

Center for Educational Performance and Information (CEPI)

Michigan e-Transcript Initiative

Frequently Asked Questions (FAQs)

V3.0

Questions?
E-mail: CEPI@michigan.gov
Phone: 517.335.0505



General Audience

1. What is the Michigan E-Transcript Initiative?

The State of Michigan's Center for Educational Performance and Information (CEPI) has joined forces with the Midwestern Higher Education Compact (MHEC) to offer the Michigan e-Transcript Initiative. CEPI has contracted with Docufide, Inc., which will deliver an electronic transcript exchange system through its Secure Transcript™ service to school districts, colleges and universities throughout the state. The service allows students to send transcripts and other supporting admission documents from their high schools or colleges to more than 4,000 other colleges and universities nationwide, as well as to third-party destinations, electronically or on security paper mailed by Docufide.

2. Who is CEPI?

The State of Michigan's Center for Educational Performance and Information (CEPI) collects and reports data about the performance of Michigan's kindergarten through twelfth grade public schools and students. Its initiatives in data collection and reporting facilitate school districts' compliance with the federal *No Child Left Behind Act of 2001* and the Michigan Department of Education's accreditation plan, *Education YES!* It also provides unprecedented access to information about Michigan's schools for parents, educators, and policymakers via the CEPI Web site, at www.michigan.gov/cepi.

3. Who is Docufide?

Docufide is the leading provider of educational records management services. Its flagship service, Secure Transcript™, manages the ordering, processing and secure delivery of student records for K-12 and postsecondary institutions nationwide. Secure Transcript™ saves schools money, uses staff time more efficiently and improves student satisfaction. Docufide, Inc. is headquartered in Los Angeles, California, with representatives throughout the United States. For more information, please visit www.docufide.com.

4. Who is Parchment?

Docufide is Parchment. Docufide changed its corporate name to Parchment Inc. The name change reflects the company's strategy to both transform the way education credentials are exchanged and used by education institutions. The Docufide Software-as-a-Service platform retains the Docufide brand. Since its inception in 2003, Docufide (now Docufide by Parchment) has served as "Education's Trusted Intermediary." For more information on the re-branding and the goals of Parchment Inc., please go to www.parchment.com or directly to: <http://www.parchment.com/company/media-center/press/docufide-inc-rebrands-parchment-inc>.

5. Whom do I contact for more information?

Go to CEPI's [e-Transcript Webpage](#) for information, updates and communication. For any questions pertaining to the registration process, becoming "live" with the service, technical support or sending transcripts, contact Docufide via its [customer support page](#). If you wish to talk to a Docufide customer support representative, please call (310) 309-3722 and follow the prompts. Please note that you must leave a detailed message and contact information when calling Docufide. For other inquiries, please contact CEPI's customer support at CEPI@michigan.gov or (517) 335-0505.

6. What is the Midwestern Higher Education Compact (MHEC) and its role in Michigan?

The purpose of the MHEC is to provide greater higher education opportunities and services in the Midwestern region, with the aim of furthering regional access to, research in and choice of higher education for the citizens residing in the several states which are parties to the Compact. Michigan became a member of the MHEC when it enacted the Michigan Statute Section 390.1531 in July 1990. In doing so, the state of Michigan recognized MHEC as an entity acting under the authority of the State of Michigan but in conjunction with similar authority granted to it by the other member

states of the Compact. The compacting legislation charges MHEC to provide services and research in areas of regional concern and grants MHEC the power to enter into contracts for the services of personnel from any institution, foundation, person, firm or corporation. MHEC followed a competitive request for proposals process prior to awarding the bid and entering into an agreement with Docufide to provide e-Transcript services. Twelve states make up the MHEC region and include: Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota and Wisconsin.

7. What is the Secure Transcript™ service provided by Docufide?

It is a service that automates the ordering, processing and delivery of student transcripts for both secondary and postsecondary education. Secure Transcript™ gives online convenience, saves school registrars time and effort with a Web-based workflow management tool, and provides consistent, secure transcripts to receiving institutions.

8. How does the e-Transcript service work?

A student at a participating institution uses the link on the school's Web site, enters identifiable information, selects a password and chooses where he/she wants to send transcripts. These transcript requests are made available electronically to the sending institution's administrator, who approves the requests and uploads student transcript records electronically to Docufide. Docufide then delivers official transcripts, electronically or on paper, according to the receiving institution's preference. The student receives an e-mail confirmation when the transcripts are sent, and if delivered electronically, when received as well.

9. Is the Secure Transcript™ service FERPA compliant?

Yes. Transcripts are sent through Docufide's Secure Transcript™ service in a manner compliant with the Family Educational Rights and Privacy Act (FERPA).

10. What does the launch/rollout plan of the initiative consist of?

The Michigan e-Transcript Initiative officially launched in September 2009. The initiative was rolled out in three phases: 1) phase one began in August 2009 to register postsecondary institutions to begin receiving electronic transcripts immediately from participating schools; 2) phase two began in September 2009 to register secondary institutions to send electronic transcripts; and 3) phase three began in early 2010 to register postsecondary institutions to send electronic transcripts.

11. What are the benefits of participating in the Michigan e-Transcript Initiative?

- Students, parents and alumni can request transcripts online 24 hours a day/seven days a week.
- There is no charge to have transcripts sent to participating colleges and universities in Michigan and partner states.
- Participating secondary schools have the ability to send transcripts from high school to high school within the state of Michigan free of charge.
- Automated notifications are sent to students when transcripts are processed and received, reducing student support calls.
- Faster transcript delivery to Michigan and nationwide colleges, other participating secondary schools, NCAA, the military, scholarship programs, third-party destinations such as employment verification and insurance companies as well as the ability to send eSSRs.
- Reduction of time commitment by school staff to process transcripts, allowing staff to focus on other student needs.
- Creation of a legible electronic transcript to be read by and shared with admissions counselors, academic advisors, scholarship committees, etc.
- The review process has been made easier by providing a standard appearance to the transcript.
- Comprehensive reporting has been built into the system for all authorized administrators. Reports are available from the system that detail sent transcripts with a robust set of search criteria and the capability to export to Excel for further data analysis.

12. Who is paying for the e-Transcript services?

With available federal grant funds and other funding sources, CEPI contracted with Docufide to provide the software download installation and necessary on-line staff training to enable the electronic exchange of high school student and alumni transcripts to other e-Transcript-registered institutions in Michigan and other participating Midwestern states in the Midwestern Higher Education Compact (MHEC), at no cost to either the students, high school or the college (with the ability to send anywhere else at discounted student/alumni rates) for a minimum of three years.

13. Is there a fee for schools?

No. Under the initiative, all software installation, updates and training are free.

14. The Michigan e-Transcript Initiative is for three years. What happens after that?

CEPI has paid for the electronic exchange of data, provided by Docufide, for three years. The start-up fee was paid to get the system in place throughout Michigan. After year three (2012), the maintenance fees are greatly reduced. CEPI has secured funding to extend the initiative for another three years, until 2015. CEPI will be exploring options for funding to extend the initiative.

15. Is it mandatory/required for high schools to send e-Transcripts using Docufide?

Public high schools are required to send transcripts electronically using Docufide. Participating in the Michigan e-Transcript Initiative will help schools aid in retaining their federal stimulus dollars provided under the American Recovery and Reinvestment Act of 2009 (ARRA). Private high schools are strongly encouraged to participate. However, sending transcripts electronically is beneficial for both students and administrators at the schools, as well as being cost effective. As electronic transcripts look to be the wave of the future, private high schools are encouraged to register with Docufide while the registration, installation software and training are free under the initiative.

16. I understand that public high schools need to be in compliance with this initiative, but what does "compliance" entail?

To be compliant, a high school must be "live" with the Docufide e-Transcript service. To become "live" with the service, the school must:

1. Complete all of the registration steps online:
 - a. Go to www.michigan.gov/cepi and click on the "e-Transcript" blue menu tab at the left
 - b. Click on the "High School Registration" link
 - c. Click on the "Begin Registration" link for the Michigan e-Transcript Initiative. Public schools will use the link corresponding to Districts. Search for your district name.
 - d. Please provide primary e-Transcript contacts and other information
 - e. Review and accept the Service Agreement
2. Please complete each of the following steps:
 - a. Software installation
 - b. Include the required fields on the transcript (district code, building code, UIC)
 - c. Send test files to Docufide
 - d. Complete required online training

The State of Michigan hopes that high schools find this service beneficial to school staff, students and alumni, but the frequency of students and alumni using the service are not tied to compliance measures. Additionally, there is no charge to have transcripts sent to participating colleges and universities in Michigan and partner states. However, depending on the destination a student or alumni wishes to send a transcript, there may be a fee associated with the request. High schools can determine the level of implementation of this service for those destinations.

17. Our school has been sending transcripts electronically for awhile now. Are we already participating in the Michigan e-Transcript Initiative?

Unless the vendor is Docufide, then no. Docufide is the selected vendor to provide electronic transcript exchange under the Michigan e-Transcript Initiative.

18. What are the partner states that make up the Midwestern Higher Education Compact (MHEC)?

Twelve states make up the MHEC region and include: Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota and Wisconsin.

19. Is this initiative tied to the America Recovery and Reinvestment Act of 2009 (ARRA)?

Yes. The state-assigned student Unique Identification Code (UIC) will be included on the transcript, making the link between high school and postsecondary education data records a reality. This step will assist with statewide efforts to retain federal stimulus dollars that were accepted with the condition that they be distributed to public education institutions in compliance with the requirements of the America Recovery and Reinvestment Act of 2009 (ARRA).

20. What information will be included on the e-Transcript?

All of the information a school currently places onto a transcript with the addition of the student's state-assigned Unique Identification Code (UIC), building code and district code, will be included.

21. How does the Docufide e-Transcript service work with the Common Application?

Docufide has created a frequently asked questions (FAQ) document discussing how the service works with the Common Application. This document contains information pertaining to how students request a transcript through Docufide when: a) the high school counselor intends to submit the forms online, b) the high school counselor intends to submit the forms through the US mail and c) when the college accepts the Common Application, but the student will be using a different application. This document also contains information for high school counselors regarding Docufide transcripts and how to complete the Common Application process for both online and US mail submissions. To obtain this document, please contact Docufide via its [customer support page](#).

22. What is the difference between www.docufide.com and www.parchment.com?

Docufide is Parchment. Docufide changed its corporate name to Parchment Inc. The name change reflects the company's strategy to both transform the way education credentials are exchanged and used by education institutions. Previously, students/alumni and school staff both went to www.docufide.com to make and process transcript requests. To help transform the way students can unleash their academic credentials, the Web site www.parchment.com was designed to be the student/alumni's one-stop destination. Students are to go to www.parchment.com to request transcripts. School staff is to continue go to www.docufide.com to process transcript requests. If the student logs into the Docufide site, the student will automatically be routed to the Parchment site. For more information on this distinction, please contact Docufide via its [customer support page](#).

23. What is the UIC?

All public and some private school K-12 students have state-assigned, 10-digit student Unique Identification Codes (UICs). This code is included with the respective student's data for state reporting purposes. UICs were first assigned to students in 2002. Thus, students who graduated from high school prior to 2002 and private school students who did not take the Michigan Merit Exam do not have UICs assigned to them.

24. Why is the state-assigned student Unique Identification Code (UIC) required to be placed onto the transcript, given that community colleges/universities do not use this field for admission requirements?

With acceptance of the federal stimulus dollars, Michigan agreed to four education assurances. One of these assurances is that the state of Michigan will connect preschool through postsecondary education data (or into the labor force depending on the student's post K-12 career path). To accomplish this assurance and keep the stimulus dollars, Michigan will make this data connection with the use of the UIC. The UIC will be placed onto the transcript, enabling student education data to link from secondary to postsecondary.

25. How will CEPI receive the transcript data to make the connection between secondary and postsecondary educational records for reporting requirements?

All public secondary and postsecondary institutions are to send all transcript data, regardless of whether a student sent a transcript or not, to the state to store in the state's data repository. For more information on the high school data collection, visit the CEPI [e-Transcript Webpage](#) and click on the "High School e-Transcript Bulk Upload User's Guide" link. For more information on the postsecondary data collection, visit the CEPI [Institutions of Higher Education Webpage](#) and click on the "STARR User's Guide" link.

26. What analysis will be performed on the transcript data from the repository?

Any analysis on the data stored in the repository will have to be either mandated by law or by virtue of meeting education interests of Michigan. For the latter, the P-20 Advisory Council provides guidance as to which data elements should and should not be used to answer the key questions the federal government and research teams seek to answer.

27. Are alternative high schools included in the initiative?

Yes. All public and private secondary and postsecondary institutions, including alternative high schools, are included in the initiative.

28. Are home-schooled students included in the initiative?

No. Docufide has no way of getting a home-schooled student's data electronically. Home-schooled students will have to send transcripts under their current methods.

29. Do colleges and high schools get to choose what their e-Transcripts will look like?

The Docufide delivered transcript will contain the exact same information a school's current transcript contains, but will be delivered in a Docufide standard appearance. An official seal and signature will be included on each transcript.

30. Who will see the student's e-Transcript?

Only key personnel in charge of handling transcripts (usually the school registrar/guidance counselor), the receiving institution's selected staff and Docufide staff members who mail paper transcripts are able to view the student's transcript. The information is secure during transmission. Docufide does not send documents to students, parents or other non-validated recipients without signed authorization from the student or parent.

31. Is an e-Transcript provided through the Secure Transcript™ Service official?

Yes. Schools who register legally appoint Docufide as their exclusive "agent," allowing Docufide to send official school transcripts on their behalf.

32. Who can order transcripts with the Secure Transcript™ system?

Any current or past student from the sending school can order transcripts through the Secure Transcript™ system. Of course, requests from students who have records that cannot be retrieved from a school's online student information system will need to be delivered by the sending school.

33. Are all electronic transcripts free to send?

Michigan high school students and alumni can send electronic transcripts to any e-Transcript-registered institution in Michigan and other e-Transcript-registered institutions in the participating MHEC states (Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota and Wisconsin) for free. If an institution in the United States is not registered to receive transcripts electronically, Docufide will mail the paper transcript for a fee of \$4.25. If an institution is registered to receive transcripts electronically, but is outside the MHEC states, the fee is \$2.55. Some higher education institutions may charge their college students for data handling costs, but the state of Michigan does not control or receive a portion of these fees. All fees are displayed before students send transcripts.

34. What personal information does the student provide?

Docufide asks the student to enter a full name, date of birth, gender, graduation year and school for two reasons: 1) The registrar at the high school uses this information to identify the student in their system, and if the registrar has any questions, he/she can e-mail the student for more information; and 2) Docufide then uses some of this information to confirm that the records sent from the school match the student's request.

35. How is personal information kept safe?

Every sending and receiving institution is authenticated by Docufide, and all transmissions between them are carried over secure channels. Docufide employs the same Secure Socket Layer (SSL) technology that powers today's online banking solutions.

36. Can students view their transcripts?

Yes. When the student is logged in to request that a transcript be sent, the student can go to the "Reports" tab to view included information.

37. How will the school be notified of any updates?

Docufide will provide all software updates as needed.

38. What if our high school is not ready to add the UIC, district code and building code onto the transcript?

During the registration and software installation processes, the UIC, district code and building code are not needed. However, when a school begins sending test transcripts to Docufide for the creation of the parse template, the UIC, district code and building code must be included on the transcript export from the student information system.

39. What is the proposed timeline to implement the e-Transcript service?

CEPI has a key role in overseeing the development and maintenance of a Michigan Statewide Longitudinal Data System (MSLDS), which supports the P-20 data connection. The federal deadline to have the MSLDS functional is September 2011. To meet this deadline, all public high schools must be "live" with the e-Transcript service by December 2010 and be capable of submitting all 9th-12th grade student transcripts to the state's transcript repository. All public postsecondary institutions must be capable of submitting portions of a student's academic record to the repository by December 2010.

40. Where can I get more information regarding the Michigan statewide longitudinal data system (MSLDS) and the P-20 Advisory Council?

The CEPI [Michigan Longitudinal Data System](#) Webpage has the latest information regarding the MSLDS and the data advisory/workgroups for connecting P-20 data.

41. What are the roles and responsibilities pertaining to the transcript data in the repository?

- Roles and Responsibilities
 - Postsecondary institutions will provide the necessary data elements in the proper format and high schools will upload transcripts to the repository host for storage into the state's data repository.
 - CEPI will provide communication and timelines to postsecondary institutions and high schools regarding the repository and file upload process.
 - Data will be pulled from the repository by CEPI and loaded into the Michigan Statewide Longitudinal Data System (MSLDS) where it can be connected and used to complete reports required by the America Competes Act.
- Data Custodianship
 - Once data is uploaded by the postsecondary institution or the high school to the repository, the repository host is on contract to securely store the data on CEPI's behalf.
 - Other than the technical management aspect supplied by the vendor, only select CEPI staff will have access to the data stored in the repository via an authenticated secure login.
 - As custodian of the data contained in the repository, CEPI will aggressively address any and all breaches, if necessary, in accordance with the Family Educational Rights and Privacy Act (FERPA).
- Data Destruction
 - If/when CEPI requests that the third party vendor no longer store the data in the repository, CEPI will notify them, in writing, of the destruction request. The vendor will then provide CEPI with a written certification of data destruction.

42. There are two service agreements for postsecondary institutions. What are they?

- Secure Transcript Service Agreement - The Secure Transcript service agreement is for those institutions wishing to use Docufide's service for day-to-day sending of electronic transcripts. This agreement will be supplied to you by Docufide when you submit your interest to participate as a sender via its [customer support page](#).
- Repository Service Agreement - The repository service agreement is for the compliance with the federal data requirement of sending portions of student's academic records to the state's data repository. All public community colleges and universities are required to submit student academic record data to the repository, however; independent colleges are strongly encouraged to participate. The repository service agreement is available on the CEPI [Institutions of Higher Education Webpage](#) and click on the "Service Agreement" link.

43. What is the My College/My Chances functionality Docufide offers?

The My Colleges/My Chances functionality is separate from ordering transcripts. The My Colleges/My Chances functionality is built on the data from tens of thousands of students who have volunteered to share their background information and the college application data with Docufide. Docufide uses this data to build models that help predict students' chances of getting into almost any US college. This feature allows a student to use his/her data to ask, "What are my chances of getting in?" A student can also use his/her "What If" tool to ask questions such as, "What would my chances be if I were a student with a different GPA or higher SAT score?" Students are not required to use this feature and it is simply intended to be another resource to help students learn more about colleges as they work with their guidance counselor.

Docufide has also leveraged student credentials to build a unique College Recommendation tool. This is a tool for discovery of colleges that a student might not have otherwise discovered. Using this tool, a student is not searching for colleges: he/she is searching for peers—other students applying to college with grades similar to his/hers to learn where those students applied, where they

got accepted, and which colleges they ended up going to. For example, a student using this tool is not looking for a college in Southern California, but instead looking for, "Which colleges do people from Southern California prefer?" Likewise, a student is not looking for a college with an average GPA of 3.85; the student is looking for, "Which colleges do students with 3.85 GPAs prefer?" When a student runs a search, Docufide filters the 500,000+ college application records shared by their members to find the college that is preferred the most. This tool is not intended to discourage students from applying to a college if they do not meet certain criteria; it is intended to provide them with information on where students like themselves attend.

Docufide even uses student data to "rank" colleges by student choice. For example, when two colleges accept the same student for admission, Docufide searches which college that student chose to attend; the chosen college "earns" points, and the other college "loses" points. The rankings reflect the decisions made by the students and their parents. The rankings are not based on academia and outcomes; it is just intended to let students know if faced with a choice between two colleges, for example, which college other students chose. This is where the guidance counselor would discuss if this "top ranked" school would actually be a good fit for the student.

Any student registration information provided to Docufide for requesting transcripts is not shared for the My Colleges/My Chances functionality, this includes the roster upload feature if your school participates in that functionality. If a student wants to use this functionality, the student must create a separate profile. There is no fee to use the My Colleges/My Chances functionality. A registrar/counselor is also able to log in and create his/her own account for free so that he/she can see and understand what students are doing.

Sending Institutions

44. How can a school register to send electronic transcripts?

Register with Docufide. It only takes a few minutes and there's no cost. Go to CEPI's [e-Transcript Webpage](#) and view the links within the Registration box or contact Docufide via its [customer support page](#).

45. Which school staff members can use the Secure Transcript™ system?

Anyone the school designates can use the system, but typically the registrar or guidance counselor would. Everything that a school needs to use Secure Transcript™ is in Docufide's downloadable Welcome Kit, which gives step-by-step instructions.

46. As a sending school, do I need special software?

Secure Transcript™ software is all that is needed. Docufide's Secure Transcript™ Service is a non-invasive system that captures information from any student information system (SIS) and requires no changes to a school's SIS. This is an application which sends student record data to Docufide's servers over secure connections. Download the software from Docufide's Web site at no charge, and install it on the computer where transcripts are processed.

47. How long will it take to set up Secure Transcript™ at our school?

Setup typically takes 15-20 minutes and consists of two simple steps: 1) download the "Welcome Kit" document package from a link on the Secure Transcript™ Web site (it contains a Setup Guide for the Secure Transcript™ software installation); and 2) install the Secure Transcript software by clicking on another link that will automatically download and install the software to the primary user's computer.

48. Can more than one person at our school access the system?

Yes. For security purposes, each user will have a unique login name and password. In addition,

roles are assigned to users that will determine their access to certain system information and functionality.

49. How do I get this information out to my students?

Upon successful installation, Docufide will send communication materials for distribution to students so they can begin sending transcripts electronically or you can distribute the promotional materials posted on the CEPI [e-Transcript Webpage](#) within the Promotion and Training box.

50. Can high schools charge their students to send e-Transcripts?

No. High schools cannot charge their students to send e-Transcripts.

51. When are e-Transcripts sent?

Docufide sends transcripts to receiving institutions when schools approve the order and upload the transcript records to Docufide. Docufide notifies the student, via e-mail, as soon as the school has made the student's records available to Docufide. Docufide sends electronic transcripts immediately. Mailed transcripts are typically sent within one business day.

52. Where can transcripts be sent?

Docufide sends records to all colleges and universities in the United States, as well as to the NCAA and scholarship funds that require transcripts. Docufide regularly updates the list of accredited agencies in response to suggestions from schools and students. In addition, transcripts can also be delivered to individuals and other destinations not present in the Secure Transcript™ recipient database upon receipt of student or parent signature authorization. Docufide provides a signature authorization form that can be copied from the Secure Transcript™ Web site during the transcript ordering process. This form is signed by the student (or parent, if the student is under 18 years of age) and faxed back to Docufide to complete the order.

53. How long does Docufide retain transcripts?

Docufide securely stores the student record data in order to deliver transcripts to the destinations chosen by the student. Within the Secure Transcript™ system, student information is deleted after Docufide is sure that the delivery was successful.

54. When a student fills out an online college application, how is the application matched back to the e-Transcript?

Within the Secure Transcript System, the student has the ability to enter the online college application tracking number supplied when the application was submitted. The application tracking number will then be placed onto the e-Transcript when moving forward to enable the college to easily match up the online application with the electronic transcript.

55. Can students send copies of their transcripts to themselves?

It depends on the school. If a school allows a student to request a personal copy of the transcript, the student will have the option to select "Other Destinations" in Step 1 of the request process. This option requires the student to print and sign an authorization form that is faxed or e-mailed back to Docufide to authorize the release of the transcript. Once the faxed form has been received and the school has approved the request, Docufide will then either mail (US Mail or overnight) or e-mail (the student will receive a secure link to download the transcript) a copy of the transcript to the student, according to the student's preference.

56. Can a high school student send his/her transcript to another high school, free of charge, outside of Michigan but still within the Midwestern Higher Education Compact (MHEC) states?

Under the initiative, Michigan high school students can only send free e-Transcripts from a participating high school to another participating high school within Michigan.

57. I do not want my high school students to be charged to send a transcript to a non-registered Michigan college. What can be done?

If a postsecondary institution in Michigan is not yet registered to receive transcripts electronically from Docufide, encourage this institution to register to enable your students to send electronic transcripts for free. Until that happens, when a student logs into the Secure Transcript System to request a transcript, the school has the ability to post a welcome message on the site. Here, a school can inform their students to request, in person, to send a paper transcript to a non-registered institution. The school will send the paper transcript.

58. Are student signatures required?

While signatures are typically required to release transcripts to students, they are not required for transcripts being sent to colleges in which students may enroll or when sent to scholarship funds that may consider providing aid to students.

59. What does a student need to order transcripts online?

To order transcripts online, all a student needs is an e-mail address. If any fees apply, a credit or dept card may be required for payment. If a student does not have a credit or debit card, money cards can be purchased at local retailers to use online.

60. How many transcripts can a student order at once?

A student can select as many receiving institutions as he/she wishes at one time. A student can also log in again at any time to request transcripts for additional institutions.

61. Can a parent or guardian order a transcript for a student?

If the student is under 18 years of age, the student's parents can order transcripts.

62. Can a student order seventh-semester or final transcripts?

If a student wants to order transcripts now, but the school has not posted final grades yet, a student can choose the "next grading period" option when placing an order. Docufide will wait until the school has posted final grades to send the transcript(s).

63. Can a school place a transcript request on hold?

Yes. If a transcript request has been placed on hold, this means the school has chosen not to approve the request at this time. There can be many reasons, including a student's standing with the school or a data-entry error that must to be corrected.

64. Do all colleges and universities accept transcripts from Docufide?

Docufide sends records to all colleges and universities in the United States, as well as to many scholarship funds that also require transcripts. Docufide regularly updates the list of accredited agencies and appreciates your suggestions for colleges not currently available on the site.

65. Will the student's Unique Identification Code (UIC), MME, ACT, and SAT scores be included on the e-Transcript?

Institutions that have the state-assigned student unique identification code (UIC) will be required to include the UIC onto the e-Transcript. Test scores from the Michigan Merit Exam (MME), ACT and SAT are to be included on the e-Transcript at the school's choice.

66. If a paper transcript must be sent because the receiving institution is not registered to receive electronically, how is the paper transcript branded?

Docufide will print and mail the PDF version of the transcript, so the paper version will still be branded. All transcripts are mailed on Secure Paper.

67. After several years of graduating from a high school, student transcripts are sent to our Central/District office to be scanned into our CEO Imaging system. How will this affect our Central/District office?

Docufide can add the Central/District Office as a "school location" allowing this destination to process the alumni transcripts. However, do keep in mind that Docufide can only process transcripts that are in an electronic format and have data tied to them. If the alumni transcripts are turned into image files only, Docufide would be unable to process them.

68. We have historical transcript data on microfilm. Will those need to be a part of the Michigan e-Transcript Initiative program? Will they need to be converted from microfiche to paper document?

Docufide is unable to process transcripts on microfilm. Only transcripts coming from a database of student data where the transcript information can be delivered in a data format is able to be processed by Docufide. An image file of the transcript cannot process through Docufide.

69. We had one high school close last year and all records are now in our Central/District office (both historical and recent graduates). How will the e-Transcript system support these records?

Docufide can add the Central/District Office as a "school location" allowing this destination to process the alumni transcripts.

70. What is the process for sending transcripts to unique/one-time only third-party destinations (e.g., law offices and an employment agency)?

The student would request their transcript through the normal process but since the location is not already in the Docufide database he/she would need to select "other" for their transcript destination. This will bring up an electronic form that the student will fill out providing Docufide with the information to deliver the transcript to the requested destination.

71. For a low-income student wishing to send a transcript to a destination which has a fee, can this student obtain a fee waiver?

Yes. Docufide provides four (4) free transcript requests for qualifying students. To qualify, students need to meet the qualifications for and have been issued a Collage Board (or ACT) fee waiver (for the SAT, ACT and/or their college applications). To issue fee waivers just follow these simple steps:

1. The student first needs to register with Secure Transcript
2. The Registrar will:
 - Log into his/her Secure Transcript account
 - Click on **Preferences** and select **Issue Fee Waivers**
 - Enter the last name of the student and click on **Search**
 - Select the appropriate student's name and click **Continue**
 - Ensure that the student qualifies for the waiver and enter your name as an electronic signature
3. The student receives an e-mail letting him/her know that a fee waiver has been applied to his/her account
4. The student logs into his/her Secure Transcript account and completes his/her transcript order. The fee for the first four fee-destinations will be waived by Docufide.

To obtain a document on Docufide's fee waiver program, visit the CEPI [e-Transcript Webpage](#) or contact Docufide via its [customer support page](#).

72. Docufide offers roster upload functionality. What is it and how can I learn more about this feature?

Docufide is pleased to offer the ability for authorized staff at schools to upload entire student rosters to Docufide to be stored into that school's secured library. This process will automatically generate

a registration code that will ease the process for the student; populating key information fields onto the student's online registration form with the uploaded roster information. The student registration can occur with or without the registration code allowing the Docufide service to be available to both current and new students. To obtain a document explaining Docufide's roster upload feature and user's guide, visit the CEPI [e-Transcript Webpage](#) or contact Docufide via its [customer support page](#). To attend a webinar to learn more about this feature, please [Click here](#) to schedule this training session.

73. Docufide offers automated workflow functionality. What is it and how can I learn more about this feature?

Docufide is pleased to offer Automated Workflow, which provides the capability to upload student transcripts to a Docufide secured library for your school. Docufide will match the student roster records with the appropriate transcript for processing to the requested destination(s). The result is a streamlined and expedited system for processing transcript requests for school staff and students. To obtain a document explaining Docufide's automated workflow feature and user's guide, visit the CEPI [e-Transcript Webpage](#) or contact Docufide via its [customer support page](#). To attend a webinar to learn more about this feature, please [Click here](#) to schedule this training session.

Receiving Institutions

74. How can colleges receive electronic transcripts?

Register with Docufide. It only takes a few minutes and there's no cost. Go to www.docufide.com for more information.

75. How does a receiving institution get listed with Docufide?

Docufide maintains a database of colleges and universities, plus a growing number of scholarship funds, so that it can send transcripts wherever students request. Colleges and universities should register with Docufide to update address information and to enable electronic delivery at www.docufide.com.

76. What if the mailing address for a college is different from the one on Docufide's site?

While Docufide strives to provide up-to-date addresses, each institution should confirm that the address listed in the system is correct. If there is a different address, request that Docufide add it. Docufide must verify any address additions before sending transcripts. Verification will take up to two business days, after which Docufide will release the transcript. If Docufide is unable to confirm the address provided, the transcript will be sent to the address on file for that destination and the requestor will be notified immediately.

77. How can I verify that Docufide's transcripts are official?

Each participating school has signed an authorization agreement with Docufide, appointing Docufide as its exclusive agent for ordering, processing and delivering official transcripts. These agreements can be viewed after registration and/or after logging in to Secure Transcript™.

78. As a postsecondary institution, what am I to do with the UIC field included on the e-Transcript?

All postsecondary institutions that receive the state-assigned 10-digit, student Unique Identification Code (UIC) on the e-Transcript must store this field in their student information systems (SISs). The UIC will be included in the e-Transcript for those students who currently have one. Storing the UIC in the postsecondary institution's SIS will make the link between high school and postsecondary education records a reality. This step will assist with statewide efforts to retain federal stimulus dollars that were accepted with the condition that they be received and distributed to public

education institutions in compliance with the requirements of the America Recovery and Reinvestment Act of 2009 (ARRA).

79. As a private high school, what am I to do with the UIC field included on the e-Transcript?

All private secondary institutions that receive the state-assigned, 10-digit student Unique Identification Code (UIC) on the e-Transcript must store this field in their student information systems (SISs). The UIC will be included in the e-Transcript for those students who currently have one. Storing the UIC in the secondary institution's SIS will make the link between high school and postsecondary education records a reality. This step will assist with statewide efforts to retain federal stimulus dollars that were accepted with the condition that they be received and distributed to public education institutions in compliance with the requirements of the America Recovery and Reinvestment Act of 2009 (ARRA).

80. Some schools used to provide receiving institutions with profiles. Are they still available?

Yes. Available school profiles can be viewed by registering/logging in and going to "school information." The footer of each transcript indicates if a profile is available for that school.

81. What formats are currently available for electronic transcripts?

Docufide's Secure Transcript™ service delivers transcripts in a variety of electronic formats. Acrobat PDF™ image files (which require no integration to receive), XML and EDI are available. Initial registration requires institutions to receive in PDF format. Other formats are available, at no charge, after contacting Docufide for computer configuration requirements.

82. Can postsecondary institutions charge their students to send e-Transcripts?

A postsecondary institution may charge their college students for data handling costs at their choice. If a college student is charged by the postsecondary institution, fees are paid online to Docufide and then reimbursed to the college/university, usually on a semi-annual basis. Contact Docufide to set up this service and for scheduling the payment period. When placing a request to send an e-Transcript covered under the initiative, the student will see the charge added on by the college.

83. Is it free to receive electronic transcripts?

Yes. It is free to receive electronic transcripts for the life of an institution's account with Docufide. It is also free to receive software updates for the life of the institution's account.

Data Repository Uploading Institutions

84. What is the STARR application?

The Web-based Student Transcript and Academic Record Repository (STARR) application is the means to collect student academic record data from Institutions of Higher Education (IHE). For more information on the IHE STARR upload, please visit the CEPI [IHE Webpage](#).

85. Where would a postsecondary institution go to get information on the data upload to the repository?

Go to the CEPI [IHE Webpage](#) for information, updates and communication. For any technical questions pertaining to the upload, contact Docufide via its [customer support page](#). If you wish to talk to a Docufide customer support representative, please call (310) 309-3722 and follow the prompts. Please note that you must leave a detailed message and contact information when calling Docufide. For other inquiries, please contact CEPI's customer support at CEPI@michigan.gov or (517) 335-0505.

86. As a high school, does our institution have to upload transcript data to the state's repository?

CEPI encourages all high schools that have the ability to upload ninth through 12th-grade current student transcripts to the state's transcript repository to complete this submission. The upload is done via the Docufide Secure Transcript Client that was downloaded by a staff member at the school, not via the Web-based STARR application (the STARR application is for institutions of higher education).

87. Where would a high school go to get information on the data upload to the repository?

Go to the CEPI [e-Transcript Webpage](#) for information, the user's guide, updates and communication. For any technical questions pertaining to the upload, contact Docufide via its [customer support page](#). If you wish to talk to a Docufide customer support representative, please call (310) 309-3722 and follow the prompts. Please note that you must leave a detailed message and contact information when calling Docufide. For other inquiries, please contact CEPI's customer support at CEPI@michigan.gov or (517) 335-0505.