



Emory University Atlanta, GA

CASE STUDY

“Parchment has allowed us to create a simpler process for ordering a replacement diploma, making it a lot easier for us and our students.”

-Brittney Simmons, Business Operations Specialist,
Office of the Registrar

The Registrar’s office at Emory University is staffed by 20 people, including one worker responsible for processing replacement diplomas full time. Parchment simplified the process to enable students to reorder lost or destroyed diplomas conveniently online, which frees up the dedicated staff member to handle additional tasks.

Initially, the diploma replacement process was paper-based and included having to mail in a request form and a check or money order, which was frustrating for students who needed their diploma in a hurry. According to Brittney Simmons, Registrar’s Office Business Operations Specialist, it was a daunting task to keep track of the paper trail.

Now, students can easily request replacement diplomas on the university’s online transcript ordering portal and track the processing of their orders. This is something the students, and staff, really love, says Simmons.

For Emory’s busy Registrar’s Office staff, ordering diplomas through the Parchment storefront is fast, secure and environmentally friendly.

Save Time by Adding Diploma Replacement to Ordering Portal

EMORY’S PROCESS BEFORE PARCHMENT:

- + Receive diploma replacement requests along with payment (check or money order), which are submitted weekly via a paper form.
- + Maintain payment until the replacement diploma order is placed.
- + Order replacement diploma in SIS and submit check or money order for weekly deposit.
- + File paper form, retrieve forms when students call with questions regarding their order.

SIMPLER PROCESS RESULTS:

- + Students complete requests via an online portal that allows easy ordering and tracking.
- + No paper forms, checks or money orders
- + Fewer calls from students regarding their orders.
- + Frees up staff member for other work.
- + Replacement requests are processed online within three to four weeks, a 50 percent reduction over the manual process!

Visit www.parchment.com to learn more!