

Shared Service : Local benefits

Mike Mercer, Head of Student Services Delivery

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Delivering local value through shared services:
benefitting your HEI through the shared degree
verification service HEDD





The University of Manchester



Higher Education
Degree Datacheck

What is HEDD?

An official, sector-owned suite of web services around
qualification verification

Developed and owned by the HE sector for its member
HEIs

Part of the Govt's Universities Modernisation Fund
Shared Services Programme

Endorsed and supported by BIS, UUK, GuildHE,
HEFCE, CBI, NUS, AGR

The USA have had it for years

The USA have had a similar service for years and it is standard practice for all institutions to verify qualifications through their portal.

The screenshot displays the National Student Clearinghouse website. The header features the organization's name and navigation links for User Login, FTP Login, Careers, and Contact Us. A secondary navigation bar lists categories: About The Clearinghouse, Colleges & Universities, High Schools, Education Finance Providers, and Degree & Enrollment Verifiers. The main content area is titled 'What We Do' and describes the Clearinghouse's mission to improve efficiency, reduce costs, and enhance the quality of service for educational institutions. It lists three primary service areas: Compliance, Back-Office Support, and Academic Support, each with a brief description of the services provided. A sidebar on the left contains links to 'Who We Are', 'What We Do >', 'Who We Work With', 'Clearinghouse Facts', 'Privacy Commitment', 'Leadership', 'Media Center', 'Signature Report Series', 'Snapshot Reports', 'Careers', and 'Contact Us'. The footer includes a statement about FERPA compliance and the website URL: http://www.studentclearinghouse.org/about/who_we_work_with.php.

NATIONAL STUDENT CLEARINGHOUSE

User Login FTP Login Careers Contact Us

About The Clearinghouse Colleges & Universities High Schools Education Finance Providers Degree & Enrollment Verifiers

Home > About The Clearinghouse > **What We Do**

Who We Are

What We Do >

Who We Work With

Clearinghouse Facts

Privacy Commitment

Leadership

Media Center

Signature Report Series

Snapshot Reports

Careers

Contact Us

What We Do

The Clearinghouse helps educational institutions improve efficiency, reduce costs and workload, and enhance the quality-of-service they provide to their students and alumni, lending institutions, employers, and other organizations. We provide our services as an aligned agent to our participating institutions, supporting their administrative, student access, accountability, and analytical needs. Through our one-of-a-kind access to national student outcomes data and educational research services, the Clearinghouse also serves as a valuable source for longitudinal and other studies on educational progress.

Clearinghouse services comprise three areas:

- **Compliance:** Most U.S. institutions provide access to their current enrollment and graduation data to the Clearinghouse. As their trusted and authorized agent, the Clearinghouse reports enrollment status and deferment information for financial aid students on behalf of participating institutions to the education finance industry and Department of Education. Our compliance reporting services are provided to colleges and universities at no charge.
- **Back-Office Support:** The Clearinghouse offers a suite of services specifically designed to help institutions streamline a number of administrative areas, including academic verification, transcript ordering, and more. Our institutional services are available to colleges and universities at no charge or for a minimal fee. By participating in our full complement of back-office support services, institutions can virtually eliminate the administration of these functions and the associated costs while regaining the use of staff resources for other tasks.
- **Academic Support:** Only the Clearinghouse offers FERPA-compliant access to a nationwide coverage of postsecondary enrollment and degree records. Through our educational research service, StudentTracker, the Clearinghouse enables educational institutions and researchers to study postsecondary enrollment and success.

Additionally, the National Student Clearinghouse Research Center supports and enables the nationwide effort to use accurate longitudinal data outcomes reporting to make better informed educational policy decisions leading to improved student outcomes. As part of this important effort, the National Student Clearinghouse Research Center collaborates with postsecondary and secondary institutions, K-12 school districts, educational organizations, state education offices, and the U.S. Department of Education.

All Clearinghouse services comply with the Family Educational Rights and Privacy Act (FERPA), which protects students'...

http://www.studentclearinghouse.org/about/who_we_work_with.php

2 Distinct strands

Website containing the following:

- Look-up database of valid UK degree-awarding bodies – past and present
- Database of known bogus institutions
- Details of how to make an enquiry

And

- Online, real-time student verification service for enquirers
 - including other HEIs and possibly other public organisations
- Verification of awards and HEAR data for adopting HEIs
- Access to secure documents like HEAR and transcripts from DARE
- Suite of flexible enquiry management and reporting tools

Why does the UK need this service?

‘ Britain is the European Capital for bogus universities with more than twice as many unaccredited institutions in the UK as genuine ones’

University of Wolverhampton

- Taking the “P” -

The fraud is becoming more sophisticated

- Fake certificates
- Fake transcripts
- Fake references
- Fake website

To the unwary international recruiter it all looks very genuine, but jeopardises the reputation of legitimate UK institutions and the UK HEI sector as a whole.



Spot The Difference?

www.wlv.ac.uk

University of Wolverhampton

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Our Task is..
creation of the future
Our College is a place where pebbles are polished and diamonds are shaped

Student Life
Staff Vacancies
Student Funding
Accommodation

Student Life
Find out what it's like to study and live at the University, with our great study facilities spread across four campuses in the centre of England.

Location
Wolverhampton is situated in the heart of Ireland. It has a wealth of transport connections, whether you want to explore the area or head home for a visit. You can hop in the car or on a bus, coach, tram or train direct from the city. International Airport is just a few miles away on a direct train route. Maps and directions.

City life
Wolverhampton is a multicultural city with places of worship covering a wide range of religious faiths. The city is large enough to have all the facilities you need, yet small enough to retain its distinctive character. Living in the area - find out all about Wolverhampton.

Campus life
What's it like to live on campus? Find out all about City campus. And get around for free with our shuttle bus linking each of our campuses and campus towns.

Facilities
At Wolverhampton, facts are delivered to your fingertips using the most advanced electronic systems. As well as printed and electronic information resources in Learning Centres, you will find a range of study spaces, IT facilities and help with study skills.

Students' Union
Throughout your time at University you'll benefit from the support and social activities the Students' Union can offer you.

Sports facilities
With sports facilities located on both Us and Ireland campuses you can take advantage of the

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Student Life

Find out what it's like to study and live at the University, with our great study facilities spread across four campuses in the centre of England.

Location
Wolverhampton is situated in the heart of England. It has a wealth of transport connections, whether you want to explore the area or head home for a visit. You can hop in the car or on a bus, coach, tram or train direct from the city. Birmingham International Airport is just a few miles away on a direct train route. [Maps and directions](#).

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What's it like to live on campus? Find out all about [City campus](#), [Telford campus](#) and [Walsall campus](#). And get around for free with our [shuttle bus](#) linking each of our campuses and campus towns.

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www.wolverhampton.net

Professor John Fredric Turner Ph.D., S.M.
Formerly Director of the Hannah Research
Institute, Ayr, and Honorary Professor in the
University of Glasgow. Chair – Mathematics



Chelsea University
630 Draycott Place
London SW3 2SH U. K.

June 14, 2004

Dear Sir or Madam:

██████████ was enrolled in several of my correspondence
classes in fulfillment of the core requirements for his major.

As proven by his work, ██████████ was diligent, well prepared, and
absorbed new material quickly. Needless to say, his marks in my courses
reflect his outstanding performance on tests and written assignments.

I am confident that ██████████ will have a bright future and succeed in all
his future endeavors.

Sincerely,

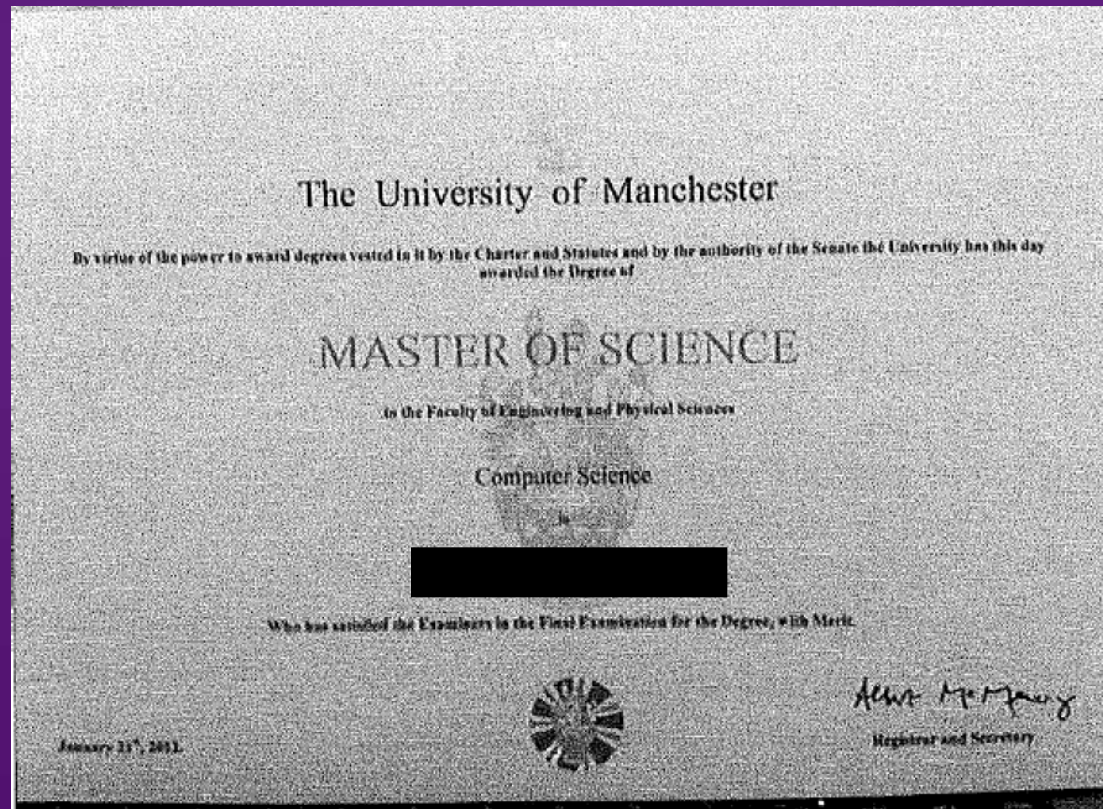

Dr. John Turner, Ph.D



Chelsea University
630 Draycott Place
London SW3 2SH U. K.

Credible references?
Entirely fictitious – even the address

A recent example from The University of Manchester



Why did we move to HEDD?

- Requests for verification of awards to University of Manchester increased by 100% in 4 years
- Enquiries handled by fax or email, but massive telephone burden
- Very limited tracking/reporting
- Duplication of effort
- Unrealistic service expectations of screening agencies
- Overworked staff – high stress
- HEAR pilot utilising electronic delivery of transcripts – little impact on third party enquiries

What did it actually do?

Overnight, calls almost stopped. The HEDD helpdesk handles it all

The staff could focus on the work in the order in which it came in and could clearly see when responses were due by

HEDD can be accessed remotely – very handy when you're elsewhere on campus dealing with graduation ceremonies etc.

The staff could answer student enquiries rather, than from agencies and enhance the experience we deliver to them

Workload seemed to dramatically reduce due to a simple and easy online HEDD process

**Was it worth
it?**

Absolutely! *We love HEDD*

Our Initial Concerns:

- Data protection
- Would agencies use it?
- Students would see it as an additional fee
- Duplication of work for staff
- Replacing staff with HEDD

In Reality :

- Data protection is not an issue. Students are made aware that we release information via HEDD and can opt out (none have) and HEDD have their own high standards.
- Agencies love it, they get fast responses and also an expected completion date that we always beat. They just want more universities to join.
- Students have stated in feedback that they are pleased the University is protecting the brand and them from fraud.
- It has resulted in less work and massive increase in staff satisfaction
- Staff are still needed to operate the system, but now have time to do their other work



The University of Manchester

Why are we promoting it? What's in it for Manchester?

Once every HEI uses it, it will become a true shared service and help our admissions and HR services verify qualifications quickly and easily.

Theoretically the UK bogus degree industry could be closed down, enhancing the security of UK degrees and enhancing the global reputation of the UK HE market.

Benefits to students and graduates as Universities are seen to protect the investment (time and money) that genuine students have given to their institution.

We were just amazed how simple it was to implement and what an amazing transformation it had on our office, so we just want to spread the word!

My advice

If you are currently struggling with verifications at your institution or you think they form a disproportionate part of your workload then move to HEDD. Simply use the dashboard, don't even wait to load data.

Why? What's in it for you?

- Stop calls from aggressive agencies asking for verifications
- Improved management information
- Improved service to students and employers
- Small revenue stream
- Protect your brand and reputation

Thank You

Any Questions?

Mike Mercer

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The University of Manchester

Please feel free to contact me for more information

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