

STATE OF MICHIGAN
 DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET
 PROCUREMENT
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

April 28, 2014

CHANGE NOTICE NO. 3
 to
CONTRACT NO. 071B9200244
 between
THE STATE OF MICHIGAN
 and

NAME & ADDRESS OF CONTRACTOR:	PRIMARY CONTACT	EMAIL
Parchment Inc. 6263 n. Scottsdale Road, Suite 330 Scottsdale, AZ 85250	Mike Erwin	Mike.erwin@parchment.com
	TELEPHONE	CONTRACTOR #, MAIL CODE
	(614) 563-5684	

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
CONTRACT COMPLIANCE INSPECTOR	DTMB	Karen Buckwalter	517-241-0074	Buckwalterk1@michigan.gov
BUYER	DTMB	Reid Sisson	517-241-1638	sissonr@michigan.gov

CONTRACT SUMMARY:				
DESCRIPTION: CEPI – MI HIGHER EDUCATION E-TRANSCRIPT				
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW	
July 15, 2009	July 15, 2012	3, one year	July 15, 2014	
PAYMENT TERMS	F.O.B	SHIPPED	SHIPPED FROM	
N/A	N/A	N/A	N/A	
ALTERNATE PAYMENT OPTIONS:			AVAILABLE TO MiDEAL PARTICIPANTS	
<input type="checkbox"/> P-card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MINIMUM DELIVERY REQUIREMENTS:				
N/A				

DESCRIPTION OF CHANGE NOTICE:				
EXTEND CONTRACT EXPIRATION DATE	EXERCISE CONTRACT OPTION YEAR(S)	EXTENSION BEYOND CONTRACT OPTION YEARS	LENGTH OF OPTION/EXTENSION	EXPIRATION DATE AFTER CHANGE
<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1 year	July 15, 2015
VALUE/COST OF CHANGE NOTICE:		ESTIMATED REVISED AGGREGATE CONTRACT VALUE:		
\$0.00		\$5,486,239.00		

Effective immediately, this contract hereby utilizes a contract option year. The new contract end date is July 15, 2015. All other terms, conditions, pricing and specifications remain the same. Per vendor and agency agreement and DTMB Procurement approval.

STATE OF MICHIGAN
 DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET
 PROCUREMENT
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

July 6, 2012

CHANGE NOTICE NO. 2
 to
CONTRACT NO. 071B9200244
 between
THE STATE OF MICHIGAN
 and

NAME & ADDRESS OF CONTRACTOR:	PRIMARY CONTACT	EMAIL
Parchment Inc. 6263 N. Scottsdale Rd., Suite 330 Scottsdale, AZ 85250	Mike Erwin	mike.erwin@parchment.com
	TELEPHONE	CONTRACTOR #, MAIL CODE
	(614) 563-5684	

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
CONTRACT COMPLIANCE INSPECTOR:	DTMB	Karen Buckwalter	(517) 241-0074	buckwalterk1@michigan.gov
BUYER:	DTMB	Reid Sisson	(517) 241-1638	sissonr@michigan.gov

CONTRACT SUMMARY:			
DESCRIPTION: CEPI – MI HIGHER EDUCATION E-TRANSCRIPT			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	AVAILABLE OPTIONS	CURRENT EXPIRATION DATE
July 15, 2009	July 15, 2012	3, 1 Yr. Options	July 15, 2013
PAYMENT TERMS	F.O.B	SHIPPED	SHIPPED FROM
N/A	N/A	N/A	N/A
ALTERNATE PAYMENT OPTIONS:			AVAILABLE TO MI DEAL PARTICIPANTS
<input type="checkbox"/> P-card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
MINIMUM DELIVERY REQUIREMENTS:			
N/A			

DESCRIPTION OF CHANGE NOTICE:		
OPTION EXERCISED: <input type="checkbox"/> NO <input checked="" type="checkbox"/> YES	IF YES, EFFECTIVE DATE OF CHANGE: July 16, 2013	NEW EXPIRATION DATE: July 15, 2014
<p>Effective immediately, the second option year is being utilized. The new end date is July 15, 2014.</p> <p>All other terms, conditions, specifications, and pricing remain the same.</p> <p>Per agency and vendor agreement and DTMB Procurement approval.</p>		
VALUE/COST OF CHANGE NOTICE:		\$0.00
ESTIMATED AGGREGATE CONTRACT VALUE REVISED:		\$5,486,239.00

STATE OF MICHIGAN
DEPARTMENT OF MANAGEMENT AND BUDGET November 9, 2011
PROCUREMENT
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933
CHANGE NOTICE NO. 1
OF
CONTRACT NO. 071B9200244
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF CONTRACTOR Docufide, Inc. 1990 S. Bundy Drive Los Angeles, CA 90025 Email: joconnell@docufide.com	TELEPHONE John O'Connell (612) 926-0170
	CONTRACTOR NUMBER/MAIL CODE
	BUYER/CA (517) 241-1638 Reid Sisson
Contract Compliance Inspector: Sara Williams CEPI - MI HIGHER EDUCATION E-TRANSCRIPT	
CONTRACT PERIOD: 3 yrs. + 3 one-year options From: July 15, 2009 To: July 15, 2013	
TERMS <p style="text-align: center;">NA</p>	SHIPMENT <p style="text-align: center;">NA</p>
F.O.B. <p style="text-align: center;">N/A</p>	SHIPPED FROM <p style="text-align: center;">N/A</p>
MINIMUM DELIVERY REQUIREMENTS <p style="text-align: center;">N/A</p>	
MISCELLANEOUS INFORMATION:	

NATURE OF CHANGE(S):

Effective immediately, this Contract is EXTENDED to July 15, 2013. The buyer has changed to Reid Sisson.

Please see the attached three-year pricing sheets.

All other terms, conditions, specifications, and pricing remain unchanged.

AUTHORITY/REASON(S):

Per vendor and agency agreement and the approval of DTMB Procurement.

TOTAL ESTIMATED CONTRACT VALUE REMAINS: \$5,486,239.00

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Pricing Summary:

The table below lists in detail the renewal pricing for the period of 2012 – 2014. Adjustments to the pricing include the following:

- 100% inclusion for all State of Michigan's K-12 institutions sending academic transcripts electronically among secondary and postsecondary institutions. K-12 pricing also includes the sending of secondary transcript data into the state repository.
- Higher education pricing covering those institutions listed within Appendix A. Pricing covers a total number of 10 postsecondary institutions (7 current institutions with 3 additional coming online in the short term).
- 2012 Savings of approximately 28%, equating to \$209,925.
- Ongoing support, maintenance, and hosted infrastructure for the State of Michigan's student data repository. The data repository is an aggregation of both secondary and postsecondary student transcript data.

Education Vertical	Docufide Offering	Initial Period	Renewal Period		
		2011	2012	2013	2014
K-12	Docufide Sender Service ¹	\$ 482,702	\$ 410,297	\$ 430,812	\$ 430,812
	Professional Services ¹	N/A	\$ 72,405	\$ 76,025	\$ 76,025
IHE	Docufide Sender Service	\$ 257,925	\$ 48,000	\$ 48,000	\$ 48,000
	Professional Services	N/A	\$ 0	\$ 0	\$ 0
ANNUAL TOTALS		\$740,627	\$ 530,702	\$ 554,837	\$ 554,837
3 Year Total					\$ 1,640,377
% Discount per year at .55%/\$100K²			2.75%	2.75%	2.75%
Annual Discounted Totals			\$ 516,108	\$ 539,579	\$ 539,579
3 Year Total with Discount					\$1,595,266
Total Discount					\$45,110

Additional Services		Initial Period	Renewal Period		
		2011	2012	2013	2014
Data Repository	Infrastructure ³	\$ 100,000	\$ 25,000	\$ 26,250	\$ 26,250
	K-12 Upload Service	N/A	\$ 75,000	\$ 78,750	\$ 78,750
	IHE Upload Service	N/A	\$ 92,000	\$ 96,600	\$ 96,600
Degree Audit Study		\$ 25,000	N/A	N/A	N/A
Diploma Audit			TBD	TBD	TBD
Enhanced Data Service (EDS)			TBD	TBD	TBD
ANNUAL TOTALS		\$ 125,000	\$ 192,000	\$ 201,600	\$ 201,600

¹ 2013 Pricing includes a not to exceed 5% increase

² Discount structure is an extension of the existing contract

³ Infrastructure is a required Data Repository component for either K-12 or IHE Upload Service

Note: CEPI has the right to subsidize additional postsecondary institutions (public or private) which is not included within renewal terms. In the event CEPI selects to subsidize additional postsecondary institutions, Parchment extends and honors the MHEC pricing listed as Appendix B.



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Pricing Examples with Additional Services added:
Example 1; Data Repository & IHE only

Education Vertical	Docufide Offering	Initial Period	Renewal Period		
		2011	2012	2013	2014
K-12	Docufide Sender Service	\$ 482,702	\$ 410,297	\$ 430,812	\$ 430,812
	Professional Services	N/A	\$ 72,405	\$ 76,025	\$ 76,025
IHE	Docufide Sender Service	\$ 257,925	\$ 48,000	\$ 48,000	\$ 48,000
	Professional Services	N/A	\$ 0	\$ 0	\$ 0
Data Repository	Infrastructure	\$ 100,000	\$ 25,000	\$ 26,250	\$ 26,250
	IHE Upload Service	N/A	\$ 92,000	\$ 96,600	\$ 96,600
ANNUAL TOTALS		\$ 840,627	\$ 647,702	\$ 677,687	\$ 677,687
3 Year Total					\$ 2,003,077
% Discount per year at .55%/\$100K			3.30%	3.30%	3.30%
Annual Discounted Totals			\$ 626,328	\$ 655,324	\$ 655,324
3 Year Total with Discount					\$ 1,936,975
Total Discount					\$ 66,102

Example 2; Data Repository & K-12 only

Education Vertical	Docufide Offering	Initial Period	Renewal Period		
		2011	2012	2013	2014
K-12	Docufide Sender Service	\$ 482,702	\$ 410,297	\$ 430,812	\$ 430,812
	Professional Services	N/A	\$ 72,405	\$ 76,025	\$ 76,025
IHE	Docufide Sender Service	\$ 257,925	\$ 48,000	\$ 48,000	\$ 48,000
	Professional Services	N/A	\$ 0	\$ 0	\$ 0
Data Repository	Infrastructure	\$ 100,000	\$ 25,000	\$ 26,250	\$ 26,250
	K-12 Upload Service	N/A	\$ 75,000	\$ 78,750	\$ 78,750
ANNUAL TOTALS		\$ 840,627	\$ 630,702	\$ 659,837	\$ 659,837
3 Year Total					\$ 1,950,377
% Discount per year at .55%/\$100K			3.30%	3.30%	3.30%
Annual Discounted Totals			\$ 609,889	\$ 638,063	\$ 638,063
3 Year Total with Discount					\$ 1,886,015
Total Discount					\$ 64,362

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Pricing Examples with Additional Services added... continued
 Example 3; Data Repository, IHE & K-12

Education Vertical	Docufide Offering	Initial Period	Renewal Period		
		2011	2012	2013	2014
K-12	Docufide Sender Service	\$ 482,702	\$ 410,297	\$ 430,812	\$ 430,812
	Professional Services	N/A	\$ 72,405	\$ 76,025	\$ 76,025
IHE	Docufide Sender Service	\$ 257,925	\$ 48,000	\$ 48,000	\$ 48,000
	Professional Services	N/A	\$ 0	\$ 0	\$ 0
Data Repository	Infrastructure	\$ 100,000	\$ 25,000	\$ 26,250	\$ 26,250
	K-12 Upload Service	N/A	\$ 75,000	\$ 78,750	\$ 78,750
	IHE Upload Service	N/A	\$ 92,000	\$ 96,600	\$ 96,600
ANNUAL TOTALS		\$ 840,627	\$ 722,702	\$ 756,437	\$ 756,437
3 Year Total					\$ 2,235,577
% Discount per year at .55%/\$100K		3.85%		3.85%	3.85%
Annual Discounted Totals		\$ 694,878		\$ 727,314	\$ 727,314
3 Year Total with Discount					\$ 2,149,507
Total Discount					\$ 86,070



Additional Services: Degree Audit Feasibility Study

To effectively scope a degree audit service, we believe it is imperative to lead with a Feasibility Study with key stakeholders to include CEPI, Michigan Department of Education (MDE), and Michigan Consortium for Education Research (MCER). The Study will outline the software architecture, capabilities vs. cost assessment, and outcomes by stakeholder and stakeholder constituents (e.g. MDE students). Upon submission of the Study, the State of Michigan does not have an obligation to Docufide, and can use another firm to create, implement and maintain its Degree Audit program. The study will include, but not limited to:

- i. Cost analysis from initial development fees thru maintenance
- ii. Technical architecture road map
- iii. Risk assessment
- iv. Functionality assessment aligning capabilities to performance outcomes vs. cost
- v. Key stakeholder usability assessment comparing areas of responsibilities with outcomes

Product Descriptions:

Docufide Sender Service:

The software platform consists of a full-service request, approval, and release system enabling schools to completely migrate to a paperless transcript process. All core system updates/upgrades are included in the software license for the duration of the contract.

K-12 pricing represents Docufide Sender service for all public and private secondary schools (1,297) in the state. Pricing allows for unlimited sending of electronic student transcripts to any secondary or postsecondary institution within the 12 MHEC states. At the highest proposed rate of \$430,812 this equates to a per school rate of \$332, reflecting a 26% discount off Parchment list price.

Postsecondary Docufide Sender service fees represent functionality for the current 10 institutions sending transcripts electronically to other academic institutions within the 12 MHEC states, at no cost to the institutions.

Professional Services:

The category of professional services includes, but not limited to, current and future project management, account management, technical support, customer support, new and refresher training, school administrator phone and email support, and web and email support for all student users.



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Data Repository:

Student Data Repository Service (SDRS) currently serves as the State's Transcript Repository; providing for bulk upload of transcripts from participating 9-16 schools using existing technology and workflow; capturing and uniquely tagging transcripts with unique id; storing in the repository; and providing web-based reporting tools and access to transcripts for authorized CEPI/MDE staff. The most recent technical specification document (version4, dated 2/16/2011) is included as a supplement document. The pricing for the Data Repository is represented by two categories; Infrastructure and IHE Upload Service.

- Infrastructure:

Cost required to support, maintain and provide continued level of development. The scope and scale of the SDRS infrastructure is clearly explained in great detail within the recently revised version of the Functional Requirements document. Specific areas of focus are:

- o SDRS Services Overview; page6
- o SDRS workflow; page 21
- o Repository Services; page 38

- K-12 Upload Service:

The initial agreement included an annual upload of high school transcript data to the Student Data Repository. The service fee represents the Parchment cost to support and maintain the uploads from all participating MI high schools.

- IHE Upload Service:

In support of the Student Data Repository initiative, the state has required that all public postsecondary institutions send/upload student transcript data to the SDRS via Docufide. This service fee represents the cost to support and maintain the SDRS sending functionality to for all public institutions.

Continued support and custom development has included, but not limited to:

- 1) Development of a structure that would support a data file, opposed to a student transcript
- 2) Build out capabilities for web upload to transmit information, different for standard client workflow
- 3) Co-developed data file extract with participating MI postsecondary school which requires additional support and maintenance.
- 4) Alteration to standard transmission workflow due to a the significant amount of data required by the SDRS requirements
- 5) Accommodated CEPI request to alter business model with web upload functionality due to resistance to adopt Docufide Sender client workflow.



Statewide Statistics		
	Count	% of Total
Eligible Sending Schools -Transcripts	1,297	100 %
Public	1,079	83 %
Private	218	17 %
Eligible Postsecondary Senders	140	100 %
Eligible Receiving Schools	141	100 %
Public	43	30 %
Private	98	70 %

Adoption Metrics - High School Senders	
Initiative Schools Sending Transcripts	534
Schools Sending w Limited License	1
Schools Sending via edocs	6
Total Schools Sending Transcripts	541
Percentage of Live Schools Adopting	65%
2010 Transcripts Sent to Date (1/1/10 – 7/13/10)	3,280
2011 Transcripts Sent to Date (1/1/11 – 7/13/11)	45,239
Change Year to Year	1,279%
Total Sum of transcripts (running total since inception)	94,774

Based on overall project metrics, state eTranscript initiative stakeholders, along with Parchment leadership, all concur the project has been a success. Year over year transcript volume has increased nearly 1,500%. We anticipate usage to continue strong growth in 2012 due to the onboarding of additional high schools.



Postsecondary Pricing Options:

Option A: Current structure

Current pricing structure leverages the MHEC partnership and enables 10 postsecondary institutions (Appendix A) to continue sending transcripts electronically for free within the MHEC states. Current pricing structure also includes state required sending functionality for all public postsecondary institutions into the Student Data Repository. Under this pricing model, CEPI reserves the right to subsidize additional postsecondary institutions which is not included within renewal terms. To subsidize additional institutions, CEPI would pay a discounted rates listed under Appendix B.

Option B: School-pay Repository fees

Institutions are responsible for procuring their setup and configuration fees to upload student transcript data to the State Repository.

Annual Per School Repository Fee: \$2,000

Client Obligations:

In support of these postsecondary pricing options, Parchment is committed to increasing the postsecondary adoption. In an effort to strengthen the partnership further, Parchment respectfully proposes the following:

- Quarterly outreach messaging to all institutions
- Quarterly reporting on the results of our efforts
- CEPI endorsed quarterly webinars hosted by Parchment
- CEPI organized and sponsored semiannual meetings





APPENDIX A: Docufide List of Approved Michigan Colleges

LIVE

1. Western Michigan University (public)
2. Alpena Community College (public)
3. West Shore Community College (public)
4. Cleary University – Livingston
5. Cleary University – Washtenaw
6. College for Creative Studies
7. Siena Heights University

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8. Schoolcraft College (public)
9. Marygrove College (appears to be stalled out)

From our survey, we have identified two more public entities interested in using the Docufide sending service:

1. Jackson Community College
2. Kirtland Community College

APPENDIX B:

	Professional Services	Electronic Delivery (within MHEC)	Electronic Delivery (outside MHEC)	Print Delivery
List Price	\$8,000	\$3.00	\$3.00	\$5.00
MHEC Pricing	\$6,800	\$2.55	\$2.55	\$4.25
CEPI Pricing	\$6,800	\$0.00	\$2.55	\$4.25

Transcript Covered (Max.)	Fee for Annual License	Effective Price per Transcript	Effective Discount from Standard Fee
	N/A	\$3.00	0.00%
5,000	\$14,000	\$2.80	6.67%
7,500	\$20,250	\$2.70	10.00%
1,000	\$26,000	\$2.60	13.33%
12,500	\$31,250	\$2.50	16.67%
15,000	\$36,000	\$2.40	20.00%
17,500	\$40,250	\$2.30	23.33%
20,000	\$44,000	\$2.30	23.33%
25,000	\$52,500	\$2.10	30.00%
30,000	\$60,000	\$2.00	33.33%



**STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 PURCHASING OPERATIONS
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933**

CONTRACT NO. 071B9200244
 between
THE STATE OF MICHIGAN
 and

NAME & ADDRESS OF CONTRACTOR Docufide, Inc. 1990 S. Bundy Drive Los Angeles, CA 90025 Email: joconnell@docufide.com	TELEPHONE John O'Connell (612) 926-0170 CONTRACTOR NUMBER/MAIL CODE BUYER/CA (517) 335-4804 Douglas S. Collier
Contract Compliance Inspector: Sara Williams CEPI - MI HIGHER EDUCATION E-TRANSCRIPT	
CONTRACT PERIOD: 3 yrs. + 3 one-year options From: July 15, 2009 To: July 15, 2012	
TERMS <p style="text-align: center;">NA</p>	SHIPMENT <p style="text-align: center;">NA</p>
F.O.B. <p style="text-align: center;">N/A</p>	SHIPPED FROM <p style="text-align: center;">N/A</p>
MINIMUM DELIVERY REQUIREMENTS <p style="text-align: center;">N/A</p>	
MISCELLANEOUS INFORMATION: THE TERMS AND CONDITIONS OF THIS CONTRACT ARE THOSE OF MASTER DEVELOPMENT AND SERVICES AGREEMENT BETWEEN THE MIDWESTERN HIGHER EDUCATION COMPACT AND DOCUFIDE, INC. AND THE STATE OF MICHIGAN	
Estimated Contract Value: \$5,486,239.00	

All terms and conditions of the invitation to bid are made a part hereof.

FOR THE CONTRACTOR:

FOR THE STATE:

Docufide, Inc.

 Firm Name
 John Reese, President & CEO

 Authorized Agent Signature

 Authorized Agent (Print or Type)

 Date

Signature

 Greg Faremouth, Director

 Name/Title

 IT Division

 Division

 Date



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A. Docufide Overview of Deliverables to Michigan

Docufide will provide all of the sought deliverables, including:

- Electronic transcript (and where applicable admission document) capture and delivery services from all of Michigan's participating public and private high schools and their associated student record systems to any participating Michigan educational institution (including all public and private two and four-year colleges and all participating high schools for transfer purposes).
- Electronic transcript capture and delivery services from all Michigan high schools to any college or university nationwide.
- The ability to send transcripts, in a FERPA compliant manner, to destinations beyond colleges and universities, including scholarship funds, NCAA, and employers. These transcripts can be delivered electronically (as is the case with NCAA), or on paper in accordance with the receiver's capabilities and preferences.
- Electronic transcript capture and delivery services for all Michigan public 2 and 4 year colleges and universities to any college or university nationwide with additional support of electronic transmission to any global destination.
- Permanent 9-16 transcript repository services.

and optionally provide should the State exercise the option:

- Enhanced Data Services (EDS), normalizing local course and credit data to the NCES Secondary School Codes for Exchange of Data (SCED) with the following outcomes;
 - Normalized course/credit data on delivered transcripts
 - Normalized course/credit data in bulk 9-12 transcript data capture for state repository
 - Normalized course/credit data for use on below defined diploma audit services
- Utilizing EDS, Docufide will assess each 9-12 students' performance against a CEPI/MDE defined standard (e.g. Michigan Merit Curriculum), creating a mutually defined report that benchmarks a students' performance per semester, with included creation and delivery of the reports back to students and/or counselors twice annually.

A.1 Overview of Transcript Exchange Services

Secure Transcript is Docufide's full service transcript processing service with capabilities to handle the request, electronic processing and delivery of all transcripts regardless of destination. *Secure Transcript* consists of the following key components:

- **Student/Alumni Interface:** Docufide provides an online interface for transcript requests available to students through a link from the high school or college's web site (or directly from Docufide.com). The request process consists of a one-time registration, selection of destinations, and payment process (when applicable). The order process allows the student (or alumni) to select a current transcript or a transcript pending completed grades for the current semester. Other variables are supported as configured by their high school or college.
- **Administrator Interface:** The administrator interface consists of an approval queue and full reporting of all registered students and transcript requests. Administrators may also initiate a transcript request on behalf of a student.
- **Docufide Client:** The Docufide Client supports the seamless upload of transcripts to Docufide for processing. Docufide's Client works with any student information system, capturing a school's current transcript report as both data and image, uploaded securely to Docufide's Data Center for processing.



Following is the system architecture and workflow diagram for *Secure Transcript*.

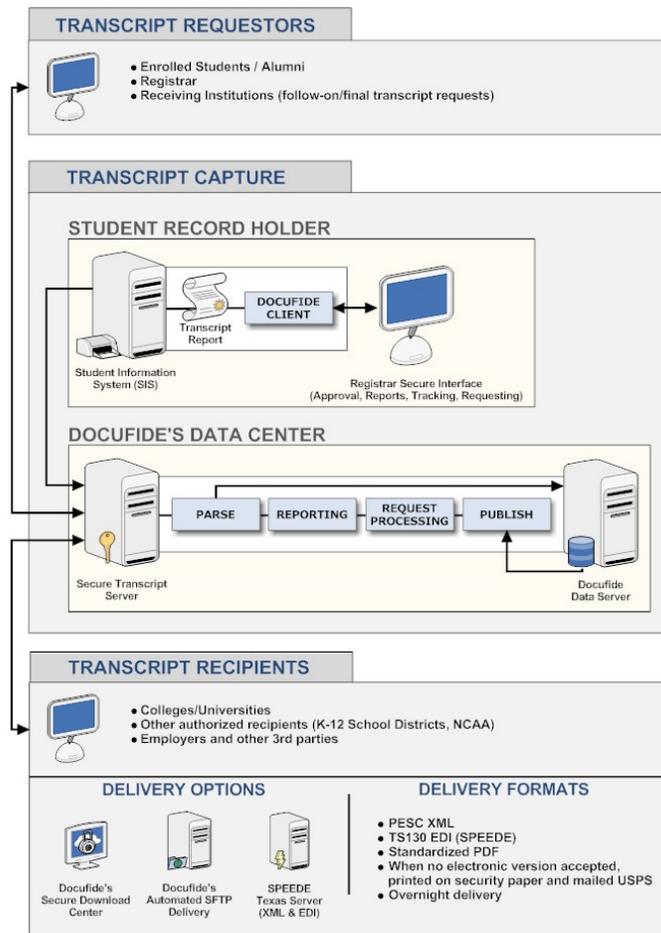


Figure 1. System Architecture and Workflow Diagram for Secure Transcript

The Docufide Client can be downloaded and installed within minutes and requires no changes to the institution’s SIS. School personnel are provided with appropriate training to facilitate complete understanding of the systems functionality. Using a simple ‘print’ command, transcripts can be uploaded individually, in batches, or if preferred, the process can be automated to allow for routine bulk upload, removing the need for on-demand processing. Once uploaded, transcript data is parsed from the institution’s existing transcript report and stored in Docufide’s data center as XML. Transcripts are then delivered to receiving institutions (and other destinations) in the format they select when registering with Docufide (PESC XML, TS130 EDI, or PDF). Docufide will also deliver through the SPEEDE Texas Server if that is the recipient preferred delivery method, or through a Secure FTP integration if the recipient prefers. When utilizing *Secure Transcript*, institutions also benefit from the services ability to deliver to any destination, utilizing Docufide’s print processing center, or overnight services.



A.1.1 Overview of High School Transcript Exchange System

The table below is an overview of Docufide's high school transcript exchange solution.

Table 1. Docufide Transcript Exchange Services

DOCUFIDE TRANSCRIPT EXCHANGE SERVICES
REGISTRATION
<p>Docufide has created an automated registration portal, utilizing data imported from CEPI that allows rapid registration of participating LEAs statewide. Registration data is used to properly assess each school's technical environment, schedule implementation/training of services, and to disseminate the necessary participant agreements and communications.</p> <p>A similar registration portal is used to allow any postsecondary institution nationwide to setup an account with Docufide to receive transcripts in their desired format, including PDF, PESC XML, or TS-130 EDI, delivered directly from Docufide or through the Texas Server (SPEEDE). Over 800 institutions have registered and are receiving electronically from Docufide to-date.</p>
REQUEST
<p>Transcript requests for college admissions (or other destinations) may be requested by the student and/or parent (when a minor), or on the student's behalf by the school they are attending or applying to through Docufide's intuitive web-based graphical user interface (GUI).</p>
RECORDS CAPTURE & APPROVAL
<p>Admin staff at LEAs will continue to maintain control of the process by which student records are released through 'approve and release' capabilities built into Docufide's GUI.</p> <p>Admin staff at LEAs will then 'print' the transcript(s) individually or as part of a batch by through Docufide's proprietary capture technology.</p>
PROCESS
<p>Approved student records are received at Docufide's data center.</p> <p>Records are matched to the transcript or student record request utilizing multiple student identifiers (first, last, middle, DOB, SSN), and could use a unique student ID if available in state.</p> <p>All data is stored as XML in individual data fields, allowing for direct delivery to the receiving LEA through Docufide's secure Download Center.</p>
DELIVER
<p>Transcripts are delivered in the format that the recipient has specified (through Preference settings in GUI) including screen viewable PDF or to their selected standard (PESC XML, TS130 EDI, standardized PDF) and delivered through Docufide's secure GUI, or alternatively through SFTP, a Web Services interface, or the Texas Server (recipient preference). For transcripts delivered to postsecondary destinations not registered to receive electronically, transcripts will be printed on security paper and delivered through the USPS on behalf of the sending school, allowing for records to be processed electronically to any destination independent of delivery method.</p>
SECURE
<p>All transmissions are secure and encrypted. All schools and colleges are verified before added.</p> <p>All documents contain a unique ID# for tracking and verification purposes. Transcripts delivered as PDF files contain digital signature through VeriSign.</p>
TRACK/CONFIRM/REPORT
<p>All record requests are verified, logged into the system, and tracked with a unique number through delivery.</p>



Online reporting available to authorized users, with highly configurable access privileges.
Students receive automated emails when their transcript request is placed, released by their school, and when delivery is confirmed, eliminating the need for support calls inquiring “did it get there?”

Secondary School Reports

The High School Transcript Exchange Service allows also high schools to complete online and send electronically Secondary School Reports (eSSR) to participating public and private colleges and universities in Michigan. To utilize this feature, each participating college or university determines the information to be included in their eSSR, selecting from several defaults options or creating a completely customized report. eSSR requests are then initiated when students request transcripts, and guidance counselors completes the eSSR online, with general school and class information being auto-populated. This feature, first extensively used in Indiana, was developed based upon feedback from the high school and college user communities.

A.1.2 Overview of Postsecondary Transcript Exchange Services

Secure Transcript-College™

Building on the base service described above, *Secure Transcript-College*, is Docufide’s full service transcript processing service for postsecondary institutions. The system interfaces provided to higher educational institutions are very similar to those defined herein for secondary transcript request and delivery services, with the exception of the necessary workflow changes incorporated to address the unique characteristics of the postsecondary process. For example, *Secure Transcript-College* can include additional administrative functions such as auto-approval for transcript requests and support for student hold lists.

Secure Direct™

In addition to the full service offering, Docufide also provides *Secure Direct*, a simple yet robust system that allows institutions with an in-place request capture system (from National Student Clearinghouse, for example) a means to electronically transmit transcripts and associated documents to trading partners and third parties worldwide without changing their transcript request workflow (no online student request involved). As an enhancement to *Secure Transcript-College*, *Secure Direct* creates an administrator managed, secure and traceable environment to transmit documents electronically outside of the integrated online request module. This system can be used to handle walk-in transcript requests, other exceptions to the ordering process, and the electronic delivery of documents other than transcripts.

A.2 Permanent Transcript Repository Overview

Docufide’s system currently functions as a permanent transcript repository, storing alumni transcripts for schools and managing the associated request, release and reporting services. Docufide will enhance its system to act as the State’s Permanent Transcript Repository; providing for bulk upload of transcripts from participating 9-16 schools using existing technology and workflow; capturing and uniquely tagging transcripts with permanent id; storing in the repository; and providing web-based reporting tools and access to transcripts for authorized CEPI/MDE staff.



Alternatively, Docufide will act as the states transcript data collection agent, delivering to CEPI a data file in their preferred format for all uploaded transcripts across participating 9-12 students as needed.

A.3 Enhanced Data Services Overview

Docufide's Enhanced Data Services (EDS) utilizes the e-transcript infrastructure and include the necessary software and services enhancements required to support the acquisition, normalization, and analysis of student records in bulk across 9-12 secondary grades. Core to EDS is the ability to bulk upload transcript data for all high school students (grades 9-12), capture all local course data, and provide schools with an intuitive interface and workflow to map those local courses to the NCES School Codes for Exchange of Data (SCED) standard, resulting in a standardized data set. This process of bulk capture and normalization establishes the baseline upon which several services can be provided, including a diploma audit (against state defined competencies or other predefined requirements/standards), scholarship eligibility analysis, expanded reporting, and normalized course and credit information on delivered admissions transcripts.

B Scope of Services

B.1 Docufide Web Application Overview

Docufide's student record and transcript system is a web-based hosted application that has been designed to be secure and highly scalable. All of Docufide's interfaces are 100% web-based, support access across all common browsers and platforms, and have benefited from valuable user feedback and enhancements for over five years of use. Docufide incorporates state specific FAQ and help directly into each statewide initiative platform with all content approved by CEPI prior to launch. The primary interfaces and functionality provided by the application include:

Student/Parent Web Interface

Students (or when a minor, their parents) can register, request transcripts to be sent to high schools, colleges or any other destination, and check order status using any common web browser. Additionally, notifications will be provided throughout the request and delivery process, utilizing the user's email verified during registration.

From its inception, Docufide has allowed a variety of payment options for its services, including fully state subsidized, fully student subsidized, and many options in between. Docufide's online credit, debit (and pre-paid card) transaction system has been in use for over five years with consistently reliable performance and bank-level online transaction security. Since the beginning, Docufide has utilized Authorize.net as its payment gateway. Authorize.net provides a single integration point for Docufide's payment processing and provides Class B certified connections to all leading payment processors. Docufide employs its 128-bit Secure Sockets Layer (SSL) encryption to secure all ecommerce forms with end-users, and sends transactions securely to the Authorize.net payment gateway using an end-to-end 128bit SSL connection. All transactions have a unique transaction key that is recorded and reconciled. As a leading payment gateway, Authorize.net provides the highest level of security and anti-fraud systems.

Administrative Web Interface



- **Sending Functionality:** School administrators from sending institutions (secondary and colleges) can review and approve requests collected in an online 'To-Do' list that is populated from students' online requests (transcripts), other school administrator requests (requesting transcripts on student's behalf) and postsecondary admissions requests (requesting follow-on/final transcripts). Authorized administrators can process requests on a student's behalf, set preferences, track records/transcript delivery, run comprehensive reports, and access participating school and institution directory information; all through any common web browser.
- **Receiving Functionality:** Recipients can receive records and/or transcripts electronically, downloaded in their preferred and selected format (Docufide's system currently supports PDF, PESC XML, and EDI). Recipients can also receive ancillary documents (admissions letters of recommendation, guidance evaluations), access reports, and obtain information about sending schools through the built in directory. Docufide can also alternatively deliver transcripts (PESC XML & EDI) through a Web Services interface, through the Texas Server at the University of Texas, Austin, to registered recipients, or through a direct Secure FTP interface.
- **Requesting Functionality:** Authorized school administrators can request transcripts or student records for delivery from enrolled students at their school, or request records for students transferring from other participating schools.

Docufide's Workflow and Interface Description

While the system provided will be tailored and co-branded specifically for Michigan, it will be built upon the core functionality that Docufide currently has had in production in statewide systems for years. This will expedite the required system tailoring tasks and will also allow the system to incorporate incremental functionality as it is developed for other Docufide customers. Figure 2 below provides an overview of Docufide's workflow.

Online Functional Flow – SRE/Transcript

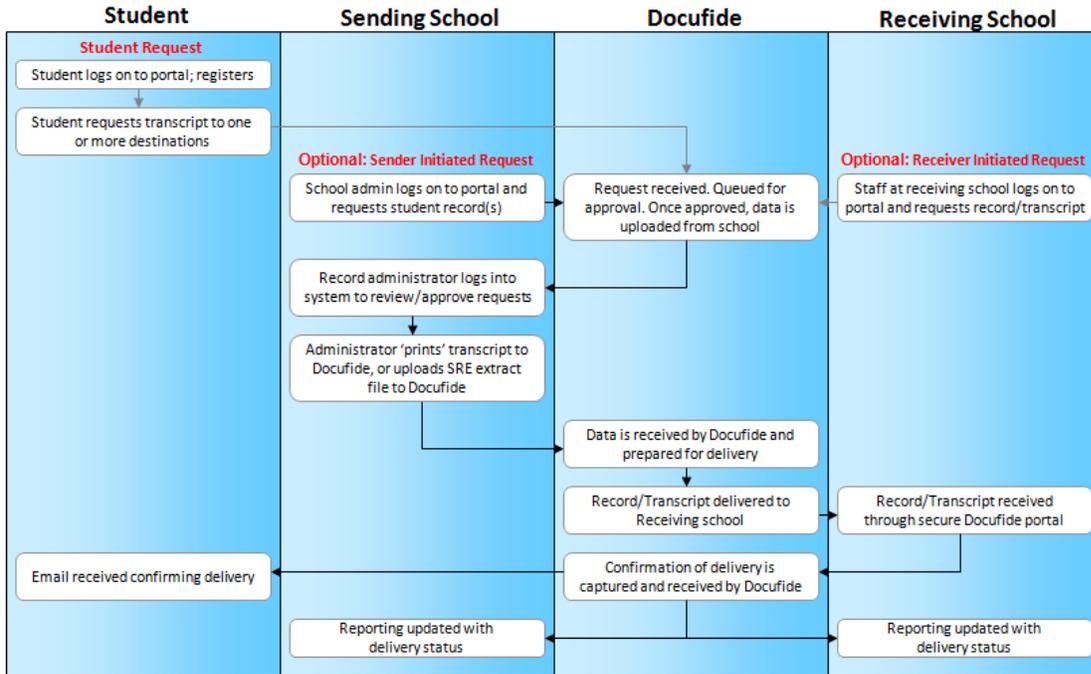


Figure 2. Functional Workflow - Student Record/Transcript Exchange

Web Portal Integration

Docufide can work with any third party portal to provide seamless access to the Docufide web application for both student and administrative interfaces. Docufide has successfully integrated with popular portal systems, such as Naviance and Petersons, to provide a single unified login between the portal and the Docufide website. When this integration is activated, once a student (or parent) or administrator logs into their portal using their secure login and password, they have full access to the features of the Docufide website without having to separately log into Docufide.

B.2 Docufide System Architecture

The Docufide System consists of the following primary components: the Data Capture Services, and the Docufide Data Center (Web/App Systems, Database Systems, and the Parse and Output Systems) as illustrated below:

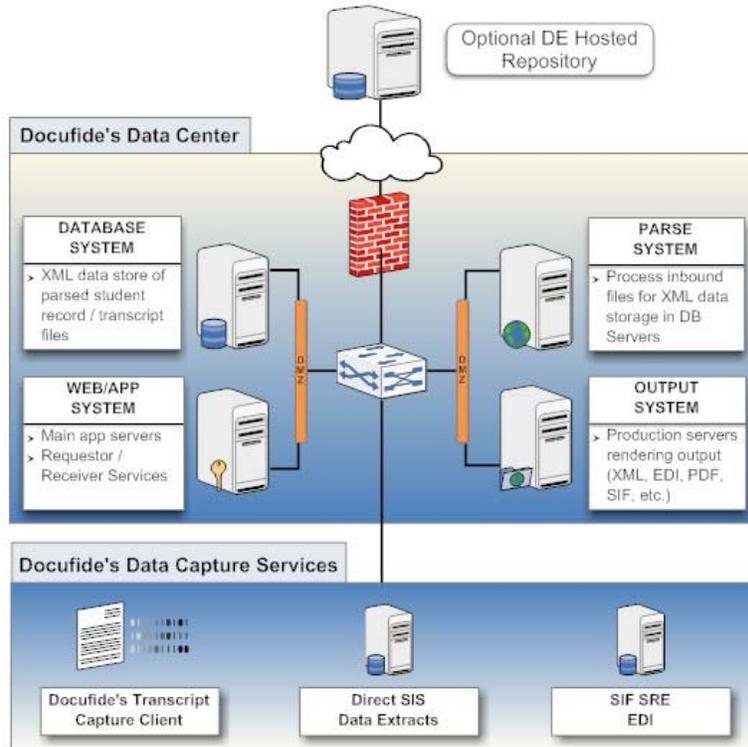


Figure 3. Docufide System Architecture

Data Capture Services Overview

Docufide employs a modular approach to system design, and this includes data capture. The Secure Transcript system supports a myriad of ways to capture transcript and student record data from a sending school's student information system. From a workflow point of view, school administrators review and approve the student and alumni requests through Docufide's web interface (Attachment 1). Once the school administrator, through their web-based to-do list, approves a transcript request, data can be captured in a number of ways.

Non-invasive client capture

Primarily used by Docufide's school clients nationwide is its non-invasive capture Client; installed at the school administrators computer (15 minute process). This self-installing client application allows for capture of transcripts individually or in batches. This approach has proven effective across over 60 different student information system platforms (including all common systems in use in Michigan) and is well adopted by school administrators as it works with their current SIS and their understood transcript processing workflow (Schools 'print' to Docufide, versus the physical printer). The system is very simple requiring the school administrator to simply print the student's transcript file (or batch of files) to the Docufide printer with no additional steps required on their behalf.

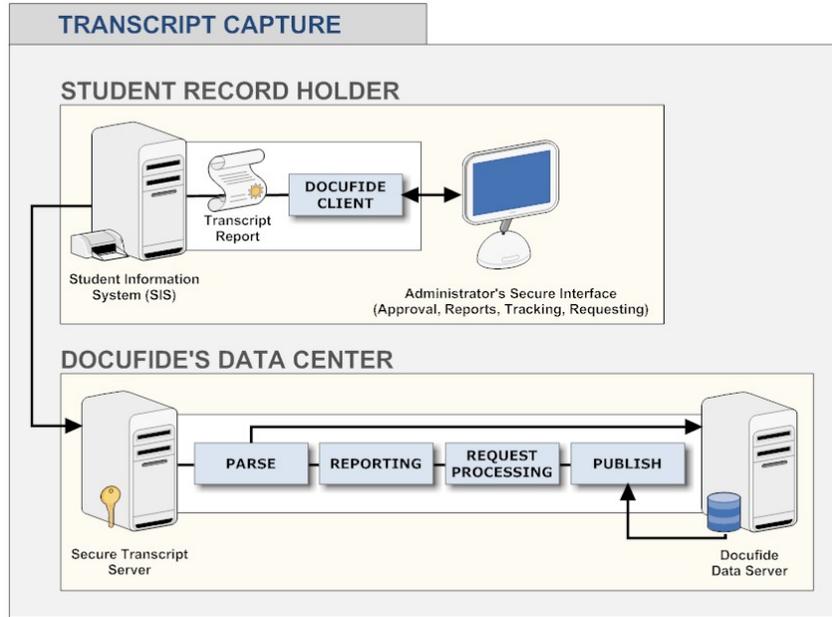


Figure 4. Docufide Proprietary Capture System

Vendor Extracts

Docufide also supports the capture of SIS vendor extract uploads whether through Docufide’s Client or through a secure web service.

TS130 EDI and PESC XML

Docufide also supports the capture and secure upload of transcript data in standards compliant X.12 TS-130 EDI and PESC XML (high school and postsecondary).

SIF XML

Beyond Docufide's proprietary client and vendor extracts, Docufide is an active participant in the Schools Interoperability Framework Association (SIFA) and was recently certified SIF Student Record Exchange/e-Transcript 2.0 r1 for Docufide's SRE/transcript agent. In addition to Docufide's co-lead activities helping to guide the SIF SRE development, we are also on several PESC XML taskforces defining the transcript standard, standard PDF format, and a 'Seal of Approval' program for all vendors to ensure they are properly aligned with the schema for both capture and delivery purposes.

Secure Server Overview

The server application provides services to: students, sending institution administrators, receiving institution administrators, Docufide management and customer service personnel, and the Secure Client application. The Docufide Secure Server application is developed using industry standard and proven building blocks and components resulting in a well performing, scalable, and reliable system. The Docufide Secure Server application is written in Java and runs under the 64bit Red Hat Linux Enterprise (RHEL) operating system. The application servers used are Tomcat 6.0 (html, JavaScript, jsp, Oracle xsql servlets, xml/xsl) and JBoss 4.0.3 SP1 (Java, EJB). The database used is Postgres 8.3.5 for the production database and Oracle 9.2 for the data capture sub-system. Reporting is performed using Crystal Reports, Html, Excel, and Apache FOP (rendering PDF, EDI, XML, etc).



Secure Database Overview

The Docufide Secure Database stores all school, college, and student transcript (and student record) data in a relational database architecture. The current database platform is PostgreSQL 8.3.5 and Oracle 9.2. This data store will also act as a state transcript repository.

Docufide Delivery (Output) Services

Once student records or transcript data are processed from the sending school to Docufide's Secure Server, Docufide transforms the records into XML, allowing the system to then crosswalk to the recipient selected format for delivery (PESC XML, EDI, and PDF). Docufide delivers records through a secure online download center that allows authorized PK-12 school district and postsecondary recipients to login to their account, view student records and transcripts awaiting download; confirm download and real-time have the records retrieved and processed for download to the recipients computer through the SSL encrypted internet connection. Docufide's delivery service works through all standard web browsers. Alternatively, Docufide can establish an SFTP connection allowing the automatic download of pending records into a staging server at the receiving school/institution. This automated receipt to a staging area is an approach that is growing in popularity among postsecondary institutions receiving from Docufide, and is an applicable method to automate the student record receipt at the district level as well (if/when student record exchange is pursued).

In addition, Docufide supports the delivery of PESC XML and TS130 EDI transcript records through the SPEEDE Texas Server. Docufide was the first organization to successfully process PESC XML transcripts through the Texas Server (to UT Austin Admissions). As a full service transcript delivery service, Docufide also includes print processing services, printing transcripts on security paper and delivering them on behalf of the sending school to any receiving institution that is not registered to receive transcripts electronically from Docufide. This service capability allows schools to migrate completely to a paperless transcript process, versus other point-to-point delivery services that act as an exception process and greatly reduce the school's willingness to adopt.

B.3 Notification System

In addition to built-in reports, Docufide has a number of notifications built-into the system which communicate transcript transmission details to requestor (when request received, records released by school, and when transcript is delivered), sender (when requests are awaiting processing), and receiver (when transcripts are awaiting download). Numerous escalation notifications are also built into the system, ensuring requests are processed and received in a timely manner. If escalation messages go unanswered, Docufide customer service will be notified and a Docufide representative will phone the school to resolve the issue. No transcript goes undelivered. All system users (students, school admin. and receivers) have online web-based access to real-time transaction reporting, viewable under their user account. Confirmation, notification and escalation emails are triggered at a number of points throughout this process. Notifications include the following:

Sending Schools

- Notification of transcripts pending approval
- Escalation of transcripts pending approval
- Escalation of transcript not received

Receiving Colleges



- Notification of transcripts pending download
- Escalation of transcripts pending download
- Escalation of transcript not confirmed as received

To Students

- Confirmation of transcript request
- Notification of transcript placed on hold
- Confirmation of transcript approval and delivery
- Confirmation of electronic delivery

B.4 Reports System

Docufide has built-in, comprehensive reports available to authorized system users. Standard features in these reports include comprehensive search fields and sort capabilities. All reports are exportable for further data analysis. Docufide currently supports export to Microsoft Excel (XLS). The Reports function provides the following information by user group:

Student/Parent

- Real-time request, approval (record holding school), and delivery status per selected destination available through the web-based user interface.

Record Holder/Sending School

- Comprehensive reporting interface that allows for look-up of student record and transcript transmission statistics against a number of parameters, including student name, Unique Identification Code (UIC) when included in the transcript, unique document ID, date range, recipient, and order status. A screen viewable transcript/student record is available by clicking on the hyperlinked student name.

Registered Receiving Institutions

- Comprehensive reporting interface that allows for look-up of student record and transcript transmission statistics against a number of parameters, including student name, Unique Identification Code when included in the transcript (UIC), unique document ID, date range, sending institution, document type, and order status.
- A screen viewable transcript/student record is available by clicking on the hyperlinked student name. Receivers can currently download additional copies of record/transcript for a 30 day period after original download.

B.5 Transcript Repository System (TRS)

Product Definition

The 9-16 TRS platform is available to states which have purchased the Secure Transcript (ST) High School and College Services offerings (prerequisites). TRS is based on a bulk upload from each participating school at the end of each grading period (semi-annual). With each upload of transcripts from the school sites, Docufide will parse the raw transcript data and populate the Docufide managed transcript database so that the most current transcript is on file for each student. If EDS is purchased, the Transcript Repository will also include transformed student progress/performance data (to NCES SCED).



All students in the transcript repository will be identified with a unique identifier, with reporting, and raw transcript data available to be viewed with or without personally identifiable information (as appropriate, in accordance with FERPA). The state will have access to the transcript data through a query interface developed by Docufide so that individual, or groups of transcripts can be selected for download from the transcript repository at any time by securely logging in to Docufide, and running a query against the transcripts in the database searching by any combination of District Name, School Name, and/or Date Range. Once transcripts are selected, a secure FTP transfer will be initiated, transferring a copy of the selected transcripts to the specified State sFTP server.

Included in the base TRS offering, Docufide will work with CEPI to identify ten (10) custom reports to be specified by CEPI and developed by Docufide. These reports will allow for ad hoc queries to be run against the data in the transcript repository, with the results displayed on screen and available to be exported to an Excel file. Additional out of scope reports, if needed can be made available. Additionally, a third party reporting interface (OLAP) can be provided priced separately from the TRS base offering if desired. Reports can be developed using any of the available transcript fields (when included in the raw transcript file from the school) including:

- **UIC**
- **Student Name**
- **Birth Place**
- **Parent/Guardian Name**
- **Address**
- **Gender**
- **Date of Birth**
- **Work in Progress**
 - a) Local course name
 - b) Local course ID
 - c) Course credits
 - d) Course attributes
- **Class Rank**
 - a) Student rank
 - b) Class size
- **School Details**
 - a) School name
 - b) CEEB code
 - c) Address
 - d) Telephone number
 - e) District name and details
- **Credit Summary**
 - a) Subject area
 - b) Required credits
 - c) Credits earned
 - d) Credits needed
- **Testing Details**
 - a) SAT
 - b) ACT
 - c) AP tests
 - d) Other standardized testing
- **Course History**
 - a) Location of instruction
 - b) Semester dates
 - c) Local course name
 - d) Local course ID
 - e) Grade
 - f) Credits earned
 - g) Course attributes
- **Graduation Information**
 - a) Diploma type
 - b) Graduation/leave date
- **GPA (School Calculation)**
- **Vaccinations**
- **Comments**

When EDS is integrated to the Transcript Repository, the following transformed transcript fields and transcript analysis are available for inclusion in repository reporting. These normalized fields may include:

- **SCED Course ID**
- **SCED Subject Area**
- **SCED Course Name**
- **Normalized Grade Earned**
- **Degree Earned (or on track to achieve)**
- **GPA (Calculated to state preference)**
- **Class Rank (Calculated to state preference)**
- **Course Summary by Subject Area**
 - a) All courses
 - b) Qualifying courses



Optionally and out of scope, the transcript repository may be expanded to incorporate additional student demographic information provided through a student registration website that can be combined with Docufide EDS progress reporting, and/or information from third party data sources.

Student Demographic Data (when EDS Progress Reporting is in place, an expanded student profile may be optionally added to gather demographic data from the students to be included in the transcript repository). Following are examples of data that can be collected in this manner:

- **Ethnic Background**
- **Household Income**
- **Parents Education Level**
- **Extra-curricular Activities/Interests**
- **Type of College Interested in Attending**
- **Intended Major**

Other Data Sources (if interested, Docufide can pursue integrating other data sources to be merged with the student records in the transcript repository). Examples of data sources may include:

- **Above Defined Demographic Data**
- **SAT/ACT Scores**
- **State Standardized Test Scores**
- **State Student Identifier Database**

When populated with normalized EDS course and grade data, TRS can be used to produce additional types of reporting based on that transformed data. Following are examples of potential TRS/EDS reporting outcomes:

Secondary School Reporting

- **Course-taking Pattern Analysis by (a combination of):**
 - a) Subject area
 - b) Course name
 - c) District
 - d) School
 - e) Gender
 - f) Optional demographic data

- **Analysis of Student Performance, Average Grade by (a combination of):**
 - a) Subject area
 - b) Course name

Secondary School Reporting (cont.)

- c) District
- d) School
- e) Gender
- f) Optional demographic data

- **Standardized Test (national and/or, statewide testing) by:**
 - a) Test
 - b) District
 - c) School
 - d) Gender

Higher Education Reporting

- **Freshman Performance by:**
 - a) GPA
 - b) Institution
- **Bi-directional Reporting:**
 - a) College grade level
 - b) GPA
 - c) High school attended (when ID is on all transcripts)

- **Performance by Subject Area** (requires college EDS normalization and national or state standardized course catalogue)

Higher Education Reporting (cont.)

- **Course Selection by:**
 - a) Enrolled/graduated
 - b) College grade level
 - c) GPA
 - d) High school attended



e) Optional demographic data

- Statewide Graduation Reporting:

- a) Diploma type issued
- b) District
- c) School
- d) Gender
- e) Optional demographic data

With EDS Progress Reporting in place:

- Summary of diplomas earned/on track to earn by:

- a) Diploma type
- b) District
- c) School
- d) Gender
- e) Optional demographic data

- Average GPA by:

- a) District
- b) School
- c) Gender
- d) Optional demographic data

B.6 Enhanced Data Services and Outcomes (OPTIONAL ITEM ON THE CONTRACT)

High Schools vary in the courses that they offer, the naming convention of these courses and the grading methodology used, with standards in use (to varying degrees of compliance) in some states or regions, and complete lack of standardization (autonomy) in others. The objective of the EDS platform is to allow schools to achieve the benefits of standardization without the need to change how they do things at their local level. This is done by creating a map of the local courses to an established standardized course catalogue, specifically the School Codes for the Exchange of Data (SCED) developed by the NCES (which can be found at <http://nces.ed.gov/pubSearch/pubsinfo.asp?pubid=2007341>). Docufide's Enhanced Data Service (EDS) offering consists of two primary components:

- **EDS Platform**

The transformation of course and grade information to a standardized format.

- **EDS Outcomes**

The resulting analysis and reports made possible by this normalization.

- Diploma audits
- Normalized course and credit data on delivered transcripts (for transfer, admissions, and repository)
- Statewide course-taking patterns analysis
- Statewide merit-based scholarship eligibility analysis

LEA local to standard course mapped analysis, allowing for, over time, schools migration to the SCED standard at a local level. These services are optional under the contact, and may be leveraged by CEPI if these services are requested and funded.



The following diagram demonstrates the key steps associated with the standard EDS configuration and periodic report processing.

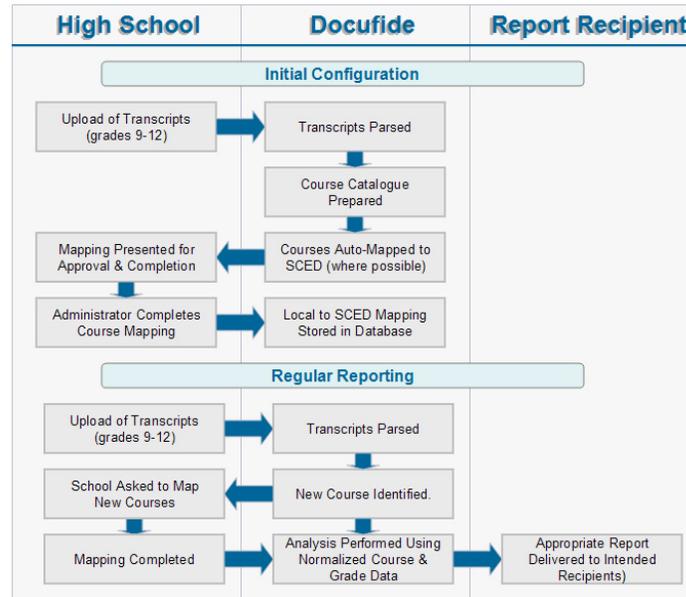


Figure 5. EDS Workflow

Description of Enhanced Data Service Process

- During implementation, staff at each participating high school will complete a bulk upload of transcripts for all enrolled and graduating students to Docufide. This bulk upload will use Docufide’s existing client software in place at all participating high schools and is conducted in the same manner; ‘printing’ all transcripts to Docufide for grades 9 through 12.
- Upon receipt of each participating school’s transcripts, for each student Docufide will extract all courses completed or in-progress including course name, course ID, number of units (if available), and grade. Docufide will store all associated student data in a database.
- Docufide will use the bulk upload of student transcripts supplied by each school to generate a course catalog for the school (consisting of all unique course names found within the school’s uploaded transcripts).
- The course mapping application will make an educated first pass, pre-mapping core course matches to the SCED subject standard. School subject matter administrators will then verify and make any corrections to initial subject mapping and then proceed to map all unmapped courses in the school’s course catalog to the appropriate standard course.
- Once course mapping has been approved by the high school, Docufide will then automatically map local to normalized courses and grades on outbound transcripts (for transfer, admissions and repository), as well as use the mapped course credit information for derivative services such as the 9-12 student performance evaluation reports (diploma audits) against a CEPI/MDE defined state standard.



Secure Transcript
 Receiver Services
 Data Services

Summary
 Course Mapping
 Reporting

This is where you can assign subjects to each of your local courses. Once assigned a subject, the subject matter expert will be notified that there are courses to be mapped. Subjects can also be assigned at the detail mapping view which is accessed by selecting a course name in the list below.

Local Courses		Standardized Courses
Subject	Course Name / ID	Subject
English	English Composition (3478)	English Language and Lit.
English	Medieval Literature (3241)	English Language and Lit.
Math	Algebra 2 (5822)	Mathematics
Math	Geometry 1 (2322)	Mathematics
Science	Biology	Life and Physical Science
Science	Geology	English Language and Literature Mathematics Life and Physical Sciences Social Sciences and History Fine and Performing Arts Foreign Language and Literature Religious Education and Theology Physical, Health, and Safety Education Military Science Computer and Information Sciences Communications and Audi/Visual Technology
Science	Meteorology	Business and Marketing Manufacturing Health Care Sciences Public, Protective, and Government Services Hospitality and Tourism Architecture and Construction Agriculture, Food, and Natural Resources Human Services Transportation, Distribution and Logistics Engineering and Technology Miscellaneous
Science	Chemistry	
Science	Geology	
Science	Meteorology (3734)	
Science	Chemistry	
Science	Chemistry II	Life and Physical Science

◀ 1 2 3 4 5 6 ▶

COBRAND AREA

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Figure 6. Local Course to SCED Subject Mapping

Secure Transcript
 Secure Direct
 eSSR
 TES
 Receiver Services
 [Preferences](#)
[Directory](#)
[Help](#)

Courses to Map
 Course List

Map local course information to standard by selecting course name using the pulldown window. Course are grouped by categories with the course description appearing at the bottom. Once course name, credits, sequence and level are confirmed or entered select 'next course' to complete the mapping. If you select 'next course' without complete data, your entries will be saved but the course will continue to appear in the list of courses to be mapped until complete. If you are unable to provide mapping for a course, you can skip it to come back to it later, or select 'unable to match' and select an explanation, and the original course name and ID will continue to be used.

Local Course Information	Standard Course
Course: 212 – English Composition	Subject: English Language and Literature
Level: NA	Course Name: English Language Arts I (9 th grade)
School: NA	Course Description: English/Composition (freshman and sophomores) courses are designed for freshman and/or sophomores and build upon previous writing skills. These courses seek to develop the writing process and practices necessary for producing successful high school compositions. Students typically learn to write persuasive, critical, and creative multi-paragraph essays and compositions. While emphasizing composition, these courses may also incorporate some literature study to expose students to exemplary illustrations of various forms of writing.
Instances: 237	Credits: 1.00
	Sequence: 1 of 1
	Level: <input type="radio"/> B basic/remedial <input checked="" type="radio"/> G general/regular <input type="radio"/> E enriched/advanced <input type="radio"/> H honors
	<input type="checkbox"/> Unable to Match <input type="text" value="Select an Explanation"/>

English Language and Literature, course 1 of 5

Figure 7. Local Course to SCED Course/Credit Mapping



<input type="radio"/> Secure Transcript <input type="radio"/> Receiver Services <input checked="" type="radio"/> Data Services										
Summary Course Mapping Reporting										
<input checked="" type="radio"/> All Courses <input type="radio"/> Mapped Courses <input type="radio"/> Can Not Map										
Local Course			Mapping		Standardized course					
Subject	Course / ID	#	Administrator	Date	Subject	Course	Credits	Sequence	Level	
Math	Algebra 101	47	G. Cohen	6/13/07	Mathematics	Algebra I	1.00	1 of 1	G	
Math	Algebra 101	47	G. Cohen	6/13/07	NA					
Math	Algebra 101	47	G. Cohen	6/13/07	NA					
Math	Algebra 101	47	G. Cohen	6/13/07	Mathematics	Algebra I	1.00	1 of 1	G	
Math	Algebra 101	47	G. Cohen	6/13/07	Mathematics	Algebra I	1.00	1 of 1	G	
Math	Algebra 101	47	G. Cohen	6/13/07	Mathematics	Algebra I	1.00	1 of 1	G	
Math	Algebra 101	47	G. Cohen	6/13/07	Mathematics	Algebra I	1.00	1 of 1	G	
Math	Algebra 101	47	G. Cohen	6/13/07	Mathematics	Algebra I	1.00	1 of 1	G	
Math	Algebra 101	47	G. Cohen	6/13/07	Mathematics	Algebra I	1.00	1 of 1	G	
Math	Algebra 101	47	G. Cohen	6/13/07	Mathematics	Algebra I	1.00	1 of 1	G	
Math	Algebra 101	47	G. Cohen	6/13/07	Mathematics	Algebra I	1.00	1 of 1	G	
Math	Algebra 101	47	G. Cohen	6/13/07	Mathematics	Algebra I	1.00	1 of 1	G	
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Math	Algebra 101	47	G. Cohen	6/13/07	Mathematics	Algebra I	1.00	1 of 1	G	
Math	Algebra 101	47	G. Cohen	6/13/07	Mathematics	Algebra I	1.00	1 of 1	G	
Math	Algebra 101	47	G. Cohen	6/13/07	Mathematics	Algebra I	1.00	1 of 1	G	
Math	Algebra 101	47	G. Cohen	6/13/07	Mathematics	Algebra I	1.00	1 of 1	G	

 < 1 2 3 4 5 6 > Next

[Export to Excel](#)

Figure 8. Mapped Course Summary

EDS Outcome Example: Diploma Audit

This evaluation report is highly customizable and reflects a student’s actual course and performance progress against a selected and predefined standard/requirement set, including Michigan’s Merit Curriculum requirements (as an example). The report will be generated and provided semi-annually either directly to the registered students, or in batches to school counselors for dissemination.

Alternatively, and as an additional or stand-alone delivery mechanism, the data used to create these performance reports can be integrated into a secure state college and career portal, if sought by CEPI. A mock-up example of the Diploma Audit against Michigan’s Merit Award is provided below:



Report Prepared For:

Student Name: John Smith
 Student ID: 238452
 Grade: 11th Grade
 Report Date: June 20, 2009
 School Name: Suffolk High School
 District Name: County Unified School District
 Guidance Counselor: James Doe
 (248) 555-1212, ext. 124

This report shows your progress towards meeting the Michigan Merit Curriculum high school graduation requirements. It is recommended that you use this information to plan your high school courses to achieve your college goals. Please review this report carefully and discuss it with your parent or guardian and guidance counselor. Please contact your school with any questions regarding this report.

The information in this report is provided by Docufide, in collaboration your high school and the Michigan Merit Award. The award provides up to \$3,000 to high school graduates for outstanding performance on the MEAP tests.

Your Progress Towards the Michigan Merit Curriculum Standards:

Subject	Number of Credits
English Language Arts	2
Mathematics	2
Science	1
Social Studies	1
Physical Education and Health	0
Visual Performing, Applied Arts	2
Online Learning Experience or Credit	0
World Language	2

Your Estimated Grade point Average (GPA): 3.31 (on a 4.0 scale)

Your Estimated Class Rank: 12% - First Quarter (1-25%)

The minimum course requirements apply to the minimum criteria to meet the Michigan Merit Curriculum Standards. For details on the Michigan graduation standards visit www.michigan.gov/highschool. Completing the recommended courses above will assist you in gaining admissions to many 4-year colleges. Plan to check on the specific entrance requirements at the colleges that interest you, and review your course plans with your Guidance Counselor.

Course Planner:

Subjects	Completed					Course Planner						
	Completed	Enrolled	Required	Needed	Suggested	11 th Grade					12 th Grade	
English Language Arts	2	1	4	1	0							
Mathematics	2	1	4	1	0							
Science	1	1	3	1	1							
Social Studies	1	1	3	1	0							
Physical Education and Health	0	1	1	0	0							
Visual Performing, Applied Arts	2	0	1	0	0							
Online Learning Experience or Credit	0	0	1	1	0							
World Language	2	0	2	0	1							

Planning for College:

Curabitur a dolor. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Fusce vel pede eu velit ultrices malesuada. Integer luctus nisi pulvinar sapien. Morbi tortor pede, dictum non, consectetur lacina, pharetra id, velit. Donec bibendum blandit nulla. Duis gravida malesuada justo. Fusce vestibulum. Aliquam eget felis mauris laculis urn.

What to do Next?

- 1 Check the accuracy of these results by reviewing your transcript.
- 2 Use the space above to write in the names of the remaining courses you need and when you plan to take them. Remember that not all of the courses offered by your school satisfy the subject area requirements for the Michigan merit curriculum graduation standards.
- 3 Discuss your plans and any concerns with your school guidance counselor or college advisor.

Figure 9. Sample Diploma Audit Report (Front and Back)

B.7 Docufide System Security

Docufide understands the importance of security and its electronic student record processing system maintains high security standards throughout its architecture, to maintain data integrity and protect student and other personally identifiable data from unauthorized access.

CEPI WILL BE NOTIFIED OF ALL SECURITY BREACHES IMMEDIATELY.

The primary safeguards in place to ensure the security of data are as follows:

- General Security Features:
 - Responsibility for security falls under the VP Operations who is responsible for controlling, securing and monitoring the Docufide data center and systems.
 - Docufide’s security policy outlines the roles, responsibilities and security rights of all individuals that interact physically and logically with the system.
- Secure Facility:
 - Docufide utilizes a Tier 1 hosting provider: IS West.
 - All access to the Hosting Facility is strictly controlled through rigorous physical security practices.
 - All access to, and changes to, the physical environment are recorded in a change log for auditing purposes.
- Secure log-In:
 - Each user of the system receives a unique username and password (which they can reset).
 - Transcript and other student and confidential data as well as reports can only be accessed by first entering a valid username/password combination and being authenticated. Unauthorized attempts are detected and entry to the system is blocked.
 - Once authenticated and logged in, all data submitted by the user and reported back by the system is encrypted using end-to-end 128 bit SSL encryption.
- Secure access to data stored in the system:



- Application servers in the Docufide Data Center are protected by a firewall that blocks unauthorized communication with the servers. All connections to the data center, between subnets, and between servers are monitored and logged by the firewall.
- Application servers communicate with Docufide database servers through a separate subnet, or network interface card, within the Data Center network. The database servers also use a unique, private IP address that is known only to the application server, preventing access from any outside system. Each subnet and server communicates through, and is protected by, the firewall; all connections are logged by the firewall.
- Student record data is stored in the Docufide database, which is housed in the Docufide Data Center. Access to this secure facility is strictly controlled through both physical security measures and password protection of program and data files.
- All data transmission is encrypted at the field and message level during transmission as required ensuring secure transmission.
- All user accounts implement role-based security for access to online functions and data.
- All connection strings and passwords are encrypted and stored with additional security privileges.
- The database includes appropriate file/table, record/row and field/attribute access rights. This is true both for tables and views (aggregates).
- All sending and receiving schools are verified before being added to the system:
 - New schools (as senders or receivers) are registered and added to the system only after being verified by Docufide personnel using offline mechanisms, which include a) for state ETI rollouts, acquisition of district/school contact information from the state agency for pre-population into the registration system, or b) when the school registers directly with Docufide, Docufide personnel independently source the contact information for the registering institution; contacting the school by phone to verify that the individual completing the registration was authorized to do so and registered with contact information appropriate for the institution. Once verified, the registration is approved and set to live by Docufide.
- Student Record/Transcript Delivery:
 - By default Docufide delivers transcripts and student records through Docufide.com, in a number of receiver selected formats.
 - Delivery occurs when an authorized recipient logs in to the private Docufide web application using a unique user name and password. Once logged in, receivers can download available transcript and/or student record files, which are transmitted from Docufide's Data Center over a secure Internet link, using the SSL protocol.
 - Receiving institutions can select from the following formats and receipt methods:
 - Secure PDF (student records and transcripts) – from Docufide.com.
 - PESC XML (transcripts) – direct from Docufide through a secure FTP (SFTP) server, through a Web Services interface, or through the Texas Server.
 - SPEEDE EDI (transcripts) – direct from Docufide through a SFTP server, through a Web Services interface, or through the Texas Server.
 - Security Paper – When the recipient has not registered with Docufide and stated a delivery preference, transcripts are delivered through USPS (or overnight delivery when selected by the student/parent). Prior to being mailed, the transcript is printed on security paper and scanned to initiate notification of delivery back to the requestor.
- Logging and Monitoring:
 - All network server connects are mediated by Docufide's firewall and logged.
 - All authenticated connections use 128bit SSL encryption and are logged.
 - The system provides for full auditing of all activity, transactions, orders, etc.
 - Additionally, all database actions and all data access is logged.



- As required, a user session can be terminated or timed out.
- Integration:
 - Existing user accounts can be easily imported (web portal integration).
- System Maintenance and Patches:
 - A strict change control process is utilized for all system maintenance activities and application of operating system patches, etc.
 - Only authorized IT staff, reporting into the VP Operations, may access the system in any way. Developers and other staff are not permitted to access the production environment.
 - Only after a maintenance window is scheduled, change control completed and reviewed, and approval gained from the responsible manager, can any work be performed.
 - All changes to system software, operating system and deployed software components are recorded in a change log for auditing.
 - Any system patches or updates that may impact the way in which users interact with the system are documented in Release Notes documentation. Release notes are distributed to those users or user categories at the time that patches or updates are deployed.
- Software Deployment, Updating:
 - A strict change control process is utilized for all software deployments and updates to the Docufide system.
 - Only authorized IT staff, reporting into the VP Operations, may access the system in any way. Developers and other staff are not permitted to access the production environment.
 - Only after a maintenance window is scheduled, change control completed and reviewed, and approval gained from the responsible manager, can any work be performed.
 - All software releases are first tested in a pre-production test environment. Only after passing appropriate quality assurance and change control procedures, will IT release the upgrade to production.
 - All changes to deployed software are recorded in a change log for auditing purposes.
- Software Version Control Management:
 - All source code is controlled in an industry standard version control system (SVN) and deployed to Quality Assurance, preproduction test, and production environments using automated scripts based on specific builds.
 - All changes to the software baseline are logged in the SVN configuration control system and code repository and easily reviewed.
- Compliance with privacy and security standards:
 - Docufide adheres to standards of data management and communication as required by FERPA, COPPA, PPRA, NSLA, and HIPAA and will adhere to all current and future Michigan state laws and statues.
- The following steps are employed in securing the application servers:
 - A hardware firewall is installed at the Internet interface of the data center
 - Configuration of /etc/passwd, /etc/shadow, /etc/group, /etc/inetd.conf, and /etc/init.d files
 - All O/S vendors' current security patches are installed
 - New operating system and application services security patches are installed expediently
 - All services, applications, and user accounts that are not utilized are disabled or uninstalled.
 - Strong passwords are used for operating system and database access.
 - No direct database server connection is available through the network; the only access is through a connection from the application server that requires login and authentication. Application servers communicate with Docufide database servers through a separate subnet, or network interface card, within the Data Center network.



The database servers also use a unique, private IP address that is known only to the application server, preventing access from any outside system.

B.8 System Administration

Docufide understands the need to monitor and manages its systems for scalability, reliability, security, and performance. We use the following methodologies:

- All system upgrades, patches, etc., are scheduled during non-peak times (typically between midnight and 5am CST).
- Docufide utilizes a commercial external site monitoring service (AlertSite) that monitors site availability and site performance from multiple locations in the United States. This service provides immediate notification to Docufide engineers and support personnel, in the event that any problems occur with respect to site availability and performance. Usage reports are available to Docufide in a variety of formats.
- Docufide uses ipMonitor (a commercial monitoring system) provided by its hosting provider (therefore somewhat external) to monitor systems via SNMP including: all network traffic including, availability of systems, network and backbone, network response time, disk drive, volume and SAN usage, memory usage, cpu usage, physical temperature, etc. Reports are available in a variety of formats.
- Docufide also employs its own monitors for all systems and functions using two tools deployed within the data center: a) zabbix, an extensible monitoring and alerting system, and b) Awstats (site metrics application). The combination of these two tools provide monitoring, alerting and analysis functions for an array of site statistics, including figures for site uptime, visitor counts, page hits, page visits, cpu usage, disk usage, network utilization, etc. When any standard operating baseline is exceeded (for example cpu usage >60% or volume free space <20%) alerts are sent to Docufide's system administrators using email and SMS. A variety of reporting options and formats are available.
- All user logins are recorded in the database and available for review.
- All emails sent by the system are recorded in the database and available for review.
- All network connections, system access, etc., is monitored and logged by the firewall. Reports can be created showing the number of connections per day, per hour, etc., peak connections, etc.
- Finally, the application employs standard logging and exception handling implemented through numerous software checks on logic flow, exceptions, and data integrity at key processing stages. If critical errors are detected, immediate notification is provided to system engineers. All errors (critical or otherwise) are logged and reviewed.

B.9 Usability

Docufide is committed to making the web application intuitive and easy-to-use, as well as accessible to as many users as possible, including users with visual, hearing, or motor impairments. To achieve this goal, Docufide is continuously making usability improvements to the web application, and currently has taken the following steps to make the application accessible:

- Platform independent – the application is accessible across platforms and web browsers and is tested on a wide variety of popular web browsers including Internet Explorer 6.0+, Firefox 3+, Safari, Opera, Chrome, and Netscape.
- Consistent design – the design and layout of links, navigation and other page elements are the same throughout the application to make it easier for users to learn and use Docufide's application.
- Text menus – menus are navigable through text for users that may use screen reader links.



- Color – all necessary information is conveyed via text rather than relying on color elements.
- Keyboard alternatives – users can use navigate through the application using the TAB and ENTER keys as an alternative to using a mouse or other pointing device.
- Descriptive links – links contain descriptive information to make it easier for users employing screen readers to navigate through the application.
- Help – context-specific help is provided when appropriate to assist users to complete necessary tasks.
- Co-branding – application can be co-branded with CEPI logos, banners, and other representative elements.

B.10 Back-up and Recovery

Docufide Backup, Recovery and Disaster Planning

Docufide maintains a robust Backup and Recovery methodology as detailed in its operations Backup and Disaster Recovery Plan. This plan includes the following:

- Tier 1 hosting with IS West in a secure and disaster resistant hosting facility, including redundant internet backbone connections, redundant power grid links, robust backup generators, etc.
- High quality server components supplied by Dell Computers with 4 hr onsite server contract.
- Mission critical hardware components are deployed in a High Availability mode with redundant components.
- RAID 5 disk subsystems (highly fault tolerant) for all database and mission critical systems
- Use of GFS (Grandfather, Father, Son) tape backup and rotation strategy on a daily/weekly/monthly basis.
- All backup tapes rotated offsite to a secure location on a weekly basis.
- Additional (redundant) daily offsite backup to a secure online backup system to be used in the event of major disaster and to bring systems online in a geographically distinct location.
- High quality database system (pgSQL) that provides for full transactional integrity, with detailed transaction logs, roll-back, etc (point in time recovery to last completed transaction).
- In the event of complete knock-out of Docufide's hosting provider (IS West), we have a strategy in-place to bring operations back online within 48 hrs using offsite servers that need to be configured and brought online; and restoration of data from offsite or online backups.
- In the event of major hardware failure in the facility, all systems can be brought back online in 2-8 hrs using warm servers and components available for this purpose.

B.11 Performance and Scalability

Docufide's systems have been designed, built and enhanced to be scalable, well performing and secure. Docufide understands the importance of performance and scalability as proven by its success with state-wide deployments in Indiana, Nebraska, Minnesota, and South Carolina, and large scale implementations with state college systems in Arizona and Alaska. We are confident that Docufide's hosted solution can scale to meet the needs of CEPI.

Performance and Scalability are achieved using the following approaches:

- The system is deployed in a multi-tier configuration with separation of user presentation, business logic and data access.
- The building blocks upon which solution is based have proven security, reliability, performance and scalability. Red Hat Linux Enterprise (64 bit), Java 6, Tomcat 6, Jboss 4, and Postgres SQL 8.3. These building blocks are utilized in thousands of web sites and web applications, some of them the largest in the world.



- Each component of the system can be scaled. For example, utilizing Docufide's front-end Application Delivery Controller (ADC) and Load Balancer (LB) additional front-end web servers can be deployed as system load increases, additional and larger database servers and SAN's can be deployed as required, etc. This is a proven and battle tested methodology to achieve scale.
- Performance is achieved through careful application of industry best practices for performance (<http://developer.yahoo.com/performance>) use of an ADC (compression, tcp/ip optimization, etc), database tuning, and code profiling and optimization.
- System load, performance, responsiveness, etc., are monitored and actively managed (see section DF 2.8 System Administration).
- Load and scalability testing is conducted periodically to assess the infrastructure's capacity and to provide for capacity planning.

B.12 Maintenance and Technical Support

As a multi-tenant hosted solution serving many states and customers, Docufide is committed to providing a highly robust and well maintained system. CEPI will benefit from a system that has seen many years of operational run-time and maintenance, and support is a regular part of Docufide's operations. Docufide's maintenance and support proposal includes the following already implemented and functioning items:

- Maintenance and support of the system are included in the price.
- Docufide provides technical and customer support services that are available during business hours for all United States time zones. Trained support specialists are available by telephone and email, and respond to web-form information requests made through the Docufide website. Docufide maintains a high standard for support service levels, with a maximum telephone or email response time of 24 hours.
- Assurance that the system provides effective and efficient operations for all users on a continuous basis.
- Assurance that all physical systems and logical systems – including data, files and programs – are properly maintained, updated, and patched including file maintenance activities for updates to files (as required). Updates will include all operating system patches, system modules/components, third party libraries, licensed software, etc.
- Review, resolution and reduction of errors through Docufide's continuous monitoring of both physical and logical components of the system.
- Assurance that physical subsystems will meet the capacity needs as system usage, files, memory, etc., grow.
- Regular and on-going review of all monitoring and system data and on-going tasks to ensure the system is tuned, performing well, responding correctly, has database stability, is meeting system demands, etc.
- Prompt correction of deficiencies found before or after implementation.

B.13 Docufide Quality Management Approach

Deliverable Standards

Docufide's Quality Assurance Department is responsible for ensuring that all deliverable software is thoroughly tested and that it meets the functional and performance requirements set forth in the requirements specifications. The quality assurance process also verifies the accuracy and compliance with CEPI requirements of all documentation, reports, and file exports. In the quality assurance process, Docufide will work in collaboration with CEPI quality



control and project personnel to provide opportunities for review and approval of reports and computer interface designs.

End-User Knowledge Transfer

Docufide will provide documentation that describes the technical and operational characteristics of the system, including the installation of Docufide's Client software and related system requirements. Docufide maintains an extensive online library of technical and operational documents that will be made available to CEPI, LEA's, and postsecondary users. Docufide will provide user's guide and reference documentation for end-users: students, parents, and secondary and postsecondary administrators. This documentation will be made available in both an interactive web-based format and as downloadable documents through the Docufide web site. See the Training section for additional details on end-user training and training materials.

QA Management Processes

All QA activities at Docufide are managed by the QA manager, who in turn reports to the Vice President of Operations. QA test planning and execution are coordinated through the use of industry-standard project management tools and established QA documentation standards:

- Project scheduling software is used to track and report on QA testing progress.
- QA test plans define testing objectives, specific system functionality and user interface areas to be tested, and for each test to be performed: test action, test data (if applicable), expected and actual results.

The testing techniques that are employed in the quality assurance program include:

- Rigorous unit testing at the engineering development level, followed by integration testing by the Docufide QA test team.
- White and black-box testing.
- Volume/load testing.
- Final acceptance and regression testing.

The QA test team also works in collaboration with customer testing personnel to support the final acceptance testing process. Progress reports detailing the results of the testing program are provided to the customer at periodic intervals during the test phase.

B.14 Project Administration and Management

Docufide understands that the success of this project not only hinges on the proper technology and services selected, but also on the proper development and management of the scope statement and project plan. Docufide's management team is experienced in the rapid and successful rollout of statewide student records exchange projects, as witnessed in Indiana, Minnesota, Nebraska, Alaska and launching now in South Carolina (SRE and ETI) and Arizona. Docufide's Project Manager will have all necessary resources available, and the complete commitment of senior management, to properly manage the project deliverables, milestones and schedule, mitigating risk and ensuring all CEPI, district and Docufide team representatives are properly communicated with through the project lifecycle.

In addition to a project management methodology that is in alignment with PMI practices, Docufide has an automated registration and communication process allowing for the rapid capture of necessary contact and technical readiness data, also assessing and scheduling readiness timelines for implementation for all participating high schools. Through this process, Docufide can quickly gather data on all participants; disseminate required material and schedule system rollout and training sessions in an automated and expedited fashion.



Deliverables and Milestones

Figure 10 below provides an example project timeline (which will be adjusted and accompanied by a full project plan once services are contracted). It is intended to identify key deliverables and estimated task durations. Upon award it will be the immediate and ongoing collaborative responsibility of the project team (Docufide and CEPI) to make all required adjustments to this timeline (for example to further accommodate school staff availability issues during certain parts of the school year).

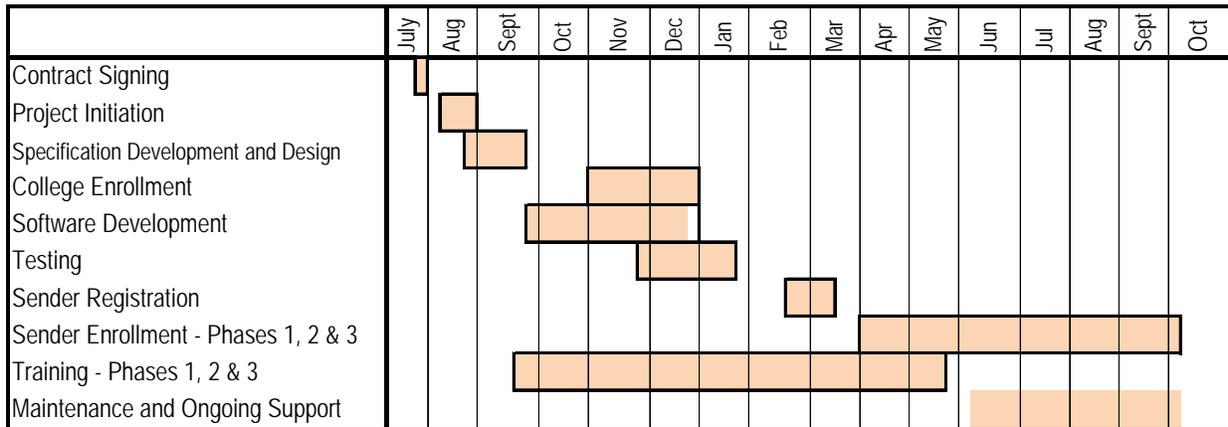


Figure 10. Project Timeline

Participant Registration

Docufide has created an easy to use and efficient online self-service registration process that is preloaded with contact information for each participant (district, individual schools and colleges) to further speed the registration process. As an initial project phase, Docufide will coordinate with CEPI on outreach to all external participants (Michigan high schools and postsecondary institutions) with a call to action to register to participate in the project. School districts initiate registration for their associated schools by:

- Identifying their desired timeframe for implementation.
- Confirming the participating school associated with their district and providing a primary contact for each (typically the Principal or AP).
- Downloading and signing the sender agreement. A signed copy of the sender agreement listing the participating school must be on file with Docufide before the service can be made operational.

Receiver Enrollment

Participating schools then have access to Docufide’s GUI and can enroll as receivers by selecting their preferred student record exchange and/or electronic transcript delivery format options and consenting to the online receiver agreement. Enrolled participants are added as destinations to the student record and transcript delivery database after they have been verified by Docufide personnel. Once verified, the school is now ready to receive electronic transcripts and/or student records through Docufide’s secure GUI.

Sender Enrollment

Once district registration is complete, the primary user contacts at the school will receive an email informing them that the system is now capable of processing transcript/student records requests and will be set to live upon completion of user training. They will be provided a training schedule for live, instructor led training and be given access to Docufide’s Document Center,



which is a clearing house for reference guides and self-directed, on-demand training. Once training is complete, Docufide's Implementation Manager will set the school to "live" and they will have access to all other sender functions of the system (defined in detail in the Technical Proposal).

Training

Once installed, selected school personnel can be scheduled for instructor led training. Additional training materials and resources will be provided, including quick reference guides, comprehensive FAQ's and self-guided training modules through Docufide's Document Center. Refresher training sessions are provided as needed throughout the project lifecycle.

B.15 Project Communications Approach

Communications Plan

Docufide employs an integrated project reporting approach that is designed to provide a high level of project visibility. Communication through meeting, email, written and web-based reports ensure that all project participants are kept well-informed regarding project status and progress.

Bi-Weekly Status Reports

After the project is initiated, this deliverable is produced on a bi-weekly basis, individually by the departments making up the project team. These reports communicate progress against deliverables to the Project Manager and are designed to meet the needs of a management-level audience. They are also used by the Project Manager and the Project Team to monitor and control the work.

The Project Status Report is a narrative summary of overall project/function status and performance that summarized results, issues and upcoming plans. It focuses on highlights, exceptions and matters requiring management attention. The project status report is accompanied by any needed project change requests.

The weekly status reports are rolled up into a Project Management Report, a consolidated document that includes a detailed Project Schedule and Milestones section. This section presents target start and completion dates for the key project tasks as well as presenting major milestones that have scheduled completion dates and measures progress against these dates. All reports will contain a cover page which includes the following: Contract number, contract expiration date, report name, deliverable name, name of vendor, assigned Project Manager, date of deliverable or report and time period of deliverable or report. Additionally, Bi-weekly Status Reports will be submitted to CEPI in Excel format.

Web Reporting

Docufide uses a set of web-based tracking tools to provide real-time project status, progress and issue-resolution information to the Project Management team and other project participants. These online tools can only be accessed by authorized individuals having the necessary login and password credentials.

Deployment Tracker

This is an online log that lists all districts and schools that are scheduled to participate in the deployment of the project. The current status as well as dates for key stages in the deployment process is shown for each school. The following data is maintained in this log:

- School Name
- District Name
- Current status of each school during the deployment phase



- School enrollment
- Date of first contact with school
- Date that account information for the school was populated in the Docufide database
- Date that the Docufide Client software is installed at the District or School
- Date that training occurred
- Target live date for the school
- Actual live date.

The deployment tracker allows key stakeholders to run performance reports on percentage complete against target for all stages of the deployment phase. CEPI will be provided a comprehensive bi-weekly progress report, including Deployment Tracker information, in an Excel format.

Rollout Communication Management

The Rollout Program encompasses all of the activities involved in bringing schools online with Docufide's Services. The goal of the program is to bring each participating school to full operational status as quickly and efficiently as possible through proper communication and activities management. Docufide Account Managers use a web-based workflow application called the Rollout Checklist to manage each step in the rollout process. This application tracks the following:

- Installation of the Docufide Client software.
- Frequency and type of customer service and technical support requested by LEAs and provided by Docufide during and after the rollout program.
- Scheduling, confirmation and completion of the training program for end-users.
- Announcements sent to school contacts concerning:
 - Typical responsibilities of school personnel who play a part in the installation and/or adoption of Docufide services.
 - Installation instructions
 - Usage instructions
- Promotion of the initiative to students, staff and administrators.

Project Meetings

The following is a list of meetings to be held during the project:

Project Kick-Off Meeting

Prior to initiating project activities, the Project Manager will schedule a kick-off meeting, to be attended by key Docufide staff and CEPI/MDE project participants. The kick-off meeting is led by the project manager and covers:

- Introductions of all meeting attendees
- Review of project history and goals
- Review of project's statement of work to obtain agreement from all project participants
- Review of the Project Plan and list of deliverables
- Review of roles and responsibilities
- Discussion of the work authorization process and project procedures.

Regular Status Meeting

Meetings will be held bi-weekly to cover:



- Current project status and progress relative to scheduled targets.
- Discussion of planned activities and objectives for the coming week.
- Issues: Introduction, discussion, responsibility and resolution.
- Customer questions and change requests.

Because of location considerations, status meeting will be conducted via telephone conference calls.

Manager Meetings

The Project Manager will meet with each manager or supervisor individually to discuss specific issues or problem areas. These meetings are conducted on a daily basis to help monitor the true status of the project.

Risk Management Approach

Docufide will review the risk management plan with CEPI to identify and evaluate risks to the project timeline and success and ensure the risk register is thorough. Docufide subscribes to the project management philosophy that risk management is a vital process to successful projects and provides all team members with visibility to the risk register. Risks can come from a variety of sources and it is important to consider all types. Docufide will follow a process for risk quantification that will take into account the probability and severity of the risk, as well as the impact of the risk. Docufide's experience with statewide implementations, coupled with CEPI's knowledge of the PK-12 institutions, will enable the Project Manager to effectively manage these risks.

Probability of Occurrence

Docufide assesses the probability of occurrence for each risk and evaluates it in relation to the impact of the risk. The below risk matrix outlines several of the risks faced by this project and the associated probability of the risk. Viewing the risk in terms of the probability and the potential impact to the project enables the Project Manager to determine the appropriate response to the risk.

Lifecycle Timing

The risk management plan will be developed in the initial phase of the project alongside the finalized project plan. The early identification and planning will aid the project's visibility to these risks and the ability to mitigate the risk. The registry of identified risks should be revised on a regular basis and updated when new to the project are identified and/or when the phase of a risk is completed.

Frequency

Risk analysis on a project is ongoing and needs to be completed on a regular basis. The Docufide Project Management team will hold a monthly risk assessment meeting to review the risk register, adding newly identified risks and reassessing whether the impact of a risk has changed based on the current project phase.

Scope Management Approach

Docufide will use its existing Product Review Board to capture and process requested changes in project scope, including but not limited to Docufide's application software. The Product Review Board meets once monthly to analyze suggested changes to scope, system enhancements or extensions. Submissions to the PRB are made through a web-based portal where change requests are captured and prioritized for discussion and approval. If a change request is submitted and the request is determined to be outside of the scope of the original



project, Docufide will return a cost estimate to CEPI and an estimated schedule impact as a result of the change. In-scope change requests submitted by CEPI will be reviewed by Docufide and incorporated into the applicable specifications and acceptance test procedures.

Organization Change Management Approach

A Project Advisory Committee will be established at the start of the project and it will fulfill a crucial role – examining and aligning the project’s structural and cultural organizational change requirements, and the best approach to ensuring a maximized project acceptance and usage throughout its lifecycle.

B.16 Training & Documentation

Docufide brings more than five years of end-user training and over three years of statewide project training experience to this project. Docufide training personnel have trained administrators at close to 1,000 high schools across the United States and, as a result of this experience, have developed training techniques and materials that make it possible to bring end-users up to speed quickly and knowledgeably. In designing the training program, Docufide will, with CEPI assistance, perform a training needs analysis during pre-launch activities to determine:

- The target audiences for specific training programs, including LEAs, CEPI, postsecondary, and other state agency users of the Docufide system
- The specific training requirements for each target audience, based on their intended interaction with the Transcript Exchange, Repository, and EDS Systems
- An assessment of available resources within Docufide and the trainee organizations
- Practical and feasible training project schedule
- Management and communication strategy for the training program

Repository System Training

Docufide will provide training for CEPI personnel that will be accessing the system to monitor system activity and usage and to use the analytical tools and reports provided by the system (Repository) prior to rollout and as needed.

LEA and Postsecondary Personnel Training

Docufide will provide a comprehensive, field-tested training program for selected LEA personnel, designed to develop facility in using the system and in accessing related information resources. The training program will incorporate the following features:

1. The LEA and postsecondary training program will focus specifically on the activities that the user will be performing and the system functionality that will be available to each user group
2. Training will be conducted by experienced Docufide training personnel, each with several years of experience in both the development of the training curriculum and the delivery of training services.
3. In Docufide’s experience, full working knowledge of relevant system functionality for LEA and postsecondary users can be attained in a single training session, typically requiring no more than an hour.
4. Docufide user training sessions are conducted in an online webinar format, led by Docufide training personnel.
5. Training sessions are structured to include question-and-answer sessions for participants and the identification of additional sources of information for future reference.

Training Data Collection



Docufide brings extensive experience in the management user training programs that address the needs of:

- LEA registrar and records management personnel
- Guidance counselors
- Admissions officers
- LEA and postsecondary administrators

Docufide maintains an online training calendar, so that scheduled training dates, times, and scheduled attendees will be visible to both Docufide and CEPI personnel. In the conduct of its user training programs, Docufide compiles a record of scheduled and actual trainings, including projected and actual participants for each training section, by user category. The training curricula for each user-category are documented and will be made available to CEPI. The effectiveness of the training sessions will be monitored through proficiency assessments made at each session. Reports summarizing these training proficiency assessments will be provided to CEPI on a regular basis.

Training Materials

All training materials used by Docufide will be made available to CEPI in both electronic and hard copy format for review. Docufide will also provide these training materials in the appropriate format for user training classes as required.

Online User Aids

Docufide currently provides online user aids in the form of tutorials and Help screens that contain information about system features. Where necessary these online user aids will be updated and/or expanded to address any additional functionality that is developed to meet the system requirements.

Online tutorials have been used with success by Docufide to both augment the initial end-user training and to provide a resource for users to brush up on selected training topics on an as-needed basis. The online tutorials have the advantages of being self-paced, and they are available 24 x 7.

Updated Documentation

To date, Docufide has developed a range of documentation and training materials, including:

- Web-based end-user tutorials and subject references
- "Frequently Asked Questions" documents and web pages targeted to user categories
- Technical and operations documentation
- Online and pc-based demos
- End-user Startup Guides
- Promotional materials for use by school administrators to introduce and promote usage of the Docufide services by staff and students

Prior to the system implementation date, Docufide will provide updated versions of deliverable documentation that reflect any system updates or enhancements that have been made in order to meet CEPI's requirements.

C. Sample *Secure Transcript* Screen Shots



C.1 Student Interfaces

Registration

Students can register for the service through a link placed on their school’s website or directly at Docufide.com. In the first step of the registration process they select an enrollment status and enter a graduation year (i.e. 2009). A student can register multiple schools.

Confirm Your School

High School Selected: Alton Central High School, Alton, NH

Enrollment Status: Currently Enrolled Not Currently Enrolled

Year last attended or expect to graduate: 2008 ▾

If you would like to send transcripts from more than one school, click "Save, Add Another" below.

Back

Save & Add Another

Save & Continue

Screen 1. Confirm School

The student then provides basic information that is used to match the student to a transcript.



Create Your Secure Transcript Account (Registration 1 of 4)

We need the following information to create your account and process your transcript requests.

Student's First Name: <input type="text"/> * Student's Middle Name: <input type="text"/> Student's Last Name: <input type="text"/> * Generation: <input type="text"/> Date of Birth: <input type="text"/> / <input type="text"/> / <input type="text"/> * Gender: <input type="text"/> * Phone: <input type="text"/> Address: <input type="text"/> City: <input type="text"/> State: <input type="text"/> Zip: <input type="text"/>	The following fields may be required to the student's transcript SSN (last 4 digits): <input type="text"/> <i>Your social security number (if provided) will be shared with destinations you select, because they may require it or process your transcript.</i> Student ID: <input type="text"/>
---	--

Screen 2. Enrollment Information

The student provides an email address, which is validated as the last step in the registration process through an instant email verification message.

Log In Information (Registration 3 of 4)

Please provide your email address and a password. This is necessary to log in to Secure Transcript at any time to check the status of your transcript requests.

E-Mail Address: <input type="text"/> * E-Mail Address (confirm): <input type="text"/> * Password: <input type="text"/> * Password (confirm): <input type="text"/> *	Please choose a password with at least five characters. *Required field
--	--

Optional Services

Docufide Newsletter
 Stay on track with college-planning information. You'll receive information tailored to your interests, including college searches, admission, financial aid, and other information that will help you make the best college choices.

Student Outreach Services
 Say "yes" to this free service and you'll hear from colleges, scholarship programs, and lenders looking for students like you. Here's how it works: We send basic information about you (such as grade level and state) to a variety of schools and programs. Then the schools and programs send you information about themselves, so you can see if they fit your college plans.

Screen 3. Log In Information

Once registration is completed and the student's email address is validated, the student reaches the Welcome page, branded with their school's logo and welcome message.



Welcome to Secure Transcript

⚠ Welcome to Docufide.

A message from Alton Central High School:

Welcome to Secure Transcript. We offer this service to make ordering transcripts easier for you. It's also more efficient for your school, and will deliver your transcripts to the destinations you choose in the format they prefer.

If you have any questions about Secure Transcript, click "Help" above.

[Back](#)
[Continue](#)

Screen 4. Welcome Screen

Student Initiated Transcript Requests

Once registered, a student can place a transcript request by selecting their desired destination(s) from Docufide's database, including all accredited colleges and universities in the United States. If a student enters a destination from outside of the database, Docufide requires a transcript request form to be printed at the end of the request, signed, and faxed to Docufide for signature verification.

Where Do You Want to Send Your Transcript? (Transcript Request 1 of 4)

College/University
 NCAA
 Other Destinations

Search for a destination by any combination of Name, City, State, and Country.

Name:

City:

State:

Country:

[Search](#)

After you select the schools you want, you can continue to search and select as many destinations as you wish. When you are done, click **Continue** to review your selections.

[Continue](#)

MATCHING DESTINATIONS

	Name	City	State	Country
<input type="checkbox"/>	Luther College	Decorah	IA	United States
<input type="checkbox"/>	University of Iowa	Des Moines	IA	United States

[Continue](#)

If the destination you are looking for is not listed, please check the spelling and search again. If you can't find it try selecting the city, state, and/or country where the institution is located. If you still can not find it, [enter the destination information yourself.](#)

Screen 5. Select Destinations

After selecting the destinations, the student then receives a summary of their transcript requests. For each request, the student is provided with a unique Document ID number (DID#), the name of the recipient, the method of delivery (electronic/mail), the transcript type (current/next grading period), the fee charged (if any), and, if applicable, whether an Electronic Guidance Counselor Report/Electronic Secondary School Report (eSSR) request has automatically been initiated.



Thank You For Your Order
 Thank you for ordering your transcripts through Secure Transcript. You have requested that we send transcripts to the following institutions

ORDER DETAILS

Document ID Number	Recipient	Delivery Method	Document Type	Fee
T32FH8U	University of Iowa	Electronic	Current Transcript	\$0.00
TR3W9HI	Luther College	Electronic	Current Transcript	\$0.00

We thank you for your order. Here's what you can expect next.

Confirmation

- The credit or debit card you entered has been billed \$10.00. Please print this page for your records.
- You will receive confirmation by email that we have received your order.

Approval

- Your transcript request is now available to Bishop Chatard High School. If you selected "Transcript including grades for the current semester" for one or more transcripts, your school will be asked to hold approval of those requests until grades are posted for the current grading period.
- As soon as your school approves and uploads your transcript to Docufide you will be notified by email.

Delivery

- Docufide will process your transcript for delivery by mail and/or electronic delivery (based on the preference of the destinations you selected).
- Colleges who receive them electronically can download them immediately. You will be notified as soon as they do.
- If your transcript is to be sent by mail, it will be printed within 24 hours of being received, scanned and delivered to the post office - which triggers a confirmation email to you that it was mailed.

Note: It takes 3-7 business days to arrive by mail and then it takes many colleges 4-6 weeks to process transcripts once they have been received. Many will not confirm receipt until they have processed the transcript and updated your file. Regrettably these paper processing procedures and delays are not something that we have any control over.

Order Status

- If you have any questions about your order, you can log on to Secure Transcript at any time, and by going to "Order Status", view the status of your transcript requests. You may also request additional transcripts without having to re-register.
- If you have any questions, please email us at customerservice@docufide.com.

Screen 6. Order Confirmation

The DID# follows the document through the entire delivery process. At any time the student can log in and check on the status of the request using this tracking number. Additionally, the student receives notification emails when the request is:

- Received by Docufide.
- Approved by their school.
- Received at the destination.

Transcript Requests
 Below is a list of the transcripts you have requested and the status of each request.

ORDER HISTORY

Document ID Number	Destination Name and Address	Requestor	Document Type	Delivery Method	Date Ordered	Date Completed	Order Status
T32FH8U	Luther College 700 College Avenue Decorah, IA 52101	Student	Current Transcript	Electronic	01/31/2009	02/02/2009	Complete: Download Confirmed
TR3W9HI	University of Iowa 107 Calvin Hall Iowa City, IA 52242	Student	Current Transcript	Electronic	01/31/2009		Pending Registrar Approval

[Done](#)

Screen 7. Order Status

C.2 Administrator Interfaces

School Initiated Student Records/Transcript Requests

In addition to student initiated requests, the service allows transcripts and (optionally available) complete student records to be requested by participating schools (LEAs or colleges) on behalf of a student or entire class (for LEA transfer purposes).



Request Student Records or Transcript

Please choose to send or receive a transcript or student record.

To send or receive a student's transcript or student record, select an option below. Students will be notified by email of all transcript requests for transcripts made on their behalf.

<p>Send a Transcript or Student Record</p> <p>To request a transcript to be sent from your school, begin by selecting the student.</p> <p style="text-align: center;">Continue to Select Student</p>	<p>Receive a Transcript or Student Record</p> <p>To request a transcript for a student who is applying, enrolling, or transferring to your school, begin by selecting the school the student attends (or attended).</p> <p style="text-align: center;">Continue to Select School</p>
---	---

Screen 8. School Initiated Request

Registrars and/or guidance counselors can request student records or a transcript on behalf of a selected student that attends their school, and/or to request student records or a transcript for a student from another LEA who is transferring to their school.

Request Student Transcripts or Student Records (Step 1 of 4)

Enter the student's name or known identifiers (SID, SSN#, DOB) and click "Search". Find and select the desired student in the list below, then click "Continue".

Student's Last Name: Student's First Name:

State UID: SSN# (last 4 digits)

Date of Birth: / /

[Search](#)

MATCHING STUDENTS/ALUMNI

	Last Name	First Name	State UID	Class Of	Date of Birth	Gender	Date Registered
<input type="radio"/>	Smith	Jane	ST3324	2008	02/13/1990	F	09/12/2007
<input type="radio"/>	Smith	John	ST9923	2008	05/16/1990	M	09/08/2007

[Back](#)
[Continue](#)

Screen 9. Select Student

Once the student is identified, the requestor selects the destination(s). If the request is for a transcript, the student will receive an email notification when it is successfully delivered.



Request Student Records or Transcripts (Step 3 of 4)
Select a destination.
 Once checked, you can continue to conduct as many searches as needed until you have selected all your destinations

School:
City:
State:

Continue to search and select as many destinations as you wish. When you are done, click "Continue" to review your selections.

Matching Destinations

	Name	City	State
<input type="checkbox"/>	Luther College	Decorah	Iowa
<input type="checkbox"/>	University of Iowa	Iowa City	Iowa

Screen 10. Select Destination

The requestor confirms that the right student has been selected.

Request Student Records or Transcripts (Step 4 of 4)
Please confirm the students selected below.
 For an explanation of any of the fields on this page, click the question mark.

Matching Destinations

School Name ?	Student Name ?	Student ID ?	Document Type ?	Application Tracking # ? (optional)
Des Moines High School	Smith, John	ST3342	Student Record	<input type="text"/> Delete
University of Iowa	Jones, Mary	ST334	Transcript	<input type="text"/> Delete

This request is in compliance with FERPA (Federal Education Rights Privacy Act). A student signature is not required because the student is transferring or applying to the receiving school or university.

Screen 11. Confirm Student



College Initiated Transcript Requests

Colleges and universities also have the ability, using a single query, to request mid-year and final transcripts for multiple students (from any school) who have previously applied to the college or university.

Request Student Transcripts (Step 1 of 2)

You may search by school or any combination of the following criteria: school name, graduating class, last name of the student, or date range of application

After entering the search terms, clicks "Search" to view student that have previously sent one or more transcripts to your college or university.

Select the students whose transcripts you want to request and click "Continue."

School Name:

Class Of:

Last Name:

Application Date Range: to

MATCHING STUDENTS

<input type="checkbox"/>	School Name	Class Of	Transcript Date	Last Name	First Name	Date of Birth
<input type="checkbox"/>	Arcadia High School	2008	11/12/2007	Jones	Joan	02/13/1990
<input type="checkbox"/>	Arcadia high School	2008	01/10/2008	Jones	Michael	05/16/1990
<input type="checkbox"/>	Arcadia High School	2008	11/12/2007	Jones	Joan	02/13/1990
<input type="checkbox"/>	Arcadia high School	2008	01/10/2008	Smith	Michael	05/16/1990
<input type="checkbox"/>	Arcadia High School	2008	11/12/2007	Smith	Joan	02/13/1990
<input type="checkbox"/>	Arcadia high School	2008	01/10/2008	Smith	Michael	05/16/1990

Students must register with Secure Transcript to make their transcripts available. If you cannot find a student here, they may not yet be registered with Secure Transcript or may not have used the system to send a transcript.

Screen 12. Search for Students

Process Student Records/Transcript Requests

The Registrar logs onto the site, typically every day during the peak seasonal, or when reminded by an email notification, and accesses the online To-Do list of student records and transcript requests that need to be approved. Once approved, school administrators upload the student transcript for processing and delivery.

If the request is for a transcript, the student receives notification by email indicating that their transcript has been approved and released whether the request was initiated by the student, their parent, their school, or the school they are applying or transferring to. Order status is also available online at any time to all participants, detailing a transcript's progress from request, through approval and delivery. Escalation controls allow Docufide's staff to ensure that student requests are handled by school personnel in a timely manner.



Process Transcripts and Student Records Requests (Step 1 of 2)

The following transcript and student records requests are awaiting approval. Select any student's name to view detailed order information.

For each student in the list below select:

Approve to confirm that you will retrieve the student's records, and to authorize Docufide to release and their transcript or student record.

Hold to defer the processing of this request and notify the requestor that the request has been delayed while any issues are resolved.

Process Manually to confirm you approve the request and will process the request manually from your office.

TO DO LIST: TRANSCRIPT AND STUDENT RECORD REQUESTS

- View requests for student records only
- View for current transcripts only.
- View all transcript requests, including those for next grading period.
- View all requests.

Student	Class Of	Date Ordered	Request Type	Action
Kinnucane, Cassondra	2008	01/31/2009	Student Record	<input type="radio"/> Approve <input type="radio"/> Hold <input type="radio"/> Process Manually
Thompson, Lisa Marie	2008	02/01/2009	Transcript	<input type="radio"/> Approve <input type="radio"/> Hold <input type="radio"/> Process Manually

To view details about the student and destinations, click on the student name link.

[Continue](#)

Screen 13. To Do List for Student Records and Transcript Requests

At any time, the Registrar may view complete student registration and order information. They can instantly see where each student's document requests (whether by the student, LEA, or recipient) and have the email address of the student readily available if they have any questions.

Process Student Records and Transcripts (Student Detail)

To return to the list of students, click "Back" below.

STUDENT INFORMATION

Student Name	E-Mail Address	Class Of	Birthdate	Student ID	SSN (last 4 digits)	Gender
Kinnucane, Cassondra	ckinnucane@gmail.com	2009	11/26/1987		4432	F

The student requested transcripts to the following destinations:

DOCUMENT REQUESTS

Recipient	Address	Requestor	Delivery Method	Date Ordered	TID/DID#	Record Type
Sunset High School	1234 Main Street Suite 1000 Des Moines, IA 50319	Student	Electronic Download	02/15/2008	R392MH9	Student Record
Luther College	700 College Avenue Decorah, IA 52101	Student	Electronic Download	01/20/2009	T43H8T	Current Transcript (initial transcript)

[Back](#)

Screen 14. Registered Student Information

Process Incoming Student Records/Transcript Requests

When registering, an administrator from a participating educational institution may enroll their LEA (or college for transcripts) to receive student records electronically by selecting their preferred delivery format. Each new account is verified by Docufide before being added to the database of available destinations. Once verified, administrators are automatically notified via email when records are available for download (no more than one email per day). When they log onto the site they will see the records that are awaiting download. Records will be available for download in SIF XML, PESC XML, TS130 EDI, and PDF formats. Alternatively, LEAs utilizing the SPEEDE/ExPRESS Server can select delivery through the Texas Server, delivered as EDI.



Receive Admission Documents (Step 1 of 2)

Please select the documents you want to download.

The following documents, which may include transcripts, secondary school reports, letters of recommendation, and other admission documents, are available for download. Please select the documents and download options, then click "**Continue**" to complete and confirm the download.

DOCUMENTS AVAILABLE FOR DOWNLOAD

Select All	Document Type	DID#	Date Sent	School	Student Name/ Document Information	Student DF ID#	SSN (last 4)	Appl. lication #
<input type="checkbox"/>	Initial Transcript	T0T5BBE	10/24/2008	Bishop Chatard High School	Baker, Cynthia	12826	1111	NA
<input type="checkbox"/>	Guidance Counselor LOR	COR4BB3	10/24/2008	Screaming Eagle High School	Johnson, Lisa	223112	NA	NA
<input type="checkbox"/>	Initial Transcript (eduDOCS)	COR4R32	10/24/2008	Screaming Eagle High School	Johnson, Lisa	223112	NA	NA

DOWNLOAD OPTIONS

- Download a zip file containing a single PDF that combines all selected transcripts (initial, mid year, and final) and separate PDF files for all other selected documents including eSSRs, eduDOCS and Secure Direct Transcripts, Secondary School Reports, Letters of Recommendation, and other admission documents. [more info](#)
- Download a zip file containing a separate PDFs for each document selected. [more info](#)

[Download a free PDF reader from Adobe](#)

Screen 15. Student Records/Transcripts Available for Download

After the record(s) are downloaded the user is asked to confirm that the download was completed. This allows Docufide to change the transaction order status in the system log and reporting and, in the case of a transcript delivery, to send an email notification to the student informing them that their transcript was successfully delivered. Receiving schools have the ability to include a custom message in these confirmation emails.

Receive Admission Documents (Step 2 of 2)

Please download and confirm the selected documents.

An automatic download should start within 2 seconds. If it does not, [download the selected documents](#). If you are unable to view the contents of the zip folder, click this link again and select "Save" rather than "Open" when prompted.

Once you complete downloading the zip file, confirm that the download is complete by clicking on the "**Confirm Download**" button. Confirming that the download was successful allows Docufide to notify the students who placed transcript requests that their transcripts were received.

DOCUMENTS DOWNLOADED

Document Type	DID#	Date Sent	School	Student Name/ Document Information	Student DF ID#	SSN (last 4)	Appl. lication #
Initial Transcript	T0T5BBE	10/24/2008	Bishop Chatard High School	Baker, Cynthia	12826	1111	NA
Guidance Counselor LOR	COR4BB3	10/24/2008	Screaming Eagle High School	Johnson, Lisa	223112	NA	NA
Initial Transcript (eduDOCS)	COR4R32	10/24/2008	Screaming Eagle High School	Johnson, Lisa	223112	NA	NA

Screen 16. Confirm Student Records/Transcripts Download

Electronic Guidance Counselor Report/Secondary School Report

Each registered college or university can determine the information to be included in the Electronic Guidance Counselor Report/Secondary School Report (eSSR). When determining what information to include, the college or university can select from several default options or a completely customizable option. Once the college or university administrator has determined what information to include in the report, the administrator can view a sample PDF of the report.



electronic Secondary School Report			
[School Name]			
Applicant Information		eSSR Completed By	
Student Name:	[Last], [First] [M]	Name:	[First] [Last Name]
State Student ID #:		Title:	[Title]
Docufile Student ID #:		Phone Number:	(###) ###-#### ext.###
Social Security #:	####	Fax Number:	(###) ###-####
Email Address:	[Email address]	Email Address:	[Email Address]
Date Of Birth:	###/###/####	<input checked="" type="checkbox"/> Would like a phone call to discuss this applicant	
Gender:		School Information	
Phone:	(###) ###-####	School Name:	[School Name]
Address:	[Street address]	Address:	[Address Line 1]
	[City], [ST] #####		[Address Line 2]
This student has waived the right to view this document			[City], [ST] #####
eSSR Information		County:	[County Name]
eSSR ID#:	#####	CEEB/ACT Code:	#####
Application/Jacket ID:		School Type:	[Public/Private]
eSSR Prepared on:	###/###/####	School Accreditation:	accredited
Number of Pages:	4	District Name:	[District Name]
Current Year Courses			
First semester			Second semester
Course Name	Level	Value	Course Name
[Course name]	[Level]	[Value]	[Course name]
[Course name]	[Level]	[Value]	[Course name]
[Course name]	[Level]	[Value]	[Course name]
[Course name]	[Level]	[Value]	[Course name]
[Course name]	[Level]	[Value]	[Course name]
[Course name]	[Level]	[Value]	[Course name]
[Course name]	[Level]	[Value]	[Course name]
[Course name]	[Level]	[Value]	[Course name]
[Course name]	[Level]	[Value]	[Course name]
Diploma Information			
Will this student be awarded a high school diploma:	[Yes/no]		
Is this student pursuing a state academic honors diploma:	[Yes/no/NA]		
Diploma type student is expected to receive, or has received:	[Diploma type from pulldown]		
if other, diploma type:	[Freeform response]		
Is the student expected to qualify as a National Merit Scholar:	[Yes/no]		
if no, semifinalist or finalist:	[Yes/no]		
Application type:	[Early decision/early action/regular decision/other]		
Explain other:	[Freeform response]		
Enrollment			
School's graduation date:	###/###/####		
Student's enrollment date:	###/###/####		
Student's leave date:	###/###/####		
Explanation for why student left school:	Was graduated/will graduate/withdrew		
eSSR ID# #####		Page 1 of 4	

Screen 17. Sample eSSR PDF

As eSSR requests are initiated when students request transcripts, the Guidance Counselor can log into the site and access the online To-Do list for eSSR requests. The Guidance Counselor selects the student and then completes the online report.



Process Electronic Guidance Counselor/Secondary School Reports (eSSR)

To complete an eSSR, select a student and click "Continue."

To cancel an eSSR request, select the Delete button next to the college. The college will be informed that the eSSR will not be completed online.

To track the progress of submitted eSSRs, or to add an eSSR request for a student who has already placed a transcript request, select "Report" above.

[Click here](#) to prepare an eSSR for a student whose transcript was not requested through Secure Transcript.

TO DO LIST: eSSR REQUESTS my eSSR requests all eSSR requests

Student	Transcript	Date Requested	College	
<input type="radio"/> Rosemarie Diegnan	Pending Upload	08/03/2007	Luther College	<input type="button" value="delete"/>
<input type="radio"/> John Smith	Pending Upload	08/03/2007	University of Iowa	<input type="button" value="delete"/>
		08/03/2007	Luther College	<input type="button" value="delete"/>

Screen 18. eSSR To Do List

The Guidance Counselor completes the eSSR online. General school and class information is auto-populated so that the Guidance Counselor only has to enter this information once when completing the form for the first student in the graduating class.

Prepare Electronic Secondary School Report for <Student Name>

Complete eSSRs for John Smith for the following schools: American University, Butler University, Columbia College

Please complete and verify the information below. When preparing an eSSR for students in the current graduating class, changes to general information are saved to your eSSR template and applied to all future eSSRs. Changes to general information for students in other classes apply to the current eSSR only.

The system auto-saves your data every 10 minutes.

* = required field

+ Applicant Information (not editable) ✓ Section Complete
(Select "*" sign to open section)

+ Current Year Courses ✗ Section Incomplete
(Select "*" sign to close section)

- Diploma Information ✗ Section Incomplete
(Select "*" sign to close section)

Will this student be awarded a high school diploma? Yes No

Is this student pursuing a state academic honors diploma? Yes No Not Applicable

Diploma type student is expected to graduate with (or has received)

If other, please identify

Is this student expected to qualify a National Merit Scholar? Yes No

If not, is this student a semifinalist or finalist? Yes No

What is the application type? Early Decision Early Action Regular Decision Other

If other, please explain

- Enrollment ✗ Section Incomplete
(Select "*" sign to close section)

School's graduation date

Student's enrollment date

Student's leave date (if any)

If applicable, explain why this student left the school Was Graduated Will Graduate Withdrew

+ SEVIS ✓ Section Complete
(Select "*" sign to open section)

+ EVALUATION ✓ Section Complete
(Select "*" sign to open section)

+ SCHOOL INFORMATION ✓ Section Complete
(Select "*" sign to open section)

- COUNSELOR INFORMATION ✗ Section Incomplete
(Select "*" sign to close section)

+ ATTACH DOCUMENTS 2 Attachments
(Select "*" sign to open section)

I confirm that the information I am providing is accurate.

Confidentiality
We value your comments highly and ask that you complete this form in the knowledge that it may be retained in the student's file should the applicant matriculate at a college receiving this eSSR form. In accordance with the Family Educational Rights and Privacy Act of 1974, matriculating students do have access to their permanent files, which may include forms such as this one (unless that right has been waived). Unless required by state law, colleges may not provide access to admission records to applicants, those students who are denied admission, or those students who decline an offer of admission. Again, your comments are important to us and we thank you for your cooperation. These colleges are committed to administer all educational policies and activities without discrimination on the basis of race, color, religion, national or ethnic origin, age, handicap, or gender.

Screen 19. Complete eSSR Form



Online Reports

Authorized users sending electronic transcripts/student records can access comprehensive online reports to track of individual requests, or view all requests by order status, date, receiving school, or other variables.

Transcripts Sent
 Search for a particular student, transcript, or range of transcripts.
 You may use any combination of the fields below.

Student Last Name: Date Ordered: to
 Receiver: Date Approved: to
 TID/DID #: Date Delivered: to
 Class Of: Document Type:
 Order Status:

Click a column heading to re-sort the results. Click on a student's name for more information.

	Student Name / Class Of TID/DID#	Date Ordered Date Approved	Date Delivered Receiver	Document Type Document Status
1	Smith, John / 2009 T0TSSGE / Mid Year Transcript	01/28/2009 01/29/2009	01/30/2009 Carnegie Mellon University	Mid Year Transcript Complete: Download Confirmed
2	Mary Jones T99GH15 / Mid Year Transcript	01/28/2009 01/29/2009	01/29/2009 University of Iowa	Mid Year Transcript Complete: Download Confirmed

[Export report to Excel](#)

Screen 20. Online Report – Student Records/Transcripts Sent

Comprehensive reporting is also available to receivers of electronic student records/transcripts. Schools can track individual student records and transcript requests, and view all requests by order status, date, and sending school.

Admission Documents Received
 Search for a particular student, document, or range of documents.
 You may use any combination of the fields below. Documents may also be downloaded again for up to 30 days after the first download was confirmed. To download an individual document, click the TID/DID#. To download multiple documents as a combined file, select the appropriate checkboxes and click "Download Selected Documents".

Sending School: Date Sent: to
 Student Last Name: Date Downloaded: to
 TID/DID #: Document Type:
 Order Status:

Click on the column headings to sort the list by different criteria. Click on a student's name for more information.

	Student Name/Document Information DID #/TID # / Document Type	SSN # Application #	Date Sent Date Downloaded	Sending School Document Status
1	Mark Cohen T3EF98T / Mid Year Transcript	3324 APP3323	01/31/2009 02/02/2009	Alton Central High School Complete: Download Confirmed
2	Mary Jones T99GH15 / Mid Year Transcript	3256	01/30/2009 01/31/2009	Screaming Eagle High School Complete: Download Confirmed
3	Peter Smith T9UB44 / Mid Year Transcript	2351 AP332	02/01/2009 02/02/2009	CCHS Complete: Download Confirmed

Screen 21. Online Reports – Student Records/Transcripts Received



Online School Profiles and Directory Information

All authorized users can log on to their account and locate contact information and retrieve school profiles posted by participating schools and colleges. As part of the *Secure Transcript* service, high schools have the opportunity to upload a copy of their school profile which is then made available to schools receiving electronic records and transcripts from Docufide. Schools may log on and locate contact information (name, phone, email), and school profiles for participating high schools. Instantly a real-time communication path is established between LEA and LEA, and LEA and postsecondary administrators focused on the same task; ensuring students are efficiently and successfully processed.

School Information

Docufide, Inc. has been appointed to act as an authorized agent by New Albany High School permitting Docufide to process and deliver student transcripts and student records from this high school. In this role Docufide delivers these official transcripts and student records on paper or via electronic means.

Following is contact information for the requested high school. If a more detailed profile is available, it can be downloaded at the bottom of this page.

<p>District Information New Albany-Floyd County Schools 2813 Grant Line Road New Albany, NY 47150</p> <p>Contact: Stephanie Roberts Asst. Superintendent, Student Services (433)655-6656 sroberts@nalbanyfc.edu</p>	<p>School Information New Albany High School 1020 Vincennes Street New Albany, NY 47150</p> <p>Administrator responsible for approving and uploading transcript: Becky Greer Principal's Secretary (435)555-5555 bgereer@nalbany.edu</p> <p>Administrator responsible for downloading transcripts: Lisa Jones Guidance Counselor (435)555-5555 ljones@nalbany.edu</p>
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[School profile](#) for <Sending School name>

Back
Done

You can download a free PDF reader from Adobe [here](#).

Screen 22. Online School Profile and Contact Information



D. State of Michigan Master Agreement

This Agreement is made and entered into on July 15, 2009, by and between the State of Michigan, and Docufide, Inc. with a principal office located at 1990 S. Bundy Drive, Suite 300, Los Angeles, CA 900625 ("Docufide").

RECITALS:

STATE is a member of the Midwest Higher Education Compact ("MHEC") and desires to participate in the E-Transcript Initiative ("ETI") established by MHEC and being designed, developed, deployed, and operated by Docufide. The service will facilitate the electronic transfer of transcripts and related student information (a) from participating public and private high schools in STATE to participating public and private colleges and universities within any Participating MHEC State, and (b) from participating postsecondary institutions in STATE to any participating postsecondary institutions in any Participating MHEC State.

AGREEMENT:

NOW, THEREFORE, for good and valuable consideration, the receipt and adequacy of which is hereby acknowledged, Docufide and STATE hereby agree as follows:

- 1. Master Agreement.** This Agreement is made and entered into pursuant to a Master Development and Services Agreement between MHEC and Docufide dated August 21, 2006 (the "Master Agreement"). All capitalized terms herein, not defined in this Agreement shall have the meanings assigned to them in the Master Agreement. In the event of the termination of the Master Agreement, the provisions thereof that are applicable to this Agreement or the respective agreements of ETI Users in the STATE shall survive until the termination of each such STATE or STATE ETI User agreement shall terminate.
- 2. Enrollment.** STATE hereby agrees to perform all of the duties of a Participating MHEC State as set forth in the Master Agreement and the most recent ETI SOW attached thereto, and to be bound by the terms and conditions thereof, and in particular Sections 8 and 9. Section 14 (except 14.3 and 14.15) of the Master Agreement is incorporated herein as fully as if set forth in full herein, except each reference to MHEC shall be deemed to refer to STATE.
- 3. Fees.** STATE hereby agrees to execute this ETI State Participation Agreement and to be responsible for Payment as described in Schedule I (except for the Optional Items noted until the State exercises the option) and bound by the terms and conditions set forth in Section 6.
- 4. STATE Contact.** STATE shall appoint a management level individual ("STATE Contact") with full authority to (a) administer STATE's responsibilities hereunder, the ETI SOW under the Master Agreement and any Additional Work pursuant to Section 5, and (b) approve or disapprove, on behalf of STATE, the System Functions, any Deliverables, any modules or other parts thereof, and any function and content developed by Docufide, Ownership will remain with Docufide.
 - 4.1 Issuing Office.** This Contract is issued by the Department of Management and Budget, Purchasing Operations and Department of Information Technology for the Office of the State Budget (collectively, including all other relevant State of Michigan departments and agencies, the "State"). Purchasing Operations is the sole point of contact in the State with regard to all procurement and contractual matters relating to the Contract. The Purchasing Operations Contract Administrator for this Contract is:



Buyer Douglas Collier
Purchasing Operations
Department of Management and Budget
Mason Bldg, 2nd Floor
PO Box 30026
Lansing, MI 48909
Email collierd1@michigan.gov
Phone 517/ 335-4804

5. Additional Work. Any amendment to this agreement must be in writing and will not be effective until it has been executed and approved by the same parties who executed and approved the original agreement, or their successors.

Change Requests

The State reserves the right to request from time to time any changes to the requirements and specifications of the Contract and the work to be performed by the Contractor under the Contract. During the course of ordinary business, it may become necessary for the State to discontinue certain business practices or create Additional Services/Deliverables. At a minimum, to the extent applicable, the State would like the Contractor to provide a detailed outline of all work to be done, including tasks necessary to accomplish the Services/Deliverables, timeframes, listing of key personnel assigned, estimated hours for each individual per task, and a complete and detailed cost justification.

If the State requests or directs the Contractor to perform any Services/Deliverables that are outside the scope of the Contractor's responsibilities under the Contract ("New Work"), the Contractor must notify the State promptly, and before commencing performance of the requested activities, that it believes the requested activities are New Work. If the Contractor fails to notify the State before commencing performance of the requested activities, any such activities performed before the Contractor gives notice shall be conclusively considered to be in-scope Services/Deliverables, not New Work.

If the State requests or directs the Contractor to perform any services or provide deliverables that are consistent with and similar to the Services/Deliverables being provided by the Contractor under the Contract, but which the Contractor reasonably and in good faith believes are not included within the Statements of Work, then before performing such services or providing such deliverables, the Contractor shall notify the State in writing that it considers the services or deliverables to be an Additional Service/Deliverable for which the Contractor should receive additional compensation. If the Contractor does not so notify the State, the Contractor shall have no right to claim thereafter that it is entitled to additional compensation for performing that service or providing that deliverable. If the Contractor does so notify the State, then such a service or deliverable shall be governed by the Change Request procedure in this Section.

In the event prices or service levels are not acceptable to the State, the Additional Services or New Work shall be subject to competitive bidding based upon the specifications.

(1) Change Request at State Request

If the State should require Contractor to perform New Work, Additional Services or make changes to the Services that would affect the Contract completion schedule or the amount of compensation due Contractor (a "Change"), the State shall submit a written request for Contractor to furnish a proposal for carrying out the requested Change (a "Change Request").

(2) Contractor Recommendation for Change Requests:

Contractor shall be entitled to propose a Change to the State, on its own initiative, should it be of the opinion that this would benefit the Contract.

(3) Upon receipt of a Change Request or on its own initiative, Contractor shall examine the implications of the requested Change on the technical specifications, Contract schedule and price of the Deliverables and Services and shall submit to the State without undue delay a written proposal for carrying out the Change. Contractor's proposal will include any associated changes in the technical specifications, Contract schedule and price and method of pricing of the Services. If the Change is to be performed on a time and



materials basis, the Amendment Labor Rates shall apply to the provision of such Services. If Contractor provides a written proposal and should Contractor be of the opinion that a requested Change is not to be recommended, it shall communicate its opinion to the State but shall nevertheless carry out the Change as specified in the written proposal if the State directs it to do so.

- (4) By giving Contractor written notice within a reasonable time, the State must be entitled to accept a Contractor proposal for Change, to reject it, or to reach another agreement with Contractor. Should the parties agree on carrying out a Change, a written Contract Change Notice must be prepared and issued under this Contract, describing the Change and its effects on the Services and any affected components of this Contract (a "Contract Change Notice").
- (5) No proposed Change must be performed until the proposed Change has been specified in a duly executed Contract Change Notice issued by the Department of Management and Budget, Purchasing Operations.
- (6) If the State requests or directs the Contractor to perform any activities that Contractor believes constitute a Change, the Contractor must notify the State that it believes the requested activities are a Change before beginning to work on the requested activities. If the Contractor fails to notify the State before beginning to work on the requested activities, then the Contractor waives any right to assert any claim for additional compensation or time for performing the requested activities. If the Contractor commences performing work outside the scope of this Contract and then ceases performing that work, the Contractor must, at the request of the State, retract any out-of-scope work that would adversely affect the Contract.

6. Term. Unless earlier terminated as provided herein, the term of this Agreement shall commence upon the execution hereof and shall continue for three (3) years, with options by mutual agreement (of the parties to the Agreement) to renew for three (3) additional one (1) year periods.

6.1 Termination for Convenience

The State may terminate this Contract for its convenience, in whole or part, if the State determines that a termination is in the State's best interest. Reasons for the termination must be left to the sole discretion of the State and may include, but not necessarily be limited to (a) the State no longer needs the Services or products specified in the Contract, (b) relocation of office, program changes, changes in laws, rules, or regulations make implementation of the Services no longer practical or feasible, (c) unacceptable prices for Additional Services or New Work requested by the State, or (d) falsification or misrepresentation, by inclusion or non-inclusion, of information material to a response to any RFP issued by the State. The State may terminate this Contract for its convenience, in whole or in part, by giving Contractor written notice at least 30 days before the date of termination. If the State chooses to terminate this Contract in part, the charges payable under this Contract must be equitably adjusted to reflect those Services/Deliverables that are terminated. Services and related provisions of this Contract that are terminated for cause must cease on the effective date of the termination.

6.2 Termination for Non-Appropriation

- (a) Contractor acknowledges that, if this Contract extends for several fiscal years, continuation of this Contract is subject to appropriation or availability of funds for this Contract. If funds to enable the State to effect continued payment under this Contract are not appropriated or otherwise made available, the State must terminate this Contract and all affected Statements of Work, in whole or in part, at the end of the last period for which funds have been appropriated or otherwise made available by giving written notice of termination to Contractor. The State must give Contractor at least 30 days advance written notice of termination for non-appropriation or unavailability (or the time as is available if the State receives notice of the final decision less than 30 days before the funding cutoff).
- (b) If funding for the Contract is reduced by law, or funds to pay Contractor for the agreed-to level of the Services or production of Deliverables to be provided by Contractor are not appropriated or otherwise unavailable, the State may, upon 30 days written notice to Contractor, reduce the level of the Services or the change the production of Deliverables in the manner and for the periods of time as the State may elect. The charges payable under this Contract will be equitably adjusted to reflect any equipment, services or commodities not provided by reason of the reduction.
- (c) If the State terminates this Contract, eliminates certain Deliverables, or reduces the level of Services to be provided by Contractor under this Section, the State must pay Contractor for all Work-in-Process performed through the effective date of the termination or reduction in level, as the case may be and as determined by the State, to the extent funds are available. This Section will not preclude Contractor from reducing or stopping



Services/Deliverables or raising against the State in a court of competent jurisdiction, any claim for a shortfall in payment for Services performed or Deliverables finally accepted before the effective date of termination.

7. Notices. Any notice or other communication by either party shall be given in writing and shall be deemed given when actually delivered, one Business Day after it is entrusted to a courier service of national reputation promising overnight delivery service, or three (3) Business Days after deposited in the United States Mail for delivery by registered or certified mail, return receipt requested, with postage prepaid, addressed as follows:

<u>If to Docufide</u>	<u>If to STATE</u>
Docufide, Inc.	Douglas Collier
	State of Michigan
	Purchasing Operations
1990 S. Bundy Drive, Suite 300	PO Box 30026
	530 West Allegan
Los Angeles, CA 90025	Lansing, Michigan 48909
Attn: John Reese, President/CEO	Attn: Douglas Collier

Either party may change the address to which requests, notices and other communications to it shall be delivered by notice thereof to the other party given the manner provided above.

7.1 Contract Compliance Inspector. The Director of Purchasing Operations directs the person named below, or his or her designee, to monitor and coordinate the activities for the Contract on a day-to-day basis during its term. Monitoring Contract activities does not imply the authority to change, modify, clarify, amend, or otherwise alter the prices, terms, conditions and specifications of the Contract. Purchasing Operations is the only State office authorized to change, modify, amend, alter or clarify the prices, specifications, terms and conditions of this Contract. The Contract Compliance Inspector for this Contract is:

Ann Lindberg
 MDIT Agency Services
 Cadillac Place, Suite #9-350
 3032 West Grand Boulevard
 Detroit, MI 48202
 (313)456-3218
 lindberga@michigan.gov

7.2 Project Manager. The following individual(s) will oversee the project:

Thomas Howell, Interim Director
 Center for Educational Performance and Information
 608 W. Allegan, 2nd Floor
 Lansing, MI 48913
 HowellT@michigan.gov
 Ph (517) 241-4376
 Fax (517) 335-0488

8. Enforcement. Any dispute concerning this Agreement that is not disposed of within a reasonable period of time by the Docufide and STATE employees normally responsible for the administration of this Agreement shall be brought to the attention of the Chief Executive Officer (or designated representative) of each party for joint resolution. If agreement cannot be reached through the application of high-level management attention, the parties agree to endeavor to settle the dispute in an amicable Informal Dispute Resolution

(a) All disputes between the parties must be resolved under the Contract Management procedures in this Contract. If the parties are unable to resolve any disputes after compliance with the processes, the parties



must meet with the Director of Purchasing Operations, DMB, or designee, for the purpose of attempting to resolve the dispute without the need for formal legal proceedings, as follows:

- (1) The representatives of Contractor and the State must meet as often as the parties reasonably deem necessary to gather and furnish to each other all information with respect to the matter in issue which the parties believe to be appropriate and germane in connection with its resolution. The representatives must discuss the problem and negotiate in good faith in an effort to resolve the dispute without the necessity of any formal proceeding.
 - (2) During the course of negotiations, all reasonable requests made by one party to another for non-privileged information reasonably related to the Contract will be honored in order that each of the parties may be fully advised of the other's position.
 - (3) The specific format for the discussions will be left to the discretion of the designated State and Contractor representatives, but may include the preparation of agreed upon statements of fact or written statements of position.
 - (4) Following the completion of this process within 60 calendar days, the Director of Purchasing Operations, DMB, or designee, must issue a written opinion regarding the issue(s) in dispute within 30 calendar days. The opinion regarding the dispute must be considered the State's final action and the exhaustion of administrative remedies.
- (b) This Section will not be construed to prevent either party from instituting, and a party is authorized to institute, formal proceedings earlier to avoid the expiration of any applicable limitations period, to preserve a superior position with respect to other creditors.
- (c) The State will not mediate disputes between the Contractor and any other entity, except state agencies, concerning responsibility for performance of work under the Contract.

In the event a dispute is not settled amicably through the above processes or otherwise, the venue for any litigation shall be with the appropriate state or federal court located in Michigan.

9. Contract Complete. This agreement contains all negotiations and agreements between STATE and Docufide. No other understanding regarding this agreement, whether written or oral, may be used to bind either party.

In Witness Whereof, the parties hereto have executed this Agreement as of the date first above written. This Agreement may be executed in any number of counterparts, each of which shall be deemed an original but all of which together shall constitute one and the same instrument.

10. Unfair Labor Practices

Under 1980 PA 278, MCL 423.321, et seq., the State must not award a Contract or subcontract to an employer whose name appears in the current register of employers failing to correct an unfair labor practice compiled under section 2 of the Act. This information is compiled by the United States National Labor Relations Board. A Contractor of the State, in relation to the Contract, must not enter into a contract with a Subcontractor, manufacturer, or supplier whose name appears in this register. Under section 4 of 1980 PA 278, MCL 423.324, the State may void any Contract if, after award of the Contract, the name of Contractor as an employer or the name of the Subcontractor, manufacturer or supplier of Contractor appears in the register.

11. Workplace Safety and Discriminatory Harassment

In performing Services for the State, the Contractor must comply with the Department of Civil Services Rule 2-20 regarding Workplace Safety and Rule 1-8.3 regarding Discriminatory Harassment. In addition, the Contractor must comply with Civil Service regulations and any applicable agency rules provided to the Contractor. For Civil Service Rules, see <http://www.mi.gov/mdcs/0,1607,7-147-6877---,00.html>.



E. Michigan Fee Schedule

This Addendum in accordance with the provisions specified in the Section (5. Page 39) of the MHEC ETI State Participation Agreement made and entered into on July 15, 2009 authorizes the project(s) listed below, as defined in the sections above, commencing as of the date signed.

1. State-wide ETI Participation, Deployment and Transcript Subsidy Fees. Michigan has elected to participate in the region-wide MHEC ETI, subsidizing the delivery of all transcripts from ETI Member high schools and colleges in their state to any ETI Member within MHEC so that all of these transactions will be free to their students (“Deployment and Transcript Subsidy Fees”).

The MHEC ETI Deployment and Transcript Subsidy Fees for Michigan are:

MICHIGAN	YEAR 1	YEAR 2	YEAR 3
High School and College Services	\$1,423,385	\$1,038,722	\$740,627

2. Transcript Repository Services (TRS) Fees for Michigan are:

MICHIGAN	YEAR 1 (Initial Year)	YEAR 2 (Ongoing)	YEAR 3 (Ongoing)
(TRS) Fees	Development, License & Support \$120,000	Annual License & Support Fee \$ 100,000	Annual License & Support Fee \$100,000

3. Professional Services Rates. Listed below are Docufide’s current hourly rates for professional services. These rates are fixed through December 31, 2010. Depending on the type and size of the task involved, work will either be priced on a fixed price or an hourly basis.

Program Manager	\$200	VP Engineering	\$200
Project Coordinator	\$75	VP Development	\$200
QA & Testing	\$65	Sr. Software Analyst	\$150
Trainer	\$65	Programmer	\$100

4. Enhanced Data Services (EDS) Core Platform (Optional Services)

Pricing:

- **Year 1 (Initial Year)**
 - License, Deployment and Support **\$ 650,000**
- **Year 2, ongoing**
 - License, Ongoing Deployment and Support **\$ 460,000**

5. EDS Progress Reporting (Diploma Audit Reports) (Optional Services)

Pricing:

- **Annual Fee**
 - Licensing, Deployment, Support and Maintenance Fee **\$ 375,000**

6. MHEC ETI and Addendum A Project(s) Payment Terms. 70% of Year 1 Discounted Fees for each selected service are due and payable upon Agreement execution with the remainder due of Discounted Fees payable 180 days thereafter unless Michigan elects to terminate this Agreement. Payments for Year 2 and Year 3 are due and payable on the first and second anniversary of the Effective Date, respectively.



Understanding the State's budget constraints, Docufide will provide pricing discounts on the MHEC ETI and optional services detailed as follows:

- For each \$100,000 spent, Docufide will reduce fees by .55% up to a total annual reduction not to exceed 15%.

Following is an example of the discounts on current pricing if all listed services are purchased each year of contract:

	Year 1	Year 2	Year 3
HS/College ETI Current Pricing	\$1,423,385	\$1,038,722	\$740,627
TRS Current Pricing	\$120,000	\$100,000	\$100,000
EDS Core Current Pricing	\$650,000	\$460,000	\$460,000
Diploma Audit Current Pricing	\$375,000	\$375,000	\$375,000
Annual Totals	\$2,568,385	\$1,973,722	\$1,675,627
3 Year Total			\$6,217,734
% Discount per year at .55%/\$100K	14.13%	10.86%	9.22%
Annual Discounted Totals	\$2,205,572	\$1,759,465	\$1,521,202
3 Year Total with Discount			\$5,486,239
Total Discount			\$731,495



Appendix A

MIDWESTERN HIGHER EDUCATION COMPACT (MHEC) *ELECTRONIC TRANSCRIPT INITIATIVE (ETI)* STATEMENT OF WORK

1. SCOPE

This Statement of Work (“SOW”) identifies the key tasks to be performed during the implementation as well as the design and development phase of the Midwestern Higher Education Compact (“MHEC”) Electronic Transcript Initiative (ETI). The benefits to be derived from this ETI not only require Docufide to design, develop, deploy, and operate the Services, but they also require MHEC, the participating states, and the participating educational institutions to perform a variety of key tasks that will enhance awareness and utilization of the Services.

The SOW will be reviewed and approved by MHEC’s Student Access Advisory Committee (“SAAC”) before Services will be deployed. The SAAC will utilize a Project Advisory Committee (“PAC”) consisting, at least in part, of representatives from participating MHEC states to assist in its review and approval process.

The content of each section of the SOW is as follows. Section 2 highlights the interdependent nature of these tasks, identifies the assignment of responsibilities, and where appropriate, the expected timelines for their accomplishment. Together Sections 3 and 4 functionally specify the Services to be provided by Docufide. Section 3 provides initial descriptions of Docufide’s proposed on-line functionality. It is this version to which any MHEC-specific enhancements will be made. Section 4 explains the associated back-office operational activities that are required to support the Services. The system architecture and hardware platform supporting the Service is described in Section 5. Section 6 documents the Program Management activities that will be performed. Finally, Section 7 highlights the contemplated marketing activities, pre- and post-launch, that are thought to be required or desired in order to maximize sign-ups, implementation, and adoption across high schools and colleges in participating MHEC states.

Any design, development, operation or maintenance functions or services not specified in this SOW will be considered outside the scope of the Agreement and not covered by the consideration to be paid to Docufide pursuant to the Payment Schedules (Attachment D). Requests for out-of-scope services shall be the subject of separate arrangements entered into pursuant to the Agreement. So long as, in a timely manner, MHEC through its Student Access Advisory Committee (“SAAC”), the participating MHEC States, and the ETI Members (participating MHEC high schools, colleges and universities) each fulfill their respective responsibilities identified in this SOW and in the agreements they each sign with Docufide and Docufide does not suffer other delays outside its control, then Docufide shall make the approved Services available for commencement within the implementation timeline provided herein. An overview of the key deliverables and current planned functionality is included herein and will be updated periodically during the Design and Development Phase.

Docufide firmly believes that the ETI platform to be deployed will provide for very significant near-term benefits in process efficiencies. It is anticipated that even greater benefits will be derived from opportunities that will emerge with the broad availability of standardized digital student record data. Docufide, as MHEC’s partner in this endeavor, will work diligently for broad adoption of the MHEC ETI services and consistently for the migration towards transcript standardization (allowing for state-by-state content differences).

Importantly, however, Docufide is only responsible for the design, development, deployment, and ongoing operation of the Services. It cannot be responsible for insuring levels of adoption, which must be the responsibility of MHEC, the participating MHEC States, and the ETI Members. Thus, much of what is described below will focus on tasks (such as those associated with introducing and gaining adoption of the



Service and efforts to move towards transcript standardization) which Docufide can and will support, but will not lead.



2. KEY DELIVERABLES

2.1 ETI KICKOFF TASKS AND RESPONSIBILITIES

This initial phase will formally be initiated when the Master Agreement is signed and will terminate 30 days thereafter. The primary goal of this phase is to quickly educate potential participating States and/or sponsors on the functionality and benefits of the planned Service offerings and to secure their ongoing support by signing ETI State Participation Agreements.

During this kickoff phase MHEC's SAAC and Docufide will work to:

1. Prepare and release joint press announcements
2. Identify key individuals required to lead and/or form a State Resource Team (SRT) for each MHEC state
3. Develop marketing collateral to support the launch of the initiative including a project overview site containing FAQ's, functionality demonstrations, and cost and benefits summaries
4. Working with each SRT to: (i) identify and make joint presentations to key individuals representing the State's DOE and HE, (ii) understand the status of any current electronic transcript initiatives occurring in the State, (iii) identify direct and indirect funding sources, and (iv) get a representative of the state to sign ETI State Participation Agreement,
5. Identify individuals or work groups responsible for ongoing MHEC-wide marketing activities
6. Form MHEC's Project Advisory Committee (PAC) and any desired subcommittees consisting of representatives from MHEC, Docufide, and each Participating MHEC State.

2.2 DESIGN AND DEVELOPMENT TASKS AND RESPONSIBILITIES

The Design and Development phase will commence at the conclusion of the kickoff phase (i.e., 30 days after the signing of the Master Agreement) and is expected to complete within three months. The key tasks to be accomplished during this phase (not in order of priority) and a preliminary understanding of roles and responsibilities are provided herein.

Tasks for Docufide

1. Design MHEC-specific enhancements targeted for the initial release agreed upon by the SAAC and Docufide.
2. Develop and test all required changes to existing Secure Transcript Services software to support MHEC-specific enhancements
3. Work with each Participating MHEC State and/or their sponsors to:
 - Acquire and review available information on Student Information System software currently used by MHEC public and private high schools, colleges and university in each participating MHEC State to understand interoperability and integration characteristics
 - Acquire and review available contact information, including at least current email address for superintendents in each public and private school district and primary contacts in each public and private college and university in the state
 - Develop and prepare coordinated state-specific plans for state-wide registration of Schools and phased rollout of ETI Members
 - Incorporated agreed upon cobranding
4. Continue to work with MHEC and SRTs to get more MHEC states to sign ETI State Participation Agreement

Tasks for MHEC/SAAC

- Review and approve proposed deployment strategy, enhancements to Service offerings, and project plans;
- Approve release of Services
- Continue to work with Docufide and SRTs to get more MHEC states to sign ETI State Participation Agreement



- Initiate work on adoption of transcript standards within and between MHEC states. Define standardized output, and input to Docufide allowing Docufide to produce PESC compliant XML (for participating high schools and colleges)

Tasks for Participating MHEC States and/or Sponsors

- Continue to work to maximize state's participation in the MHEC ETI and do the proactive planning required to maximize adoption by each state's secondary and postsecondary schools
- Manage/influence implementation of e-transcript common transcript reports (ECTRs) and migration towards state standard transcripts among schools and SIS's operating within participating MHEC state

2.3 DEPLOYMENT AND OPERATIONAL TASKS AND RESPONSIBILITIES

As soon as the SOW is approved and the core Services are deemed to be operational by MHEC, the deployment and operational phase can commence. The key tasks to be accomplished during this phase (not in order of priority) and a preliminary understanding of roles and responsibilities are provided herein. The deployment and operational tasks for each state will typically commence three months after the ETI State Participation Agreement is signed.

Tasks for Docufide

- Working with each participating state's State Contact, Docufide will incorporate an orchestrated registration program. The goal of which is to efficiently allow all interested Schools in the participating state to be able to reach full operational status as quickly and efficiently as possible.
- Installation and testing of services at each site
- Training to teach end users how to use the system
- Ongoing customer service and technical support
- Ongoing Program Management
- Developing and publishing web and print instructions and other communications to schools
- Overseeing transmission of transcripts to MHEC ETI Members
- Developing appropriate security arrangements for the exchange of student information
- In any MHEC state where no ETI State Participation Agreement is signed, Docufide can directly offer Secure Transcript services to secondary and postsecondary schools
- Monitoring and recording key system performance metrics, usage and user feedback

Tasks for Participating MHEC States and/or Sponsors

- Work with Docufide to resolve resource allocation issues within the participating state's secondary and post-secondary schools
- Provide Docufide with required contact information for each target participant
 - contacts, titles, email addresses, telephone numbers
- Prepare, with Docufide, the marketing communications plan for each participating state
- Work with Docufide to develop detailed Rollout plan, including:
 - the identification of target secondary and postsecondary participants for each rollout phase
 - scheduled milestones for each rollout phase
 - monitoring and reporting process for user feedback, installation progress, system performance (status reporting)

Tasks for MHEC/SAAC

- Continue to work with Docufide and SRTs to get more MHEC states to sign ETI State Participation Agreement
- Continue work on transcript standards within and between MHEC states



- Continue to chair Project Advisory Committee (PAC) to steer ETI’s progress and future activities
- Prepare and release joint press announcements as appropriate

3. ON-LINE SERVICES

3.1 OVERVIEW

While the MHEC ETI System will be tailored and co-branded specifically for MHEC, it will be built upon the core functionality in Docufide’s standard Secure Transcript service offering. This will expedite the required development tasks and will also allow the ETI System to incorporate incremental functionality as it is developed for other Secure Transcript customers. Figure 1A provides an overview of the workflow planned for the operational MHEC ETI System. This part of Section 3 of the SOW will be revised during the Design and Development phase of this initiative.

Online Functional Flow – Session Upload

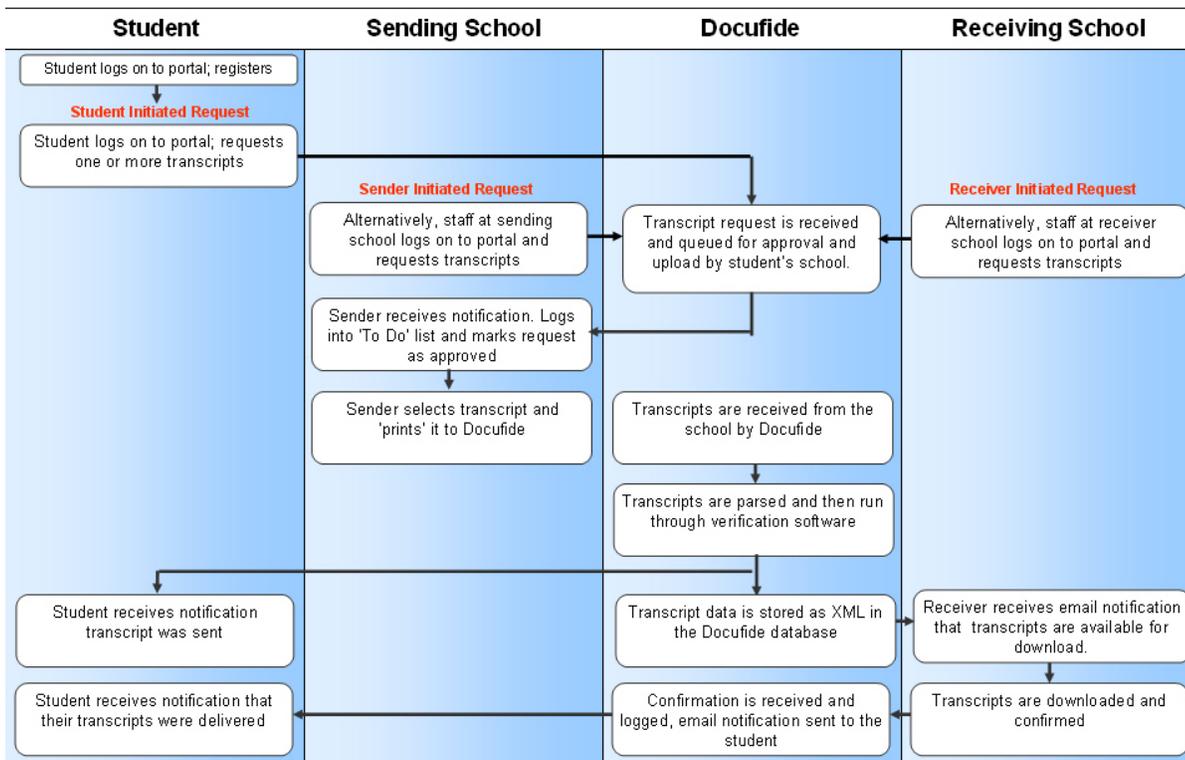


Figure 1A. Workflow Overview



3.2 STUDENT REGISTRATION

Once their high school or college becomes operational students will typically come to Secure Transcript by linking in from their school's website. The student is greeted by a welcome page [Screen 2A] which can have a custom message provided by their school. Here they enter their User Name and Password if they have previously registered. Students that have not previously registered will be asked [Screen 3A] to select a User Name (their email address) and a Password along with their (expected or actual) graduation year. With this information the student can be notified as to the status of their transcript requests as they are approved, delivered and received.

Screen 2A. Student: Welcome Screen

Screen 3A. Student: Selection of User Name and Password



Next, the student enters the identification information necessary for their school to locate their records and, optionally, for the college to match them to their application [Screen 4A]. Using information including name, date of birth, gender, current name (if registrant is an alumni) Docufide is able to match the student’s request to their transcript when it is received without the existence of a unique identifier (when the school is using bulk upload, this match occurs at the time of registration). We can also incorporate and use a unique identifier if it is available. Registration is complete once the email address has been authenticated.

Screen 4A. Student: Enter information to support unique identification

3.3 STUDENT INITIATED TRANSCRIPT REQUESTS

Once registration is complete, a student can place a transcript request by selecting either [Screen 5A]: (i) Their desired destination(s). Verified destinations include all MHEC ETI Members as well as essentially all other accredited colleges and universities in the United States, or (ii) any destination provided by the student. Destinations entered from outside of the database require a transcript request to be printed at the end of the request, signed, and faxed to Docufide. If the school selects the “MHEC only” service option then only MHEC ETI Members will be available for selection.

	Name	City	State
<input type="checkbox"/>	Butler County Community College (KS)	El Dorado	KS
<input type="checkbox"/>	Butler County Community College (PA)	Butler	PA
<input checked="" type="checkbox"/>	Butler University	Indianapolis	IN

Screen 5A. Student: Selects destination colleges and universities



In all cases the student then receives a summary of their order [Screen 6A]. For each request the student is provided with a unique Transcript ID number (TID), the name of the recipient, the method of delivery (electronic/mail), the transcript type (current/next grading period), and the fee charged (if any).



COBRAND AREA

Order Transcripts > Thank You For Your Order

Order Transcripts
Order Status
Change Profile
Contact Us
Help

Thank you for ordering your transcripts through Secure Transcript. You have requested that we send transcripts to the following institutions:

Transcript ID Number	Recipient	Delivery Method	Transcript Type
R5B8EQ01IOZE	Ball State University	Electronic	Current Transcript
PVE8EQ01IOYE	Butler University	Electronic	Current Transcript
OSL8EQ01IP0E	Purdue University - North Central	Electronic	Current Transcript

Docufide thanks you for your order and wants to let you know what to expect next.

Confirmation	> You will receive confirmation by email that we have received your order.
Approval	> Your transcript request is now available to your high school. If you selected 'next' for one or more transcripts, your school will be asked to hold approval of those requests until grades are posted for the current grading period. > As soon as your school approves and uploads your transcript to Docufide you will be notified by email.
Delivery	> Docufide will process your transcript for delivery and make it available for download to the colleges that you selected. You will be notified as soon as the transcript is received.
Order Status	> If you have any questions about your order, you can log on to Secure Transcript at any time, and by going to 'order status', view the status of your transcript requests. You may also request additional transcripts without having to re-register. > If you have any questions, please email us at customerservice@docufide.com

Screen 6A. Student: Presented with Summary of Requests Placed

The TID will follow the transcript through delivery. The student can, at any time, log in and check on the status of any request using this tracking number [Screen 7A]. Additionally, they will receive notification emails when their request is: (i) first received by Docufide, (ii) approved by their school and sent to their destinations, and finally (iii) when it is received at the destination.



COBRAND AREA

Order Transcripts > Check Your Order

Order Transcripts
Order Status
Change Profile
Contact Us
Help

Below is a list of the transcripts you have requested and the status of each request.

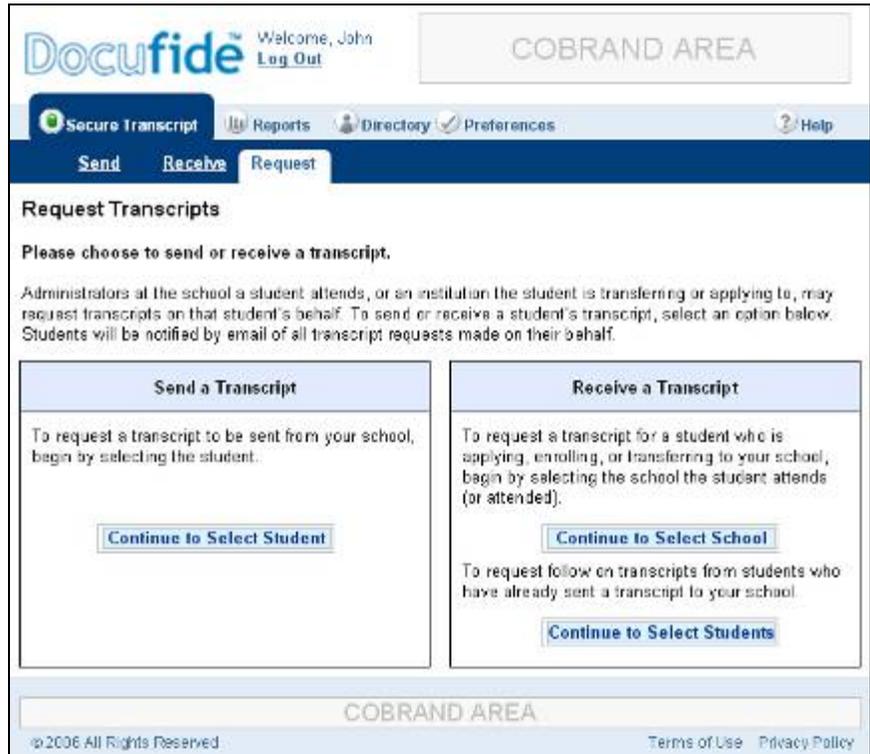
Transcript ID Number	Destination Name and Address	Requestor	Transcript Type	Date Ordered	Date Approved	Date Completed	Delivery Method	Order Status
PVE8EQ01IOYE	Butler University 4600 Sunset Avenue Indianapolis, IN 46206	Student	Current Transcript	09/15/2006			Electronic	Pending Registrar Approval
R5B8EQ01IOZE	Ball State University Office of Undergraduate Admissions Muncie, IN 47306	Student	Current Transcript	09/15/2006			Electronic	Pending Registrar Approval
OSL8EQ01IP0E	Purdue University - North Central Cynthia Graham 1401 South US Highway 421 Westville, IN 46391	Student	Current Transcript	09/15/2006			Electronic	Pending Registrar Approval

Screen 7A. Student: Can use TID to check on status anytime



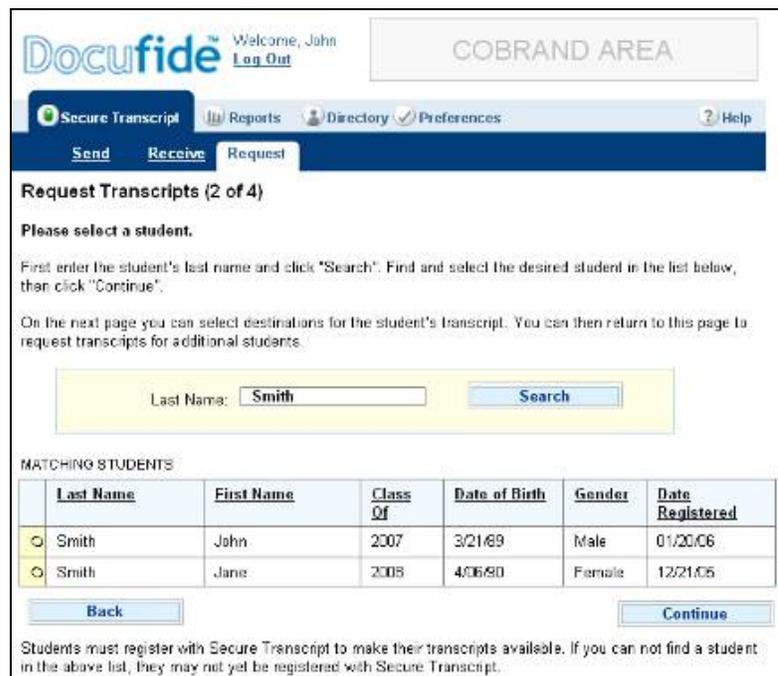
3.4 MEMBER INITIATED TRANSCRIPT REQUESTS

In addition to student initiated transcript requests, the service allows transcripts to be requested by MHEC ETI Members (high schools or colleges) on behalf of a student attending, applying, or transferring to their school [Screen 8A].



Screen 8A. Requestor: Schools can request transcripts to or from their school

The user-friendly web interface allows registrars and/or guidance counselors to request a transcript on behalf of a selected student that attends their school, and/or to request a transcript for a student from another MHEC ETI Member who is transferring or applying to their school [Screen 9A].



Screen 9A. Requestor: Select a student.



Once the student is identified, the requestor decides on the destination(s) [Screen 10A]. The student will receive email notifications for each of these transactions.

Screen 10A. Requestor: Select Destinations

The requestor confirms that the right student has been selected. If desired, transcripts for other destinations can then be requested [Screen 11A].

High School Name	Student Name	Application Tracking # (optional)
Arcadia High	Smith, John	A3012

Screen 11A. Requestor: Destinations are confirmed and request is complete.



Additionally, colleges will be provided with the ability, using a single query, to request mid year and final transcripts for multiple students from any school who have previously applied to their college [Screen 12A]. (The design of this powerful capability is a direct result of discussions with Indiana's PAC.)

Docufile™

Welcome, John
[Log Out](#)

COBRAND AREA

Secure Transcript
Reports
Directory
Preferences
Help

Send
Receive
Request

Request Transcripts (1 of 2)

Use the search box below to locate the students whose transcripts you want to request.

You may search by school or by any combination of the following search criteria: school name, graduating class, date range of application, or student's last name.

After entering your search terms, click "Search" to view students who match your criteria and have previously sent one or more transcripts to your organization using the Indiana e-Transcript service. Select the students whose transcripts you wish to request and click "Continue".

School Name	Class of	Last Name	Application Date Range
<input type="text" value="Arcadia"/>	<input type="text"/>	<input type="text" value="Smith"/>	Jan. <input type="text" value="26"/> <input type="text" value="y"/> 2005 <input type="text" value="y"/> to Jan. <input type="text" value="25"/> <input type="text" value="y"/> 2006 <input type="text" value="y"/>

MATCHING STUDENTS

<input type="checkbox"/>	School Name	Class of	Date Applied	Last Name	First Name	Birthdate
<input type="checkbox"/>	Arcadia	2005	03/20/05	Smith	Gabriel	03/21/88
<input type="checkbox"/>	Arcadia	2006	10/01/05	Smith	Jeanette	10/11/09
<input type="checkbox"/>	Arcadia	2006	12/16/05	Smith	Jill	02/02/89
<input type="checkbox"/>	Arcadia	2007	11/21/05	Smith	Rechel	01/06/90
<input type="checkbox"/>	Arcadia	2006	01/15/06	Smith	Sandy	05/20/69
<input type="checkbox"/>	Arcadia	2006	10/12/05	Smithson	Tony	05/11/88

Indicates that a transcript request has been previously placed for this student.

1 - 100 of 1365

[<< Previous](#)
[1](#)
[2](#)
[3](#)
[4](#)
[5](#)
[Next >>](#)

Students must register with Secure Transcript to make their transcripts available, and must have sent one or more transcripts to your organization through the Indiana E-Transcript Initiative to appear in the above list. If you can not find a student here, they may not yet be registered with Secure Transcript or may not have used the system to send a transcript.

Screen 12A. Requestor: Colleges can batch mid year and final transcript requests.



3.5 MEMBER PROCESSES TRANSCRIPT REQUESTS

When setting up their account, the school will choose whether they want to use bulk or session upload. If using bulk upload, schools will also select an approval level. These features control how schools approve and upload transcripts.

Once configured, the registrar logs onto the site, typically each day (during peak seasonality), and receives their online To-Do list -- transcript requests that need to be processed [Screen 13A] (unless bulk upload and auto approval are selected, in which case this step is unnecessary, while allowing Registrars to place individual students on a hold/deny list).

Docufide Welcome, John Log Out COBRAND AREA

Secure Transcript Reports Directory Preferences Help

Send Receive Request

Process Transcripts (1 of 2)

The following students have requested transcripts. Click on any student's name to view detailed order information. For each student in the "To-Do List" below, please select:

Approve to confirm that you will retrieve the student's records, and to authorize Docufide to release their transcript

Hold to notify the student that the request has been delayed while any issues are resolved

Process Manually to confirm that you approve the student's request and will print and mail the transcript from your office

TO DO LIST: STUDENT REQUESTS

● View requests for current transcripts only
 View all transcript requests, including those for next grades posted after Date Ordered

Student	Class of	Date Ordered	Requestor	Action
Smith, John	2006	2/21/06	Student	<input type="radio"/> Approve <input type="radio"/> Hold <input type="radio"/> Process Manually
Gonzales, Lisa	2006	2/21/06	Student	<input type="radio"/> Approve <input type="radio"/> Hold <input type="radio"/> Process Manually

Continue

Screen 13A. Registrar: Presented with list of transcripts to approve

Once the registrar approves the student's request, when session upload has been selected, they retrieve the student's record from their SIS and, using CUE technology, "print" it to Docufide [Screen 14A]. Once processed at Docufide, the transcript data will be available for download from the authorized receiving educational institution. If bulk upload is selected, the Registrar only needs to approve the transcript request, after which it will be immediately processed for delivery by Docufide.

Docufide Welcome, John Log Out COBRAND AREA

Secure Transcript Reports Directory Preferences Help

Send Receive Request

Process Transcripts (2 of 2)

You have approved the following students' requests. For each student on the "To-Do List" below, please:

- Locate their records in your student information system.
- Upload these records by "printing" them to the Docufide printer.

To print this checklist for reference, click "Print This List" below.

TO DO LIST: TRANSCRIPTS TO UPLOAD

	Student	Class Of	Student ID	Birthdate	Gender
<input type="checkbox"/>	Smith, John	2006	A2101	4/21/1988	Male
<input type="checkbox"/>	Gonzales, Lisa	2006	A8541	11/1/1988	female

Print This List Done

Screen 14A. Registrar: Approves, retrieves and uploads transcript

In either case, the student will receive notification by email indicating that their transcript has been approved and released whether requested by the student, their parent, their school, or the school they are applying or transferring to. Order status is also available online at any time to all participants, detailing a transcript's progress from request, through approval and delivery. Escalation controls allow Docufide's staff to ensure that student requests are handled by school personnel in a timely manner. Once approved, Registrar uploads the transcript.



At any time, the Registrar may view complete student registration and order information [Screen 15A]. They can instantly see where each student has applied and have the email address of the student readily available if they have any questions.

Docufide Welcome, John [Log Out](#) COBRAND AREA

Secure Transcript | Reports | Directory | Preferences | Help

Send | Receive | Request

Process Transcripts (Student Detail)

To return to the list of students, click "Back" below.

STUDENT INFORMATION

Student Name	Email Address	Class Of	Birthdate	Student ID	Gender
Smith, John	jsmith4342xjd@aol.com	2006	4/21/1988	A2101	male

This student requested transcripts to the following destinations:

TRANSCRIPT REQUESTS

Recipient	Address	Date Ordered	TID#	Transcript Type
Indiana State University	Electronic recipient	2/21/05	F34J3k332	Electronic
Ball State University	Electronic recipient	2/21/05	F34MN333	Electronic

[Back](#)

Screen 15A. Registrar: Student detail page

3.6 MEMBER PROCESSES INCOMING TRANSCRIPT

When registering, an administrator from a participating educational institution may enroll their high school or college to receive transcripts electronically by selecting their preferred delivery format. Each new account is verified by Docufide before being added to the database of available destinations. Once verified, administrators are automatically notified via email when transcripts are available for download (no more than one email per day). When they log onto the site they will see the transcripts that are awaiting download [Screen 16A]. Initially, they will be able to download these transcripts as PDF documents. In mid 2006, they will also be available in XML using the emerging PESC and SIF standards.

Docufide Welcome, John [Log Out](#) COBRAND AREA

Secure Transcript | Reports | Directory | Preferences | Help

Send | Receive | Request

Receive Transcripts (1 of 2)

Please select transcripts to download.

The following transcripts are available for download at this time. Please select transcripts and download options below, then click "Continue" to download and confirm them on the next page.

TRANSCRIPTS FOR DOWNLOAD

Select All	TID#	Last	First	School	Date Sent	Application Tracking #	SSN
<input type="checkbox"/>	12541	Johnson	Gloria D.	Washington High	10/2/03	454245464	NA
<input type="checkbox"/>	15412	Nail	Sam E.	Academy Prep	11/1/03	NA	036485612
<input type="checkbox"/>	54564	Jones	Jon F.	Ventura College	11/1/03	NA	051411242
<input type="checkbox"/>	54531	Smith	Tracy G.	Bay View	11/2/03	454777	NA

Download as one combined PDF file [more info](#)
 Download a zip file containing individual PDFs [more info](#)
 Print transcripts [more info](#)

[Continue](#)

You can download a free PDF reader from Adobe [here](#).

Screen 16A. Admissions Staff: Presented with transcripts to download



After the transcripts are downloaded the user is asked to confirm that the download was completed [Screen 17A]. This allows Docufide to change the transaction order status and to send an email notification back to the student informing them that their transcript was successfully delivered. Receiving schools have the ability to include a message in these confirmation emails.

Receive Transcripts (2 of 2)

Please download and confirm the selected transcripts.

Step 1: [Click here](#) to download the transcripts. A PDF file containing the selected transcripts will open in a new window. You can save this file to your computer (or network), or print it directly to a printer.

Step 2: Click "Confirm Download" below to confirm receipt. Confirming that the download was successful allows Docufide to notify these students that their transcripts have been received.

CONFIRMATION OF DELIVERED TRANSCRIPTS

TID#	Last	First	School	Date Sent	Application Tracking #	SSN
12541	Johnson	Gloria D.	Washington High	10/2/03	454545454	NA
15412	Nail	Sam E.	Academy Prep	11/1/03	NA	036485512
54584	Jones	Jon F.	Ventura College	11/1/03	NA	051411242
54831	Smith	Tracy G.	Bay View	11/2/03	454777	NA

[Confirm Download](#)

Thank you for using Secure Transcript.

Screen 17A. Admissions (or Guidance) Staff: Confirms downloading of transcripts

3.7 ON-LINE REPORTS FOR MEMBERS

Comprehensive reporting is available to MHEC ETI Members sending electronic transcripts, allowing tracking of individual transcript requests, or viewing of all requests by order status, date, receiving school or other variables [Screen 18A].

Schools using bulk upload will see a student roster report made up of all students whose transcripts have been uploaded to Docufide. Using this report, the school can see which students have registered, view order history, or place students on hold which will block their ability to place a transcript request (when auto approval is in place) until the hold has been lifted.

Transcripts Sent

Search for a particular student, transcript, or range of transcripts.

You may use any combination of the fields below:

Student Last Name: Date Ordered: to

Recipient: Date Approved: to

TID#: Date Delivered: to

Class Of: Order Status:

[Clear All](#) [Search](#)

Click on the column headings to re-sort the results. Click on a student's name for more information.

MATCHING STUDENTS AND TRANSCRIPTS

Student Name	Class Of	Date Approved	Recipient
TID#	Date Ordered	Date Delivered	Transcript Status
1 Jones, Mark N.	2004	12/31/2005	California State
QT=0RVJ0C01P	12/31/2005	12/31/2005	Order Complete : Delivered Electronically
2 Jones, Mark N.	2004	12/31/2005	University of Ohio
QT=0RVJ0C01P	12/31/2005	12/31/2005	Order Complete : Mailed by Docufide
3 Jones, Lea	2004	12/31/2005	Community College
QT=0RVJ0C01P	12/31/2005	12/31/2005	Order Complete : Delivered Electronically

[Export report to Excel](#) [Done](#)

1 - 3 of 3
 << Previous 1 Next >>

Screen 18A. Sending report: On-line reporting capabilities



Comprehensive reporting is also available to MHEC ETI Members receiving electronic transcripts. Schools can track individual transcript requests, view all requests by order status, date, and sending school, or re-download transcripts that were previously received [Screen 19A].

Docufide™

Welcome, John
Log Out

COBRAND AREA

Secure Transcript
Reports
Directory
Preferences
Help

Transcripts Sent
Transcripts Received

Transcripts Received

Search for a particular student, transcript, or range of transcripts.

You may use any combination of the fields below. Transcripts may also be downloaded again for up to 30 days after the first download was confirmed. To download an individual transcript, click the TID#. To download multiple transcripts as a combined file, select the appropriate checkboxes and click "Download Selected Transcripts."

Sending School:

Student Last Name:

TID#:

Date Sent: to

Date Downloaded: to

Order Status:

Clear All
Search

Click a column heading to re-sort the results.

MATCHING STUDENTS AND TRANSCRIPTS

Student Name TID#	Social Security # Application #	Date Sent Date Confirmed	Sending School Transcript Status
<input type="checkbox"/> Johnson, Mark N. 07HORV0001P	NA 4545451	12/31/2004	Desert Mountain High School Order Complete : Delivered Electronically
<input type="checkbox"/> Cohen, Mark N. 07HORV0001P	00-00-0000 NA	12/31/2004	Desert Mountain High School Order Complete : Delivered Electronically
<input type="checkbox"/> Cohen, Mark N. 07HORV0001P	00-00-0000 B364578	12/31/2004	Desert Mountain High School Order Complete : Delivered Electronically

Export report to Excel
Download Selected Transcripts

1 - 3 of 3

<< Previous **1** Next >>

Screen 19A. Admissions Staff: On-line reporting capabilities



3.8 ON-LINE SCHOOL PROFILES AND DIRECTORY INFORMATION FOR MEMBERS

All MHEC ETI Members can also log on to their account and locate contact information and retrieve school profiles posted by participating high schools and colleges [Screen 20A].

As part of the Secure Transcript service high schools have the opportunity to upload a copy of their school profile which is then made available to schools receiving electronic transcripts from Docufide. Schools may log on and locate contact information (name, phone, email), and school profiles for participating high schools. Instantly a real-time communication path is established between secondary and postsecondary administrators focused on the same task; ensuring students are efficiently and successfully processed through admissions.

The screenshot shows the Docufide web interface. At the top, there is a navigation bar with 'Secure Transcript', 'Reports', 'Directory', and 'Preferences'. Below this, the 'School Information' section is active. It contains two columns of information:

- District Information:** New Albany-Floyd County Schools, 2813 Grant Line Rd, New Albany, IN 47150. Contact: Stephanie Roberts, Asst. Superintendent, Student Services, (433) 555-5555, sroberts.nalbanryfs.edu.
- School Information:** New Albany High School, 1020 Vincennes St, New Albany, IN 47150. Administrator responsible for approving and uploading transcript: Becky Greer, Principal's Secretary, (435) 555-5556, bgreer@nalbany.edu. Administrator responsible for downloading transcripts: Lisa Jones, Guidance Counselor, (435) 555-5557, lisa.jones@nalbany.edu.

At the bottom, there is a 'Back' button and a 'Done' button. A note at the bottom says 'You can download a free PDF reader from Adobe [here](#)'.

Screen 20A. Contact info and on-line school profiles

4. Operational Activities

4.1 REGISTRATION PROCESS

4.1.1 MEMBER REGISTRATION

Docufide has created an easy to use and efficient online self-service registration process that is preloaded with contact information for each member (district, high school and college as provided by MHEC or the individual states) to further speed the registration process. A call-to-action message, detailing the project and the state's intent to offer the MHEC ETI service to its high schools and colleges, will go out to Superintendents at school districts and the appropriate contact at colleges and independent high schools with instructions on how to register their school, allowing them to participate in the service. During the registration process they will:

- Supply contact information for their institution
- Supply contact information for their primary admin contact
- Select username and password
- Review, verify and complete the necessary contact information to continue the registration process at each high school associated with the school district or multi-campus college.

At the time of registration, eligible members may enroll their school as senders, and/or receivers of transcripts through the ETI.

Receiver Enrollment:

MHEC ETI Members can enroll as receivers by selecting one of the electronic transcript delivery options and consenting to the online electronic receiver agreement.



They are added as destinations to the transcript delivery database after that have been verified by Docufide personnel. Once verified, the institution is now ready to receive electronic transcripts from any school nationwide utilizing Docufide's Secure Transcript service.

Sender Enrollment:

MHEC ETI Members can enroll as senders by indicating their desired time frame for implementation. The registration path is designed to accommodate all members:

Secondary school districts initiate registration for their associated high schools by providing the following information:

- Select their desired time frame for implementation
- Confirm the high schools associated with their district, providing a primary contact for each (typically the principal)
- Download the sender agreement. A signed copy listing the participating schools must be on file before the service can be operational.

Colleges (and private or independent high schools)

- Select their desired time frame for implementation
- Provide contact information for primary and backup users (of send and/or receive functions) and technical contacts
- Downloading the sender agreement. A signed copy listing the participating schools must be on file before the service can be operational.

High Schools (belonging to a school district)

- Once registration has been initiated by their district, the key contact at each associated school receives an email asking them to complete the registration for their school. Each high school needs to provide contact information for primary and backup users (of send and/or receive functions) and technical contacts

Completion of Sender Enrollment:

Once the registration fields have been completed and the sender agreement received, the key contact at each school will be asked to select their preferred level of automation. Based on their approval setting, and upload method, emails will be sent out with directions on how to install Secure Transcript at the participating schools. Once the school has been installed and set to live (as described in the pre-operational section below), the primary contact at the school will receive an email informing them that the system is now capable of processing transcript requests. Their online 'to do list', which they access by logging in with their email and password, will contain requests placed by students since the last time they logged-in. From a hyperlink on the student's name, administrators can see detailed information related to the student (including: class of, student ID, birth-date, gender, email address) and their request (recipient, recipients address, date ordered, Docufide's Transcript ID number, optional custom special handling field, transcript type).

4.1.2 STUDENT (OR PARENT) REGISTRATION

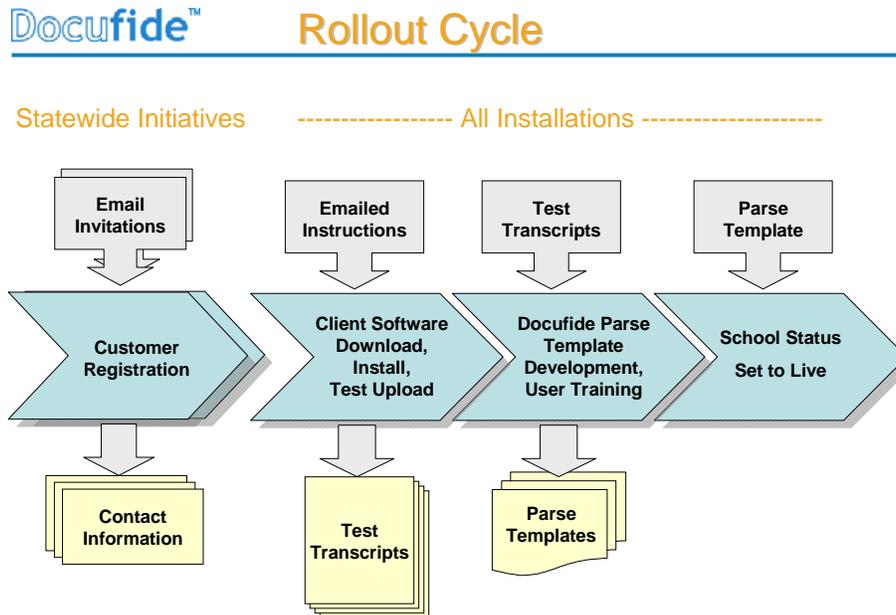
Students request transcripts through a link on their school's website where they will be prompted to log in or register. Registration is in three parts.

- First, the student clicks on the transcript link on their school website.
- Then, the student enters their email address (which becomes their username) and a password along with their (expected or actual) graduation year (so it can be determine if the student's records are available electronically before proceeding with their registration). With this information the student can be notified as to the status of their transcript requests as they are approved, delivered and received.
- Student's then enter the information necessary for their school to locate their records and, optionally, for the destination school to match them to their application. Using information including name, date of birth, gender, current name (if registrant is an alumni) Docufide is able to perform this matching process without the existence of a unique identifier.
- Students are then asked to authenticate their email address by clicking a link sent to the email address used during registration.



4.2 INSTALLATION AND TRAINING (FOR SENDING INSTITUTIONS)

Docufide’s basic installation process has been honed significantly based upon lessons learned from performing the tasks for small to top 100 districts in 18 states. Additionally, major enhancements were made to the front end of the process for Indiana in order to handle the logistics associated with rapidly registering hundreds of district and their high schools.



The installation process for each MHEC ETI Member (as a sender) consists of:

- Creating an account for each MHEC ETI Member. This process captures contact information for both a primary as well as a secondary administrator at each school and can be performed through Docufide's automated project registration site, or if necessary, directly by Docufide personnel.
- Once registration is complete, and the school is scheduled for implementation, Docufide personnel trigger an email to the appropriate contact to select upload and approval settings and to the technical contact identified during registration, providing them with a download link and software installation instructions.
- The appropriate technical contact then installs the Docufide client software at the school, or if operating in a centralized environment, once at a central site that can be accessed by all associated participating schools. The installation takes 15 minutes during which time they download the self extracting software (similar to installing Adobe Acrobat or a new print driver), and follow the self-guided instructions. This installation may be performed by anyone, but is usually handled by the school's IT staff, since most schools require that the IT organization control any new software that is added to desktop machines. Docufide's operations personnel have extensive experience in working with school IT staffs to handle implementations on various hardware and software configurations (e.g., local vs. centralized printing and installing in a variety of LAN network environments) when support is requested.

4.2.1 DATA CAPTURE

When Docufide’s CUE software is first installed in a school, the school administrator responsible for printing transcripts will upload 5 sample transcripts to Docufide (as individual uploads or as a batch) if session upload has been selected; otherwise a bulk upload of enrolled student transcripts (senior class, or all students) plus alumni will occur. At this stage, the school personnel involvement is completed, with all additional steps towards bringing the school up as live accomplished at Docufide’s Operations Center, described under Transcript Processing. When the sample transcripts are received at the datacenter, Docufide analysts use its patent pending proprietary software to make any adjustments that are necessary to the parse process to accommodate test transcript



content. (The parse configuration process typically requires from one to four days.) Once the parse configuration process is completed, the school can be set to “live” status.

In addition to Docufide's non-invasive CUE technology, we have the capability of working with SIS vendors and/or directly with schools capable, ready, and interested in providing us direct XML output. We are highly supportive of this and believe that, over time, more and more SIS vendors will become capable of receiving and sending XML.

4.2.2 TRAINING

Once installed, school personnel will be contacted with information on how to view Docufide's on-demand training session, or if preferred, how to schedule a live online training session. Additional training materials and resources will be provided, including quick reference guides, comprehensive FAQ's, and refresher training sessions, if need be.

4.3 TRANSCRIPT REQUEST PROCESSING

Secure Transcript is designed around a FERPA compliant, student initiated request, mirroring the typical workflow which starts when a student needs to submit a transcript. With Secure Transcript the student enters the website, registers (or logs in) and places their transcript request electronically, from any computer, at any time. Students enjoy this convenience, and their empowerment in making their request in the manner they are used to, online. Placing their request online also minimizes data entry errors, assures that the transcript request will not be lost or misplaced, and that the student can log in (as well as be notified by email) as to the status of their requests.

Transcript requests occur by selecting the destinations to which the student wishes to send their transcripts and confirming their selections. Students either select a destination from a searchable list of verified destinations (including all MHEC ETI members), or by creating a destination. If one or more destinations have been created by the student, a transcript request form needs to be downloaded at the end of their transcript request, signed and faxed to Docufide before the order can be processed. Once complete, the student receives a confirmation page detailing their request and an email also confirming their request. Each submitted request is assigned a unique transcript identification number (TID) which follows the request from student (or other requestor) to destination, assuring no transcripts or transcript requests are misplaced or lost.

Additionally, there are preferences that allow individual schools to provide a special handling field when needed. Docufide also offers the ability for students to insert an optional application tracking number (useful at certain colleges for linking transcripts and applications). Additionally, high schools may allow their students control over excluding SAT test scores (when schools choose to enter this data into their SIS database so that it would otherwise appear on transcripts).

When the student finishes the request process they receive a confirmation page detailing where each transcript will be sent and highlighting the next steps that will be taken. Students also receive email confirmations when; (i) their registration is completed, (ii) their transcripts are released for delivery by their school, and (iii) when each is downloaded by a destination institution.

Using the TID's provided in the confirmation screen and/or email, the student can, at any time, check on the status of their transcript request online at Docufide.com.

Additionally, as previously mentioned high schools or colleges may make transcript requests directly, to or from their school on behalf of a student.



4.4 TRANSCRIPT APPROVAL

When transcript requests originate online (from a requesting college, high school administrator, student, or parent), the request is instantly populated into the sending schools 'to do list' accessible at Docufide.com when approval is required. Schools that have selected auto approval for enrolled students and alumni do not use a to-do list but instead could track requests through the reporting available. If a school has selected the student approval option, only the student's first transcript request appears in the To Do List for approval, with subsequent requests being instantly approved (unless the student has been added to the hold/deny list). When there are transcript requests requiring approval, the primary contact (typically the Registrar) will receive an email (at most daily) notifying them when there are transcript requests to be processed.

Each entry in the 'to do list' includes the information necessary to locate the student in the SIS (student's name, birth-date and year of graduation). A hyperlink from the student's name displays detailed information relating to the student (including: class of, student ID, birth-date, gender, email address) and their request (recipient, recipient's address, date ordered, Docufide's Transcript ID number, optional custom special handling field, and transcript type).

For each entry, the processing administrator controls whether to Approve, Hold, or Process Manually the student's request. If session approval has been selected by the school, once 'Approved', the administrator is responsible for retrieving the desired student's record from their SIS and "printing" it to Docufide so that it can be automatically uploaded to Docufide's servers for processing. When bulk upload has been selected, this step is unnecessary as the Registrar need only to approve the request. If the student is placed on 'Hold', Docufide will inform the student via email. Finally, there may be some special circumstances where the registrar will decide they need to send out the transcript manually.

Docufide maintains strict controls to make sure that each student's request is processed in a timely manner. In order to accomplish this, Docufide has incorporated a variety of escalation processes into the work flow. The objective is to make sure that no request gets lost or is inordinately delayed.

Additionally, for high school transcripts each district is also provided with the ability to:

- Approve requests and/or upload transcripts on behalf of any high school in their district as a backup to the school contacts, or when desired to consolidate the processing of transcripts to the district office
- Add or modify administrators accessing the account for the district, or any high school in their district
- View reports for any or all schools in the district

4.5 UPLOADING TRANSCRIPTS

The procedure followed by the sending school's staff to upload transcripts to Docufide is no different than it was for printing them to their printer (except it is paperless and performed only once per student request rather than once per transcript). The individual logs into their SIS (whether local or centrally hosted) and selects the transcript(s) to be uploaded and selects 'print'. In the print dialogue box that comes up, they choose the printer named 'Docufide' and complete the "print" job. With session upload, this is to be done each time transcript requests have been approved. With bulk upload this is to occur no less than once per grading period and as frequently as changes have been made in the SIS that would affect the content of a student's transcript.

When the print job is submitted, rather than the selected transcript(s) being printed to their local (or network) printer, the files created are saved to a special folder on their hard drive in a proprietary print-file format.

The Docufide client software periodically (e.g., every 15 minutes) scans the special folder where these student records have been placed. When it finds that the folder is not empty, it causes the contents to be encrypted and uploaded to the Docufide server. Once the records have been successfully uploaded, the print-file stored locally on the machine is erased with the transaction logged locally for viewing at a later date leaving behind an auditable trail.



4.6 PROCESSING (DATA EXTRACTION)

As soon as the transcript records are received at Docufide's data center, the print-files go through a series of steps as they are transformed into XML data.

- The first step of this transformation is for the source of the uploaded print-file to be identified thereby ensuring that it came directly from an authorized school. This is accomplished through the use of a special password that is automatically installed at the school by the Docufide software.
- The next step, if a batch upload occurred (for SIS's that permit a group of transcripts to be selected and printed as one action), is to separate the single file received into a set of individual transcripts prepared for processing.
- Once separated, each transcript is processed by Docufide's proprietary parsing software. The processing automatically locates and stores all relevant data fields as XML to the database to prepare the transcript for delivery in a variety of formats and media.
- The stored XML includes all key data provided on the school's transcript. Docufide has been an active member of the PESC task force developing an XML high school transcript standard and can already generate draft PESC XML transcripts using the current unapproved version of the forthcoming standard [see below]. As soon as that is approved, Docufide will work to quickly make it available to participating MHEC institutions. We will also be prepared to provide the postsecondary version of PESC XML transcripts for rollout to MHEC participants. To adopt the PESC XML transcript standard, it is understood that schools will need to first adopt a standardized transcript format aligning their data with PESC data requirements.

Following is a partial output example of a senior's transcript in a raw XML format (fictitious data):

```
<?xml version="1.0" ?>
- <txptfragment>
  - <!--
    This module generates the XML for the "core" transcript data, for a parsed transcript. All data comes
    from the parse database; any other data is not considered core transcript data.
  -->
  <fid>11093newalbany2.txt</fid>
- <!--
look up by inpassed fid
-->
- <TRANSCRIPT>
  <PKID>2251</PKID>
  <INDIVIDUALFK NULL="TRUE" />
  <RHSCHOOLFK>11093</RHSCHOOLFK>
  <NAME>Doe, Jane</NAME>
  <STUDENTID>9999999</STUDENTID>
  <GRADE>12</GRADE>
  <GENDER NULL="TRUE" />
  <BIRTHPLACE NULL="TRUE" />
  <BIRTHDATE>6/28/1986</BIRTHDATE>
  <PARENT>John Doe</PARENT>
  <PARENTADDR1>999 Lost Lane</PARENTADDR1>
  <PARENTADDR2 NULL="TRUE" />
  <PARENTADDR3>New Albany IN 47150</PARENTADDR3>
  <PARENTPHONE>(812) 246-9154</PARENTPHONE>
  <SSN NULL="TRUE" />
  <ENTERDATE NULL="TRUE" />
  <LEAVEDATE NULL="TRUE" />
  <CLASSOF NULL="TRUE" />
  <COUNSELORNM NULL="TRUE" />
  <COUNSELORNR NULL="TRUE" />
  <CEEDCD NULL="TRUE" />
  <CLASSRANK>Rank: 93 of 412</CLASSRANK>
```



4.7 TRANSCRIPT DELIVERY

Once processing of the inbound transcript is complete, email notification is made to any MHEC ETI Member designated as a receiver of that transcript (at most, one email per day). These schools log on to Docufile using their username and password and are presented with a list of available transcripts (similar to the sending school's 'to do list'). Each transcript available for download is listed by student current name, originating school, date made available, and social security number and application tracking number if provided by the student.

Transcripts are selected for download individually or through a 'select all' checkbox and the download format is selected; XML data, consolidated PDF, or zip file containing individual PDF's. Once downloaded, the receiving school is asked to confirm the download, completing the transaction and triggering notifications to the requestors. The following is an example of an Indiana e-Transcript received as a print file, processed by Docufile, and downloaded by a college (data is fictitious). All transcripts sent by Docufile share a common standardized format, allowing for faster processing by the receiving school.

Prepared for: University of California - Los Angeles				OFFICIAL TRANSCRIPT																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																				
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Student Name: García, Gerson G. Diploma Type: Honors Grade: 12 Student ID: 924317 Birth Place: Guatemala Parent/Guardian: Mynor/ Mayra Masaya 5627 Tempe Dr Palmdale, CA 93552 661-265-1873		Enter Date: 06/14/04 Graduated: 06/17/05 Class Of: 2005		Littlerock High 44811 Sierra Highway Lancaster, CA 93534 Tel: 6619445209 Fax: Counselor: Tel: 661-948-7655 School ID# 60282009516		Antelope Valley Unified High School Dist 44811 Sierra Highway Lancaster, CA 93534 Tel: 661-948-7655 Fax: District ID# 60282009																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																		
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4.8 CONFIRMATIONS/NOTIFICATIONS

Confirmation, notification and escalation emails are triggered at a number of points throughout this process. Notifications include the following:

To Sending Schools

- Notification of transcripts pending approval
- Escalation of transcripts pending approval
- Escalation of transcript approved and not received (if session upload)
- Escalation of bulk upload due at end of grading period (if bulk upload)

To Receiving Schools

- Notification of transcripts pending download
- Escalation of transcripts pending download
- Escalation of transcript download and not confirmed as received

To Students

- Confirmation of registration
- Confirmation of order
- Notification of transcript placed on hold
- Notification of delay in securing school approval
- Confirmation of transcript approval and delivery
- Confirmation of electronic delivery

4.9 REPORTING/TRACKING

At the core of Docufide's role as a trusted intermediary for the secure delivery of student records is its ability to track the status of all delivery requests and to provide, where authorized, in-depth reporting and ad hoc query capabilities. These reports can provide the requestor with a great deal of previously unavailable real-time information presented on a summary level. Additionally, authorized users can drill down to see, for example, a specific student's transcript history. Strict controls are in place to ensure that each type of requestor can only see data that is appropriate for them.

Existing reports include the ability to see all transcripts requested by students and to where they are being delivered. Terms that can be queried (or sorted on) include:

- School name
- Student name
- SSN (when available)
- Application tracking number (when available)
- PDF copy of transcript for download (for up to 30 days after confirmation of delivery)
- Docufide's Transcript Identifier (TID)
- Date sent
- Transcript status
- Date confirmed as delivered

Reports to sending schools also include:

- Copy of most recent transcript on file
- Recipient information
- Date requested
- Date approved (when applicable)



5. Infrastructure

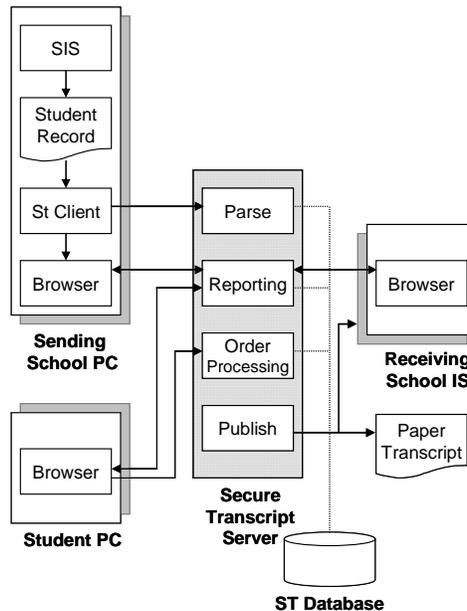
5.1 TECHNOLOGY OVERVIEW

Docufide's Secure Transcript™ (ST) is a Web-based application that has been designed to be secure and highly scalable. The primary interfaces and functionality provided by the application include:

- Student Web Interface – Students can register, order transcripts, and check order status using a standard Web browser.
- Member Administrative Web Interface
 - Sending Functionality: School administrators from sending institutions (high schools and colleges) can review and approve student orders and access activity reports using a standard Web browser.
 - Receiving Functionality: MHEC ETI Members who are recipients of student transcript records can receive transcripts electronically, download student records, access reports, and obtain information about sending schools
 - Requesting Functionality: MHEC ETI Members can order transcripts to be sent to or from their school
- Secure Data Link for Student Record Transmission – The Secure Transcript Client Application uses a secure Internet link to send student transcript data from the Sending Institution to Docufide's Secure Transcript Server using a client-server (non-browser-based) secure architecture.
- Docufide Transcript Print Services – If the Receiving Institution cannot receive electronic transcripts, Docufide's Transcript Print Services will send the transcript by mail.

Architecture Overview

The Docufide system consists of three primary components: the Secure Transcript Server (ST Server), the Secure Transcript Client (ST Client), and the Secure Transcript Database (ST Database) as illustrated below:





Secure Transcript Client

The ST Client is an application that is installed on the Sending Institution's PC. The ST Client is responsible for (1) retrieving transcript data that has been printed to the Docufide Virtual Printer and (2) sending it over a secure HTTP link to the ST Server. It is composed of the following components:

- Docufide Virtual Print Driver – A Microsoft Windows®-compliant print driver that installs and functions as a standard Windows print driver. Instead of printing to a physical printer port, the Docufide driver passes data to the transcript folder in a proprietary print format for later transmission (by the Docufide Service) to the Docufide ST Server.
- Docufide Service – Periodically this program sends any files that are queued in the transcript folder to the remote Docufide Web Server over a secure Internet link. The time interval is configurable.
- Docufide Client Configuration Utility - interactive, graphical user interface for the application that provides better reporting capabilities and a means of setting program options and configuration settings that control program operations.

The Docufide Virtual Print Driver is written in C++. The remaining components of the ST Client are written in Java. An InstallShield™ installer is provided to install the Java Runtime Environment, print driver, and java service and client.

Secure Transcript Server

The server application provides services to: students, sending institution administrators and registrars, receiving institution administrators and registrars, Docufide management, Docufide sales and Docufide customer service personnel, and the Secure Transcript Client application.

These services fall into three general categories:

1. Data Parsing – The ST Server application accepts incoming student transcript data sent by the ST Client application from the sending schools pc. This data is parsed and captured in the Secure Transcript Database, where it is available to various reporting functions and the publishing service. The system can be easily scaled to parse any number of incoming transcripts through the provisioning of inexpensive asynchronous and distributed Parse Servers.
2. Web Interface – Users can obtain a variety of information through the Secure Transcript Web interface screens, as well as initiate such actions such as the ordering, approving, and downloading of transcripts. This component includes the eCommerce functions.
3. Publishing – This service is responsible for extracting student data from the Secure Transcript Database and formatting it as required (i.e., for electronic or paper output) for delivery to a receiving institution using xml/xsl.

The ST Server is written in Java and runs under the Linux operating system (though the system has been test deployed on Windows servers). The application servers used are Tomcat 5.0 (html, JavaScript, jsp, Oracle xsql servlets, xml/xsl) and JBoss 3.2 (Java, EJB). The database used is Oracle 8.7 for the production database at HostCentric and Oracle 10g (on the Parse servers). Reporting is performed using Crystal Reports, Excel, and Apache FOP (rendering PDF).

Secure Transcript Database

The Secure Transcript Database stores all high school, college, and student transcript data in a relational database architecture. The current database platform is Oracle 8.7 and Oracle 10g (Parse Servers).

5.2 SECURITY CONSIDERATIONS

Docufide's electronic transcript processing system maintains high security standards throughout its architecture to maintain data integrity and protect student transcript data from unauthorized access.

The primary safeguards that are in place to ensure the security of transcript data are as follows:

- All senders and receivers are verified before being added to the system



- New schools (as senders or receivers) are added to the system only after being verified by Docufide personnel.
- Secure log-In
 - Each user of the system receives a unique username and password (which they can reset). Transcript and other student data as well as reports can only be accessed by first entering a valid username/password combination. Unauthorized attempts are detected and entry to the system is blocked.
 - Once logged in, all data submitted by the user and reported back by the system are encrypted using 128 bit secure socket layer (SSL) encryption.
- Secure access to data stored in the system
 - Application servers in the Docufide Data Center are protected by a firewall that blocks unauthorized communication with the servers.
 - Application servers communicate with Docufide database servers through a separate subnet, or network interface card, within the Data Center network. The database servers also use a unique, private IP address that is known only to the application server, preventing access from any outside system.
 - Transcript data is stored in the Docufide database, which is housed in the Docufide Data Center. Access to this secure facility is strictly controlled through both physical security measures and password protection of program and data files.
- Transcript upload
 - Docufide provides each high school with a unique code number. The CUE client software, running on that computer, accepts transcript data passed from the Docufide printer, embeds the school's code number in the transcript file name, and transmits the file over the https link to the Data Center. Any transcript file arriving with an incorrect or absent school code is rejected and flagged for inspection.
 - All transcript data transmissions are sent to Docufide's Data Center over a secure (https) Internet link using the Secure Sockets Layer (SSL) protocol. This protocol uses strong encryption that makes the transcript data inaccessible to anyone attempting to intercept the communication.
- Transcript Delivery
 - Receiving institutions download electronic transcripts by logging in to a private Secure Transcript Web page using a unique user name and password.
 - Once logged in, receiving institution's can download available transcript files, which are transmitted from Docufide's Data Center over a secure Internet link, using the SSL protocol.

6. Project plans and management

6.1 PROJECT PHASES

The MHEC ETI will be accomplished in three distinct phases. The first phase will commence when the Master Development and Services Agreement is signed ("Contract Award"). This phase, described in Section 2.1, is anticipated to complete in one month. During this time MHEC and Docufide will communicate with representatives of each MHEC state and attempt to have as many MHEC States as possible sign ETI State Participation Agreements. States signing during this initial period will be able to participate on MHEC's Project Advisory Committee (PAC) during the Design and Development, or second phase of the ETI. This phase will commence 30 days after Contract Award and will continue until the SOW is approved and the core Services are deemed ready for deployment. It is anticipated that this phase will complete in 90 days. The third phase, the Deployment and Operational phase, will start as soon as the second phase completes. The initial term for this third phase is three years.

6.1.1 DESIGN & DEVELOPMENT

In this (3) three month phase, any changes and enhancements to Docufide's Secure Transcript services that must be made prior to launching MHEC ETI's three primary applications will need to be identified. During this period:



- Frequent regular meetings must be held with the Project Advisory Committee throughout the project and particularly during this initial phase.
- During this phase, any MHEC-specific enhancements to Docufide's Secure Transcript core software will be first reviewed with the SAAC. Once the functionality is agreed to the software will be developed and tested at the engineering level, after which they will be released for testing by Docufide's Quality Assurance group.
- Training materials will also be developed and produced during this phase. These materials will include training plans, presentations, documentation, and online demonstration models.
- The Technical Support Plan is also produced during this phase; this plan identifies required technical support documentation and tools.

6.1.2 DEPLOYMENT

THE MHEC ETI consists of three primary applications (or transaction types) that can and will all utilize a common platform and infrastructure. These are the electronic ordering and delivery of transcripts (1) from high schools to colleges, (2) between high schools, and (3) between colleges. Furthermore, it is Docufide's understanding that, to the extent any prioritization must be done, the delivery of high school transcripts to colleges is deemed to have the highest priority.

Secondary to Postsecondary Delivery

The deployment plan, for requesting and delivering high school transcripts to college, defines a series of rollout phases, during which the following tasks are completed:

- To allow for electronic delivery, MHEC ETI Member postsecondary schools need first be setup as receivers of the ETI transcript.
- Concurrent with the rollout of the service to postsecondary institutions, district and high school account information is required to set up the Secure Transcript database, including initial contact information for announcing the Secure Transcript program and inviting participation.
- Districts and schools are notified of the Secure Transcript service (see Marketing Plan for details) and are provided with instructions for registering as participants in the program, downloading and installing the Secure Transcript Client Software, and enrolling in the Secure Transcript online user training program.
- The Secure Transcript Client Software is downloaded and installed at all registered participating schools (and district offices, where appropriate) by school IT personnel. Test transcripts used to validate the Secure Transcript Client Software installation and develop the parse template, are sent to Docufide for processing.
- System users are trained in the use of the Secure Transcript Client Software and the Secure Transcript Web application. The entire process, school side, takes less than 1 hour per high school, greatly increasing schools access to, and willingness to participate in the project.

Docufide's initial plan, to be reviewed with the SAAC as the nature and timing of each MHEC states' participation becomes clearer, will be to roll out services to districts and high schools across all participating MHEC ETI Member states uniformly over a 24-month period.

Secondary to Secondary Transcript Transfer

The deployment plan, for initiating and sending transcripts for transfer purposes amongst participating member schools, requires the following:

- Transfer functionality is included in the core service offering and requires no additional technical implementation work to be performed.
- All MHEC ETI Member secondary schools wishing to participate in this service will need to register as transcript receivers.



Postsecondary to Postsecondary Transcript Exchange

The deployment plan, allowing postsecondary institutions to act as senders, is very similar to that described for secondary institutions. It requires the following:

- Postsecondary institutions are notified of the Secure Transcript service and are provided with instructions for registering as participants in the program, downloading and installing the Secure Transcript Client Software, and enrolling in the Secure Transcript online user training program.
- The Secure Transcript Client Software is downloaded and installed at all registered participating institutions by their IT personnel. Test transcripts used to validate the Secure Transcript Client Software installation and develop the parse template, are sent to Docufide for processing.
- System users are trained in the use of the Secure Transcript Client Software and the Secure Transcript Web application. The entire process, school side, takes less than 1 hour per college, greatly increasing schools access to, and willingness to participate in the project.

To the extent that all the functionality is agreed upon and approved, the deployment plans for all three key services can and should overlap.

6.2 PROGRAM MANAGEMENT

Docufide has, from its inception, intentionally incorporated into its service offerings numerous configuration options, a bias for self-service functionality where appropriate, as well as a minimization of procedural changes for users, so that we are able and successful at managing large scale deployments. Docufide's services are designed to allow for tailoring and personalization for each customer without the need for extensive custom development. The software deployed in large and small schools in Indiana and in 17 other states across the country incorporates numerous "lessons learned." Nevertheless, it is imperative that the required processes and people be put in place to provide ongoing guidance and management visibility for these projects. This section will provide a description of Docufide's commitment in this area.

John O'Connell, who has been serving as Docufide's Program Manager for the Indiana e-Transcript Initiative, will serve as Docufide's overall Program Manager for the MHEC ETI. He will be supported by project and account managers, as required, who will be responsible for managing the implementations within individual states.

As program manager John O'Connell will act as the overall program coordinator and primary point of communication between MHEC and Docufide. The program manager will have the following responsibilities:

- Manage the development of the overall Project Plan and work with the assigned project managers to manage each state's rollout
- Supervise work planning for software development, deployment, documentation and user training
- Scheduling and assignment of tasks to project members
- Monitor and report project progress and schedule adherence
- Quality management
- Review and approval of deliverables
- Manage the mechanism for early issue raising, issue communication and issue resolution; highlight the key critical issues that may impinge on the successful delivery of the project deliverables
- The State reserves the right to require the removal from the Project of Contractor personnel found, in the judgment of the State, to be unacceptable. The State's request must be written with reasonable detail outlining the reasons for the removal request. Additionally, the State's request must be based on legitimate, good faith reasons. Replacement personnel for the removed person must be fully qualified for the position. If the State exercises this right, and the Contractor cannot immediately replace the removed personnel, the State agrees to an equitable adjustment in schedule or other terms that may be affected by the State's required removal. If any incident with removed personnel results in delay not reasonably anticipatable under the circumstances and which is attributable to the State, the applicable SLAs for the affected Service will not be counted for a time as agreed to by the parties.



- On a case-by-case basis, the State may investigate the Contractor's personnel before they may have access to State facilities and systems. The scope of the background check is at the discretion of the State and the results will be used to determine Contractor personnel eligibility for working within State facilities and systems. The investigations will include Michigan State Police Background checks (ICHAT) and may include the National Crime Information Center (NCIC) Finger Prints. Proposed Contractor personnel may be required to complete and submit an RI-8 Fingerprint Card for the NCIC Finger Print Check. Any request for background checks will be initiated by the State and will be reasonably related to the type of work requested.
- All Contractor personnel will also be expected to comply with the State's security and acceptable use policies for State IT equipment and resources. See <http://www.michigan.gov/dit>. Furthermore, Contractor personnel will be expected to agree to the State's security and acceptable use policies before the Contractor personnel will be accepted as a resource to perform work for the State. It is expected the Contractor will present these documents to the prospective employee before the Contractor presents the individual to the State as a proposed resource. Contractor staff will be expected to comply with all Physical Security procedures in place within the facilities where they are working.

6.2.1 PROGRAM PLAN

The overall Program Plan is a customer deliverable that addresses all project activities associated with rolling out and implementing Customer Objectives. The Program Plan is developed by the Program Manager, Operations, and Technical Managers assigned to the overall project, along with input and coordination with the customer. The overall Program Plan will be revised as necessary to reflect approved changes in scope, schedule, budgets or other important factors. It will consist of the following sections:

- General project description and objectives
- Statement of work
- Project work breakdown structure
- Project organization
- Resources and responsibility assignment matrix
- Acceptance Test Procedure (engineering and QA) and release process
- Project schedule (including state-by-state rollout schedules)

6.2.2 PROJECT REPORTING

Docufide employs an integrated project reporting approach that is designed to provide a high level of project visibility. Communication through meetings, written and Web-based reports ensures that all project participants are kept well-informed regarding project status and progress.

6.2.3 BI-WEEKLY STATUS REPORTS

This deliverable is produced on a bi-weekly basis, once the project is initiated. Project Status Reports communicate project progress and performance upward to project or program and customer management and are designed to meet the needs of a management-level audience. They are also used by the project manager and the project team to monitor and control the work and to manage the project.

The project status report is a narrative report of overall project/function status and performance that summarizes results, issues and upcoming plans. It focuses on highlights, exceptions, and matters requiring management attention. In addition to the reports mentioned above that may be included in the reporting package, the project status report is accompanied by any needed project Change Requests.

The Bi-weekly Status Report also includes a Project Schedule and Milestones document. This deliverable documents a detailed project schedule of target start and completion dates for the key project tasks within the work breakdown schedule. It also presents each significant project event (i.e., milestone) whose completion is scheduled and against which progress is measured by the program.



6.2.4 MEETINGS

Periodic meetings will be held during the project:

Project kick-off meeting – Prior to initiating project activities, the Program Manager will schedule a kick-off meeting, to be attended by key Docufide and MHEC project participants. The kick-off meeting is led by the Program Manager and covers:

- introductions of all meeting attendees
- a review of the project history and goals
- a review of the project's statement of work, to obtain agreement from all project participants
- a review of the Project Plan and list of deliverables
- a review of roles and responsibilities
- a discussion of the work authorization process and project procedures

Regular Status Meetings – Meetings will be held as necessary to cover:

- current project status and progress relative to schedule targets
- discussion of planned activities and objectives for the coming week
- issues: introduction, discussion, responsibility and resolution
- customer questions, change requests

Because of the location considerations, status meetings will be conducted via telephone conference calls. Manager Meetings - The program manager will meet with each manager or supervisor individually to discuss the specific issues or problems in each area. These meetings are conducted on a daily basis to help monitor the true status of the project.

7. Marketing plan

Docufide's primary responsibility will be to provide a highly functional and available Service. Docufide plans to work closely with MHEC and the participating MHEC states to define and execute a multi-layered marketing approach that will strive to maximize adoption of the provided Service. A key to success will be active participation from MHEC, the SAAC, and, most importantly, strong endorsement from state Higher Ed and DOE level representatives.

Docufide will work with MHEC and participating state members to coordinate and schedule pre-launch marketing activities. Outlined below are the actions and materials that will be required to support the project's adoption objectives.

Pre-Project Launch Activities – Postsecondary (as recipient of transcripts)

As the success of an electronic transcript exchange project hinges on the ability/interest of region-wide postsecondary to accept the transcripts, the initial focus needs to be on postsecondary service adoption as receivers.

- Creation and distribution of project notification materials for postsecondary institutions (project presentation materials, existing Midwestern postsecondary client references, online FAQ & demos, account setup reference guides, etc.)
- Jointly hosted face-to-face and web-based presentations with university and college administrators, with call-to-action instructions on how to immediately participate
- Postsecondary follow-up and Docufide customer service validation steps
- Ensure majority participation of postsecondary institutions as receivers prior to secondary school project launch
- Goal at launch within each state is 100% registration of their public postsecondary institutions
- Create ETI summary content that can easily be added to all participating institutions websites to endorse the initiative and request students/parents to send all transcripts through MHEC ETI



Pre-Project Launch Activities – secondary schools (as sender and receiver of transcripts)

- Collaborate with participating state's DOE to compile superintendent email/mail contact lists
- Pre-load registration database provided by state DOE with available district/school contact information
- Utilizing the Indiana e-Transcript content, tailor materials to represent MHEC and individual state involvement
- Create supporting materials including a MHEC hosted initiative website with project summary content, FAQ's and interactive demos for high school administrators
- Define and schedule secondary school project launch notification strategy
- Work with MHEC and participating state representatives to research and identify any state based college access/outreach sites, hand-outs, magazines, and other marketing collateral that could be utilized to get the message out to parents and students on the initiative
- Work with MHEC and participating state representatives to inform and disseminate materials through appropriate state level secondary and postsecondary organizations
- Work with MHEC and participating state representatives to research and identify any state policy/guideline changes required for secondary school participation
- Review and approval of all secondary school project announcements (project media kits, including fact sheets, press releases)
- Schedule initial MHEC and individual participation state press events

Pre-Project Launch Activities – postsecondary schools (as sender of transcripts)

- Collaborate with participating state's Higher Education commission to compile director of admissions/Registrars email/mail contact lists
- Create supporting materials include a MHEC hosted initiative website with project summary content, FAQ's and interactive demos for college administrators
- Define and schedule postsecondary project launch notification strategy
- Work with MHEC and participating state representatives to research and identify any state policy/guideline changes required for postsecondary participation
- Review and approval of all postsecondary project announcements (project media kits, including fact sheets, press releases)

Project Launch, Announcements and Registration – Secondary & Postsecondary

- Co-host MHEC and individual state press events announcing project launch. Disseminate media kits to local and national media. Disseminate media kits to major national and participating state educational organizations (NACAC, AACRAO, AASA, NSBA, etc.)
- MHEC, in conjunction with participating Higher Ed/DOE, sends introductory email/mailer announcement of the region-wide initiative, with notice of forthcoming call-to-action message/instructions
- MHEC, in conjunction with participating Higher Ed/DOE, sends call to action message directing interested schools to register to participate, selecting their preferred date-range for implementation
- MHEC, in conjunction with participating Higher Ed/DOE, send two week reminder message, asking Superintendent/college administrator to initiate the registration process for their high schools/campuses, if not do so already (at this point, goal of 75% of schools completed or in registration process)
- MHEC, in conjunction with Docufide and participating Higher Ed/DOE, create and disseminate marketing collateral through state and/or region specific college access and outreach marketing sites and materials
- MHEC, in conjunction with participating Higher Ed, sends call to action message directing all institutions to add an ETI link to their admissions website, recommending students and schools utilize the service for applications and transfer transcripts

Performance Analysis

- Throughout the project lifecycle, Docufide Project Management will compile and present bi-weekly progress reports defining secondary and postsecondary statistics on registration, implementation, Live, and non-participation (as well as several other parameters)
- Progress status reviews will assist Docufide and MHEC Project Managers in determining necessary additional marketing steps to ensure maximum project participation

**Appendix B****MASTER DEVELOPMENT AND SERVICES AGREEMENT BETWEEN
THE MIDWESTERN HIGHER EDUCATION COMPACT (MHEC) AND DOCUFIDE, INC.**

This Agreement is made and entered into on August 24, 2006 ("Effective Date"), by and between the Midwestern Higher Education Compact, with a principal office at 1300 South Second St., Suite 130, Minneapolis, MN 55454 ("MHEC"), and Docufide, Inc. with a principal office located at 1990 S. Bundy Drive, Suite 300, Los Angeles, CA 90025 ("Docufide").

RECITALS:

Established through a common statute enacted into law by each of its eleven Midwestern member states, MHEC's purpose is to promote higher education through interstate cooperation and resource sharing among its members. The member states include Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, and Wisconsin ("Midwest"). The Commission which governs MHEC has been conferred very broad authority to enact solutions and enter into agreements on behalf of its member states. Other states may become eligible to participate in MHEC programs and MHEC shall promptly notify Docufide when any other states do become eligible after which they will be allowed to participate under this Agreement.

MHEC desires to establish a comprehensive electronic transcript service known as the E-Transcript Initiative ("ETI" or "System") available to the public and private high schools and public and private colleges and universities in the Midwest. At a minimum the System will offer a mechanism to facilitate the electronic transfer of student information between the Midwest's public and private high schools and the Midwest's public and private colleges and universities, as well as enable transfer among postsecondary institutions in the Midwest in accordance with the specifications of the attached ETI Statement of Work ("SOW"). MHEC desires to cause Docufide to design, develop, operate and maintain the System.

Midwest States will be provided the opportunity to participate in the ETI. To participate, however, they must pay their pro rata portion of the System development and licensing costs as set forth in Attachment D hereto entitled "Payment Schedules."

PROGRAM OVERVIEW:

- a) The System will be developed through a collaborative effort by MHEC and Docufide with technical and operational input from States who are Participating MHEC State at the time of the development. It is therefore advantageous for States to enroll as soon as practical.
- b) Docufide shall be reimbursed for its investment in the development of the System through the payment by the Participating MHEC States of their respective applicable Participation Fees as set forth in Section 1 of the Attachment D Payment Schedule. A State may obtain a Sponsor to pay such Participation Fee on its behalf.
- c) Any school located in a Participating MHEC State (an Eligible Participant) may become an ETI Member which will entitle it to use the Secure Transmission Services at the discounted rates described in the Secure Transcript Services Agreement. If a Participating MHEC State (or its Sponsor) pays the applicable Transaction Subsidy set forth in Section 2 of Attachment D, ETI Members in such state and their students will not be required to pay transaction fees for transmissions to other ETI members.
- d) Any School in a MHEC member state that has not become a Participating MHEC States can contract with Docufide for Secure Transcript services but will not be an ETI Member nor receive any of the benefits available only to ETI Members.
- e) Docufide will also provide additional development services to MHEC, any Participating MHEC State or any ETI Member to add online or operational features to the System.

AGREEMENT:

Now, therefore, in consideration of the premises, the respective representations, warranties and covenants contained herein, and other good and valuable consideration, the receipt and adequacy of which is hereby acknowledged, Docufide and MHEC hereby agree as follows:

1. Definitions. The following capitalized terms when used in this Agreement shall have the meanings ascribed to them, respectively, in this Section 1.



- “Business Day” shall mean a Monday, Tuesday, Wednesday, Thursday or Friday, but excluding: (i) any day on which nationally or state chartered banks having banking offices in any of the Midwest states are authorized by law to remain closed, and (ii) those days, not to exceed 8 in any calendar year, which Docufide treats as company-wide holidays but would otherwise be Business Days.
- “Confidential Information” shall mean, to the extent permitted by law, any and all Intellectual Property (as hereinafter defined) of a confidential or proprietary nature, including but not limited to Services architecture, software, development tools, schematics, programming code, source listings, flow charts, specifications, technical information, technical and non-technical data, formulas, patterns, compilations, programs, devices, methods, techniques, drawings, processes, analyses, research, development, algorithms, prototypes, hardware systems, and devices in any form.
- “Contractual Arrangements” shall mean, collectively, this Agreement including its Schedules and Attachments, the MHEC Request For Proposal (“RFP”) dated February 15, 2005, and Docufide’s Response submitted on March 8, 2006. In the event of any inconsistency among the documents constituting the Contractual Arrangements, the respective documents shall prevail in the following descending order of preference: (i) this Agreement, (ii) Docufide’s March 8, 2006 Response, and (iii) the February 15, 2006 MHEC RFP.
- “Deliverables” shall mean the functional components and Documentation described in the ETI SOW that shall be completed by Docufide and made available for use by ETI Members.
- “Deployment and Operational Phase” shall mean the phase of the ETI during which region-wide deployment and ongoing operation occurs for Participating MHEC States. This phase shall commence as soon as the Design and Development Phase completes and continue until the Master Agreement terminates.
- “Design and Development Phase” shall mean that phase of the ETI during which the functionality of the Service offerings and plans for the region-wide deployment of Services are agreed upon. This phase will commence within one month of the signing of the Master Agreement and will complete when the MHEC ETI SOW is approved and Services are ready for deployment.
- “Documentation” shall mean any and all training materials, user guides, commentaries, listings, file layouts, report layouts, screen layouts, program narratives, and other similar materials for use in conjunction with the operation and maintenance of the System which are supplied by Docufide pursuant to or in connection with this Agreement.
- “Eligible Participant” shall mean any Midwest School that has not yet become an ETI Member.
- “ETI Member” shall mean any School in a Participating MHEC State that signs and performs under an ETI Secure Transcript Services Agreement.
- “ETI State Participation Agreement” shall mean an agreement entered into between a MHEC member state or its authorized agent and Docufide substantially in the form appended hereto as Attachment B.
- “ETI User” shall mean a staff member authorized by an ETI Member to participate in or manage that Member’s use of the System.
- “Extended Service” shall mean any product or service offering, related to, but not included the Service defined in this Agreement, which Docufide will make available, on an optional basis, to ETI Members.
- “Intellectual Property” shall mean all intellectual property rights of any nature, including without limitation all (i) inventions, discoveries, processes, designs, techniques, developments, technology, and improvements, whether or not patentable, (ii) United States patents, patent applications, continuations, reissues, renewals, extensions, registrations, and the like, and any foreign or international equivalent of any of the foregoing, (iii) any word, name, symbol, color, designation or device or any combination thereof, whether or not registered, qualifying in any jurisdiction as a trademark, trade dress, service mark, service name, trade name, brand name, logo, domain name, or other business symbol, (iv) any work, whether or not registered in the United States or elsewhere, that incorporates, is based upon, derived from or otherwise uses intellectual property, including, but not limited to mechanical and electronic design drawings (including computer-aided design files), specifications, software (including documentation and object and source code listing), processes, technical or engineering data, test procedures, schematics, writings, materials, artwork, and advertising, and (v) technical, scientific, and other know-how and information, trade secrets, knowledge, technology, methods, processes, practices, formulas, instructions, techniques, procedures, ideas, technical assistance, designs, drawings, assembly procedures, computer programs, specifications, books, records, publications, databases,



- reports, manuals, data, and results, in written, electronic, or any other form now known or hereafter developed.
- “Master Agreement” shall mean this Master Development and Services Agreement between MHEC and Docufide.
 - “MHEC ETI SOW” shall mean the general Statement of Work for the MHEC ETI, which is attached hereto as Attachment A.
 - “PAC” shall mean the Project Advisory Committee formed by MHEC to help oversee this Agreement. It will consist of representatives from Participating MHEC States and other stakeholders in the success of the ETI.
 - “Participating MHEC State” shall mean any Midwest state that signs and is bound by an ETI State Participation Agreement.
 - “Payment Schedules” shall mean the schedules of payments to Docufide to be made pursuant to the Contractual Arrangements, which is appended to the Master Agreement as Attachment D.
 - “Requestor” shall mean the student, his or her parent or guardian eligible to request the transmission of the student’s transcript record from a School under the Family Education Rights and Privacy Act, or authorized ETI Member.
 - “SAAC” shall mean the Student Access Advisory Committee established by MHEC and authorized to act on MHEC’s behalf on all matters pertaining to this Agreement and to the ETI. The SAAC will coordinate the efforts of the PAC.
 - “School” shall mean a public or private high school or public or private college or university in the Midwest.
 - “Secure Transcript Services Agreement” shall mean an agreement entered into between an ETI Member and Docufide substantially in the form of one of the samples appended hereto as Attachments C1 through C5.
 - “Service” shall mean the electronic delivery of high school or college transcripts, as described and agreed to in a Secure Transcript Services Agreement, at the request of a Requestor.
 - “Software” shall mean the computer programs and machine-readable object code and source code created and owned by Docufide used to provide the functionality required for the System.
 - “SRT” shall mean a State Resource Team. The SAAC will assist in assembling an SRT in each MHEC member state. Each SRT will work with the SAAC and Docufide to: (i) get their state’s ETI State Participation Agreement signed, (ii) identify and secure statewide ETI funding, and (iii) assist in ongoing coordinating efforts to facilitate statewide implementation and adoption.
 - “Sponsor” shall mean entity who, working in conjunction with a STATE, assumes the financial responsibility for the fees identified in the STATE’s ETI State Participation Agreement in return for advertising within the Service acceptable in form and content to Docufide and the STATE.
 - “STATE” shall mean an applicable governmental department or agency of a MHEC member state that is authorized to sign an ETI State Participation Agreement and assume or otherwise cause to be undertaken the responsibilities of the Participating MHEC State set forth therein.
 - “System” shall mean the system to be designed, developed, operated and maintained by Docufide pursuant to this Agreement to provide the Service. The System shall include all software owned and operated by Docufide, independent of where the software resides, used to provide the ETI Service.

2. Responsibilities of the Parties. Docufide, working in cooperation with MHEC, Participating MHEC States and ETI Members agrees to provide the services and related resources necessary to design, develop, deploy, operate and maintain the System, all as provided hereunder. MHEC and Docufide each agrees to assume their respective responsibilities described in the ETI SOW, which is incorporated into this Agreement as Attachment A. Docufide and MHEC agree that they and Participating MHEC States (and their Sponsors, if applicable), and ETI Members will be responsible for the performance of their respective tasks in the manner and in the time specified in the ETI SOW. The ability of Docufide to timely complete the design and development portions of the System is dependent on MHEC, the Participating States and ETI Members submitting to Docufide in a timely and accurate manner any content and data requested by Docufide, as described in the ETI SOW and Secure Transcript Service Agreements.

- 2.1 Docufide is responsible for the delivery and performance of the System in accordance with the provisions of the Contractual Arrangements, including the ETI SOW. It is understood, however, that (i) the implementation and operation of the System requires the products and services of third party



software, equipment, telephone and Internet lines, and Internet service providers and (ii) Docufide cannot control, nor shall be responsible, for the quality or unimpaired and uninterrupted operation of such software which is not supplied by Docufide, equipment, telephone and Internet lines, and Internet service. Docufide will use its reasonable efforts to mitigate the adverse effects of any defects in such software and equipment or any interruption in the availability or quality of such telephone and Internet lines and service.

- 2.2 Each Participating MHEC State and ETI Member will provide to Docufide, in a timely fashion upon request from Docufide, the information possessed by or reasonably available to such Participating MHEC State or ETI Member and decisions or approvals reasonably necessary for the performance of the work required for each phase of the project identified in the ETI SOW. This includes, but is not be limited to, contact information for key contacts at postsecondary and secondary schools in each Participating MHEC State, information about their Student Information Systems, and how related projects that will impact the ETI.
- 2.3 MHEC and Docufide each agrees to use its best efforts to encourage and induce all MHEC member states to become Participating MHEC States; and, MHEC and each Participating MHEC State agrees to use its best efforts to encourage and induce their Eligible Participants to become ETI Members and use the Service. MHEC makes no guarantee that any MHEC member state will become a Participating MHEC State and/or that any Eligible Participant will become an ETI Member and use the Service.
- 2.4 MHEC shall, upon execution of this Agreement, designate a management level individual to be MHEC Contact ("MHEC Contact") and shall grant to MHEC Contact the authority to administer MHEC's responsibilities under the ETI SOW and Section 7. The MHEC Contact shall have full and final authority, on behalf of MHEC, to approve or disapprove the System Functions, any Deliverables, any modules or other parts thereof, and any function and content designed and developed by Docufide, and Docufide may proceed in reliance upon the actions of the MHEC Contact. The MHEC Contact shall be Jennifer Dahlquist or another person designated by MHEC.
- 2.5 Docufide shall, upon execution of this Agreement, designate a management level individual to be the Docufide Contact ("Docufide Contact") and shall delegate to the Docufide Contact authority to administer Docufide's responsibilities under the Contractual Arrangements. The Docufide Contact shall have full and final authority, on behalf of Docufide, to act with respect to the System, any Deliverables, any modules or other parts thereof, and any function and content designed and developed by Docufide, and MHEC may proceed in reliance upon the actions of the Docufide Contact. The Docufide Contact shall be John O'Connell, or another person designated by the President of Docufide, with the approval of MHEC.
- 2.6 Docufide shall provide such technically competent personnel, appropriate equipment and merchantable material as is necessary to perform its obligations under the ETI SOW. Docufide represents and warrants that it is in the business of providing the services that it is providing pursuant to the Secure Transcript Service Agreements and is fully capable of performing and will perform such services in accordance with the professional standards of the software and application service provider industries.
- 2.7 Personnel and subcontractors
 - 2.7.1 Docufide shall use only qualified personnel to supply the services for the projects contemplated by this Agreement. Immediately upon receipt of written notice from MHEC that any Docufide employee or employee of any of its subcontractors, is not performing in a satisfactory manner, Docufide will remove such employee and, within a reasonable period of time, replace such employee with a qualified individual.
 - 2.7.2 The Docufide Contact shall be MHEC's normal point of contact at Docufide on matters related to Docufide's performance hereunder. Likewise, the MHEC Contact will be the normal point of



contact at MHEC for Docufide concerning the MHEC's duties and responsibilities hereunder and any interpretation or proposed modification of this Agreement. Each party may change the person designated as their Contact, in each case upon written notice of such change to the other party. The individual selected as the Docufide Contact shall be subject to the approval of MHEC.

- 2.7.3 If Docufide proposes to use any subcontractors hereunder that were not identified in Docufide's proposal response dated March 8, 2006 it must first receive MHEC's written consent, which consent will not be unreasonably withheld or delayed. Docufide acknowledges that it is responsible for the performance or non-performance by its subcontractors of the tasks set forth in this Agreement.
- 2.7.4 Docufide and its employees, agents, representatives and subcontractors (and their employees) are not and shall not be deemed to be employees or agents of MHEC. Docufide and its subcontractors will be solely responsible for the payment or withholding of their respective employees' compensation, unemployment insurance, worker's compensation insurance, and any related payroll taxes associated with their employment.
- 2.7.5 Neither party will, directly or indirectly, solicit employment to any employee of the other party during the work on the respective projects contemplated by this Agreement by said employee and for one year thereafter.

3. Implementation and Acceptance

- 3.1 **Deliverables.** Deliverables described in the SOW which are delivered by Docufide will be promptly reviewed by MHEC. Within twenty (20) Business Days of MHEC's receipt thereof, the MHEC Contact shall notify the Docufide Contact in writing of the acceptance or rejection by MHEC of each such Deliverable. Acceptance dates for Deliverables supplied either before or after scheduled dates will be negotiated by MHEC and Docufide. Acceptance shall not be unreasonably withheld or delayed.
- 3.1.1 Any rejection of a Deliverable shall state specifically the manner in which MHEC believes the Deliverable or report is defective. Docufide shall be entitled to rely on approvals by MHEC in proceeding with the production of the functional components and delivery of the services contemplated by the ETI SOW but in all events the functional components and services will conform to the Contractual Arrangements.
- 3.1.2 In the event Docufide does not receive proper written acceptance or rejection within twenty (20) Business Days of MHEC's receipt of the Deliverable or report, Docufide shall be entitled to rely on the non-response as full acceptance by MHEC of such Deliverable or report and proceed with production or operation of the Deliverable.
- 3.2 **Excused Performance Delay.** In the event that one or more elements of the Deliverables are not delivered when due as a result of delay attributable to MHEC, a Participating MHEC State or the state's SRT, one or more ETI Members, or any of the other factors set forth in Section 14.1, the schedule for the ETI SOW shall be deemed extended by one Business Day for each Business Day of delay having such attribution. In the event cumulative delays aggregating more than fifteen (15) Business Days attributable to such factors occur, a new schedule that takes into account the other commitments of Docufide shall be proposed by Docufide, subject to the agreement of MHEC, to accommodate the impact of the delay on Docufide scheduling.
- 3.3 **Acceptance Criteria.** MHEC will be responsible for developing and executing any final Acceptance plan they wish to use to confirm that the Service is in compliance with the full specifications set forth in the then current ETI SOW, including System Enhancements, and with the Contractual Arrangements.



- 4. Documentation.** Docufide shall provide Documentation in connection with the delivery of the System. The Documentation shall include training materials and other documentation specified in the ETI SOW. Subject to the confidentiality provisions hereof, MHEC and ETI Members may make as many copies of the Documentation as is reasonably necessary for the effective utilization of the System, provided that Docufide's marks and copyright notices shall appear on each such copy.
- 5. Operation and Maintenance.**
- 5.1 Software Updates.** Docufide shall, without additional consideration, install Software changes required to correct errors in the System which are identified by Docufide, MHEC, or any ETI Members and verified by Docufide.
- 5.2 Hardware Upgrades.** Docufide shall, without additional consideration, upgrade its servers as required to meet its operations needs under this Agreement.
- 5.3 Enhanced Functionality.** Docufide may offer to add to the Secure Transcript Service optional additional functionality including new services and product features, electronic device interfaces and major functional improvements. Any Extended Service that is to be made available to all ETI Members requires the approval of MHEC, whose approval will not be unreasonable withheld.
- 5.4 Documentation Updates.** Docufide will provide MHEC with amendments to the Documentation in the form of inserts or supplements, which shall be provided in conjunction with updated or enhanced Software effecting significant changes in the Software.
- 5.5 Software Maintenance.** Docufide will respond promptly to reported Software problems. Such problems identified by MHEC or ETI Members shall be submitted to Docufide, when possible using a form provided by Docufide, including back-up material substantiating the Software problem. Upon proper notification of a failure of the Software to perform correctly, provided such failure can be reproduced or otherwise verified by Docufide, Docufide shall use diligent efforts to correct the failure in a timely manner.
- 5.6 Telephone Assistance.** Docufide shall assist the staff at ETI Members in identifying, verifying and resolving problems in the use and operation of the System through telephone contact with Docufide customer support representatives during normal business hours for Docufide's customer support department.
- 6. Price and Payments.** MHEC agrees to use its best efforts to cause the MHEC member states to fund the design, development, maintenance and operation of the services to be provided by Docufide pursuant to this Agreement by becoming a MHEC Participating State. For each Participating MHEC State the agreed upon payment schedule is provided in Attachment D to this Agreement.
- 6.1** Each MHEC state will be offered the opportunity to become a Participating MHEC State by executing an ETI State Participation Agreement and paying the appropriate Participation Fee as set forth in Section 1 of Attachment D. The first half of such Participation Fee is due and payable when such Participating MHEC State signs their ETI State Participation Agreement. The second half of the Participation Fee is due when the Service is ready for deployment in the State.
- 6.2** Each Participating MHEC State shall also have the opportunity to subsidize the delivery of high school and/or postsecondary transcripts from Schools in their State to all ETI Members. The agreed upon fees associated with the rollout, ongoing operation and maintenance of this subsidized delivery including customer support, are set forth in Section 2.1 of Attachment D for each MHEC member state.
- 6.2.1** In states where there will be a state-wide subsidy each Participating MHEC State or its authorized representative shall pay, or cause to be paid to Docufide the applicable fee for the services chosen as set forth in Section 2.1 of Attachment D to this Agreement, except as otherwise provided in the ETI State Participation Agreement.



- 6.2.2 For each Participating MHEC State in which there will be a state-wide subsidy, Docufide will invoice the Participating MHEC State or its authorized representative in accordance with the provisions of Attachment D, except as otherwise provided in the ETI State Participation Agreement. All claims for payment of fees by Docufide shall be accompanied by an invoice signed by an authorized officer or representative of Docufide attesting to the authenticity and validity of the fees. A brief status report, the form of which will be mutually agreed to by MHEC and Docufide, will accompany each invoice. Each Participating MHEC State or its authorized representative will cause such invoices to be paid no later than 30 days after date of receipt of invoice.
- 6.2.3 In each Participating MHEC State where there is no state-wide subsidy any Eligible Participant who wishes to become an ETI Member shall pay, or cause to be paid to Docufide fees in accordance with the appropriate Secure Transcript Agreement provided in Attachments C2 or C3.
- 6.2.4 If a Participating MHEC State obtains a Sponsor to pay all or any portion of the fees payable by such Participating MHEC State, Docufide will cooperate in the approval and integration of any advertising associated therewith at the rates set forth in Section 7.
- 6.25 MHEC is not liable to Docufide or any of its subcontractors for the failure of any Participating MHEC State and/or ETI Member to make any payment or to otherwise fully perform pursuant to the terms of the Contractual Arrangements, an ETI State Participation Agreement and/or an ETI Secure Transcript Services Agreement.

7. Additional Work. Any additional work to be performed by Docufide for any specific Participating MHEC State or specific ETI Member that is not to be commonly available to all ETI Members requires a separate addendum to their ETI State Participation Agreement or Secure Transcript Services Agreement, as applicable, and is not within the scope of this Agreement.

Any additional work required to be available to all ETI Members in all Participating MHEC States performed by Docufide and not specified in the ETI SOW, shall be priced in the manner specified in a written amendment or addendum to this Agreement executed by MHEC and Docufide or, in the absence of such a specification, in accordance with the provisions of this Section 7.

- 7.1 Authorization.** MHEC, any Participating MHEC State, or ETI Member may request additional work representing changes to the scope of this Agreement or the ETI SOW by written request to Docufide specifying the desired change using a degree of specificity comparable to that employed in the then current analogous specifications. If Docufide agrees that the proposed change to the scope of the System can be reasonably implemented and will not adversely affect the System or the implementation thereof, Docufide will so indicate in writing to the entity requesting the additional work and shall submit to requestor time and cost estimates for such modifications within thirty (30) days following receipt of the request. All such estimates for additional work shall be valid only for a period of ten (10) Business Days. Upon acceptance of any such estimate by requestor in writing, Docufide will proceed with the work and requestor shall be obligated to pay the price therefor.
- 7.2 Acceptance.** The delivery and acceptance of any Additional Work in the same manner as set forth in Section 3, except the Participating MHEC Member or ETI Member, as applicable, shall be the approving party (rather than MHEC).
- 7.3 Payment.** Payment for any work performed pursuant to Section 7.1 shall be due within forty five (45) days after the date of receipt of invoice. Invoices for additional work involving the operation and maintenance of the System shall be sent on a monthly basis as follows: invoices for other additional work may be sent (i) upon completion or monthly for such additional work costing less than Ten Thousand Dollars (\$10,000), and (ii) monthly, based on work performed, for additional work costing Ten Thousand Dollars (\$10,000) or more.



7.4 Unspecified Projects. In the event any work not specified in the ETI SOW is to be performed by Docufide pursuant to this Section 7 for which the price is not otherwise specified in an amendment or addendum to this Agreement or an estimate pursuant to Section 7.1, such work shall be invoiced and paid for based upon actual hours spent at the labor rates specified in the following schedule:

7.4.1 If such work is performed prior to December 31, 2010:

<u>Personnel Category</u>	<u>Hourly Rate</u>
Program Manager	\$200
V.P. Engineering	\$200
V.P. Product Development	\$200
Sr. Software Analyst	\$150
Programmer	\$100
Project Coordinator	\$75
QA & Testing	\$65
Trainer	\$65

7.4.2 Any such work performed by Docufide after December 31, 2010 shall be invoiced and paid for based upon actual hours spent at the Docufide labor rates then in effect. In addition, Docufide shall invoice and be reimbursed for the reasonable expenses incurred by Docufide in performing such additional work, provided that any such expenses in excess of (i) an aggregate of One Thousand Dollars (\$1,000) for materials and/or travel, or (ii) an aggregate of Two Thousand Dollars (\$2,000) for other out-of-pocket expenses shall be approved in advance.

7.5 MHEC, and any Participating MHEC State or ETI Member, with respect to Additional Work authorized by it, shall have the right, at reasonable times, to audit the books, documents and records of Docufide to the extent that the books, documents and records relate to costs or pricing data for work performed under this Agreement on other than a fixed price basis. Docufide shall preserve books, documents, and records that relate to costs, expenses, or pricing data for this Agreement for the term of this Agreement and for a period of three (3) years thereafter.

8. Rights in Intellectual Property. Any party having access to Intellectual Property and Documentation through the use of the Service or System may use such Intellectual Property and Documentation only as provided in this Agreement and in a manner compliant with all applicable laws. No party hereto is authorized for any reason whatsoever to perform reverse engineering of the Intellectual property of the other by any means, including disassembly, decomposition, or any other means or mechanism, and each party having access to the System or Service pursuant to this Agreement agrees not to engage, directly or indirectly, in any such reverse engineering

- 8.1 The System, the Documentation and all Intellectual Property of Docufide related to the Service, and all features, enhancements, improvements and updates thereto, whether created, developed or otherwise generated or distributed in the course of this Agreement or independently by Docufide, are and shall remain the sole property of Docufide; and neither MHEC nor any Participating MHEC State or ETI Member will by its activities hereunder acquire any right, title or interest thereto. MHEC, and each Participating MHEC State and ETI member upon signing their respective agreement, agrees that it shall not alter or remove any identification marks or labels from Documentation without the prior express written consent of Docufide. MHEC, and each Participating MHEC State and ETI member upon signing their respective agreement, agrees that misuse, misappropriation or infringement of the System, the Documentation or any Intellectual Property of Docufide could cause irreparable injury which cannot be compensated by money damages.
- 8.2 Upon System Acceptance by MHEC, at MHEC's option, MHEC and Docufide shall enter into an escrow agreement, substantially in the form attached hereto as Attachment E, under which



Docufide will deposit into a safe deposit box or other depository mutually acceptable to MHEC and Docufide source code and object code for the Software utilized in the System, including any proprietary tools necessary to maintain, update or enhance the System. Media embodying the Software shall be deposited with each new release of the Software but no less frequently than every six (6) months. MHEC shall have access and a license to the materials so deposited in the event Docufide upon the occurrence of any of the events set forth in such escrow agreement, subject to the obligation of MHEC to protect, and cause any contractors, subcontractors, employees, consultants, agents and others to whom it discloses such materials (on a need-to-know only basis) to protect such materials as Confidential Information.

- 8.3 During the term of this Agreement and upon termination thereof for any reason whatsoever, including breach by MHEC, information, data, content, images and other intellectual property provided by MHEC or the ETI Members and utilized for the System or Service shall be and shall remain the property of MHEC and the ETI Members, respectively. Nothing herein shall preclude Docufide from acquiring and using such information, data, images and intellectual property from publicly available sources or through private arrangements with the owners thereof.
- 8.4 Nothing contained in this Agreement shall be deemed to preclude or in any way restrict the right of Docufide to create, market or distribute for others systems, services or written materials similar in nature to the System, Service or Documentation, nor to utilize in such systems, services or written materials, software, coding, concepts and material that is developed or utilized pursuant to this Agreement.
- 8.5 Consistent with the Family Education Rights and Privacy Act and all other state and Federal laws and regulations, MHEC reserves the right to conduct data analysis with the information and data collected and/or generated from the Service.

9. Confidential Information. In the performance of this Agreement, each party acknowledges and agrees that it will have access to confidential information of the other party. All such data and documents shall be marked or otherwise designated as "Confidential" or "Proprietary." Information of a proprietary nature which is disclosed orally to a party hereto shall not be treated as Confidential Information unless it is stated at the time of such oral disclosure that such information is Confidential Information and such information is reduced to writing and confirmed as Confidential Information to the Recipient within 10 days after the oral disclosure.

- 9.1 Docufide and MHEC, and the respective Participating MHEC States and ETI members upon signing their respective agreement, each agrees that, with respect to Confidential Information it receives (as a "Recipient") from the other party (as a "Discloser") in connection with the Contractual Arrangements, that it (i) will use such Confidential Information solely for the purposes contemplated by the Contractual Arrangements, (ii) shall not use any such Confidential Information for any other purpose and in particular shall not so use such Confidential Information in any manner either to the detriment of the Discloser or for the benefit of the Recipient or any third party (other than ETI Members), and (iii) shall receive and hold such Confidential Information in trust and confidence for the benefit of the Discloser.
- 9.2 Without limiting the generality of the foregoing, all Confidential Information provided in connection with the Contractual Arrangements:
 - 9.2.1 shall not be distributed, disclosed, or disseminated in any way or form by the Recipient to anyone except those of its own employees and professional advisors who have a reasonable need to know said Confidential Information for the purpose or purposes described above and then only to the extent each such employee or advisor has a reasonable need to know;
 - 9.2.2 shall be treated by the Recipient with the same degree of care to avoid disclosure to any third party as is generally used by diligent companies in the software field and in any event with a degree of care no less than that utilized by Recipient to protect its own proprietary information which is to be kept confidential;



9.2.3 shall not be used by the Recipient for its own purposes, except as expressly provided in the Contractual Arrangements; and

9.2.4 shall remain the property of and be returned to the Discloser (along with all copies or other embodiments thereof) within fifteen (15) days of (i) the termination of the term of this Agreement, or (ii) the earlier receipt by the Recipient from the Discloser of a written demand following a breach of one or more of the documents forming the Contractual Arrangements directing that Confidential Information described generally or specifically in such demand be returned to the Discloser.

9.3 Confidential Information does not include (a) information which the Recipient can conclusively demonstrate was known to it at the time of receipt from the Discloser, (b) information lawfully received by the Recipient from a third party without an obligation of confidentiality, (c) information which becomes known to the public other than by a disclosure prohibited by this Agreement, (d) information which the Recipient is legally required to disclose, or (e) information which the Recipient can conclusively demonstrate was independently developed by it without assistance from access to Confidential Information.

9.4 Each ETI Member acknowledges and agrees that Docufide may use, disclose or publish data or submissions collected and/or generated from the Service only to the extent that it is presented in a manner that will not identify or be attributable to any individual student or contain personal identifying information. Additionally, Docufide will not use, disclose or publish data containing information that identifies or is attributable to any individual student without their permission.

10. Infringement Protection. Docufide shall defend, indemnify, and hold harmless MHEC and each Participating MHEC State, ETI Member and ETI User (“Indemnified Parties”) against any and all claims, liabilities, judgments, costs, damages, and expenses resulting from a claim or suit against any such Indemnified Party for infringement of any patent, copyright, trademark, trade secret, royalty or license agreement, or other proprietary right arising out of the use of the System or Documentation by such Indemnified Party in the manner and for the purposes described in this Agreement. MHEC and each party claiming indemnification shall promptly inform Docufide of any such claim or suit, shall be allowed to participate at its own expense in Docufide’s or its suppliers’ defense against such suit, and shall cooperate in the defense against such suit.

10.1 If the use of any portion of the System or Documentation by an Indemnified Party is enjoined by a court of competent jurisdiction, Docufide shall at its option and expense and within 60 days of such enjoinder (a) procure for such Indemnified Party the right to use such infringing portion; (b) replace such infringing portion with a non-infringing portion providing equivalent functionality; or (c) modify the infringing portion so as to eliminate the infringement while providing equivalent functionality.

10.2. Docufide may delegate its responsibilities under this Section 10 to the manufacturer of the allegedly infringing portion of the System, provided Docufide has received the advance written consent of MHEC but, in any event, Docufide shall be obligated to defend and indemnify the persons named above. Such consent will not be unreasonably withheld or delayed.

11. Insurance. Docufide, at its sole cost and expense, shall insure its activities in connection with the work under this Agreement and obtain, keep in force, and maintain insurance as follows:

11.1 Commercial Form General Liability Insurance (contractual liability included) with minimum limits as follows:

a. Each Occurrence	\$1,000,000
b. Products/Completed Operations Aggregate	\$1,000,000
c. Personal and Advertising Injury	\$1,000,000
d. General Aggregate	\$2,000,000

If the above insurance is written on a claims-made form, it shall continue for three years following termination of this Agreement.



- 11.2 Business Automobile Liability Insurance for owned, scheduled, non-owned, or hired automobiles with a combined single limit of not less than Five Hundred Thousand Dollars (\$500,000) per occurrence.
- 11.3 Professional Liability Insurance with a limit of not less than One Million Dollars (\$1,000,000) per occurrence with an aggregate of not less than Two Million Dollars (\$2,000,000).
- 11.4 The coverages required under Sections 11.1 and 11.2 shall include MHEC as an additional insured.

12. Term. Unless earlier terminated as provided herein, the term of this Agreement shall commence upon the execution hereof and shall continue for three (3) years, with options by mutual agreement (of the parties to the Agreement) to renew for three (3) additional one (1) year periods. All provisions of this Agreement shall continue to apply through any such period.

13. Termination

- 13.1 Termination Upon Breach.** This Agreement may be terminated by either MHEC or Docufide, upon the suffering a material adverse effect as a result of a material breach of any provision of this Agreement by the other party, which breach remains uncured for more than sixty (60) days after the non-breaching party provides written notice thereof to the breaching party, unless such breach cannot reasonably be cured within such sixty (60) day period, in which case termination requires that the breach remains uncured for more than sixty (60) days after such notice and the party guilty of such breach fails to initiate curative measures during such sixty (60) day period and to thereafter diligently prosecute such measures to completion.
- 13.2 Termination For Lack of Funding or Authority.** MHEC may upon thirty (30) days' written notice to Docufide, terminate this Agreement if (i) funds sufficient to enable MHEC to perform its obligations pursuant to this Agreement are not appropriated or granted to MHEC, (ii) the authority of MHEC to enter into or perform its obligations hereunder is terminated, or (iii) a state of emergency is declared by competent governmental authorities. In such event, Docufide shall promptly cease all further activity under this Agreement and MHEC will cause Docufide to be paid, within 30 days of receipt of Docufide's invoice, for all work which MHEC is liable pursuant to Section 7 of this Agreement and performed by Docufide prior to the effective date of termination. In the event of termination of this Agreement pursuant to this Section 13.2, all ETI State Participation Agreements between a Participating MHEC State and Docufide then in effect and all ETI Secure Transcript Services Agreements between an ETI Member and Docufide then in effect shall remain in full force and effect as if this Agreement were not Terminated.
- 13.3 License Upon Termination For Breach.** If MHEC terminates this Agreement pursuant to Section 13.1 as a result of a material breach by Docufide and MHEC has performed its obligations hereunder in all material respects, MHEC shall be entitled to receive the materials placed in escrow pursuant to Section 8.2 (the "Licensed Materials"). Docufide hereby grants to MHEC a non-exclusive, non-transferable and non-assignable license, effective upon such termination for breach, to use the Licensed Materials solely in the operation, maintenance and updating of the System or Service to provide an online, web-based service for delivering high school or postsecondary transcripts of ETI Members. MHEC agrees that while it is utilizing the Licensed Materials as licensee it will post an on-screen notice that the System is utilizing Software produced, designed, developed and authored by Docufide. At such time as MHEC ceases to operate the System or ceases to utilize the Licensed Materials in the operation, maintenance and updating of the System or Service, the license granted hereunder with respect to the System shall thereupon terminate. At such time as MHEC ceases to operate the System or ceases to utilize the Licensed Materials in the operation, maintenance and updating of the System, MHEC shall promptly return to Docufide all copies of the Software and other Licensed Materials and all other materials, whether printed, electronic media or some other form, containing all or any portion of the Licensed Materials. Any such receipt and use of the Licensed Materials shall be subject to the provisions of Sections 8 and 9 of this Agreement.



13.4 Survival. The provisions of Sections 7.5, 8, 9, 13.3 and 14 shall survive termination of this Agreement.

14. General

14.1 Force Majeure. No party will incur any liability to the other if its performance of any obligation under this Agreement is prevented or delayed by causes beyond its control and without the fault or negligence of such party. Each party agrees to resume performance as soon as reasonably possible after termination of a Force Majeure event described herein. A “Force Majeure Event” includes causes beyond a party’s control may include, but are not limited to, acts of God or war, changes in controlling law, regulations, orders or the requirements of any governmental entity, severe weather conditions, civil disorders, natural disasters, fire, epidemics and quarantines, general strikes through the trade, and freight embargoes. A party so prevented from or delayed in performing by a Force Majeure Event shall notify the other party orally within five (5) days and in writing within ten (10) Business Days of the date on which the such party becomes aware, or should have reasonably have become aware, that such Force Majeure Event would prevent or delay its performance. Such notification shall (i) describe fully such Force Majeure Event(s) and its effect on performance; (ii) state whether performance under this Agreement is prevented or delayed; and (iii) if performance is delayed, state a reasonable estimate of the duration of the delay.

14.2 Indemnification. Docufide will defend, indemnify and hold MHEC, and except as provided in their respective agreements, each Participating MHEC State, ETI Member and ETI User harmless against any and all losses, claims, liabilities, judgments, costs, damages, and expenses resulting from a claim or suit against MHEC, any Participating MHEC State, ETI Member and/or ETI User for (a) personal injury or damage to property resulting solely from the performance of this Agreement by Docufide, its agents, employees or subcontractors and (b) any misuse by Docufide, its agents, employees or subcontractors of any Student Transcript or other student information in its possession or under its exclusive control pursuant to this Agreement.

MHEC or any other party claiming indemnification under this Section 14.2 shall promptly inform Docufide of any such claim or suit, shall be allowed to participate at its own expense in Docufide’s defense against such claim or suit, and shall cooperate in the defense against such claim or suit.

14.3. Limitations on Liability. IN NO EVENT SHALL DOCUFIDE, MHEC OR ANY PARTICIPATING MHEC STATE OR ETI MEMBER BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL, INDIRECT, PUNITIVE OR EXEMPLARY DAMAGES OR FOR ANY LOST PROFITS OR LOST SAVINGS ARISING OUT OF OR RELATED TO THIS AGREEMENT, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR LOSS AND WHETHER OR NOT SUCH DAMAGES OR LOSS WERE FORESEEABLE.

14.4 Notices. Any notice or other communication by either party shall be given in writing and shall be deemed given when actually delivered, one Business Day after it is entrusted to a courier service of national reputation promising overnight delivery service, or three (3) Business Days after deposited in the United States Mail for delivery by registered or certified mail, return receipt requested, with postage prepaid, addressed as follows:

<u>If to Docufide</u>	<u>If to STATE</u>
Docufide, Inc.	Douglas Collier
	State of Michigan
	Purchasing Operations
1990 S. Bundy Drive, Suite 300	PO Box 30026
	530 West Allegan
Los Angeles, CA 90025	Lansing, Michigan 48909
Attn: John Reese, President/CEO	Attn: Douglas Collier

**If to Docufide**

Docufide, Inc.
1990 S. Bundy Drive, Suite 300
Los Angeles, CA 90025
Attn: John Reese, President/CEO

If to MHEC

Midwestern Higher Education Compact
1300 South Second Street, Suite 130
Minneapolis, MN 55454-1079
Attn: Larry A. Isaak, President

Either party may change the address to which requests, notices and other communications to it shall be delivered by notice thereof to the other party given the manner provided above.

14.5 Relationship of the Parties. In performance of this Agreement, the parties are acting as independent entities, and neither Docufide nor any employee, representative, subcontractor or agent of Docufide shall be or be deemed to be a partner, joint venturer, employee or agent of MHEC or any Participating MHEC State or ETI Member. Docufide shall have no right or authority to enter into agreements on behalf of or otherwise bind MHEC or any MHEC party, and neither MHEC nor any MHEC party shall have the right or authority to enter into agreements on behalf of or otherwise bind Docufide.

14.6 Media Releases.

Both Docufide and MHEC agree to cooperate in the release of information and announcements to the public for purposes of promoting the usage of the System. MHEC reserves the right of approval of all public-information releases by Docufide using MHEC name or the System name. Docufide reserves the right of approval of all public information releases by MHEC using the Docufide name. Such approvals shall not be unreasonably withheld or delayed by either party.

Docufide acknowledges that the entire contents of this Agreement, together with Docufide's proposal materials, are subject to full and complete disclosure to the public, including competitors and the news media, in accord with the respective Midwest State public information laws.

14.7 Compliance with Applicable Law. Each of the parties agrees to comply with all applicable national, state and local laws and regulations in the performance of their obligations under this Agreement including, but not limited to (i) the procurement of permits, licenses, and certificates where required, the payment of applicable taxes; (ii) the observance of all laws and regulations relating to the privacy of information provided by ETI Members; (iii) Federal laws related to the exporting and transmission of data outside the United States; and (iv) applicable Federal and California laws including, without limitation, the California Fair Employment Practices Act, The Americans with Disabilities Act, 28 C.F.R. § 35.101 et seq., and all other regulations promulgated under Title II of The Americans With Disabilities Act, related to discrimination. The parties shall also cause their respective vendors and agents performing services relating to this Agreement and the System to agree to comply with such laws and regulations. Docufide specifically agrees to comply with each of the Midwest State's laws, regulations, rules and executive orders regarding ethics as they are currently in effect and as they may be amended, modified, or enacted in the future. Failure by any party to comply with all applicable national, state and local laws and regulations in the performance of obligations under this Agreement shall constitute a material breach under Section 13.1 of this Agreement.

14.8 Litigation. Each party shall immediately notify the other of any pending or threatened litigation, proceeding or governmental investigation, or of any issued order, injunction, or decree which is reasonably expected to have a material adverse effect on the Contractual Arrangements or on the services to be provided thereunder.

14.9 Agreement Validity. Each party represents, respectively, that (i) it has all requisite power, authority, and capacity to enter this Agreement and the other Contractual Arrangements and to perform its obligations hereunder and thereunder; (ii) the execution and delivery of this Agreement



by such party and the consummation of the transactions contemplated hereby by such party have been duly and validly authorized by all necessary action, including all approvals and consents required from any other person or governmental authority; (iii) this Agreement constitutes a valid, legally binding agreement of such party, enforceable against such party in accordance with its terms, and (iv) the execution, delivery, and performance of this Agreement by such party, its compliance with the terms hereof, and the consummation by it of the transactions contemplated hereby will not violate, conflict with, result in a breach of or constitute a default under its certificate of incorporation, by-laws, or any instrument or agreement to which it is a party or by which it is bound, any state or federal law, rule or regulation, or any judicial or administrative decree, order, ruling or regulation applicable to it.

14.10 Entire Agreement. The Contractual Arrangements contains the entire agreement between the parties hereto with respect to the transactions contemplated herein, and supersedes and cancels any prior communications, understandings and agreements between the parties with respect to the subject matter of this Agreement. This Agreement shall not be modified or otherwise amended and no rights hereunder shall be deemed waived except by an instrument in writing signed by or on behalf of the party against whom such modification, amendment or waiver is asserted. The following Attachments A, B, C, D, and E hereto shall be deemed incorporated herein and shall be treated as an integral part hereof, on the same basis as though set forth in full in the body of this Agreement. Any such Attachments may be amended from time to time in the same manner as this Agreement may be amended:

Attachment A	Initial Statement of Work
Attachment B1-	Secure Transcript Service Agreements (not Included in this doc. as this is a document that the high school(s) will sign)
Section B	ETI State Participation Agreement (Pg 38)

14.11 Interpretation. This Agreement shall be construed in accordance with the laws of the State of Michigan and without reference to its choice of laws principles. Section headings and captions are for reference only and shall not be deemed to alter or affect the meaning of any provision. The terms “herein,” “hereof,” and similar internal references refer to this Agreement as a whole and, except as specifically stated to the contrary, not to any particular section or portion of this Agreement. As used herein, the singular includes the plural and *vice versa*; and each gender of pronouns shall be deemed to include the others.

14.12 Waiver. Failure by either party at any time to enforce any obligation by the other party, to claim a breach of any term of this Agreement, or to exercise any right or power arising hereunder will not be construed as a waiver of that or any other obligation, breach, right or power. No waiver by any party hereto of its rights under any provisions of this Agreement shall constitute a waiver of such party’s rights under such provision at any other time or for any other purpose, or a waiver of such party’s rights under any other provision of this Agreement.

14.13 Invalidity. If any provision of this Agreement shall be declared invalid or unenforceable, such provision shall, if possible, be deemed modified to the minimum extent necessary in order for it to be enforceable. The invalidity or unenforceability of any provision of this Agreement will not affect the validity or enforceability of any other provision.

14.14 Non-Collusion. The undersigned attests, subject to the penalties for perjury, that he/she is the contracting party’s agent, that he/she has not, nor anyone acting on behalf of Docufide to the best of his/her knowledge, entered into or offered to enter into any combination, collusion, or agreement to receive pay, and that he/she has not received or paid any sum of money or other consideration for the execution of the Agreement except as provided herein for the services to be rendered.



14.15 Enforcement. Any dispute concerning this Agreement that is not disposed of within a reasonable period of time by the Docufide and MHEC employees normally responsible for the administration of this Agreement shall be brought to the attention of the Chief Executive Officer (or designated representative) of each party for joint resolution. If agreement cannot be reached through the application of high-level management attention, The Contract must in all respects be governed by, and construed according to, the substantive laws of the State of Michigan without regard to any Michigan choice of law rules that would apply the substantive law of any other jurisdiction to the extent not inconsistent with, or pre-empted by federal law.

If either party files an action or brings any proceeding against the other party related to this Agreement, the prevailing party shall be entitled to recover as an element of its cost of suit, reasonable attorneys' fees in such amount as the court may determine to be reasonable.

14.16 Assignment. This Agreement shall not be assigned by Docufide without the prior written consent of MHEC, which consent shall not be unreasonably withheld. MHEC may assign this Agreement with notice to Docufide.

14.17 Counterparts. This Agreement may be executed in any number of counterparts, each of which shall be deemed an original but all of which together shall constitute one and the same instrument.