

Postsecondary eTranscript Advisory Council (PeTAC)

Friday, December 3rd, 2010

Kansas Board of Regents Office

Members present:

Mark Britton	Carol Solko-Olliff (phone)
Heidi Hoskinson	MargE Shelley
Sue Maes	Karlene Tyler
Debbie Greve (video)	Pamela Erickson
Bill Wynne	Cynthia Farrier
Dawn Ressel	Kathy Gosa
Nancy Unruh	Clinton Everhart (phone)

Members absent:

Brenda Carmichael

Guests Present (Portion of the Meeting):

Heather House (phone)
Rachel Stamm (phone)

Cynthia Farrier welcomed us and explained the process for the meeting today. Kansas Board of Regents President and CEO Andy Tompkins dropped in to welcome the committee and thank them for their service.

Introductions were made, and the Council Charge was reviewed. No changes were requested; however, Dawn Ressel asked the committee remain focused on how new initiatives could piggyback this effort. Specifically transfer articulation agreements, common course numbering (indexing), and automated upload of data to support credential evaluation and degree audit were discussed by the committee members.

Dawn Ressel gave a brief history overview of the eTranscript initiative, the reason for selecting the vendor, and the terms of the grant. She explained that unless new funding is secured, the cost of the project will be passed to the students after the contract period (typically \$5). She also indicated that the high school to college initiative began last year and that all Kansas postsecondary institutions were signed up to receive transcripts.

There was a question about which institutions the grant initiative covered. Ms. Ressel indicated all public and independent institutions were included.

Heather House, along with Rachel Stamm, from Docufide presented an overview of the project and entertained questions. The slide presentation will be distributed to the members electronically.

Some questions posed to Heather during the presentation included:

- Q As a result of questions posed at the KACRAO presentation, has Docufide developed a "Hold for Degree"?
- A This has been presented to Docufide's review board and is actively under consideration.

- Q If a student has a hold, who notifies the student?

- A The student will receive a generic e-mail telling him there is a hold. The reason code selected by the school will be included in the email.
- Q When a transcript is held for grades, what happens if it is a non-standard term?
- A The institution defines the term dates in the Secure Transcript™ product. The maximum number of terms is currently set to 85 terms, but it can be expanded if needed.
- Q How can one collect fees locally?
- A Institutions can still produce transcripts independent of the Secure Transcript™ product by printing locally and collecting fees at that time. If the transcript request is sent through Secure Transcript™, the school can opt to add a surcharge which Docufide will issue back to the school on a quarterly basis.
- Q Can documents be attached to the transcript?
- A Yes, documents can be attached either globally (all transcripts sent) by defining such during setup or individually at the time of fulfillment.
- Q How much of any transcript surcharge is returned to the institution?
- A 90%
- Q How often is any transcript surcharge returned to the institution?
- A Quarterly, but only the total amount of surcharges exceed \$500. If lower, the amount is held until the amount exceeds \$500.
- Q How does the product connect to other institutions using different vendors?
- A The product is vendor independent. Electronic delivery is made to any institution registered with Docufide and specifies electronic delivery. Each receiving institution can specify either the nationally recognized standard XML or EDI format (the latter through the Texas server). An institution can also specify to receive through pdf or paper. Documents delivered through pdf or paper will be in the standardized Secure Transcript™ format. If a feeder school is not registered to receive, ask them to do so. Registration is free.
- Q If an institution is using another vendor, can it also use Docufide's product?
- A Docufide does not dictate how institutions do business. The exclusivity clause has been removed from the school agreement, and an institution can do both unless that institution has an exclusivity clause in its agreement with another vendor.
- Q How are non-academic requests processed?
- A Docufide prints non-academic requests on secure paper, and the requests are mailed through standard post. The institution *does not* need to process these locally.
- Q What are the IT requirements and resources?
- A There are 3 ways an institution can implement. All three are covered under the basic services pricing structure.
 - 1) Installation of the Secure Services client. This is the minimum service and can be as simple as installing the client piece similar to installing a print driver. Little or no IT resources are required for this.
 - 2) An institution can opt to implement Single Sign On (SSO). This is important when an institution wishes to maintain single sign on user accounts and authenticate through the institution's account services. This will allow the student to sign-on seamlessly through the institution's secure portal. Docufide supplies implementation

documentation and the integration plug-in. Institutional IT resources would be necessary to write the institution's interface. The process is generally not a difficult one for IT personnel.

- 3) An institution can opt to implement Secure Transcript™ Request/Upload Service integration (WS1 and WS2). This service automates the interface between an institution's student information system (SIS) and the Secure Transcript™ product so an institution can bypass the "To Do" list in Secure Transcript™. With this integration, an institution can receive the requests and send the transcripts through its own SIS. Docufide provides the plug-in and institutional personnel would need to write the interface. This is generally not a difficult task for IT personnel.

Q Can an institution phase-in options 2 and 3 above?

A Yes if a pilot school. During standard rollout Docufide prefers the institution select its preferred installation method prior to installation. Docufide will work with you to make the best decision for your institution.

Q How is the initiative getting communicated to institutions

A KBOR has done presentations at various higher education associations. There is a web site and listserv. The project manager or Docufide will speak with institutions individually. Webinars will be held beginning in January.

Q Is the 10% retained by Docufide of surcharges negotiable?

A No.

Q Will the institutions have to ask legal or business officers to sign agreements?

A Yes. Each institution should have its business or legal officers review the agreement consistent with the policies at each institution. The institution agreement can be further negotiated individually by each institution.

Beta sites were discussed and chosen – subject to each institution's acquiescence. Twenty-two institutions have indicated an interest in being a beta site (January, 2011); however, only six are planned for the first phase. The others are welcome and encouraged to implement during the statewide rollout beginning in May, 2011.

Bethel College	backup: Newman University
Cowley County Community College	backup: Colby Community College
Flint Hills Technical College	backup: Wichita Area Technical College
Johnson County Community College	
MidAmerica Nazarene University	
Pittsburg State University	backup: University of Kansas

Cynthia Farrier will contact these institutions with follow-up by Heather House.

Council members agreed to review the School Agreements and respond with comments/concerns to Cynthia Farrier by December 10. There was further discussion about the pricing structure, especially the student fee for locations outside of MHEC and the 10% retention of the surcharge by Docufide. One person commented he would prefer that all electronic traffic be free or that the student fee be consistent among all types of transcript requests. Cynthia Farrier commented that we are purchasing from the MHEC agreement and student fees are consistent throughout MHEC states. She was unsure how much latitude we had to vary from the MHEC agreement in this regard. Another comment was whether we could negotiate the 10% surcharge fee. Cynthia Farrier said she would work with Docufide to see if this was negotiable.

Future meetings will be every other month starting at the end of January, in the KBOR office, with members also able to participate by video or phone conference. It was agreed that meeting frequency could be adjusted as necessary and dates should be selected with regard to institutional calendars (workload). Proxies were not approved. Meetings will usually be closed, with one meeting open to representatives from all KS postsecondary institutions. It was suggested that the open forum include technology experts from institutions.

Cynthia Farrier called for officer nominations.

There was some discussion regarding the formal structure of the committee, and it was decided to adopt it as it currently stands. Several felt the structure would make it clear that KACRAO was leading this initiative. Nominations were made and officers were elected as follows:

Bill Wynne, Chair

Karlene Tyler, Vice-Chair

MargE Shelley, Secretary

The meeting was adjourned.