Los Rios Community College District is live with Credentials Solutions

Online transcript ordering and electronic fulfillment benefit students and staffs at American River, Cosumnes River, Folsom Lake and Sacramento City Colleges

NORTHFIELD, IL, USA, October 8, 2013 / EINPresswire.com/ -- The Los Rios Community College District is live with <u>Credentials Solutions</u>. The district has implemented online transcript ordering service TranscriptsPlus®, which gives students and alumni the ability to order transcripts online 24/7. This solution is designed to meet Los Rios' unique service and fulfillment option requirements, while incorporating school logos and colors on the online order form. TranscriptsPlus provides a convenient, easy-to-use online transcript ordering system for students and takes the mundane tasks associated with transcript order fulfillment out of the Admissions and Records Office. The district is comprised of four community colleges: American River College, Cosumnes River College, Folsom Lake College and Sacramento City College.

Credentials Solutions helps the Los Rios Community College District save time and money by giving students the ability to order their transcripts online.

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>
> *Benjamin Baird*

"The staff at <u>Credentials</u> worked closely and collaboratively with the end users to determine our needs and tailored the product to our specific requirements," said Benjamin Baird, Enrollment Services Supervisor at American River College. "We were able to reduce processing time and increase efficiency, thereby serving students better and reducing staff workload."

Credentials collects all fees on behalf of the district and is a 3rd party certified PCI-DSS Tier 1 payment processor. The Los Rios Community College District also utilizes Credentials' proprietary back-end software RoboRegistrar, which has been automating transcript processing and fulfillment since 2003. TranscriptsPlus and RoboRegistrar work seamlessly together and are implemented quickly. Robo locates records, authenticates students and alumni, checks for holds, communicates with students via email and text and facilitates order fulfillment. All these time consuming tasks are completed by Credentials, reducing data input by staff and allowing them to focus on more mission critical student needs.

"The implementation process was painless from our perspective. And, most importantly, our students had an immediate positive response; it's made transcript ordering much more accessible," said Kim Goff, Admissions & Records Supervisor at Sacramento City College.

"We found the implementation process for our conversion to Credentials seamless and very easy! We're so happy with the services provided by Credentials – and so are our students!" added Christine Wurzer, Admissions & Records Supervisor at Folsom Lake College.

The district's schools currently send EDI through eTranscript California and will soon be sending EDI and PDFs through Credentials' TranscriptsNetwork. Credentials Solutions supports the Los Rios Community College District with 12 hour per day customer service. Client Relationship Managers are available to assist the schools with any questions and Customer Service Representatives answer student phone calls and email inquiries. Credentials Solutions automates transcript ordering and fulfillment, while never sacrificing the level of service students have come to expect.

"I highly recommend Credentials Solutions for official transcript processing. It was one of the best decisions we have made," said Richard Andrews, Records & Admissions Supervisor at Cosumnes River College. "The implementation was very smooth and utilizing Credentials Solutions saves us a great deal of processing time. The staff at Credentials is very responsive."

About Credentials Solutions
With flagship product TranscriptsPlus® and integrated automation software RoboRegistrar®, Credentials Solutions supports all major SIS platforms while providing online ordering, automated hold checking, integrated student communications with 12x5 customer service, and electronic extraction and delivery including EDI, XML and Secure PDFs. Transcript ExchangePlus™ enables client institutions to send transcripts electronically through Credentials' secure network as well as industry accepted transcript hubs, while integrating with the eRoboMail™ service, which assumes the printing and mailing of paper transcripts. In addition, Credentials also offers ParkingPlus®, which automates parking permit ordering, payment, and fulfillment.

Press Release courtesy of Online PR Media: http://bit.ly/19eeIq7

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