General Questions and Answers for SC Higher Education Electronic Services Initiative

Q. What is the STC –Electronic Services Award?

A: The SC Commission on Higher Education (CHE) has been identified as a sub-grantee of a Statewide Longitudinal Data Systems (SLDS) grant that was awarded to the State Department of Education in 2010. One of the primary objectives of the sub-grantee award is to, '**Expand the Electronic Transcript solution to develop the ability to send electronic transcripts between and among higher education institutions in South Carolina'.** An allocation from the SLDS grant has been set aside to disburse to the institutions to support their implementation of an expanded Electronic Transcript solution. The state, through the efforts of an evaluation committee comprised of two and four-year higher education representatives, developed an RFP that was posted as a solicitation on November, 2012. On January 31, 2013, the Intent to Award notice was posted to the ITMO website identifying Parchment as the selected vendor.

Q. What are the benefits of the initiative?

A: This initiative was developed to provide SC Colleges and Universities with a way to exchange student records securely and efficiently.

Additional benefits to schools and to students include the following:

- No paperwork required for the transfer of student transcripts/records
- Far greater accuracy in the data sent/received
- Speed of transfer that no manual transcript process can match
- Transcript processing cost reductions that, by some estimates, exceed 50 percent
- Significant time savings, enabling staff to focus on important student matters
- Verification of delivery of student transcripts and records
- Secure, auditable, easy-to-use web-based environment for record transfers
- Expedited timeframe for colleges to receive consistent and easily stored and shared transcripts
- Opportunity for K12 schools to transfer digital images of student records for free

- Allows for the secure and timely delivery of transcripts (and related admissions materials) to colleges and universities

Q. Who is Parchment and what role do they have in this initiative?
A: CHE selected Parchment through a competitive bidding process to provide the technical solution for the exchange of transcripts.. Docufide® by Parchment™ is the leading transcript exchange and intelligence platform. This web-based solution enables the secure, rapid exchange of millions of electronic transcripts and other student records among nearly 9,000 schools and universities, eight state education agencies, and hundreds of thousands of individuals. Parchment will provide training and services to all schools that enroll in the program.

Q. When will this initiative begin?
A: Registration is February 15, 2013 – March 15, 2013. Implementation costs for all Colleges and Universities that sign-up by March 15, 2013 can be covered through an allocation to the institution from a federal grant awarded to CHE.

Q. Who is eligible for this initiative?
A: All of SC Colleges and Universities are eligible to benefit from this voluntary initiative.

Q: Do I need special software or equipment to participate?
A: The Docufide® by Parchment™ service is a non-invasive system that captures information from any Student Information System (SIS) and does not require the school to change its SIS or purchase additional equipment.

Q. How will student records and transcripts be exchanged?
A: Parchment's technical solution allows transcripts to be sent directly from one school to another over secure connections via Parchment's servers. Transcripts can be sent as digital images or in additional formats that are compatible with the school's SIS.

Q: Who can order transcripts through Parchment?
A: Any current or past student from the sending school can order transcripts through Parchment.

Q: How is personal information kept safe?
A: Every sending and receiving institution is authenticated by Parchment, and all transmissions are

carried over secure channels. Parchment employs the same Secure Socket Layer (SSL) technology that powers today's online banking solutions.

Q: Are transcripts sent through Parchment considered by receiving institutions to be "official" copies?
A: Yes. When schools contract with Parchment, they legally appoint Parchment as their exclusive "agent." That means Parchment may send official school transcripts on the school's behalf.

Q: Can students view their transcripts?
A: Yes. Students can view and track transcripts directly through their individual Parchment account.

Q: What personal information does the student provide to order a transcript?
A: Parchment asks the student to enter a full name, date of birth, gender, graduation year, and school name. This serves two purposes:

1. The administrator at the sending school uses this information to identify the student in their SIS. If the administrator has any questions, s/he can contact the student for more information.
2. Parchment uses this information to confirm that the records sent from the school match the student's request.

Q: How many transcripts can a student order at once?
A: A student can select as many receiving institutions as they wish at one time. A student can also log in at any time to request transcripts for additional institutions.

Q: Can a school place a transcript request on hold?
A: 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 be corrected.

Q: Do all colleges and universities accept transcripts from Parchment?
A: Parchment is able to send transcripts to all colleges and universities in the United States, as well as to many scholarship organizations that also require transcripts. Parchment regularly updates the list of accredited agencies

Q. What are the costs for a College of University to participate?

A: To implement and integrate Docufide Receiver Full and Docufide Sender Full, a one-time implementation fee is required of each institution. This one-time fee is $2,000 and for a period of five years (including 2013) there are no license fees. If the institution has submitted and signed their 'Intent to Participate' letter along with a project scope and project plan, then the institution will be awarded funds that can be used to pay the one-time implementation fee.

Q. How will the implementation of Docufide Receiver Full and Docufide Sender Full impact and/or replace the current Parchment software and processes in place for handling K-12 transcripts?

A: The Docufide Receiver Full Platform will dramatcally enchance the process in place for handling K-12 transcripts today. This platform included features like automated delivery which will streamline the student experience and reduce the processing time for incoming transcripts.

Q. I am currently a Parchment/Avow customer how will this affect my institution?

A: Parchments relationship to existing Parchment and Avow customers are defined by their executed contracts. These customers are not licensees under the CHE agreement. If/when their current agreements expire and the CHE contract is still in effect, these customers can then decide to license the services under the CHE agreement.

If an existing customer is a licensee for Parchment/Avow, they may license the other (unlicensed) service under the CHE agreement. The $2000 implementation fee would be required for these customers.

Q. **What is the definition of a current customer?**

A. A current customer is any SC institution that is using Parchment/Avow to SEND transcripts electronically or has currently licensed the Receiver FULL platform.

Q. What expense will occur to the institution after the 5 year contract expires?

A. After the contract term is over, each institution that desires to continue the Parchment services will need to sign another contract with Parchment. There is no additional maintenance cost to the institution for Parchment Send services.

Q. When does the countdown for the implementation timeline begin?

A. All institutions must submit their intent to participate to the CHE by March 15th to be eligible for the 1st round of funding. The countdown for the implementation timeline for the 1st round participants will begin on April 1st.

Q. Who do I contact at Parchment for more information?

A: Interested Colleges and Universities should contact Melissa O'Connor, Parchment's Sales Director in South Carolina, at 972-672-6254 or moconnor@parchment.com for more information.