participating in our new transcript ordering service can contact their Clearinghouse regional director or **703-742-7791**.

New Alliance Helps Students Save on Microsoft Software

EnrollmentVerify's Real-Time Verification Provides Instant Access to Discounts for Students

Software has become a major and necessary expenditure for college students. Unfortunately, even with the academic discounts available at college bookstores, the price of many software titles is beyond the economic reach of a large number of students. Now, through a unique arrangement between Microsoft, e-academy and the Clearinghouse, students can have access to deep discounts on Microsoft software — *as much as 80% off of the retail price.*

Microsoft's Student Select program allows colleges and universities to sell its software through online stores operated by e-academy, but restricts sales to currently-enrolled students. Students are required to verify enrollment before they can purchase software. In order to

automate verification, e-academy has integrated the Clearinghouse's EnrollmentVerify service into its license management system, ELMS.

Students can save as much as 80% on Microsoft software

e-academy integrates EnrollmentVerify data into its system using the Clearinghouse's Web services delivery option, which transmits the enrollment information in real-time via XML. Student enrollment is instantly verified during online ordering sessions allowing students to immediately purchase discounted software. This makes enrollment verification invisible to students and removes the administrative burden of enrollment verification from the institution.

The integration of EnrollmentVerify with e-academy went live in August 2003 in a pilot program to students at 185 California community colleges. The program is being readied for a national rollout. In addition to Microsoft, software from other major publishers is also available.

Our alliance with Microsoft and e-academy is one example of how the Clearinghouse actively looks for ways to enhance the value of EnrollmentVerify to our member institutions. If you are interested in taking advantage of EnrollmentVerify's time-saving benefits, contact **703-742-7791** or **service@studentclearinghouse.org**.

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