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**Leadership Academy 2018**

**Action Learning Project Summary**

**Participant(s):** Mason Murphy – Career Counselor – Career Services – Texas State University – San Marcos, TX

**Mentor(s):** Dr. Spencer Niles – Dean – College of Education – College of William & Mary – Williamsburg, VA

**Leadership Academy Class:** Class of 2018

**Project Title:** Credentialing International Applicants

**1-sentence Project Summary:**

Josef Silny & Associates has been recommended and approved by the Credentialing Commission as the preferred service provider for transcript evaluations for international credential applicants. There website link is: [www.jsilny.org](http://www.jsilny.org)

**Objectives of Project:**

To determine a transcription evaluation service provider, which meets the unique needs of the NCDA, its members, and applicants for the six credentials offered**.**

**Connection to** [**NCDA Long-Term Plan**](https://www.ncda.org/aws/NCDA/asset_manager/get_file/130687?ver=6441)**:**

1.The premier career development organization

2.Increased value in membership

3.Standards

**Project Description:**

My NCDA Leadership Academy project involved working with the Credentialing Commission to identify a vendor who could evaluate the transcripts of international applicants who were applying for one of the six credentials.

The project components included:

* Developing a criteria for evaluation of service providers
* Determining what the needs were of applicants and NCDA
* Conducting web based research about the field of transcript evaluation and the professional association which governs this industry
* Conducting phone interviews based on research
* Reviewing vendor provide sample evaluation reports with the Credentialing Commission and making judgements on the quality of the report
* Communicating with Dr. Connie Pritchard, Credentialing Commission Chair on a monthly basis via phone and email
* Conducting monthly meetings with my Leadership Academy mentor Dr. Spencer Niles via phone to discuss the progress of the project
* Developing a summary report and making a vendor recommendation based on the research and interviews

**Results:**

1.An evaluation was conducted of all 19 members of the National Association of Credential Evaluation Services (NACES) based on six criteria

* Customer Service Response Time
* Willingness to build and develop a relationship with NCDA and credential applicants
* Cost of Services
* Number of Years in business and NACES membership
* Experience working with large agencies and corporations
* Website layout and design

2.Six vendors were interviewed

3.A formal vendor recommendation was made to the Credentialing Commission including a report as to how the vendor met the six criteria

4.The Credentialing Commission approved Josef Silny & Associates as the service provider for transcript evaluation for the NCDA

5.Josef Silny & Associates has listed the NCDA in their “About Us” section of their website and on their applications

**Recommendations:**

**For implementation:**

Josef Silny & Associates is now listed on the NCDA’s website as the preferred service provider and the NCDA is listed on Josef Silny & Associates website

**For follow-up projects or activities:**

1.Josef Silny & Associates can be invited to a future conference as a vendor

2.A joint conference presentation proposal can be submitted by the Credentialing Commission and Josef Silny & Associates

3.Any additional follow up projects and or new projects should be determined by the Credentialing Commission

**For related committee, constituency, or task force work:**

At this time there are no recommendations involving related committees or groups

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