



# DiplomaSender Bid

April 11, 2023

State of Iowa

Department of Education

Event Title: Iowa Department of Education High School Equivalency Diploma Services

Event Reference #: 05-RFB-0358-2023-05

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To: Julie Janssen  
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From: Paul Hughey  
paul.hughey@diplomasender.com

RE: DiplomaSender Bid

Julie, please find attached to this cover letter, DiplomaSender's response to Procurement Reference # 005-RFB-0358-2023

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## Executive Summary

DiplomaSender is committed to regard every interaction as an opportunity to learn; to take full responsibility for its actions and results regardless of circumstances. DiplomaSender is committed to the masterful practice of integrity and keeping agreements; and to be the solution that is needed: seeing what is missing in the world as an invitation to become that which is required. DiplomaSender is thankful to the Conscious Leadership Group for being to DiplomaSender what DiplomaSender aspires to be to the High School Equivalency community. For readability and conservation of space, the initials DS will substitute for the company name DiplomaSender.

This summary is followed by a detailed description of the services, processes, security, and innovations which demonstrate the ability of DS to perform all of the requirements listed in the Scope of Work. DS is the single largest provider of HSE services with our origins going back to 2010 when DS created the industry of HSE data management and document distribution services.

Jurisdictions rely upon DS to accurately and quickly provide official and legal presentation of an academic record in a prescribed format. One that blends the best of all past and present documents into a fraud resistant official and legal presentation of an academic record. Recipient access of a test taker's official academic record relies on DS's simple order design borrowed from Amazon and other e-commerce sites. An order process that is effective for them, and well known to test takers using the DS website.

Customer assistance at DS answers test taker questions about documents, distribution, Personally Identifiable Information (PII), and academic records. DS merges phone, email, and chat conversations organized by date or type. The customer support history is easily accessible to the authorized user and test taker. DS embraces customer conversations as the opportunity to learn and improve through curiosity and acceptance.

DS organizes academic history associated with a test taker by gathering all known sources of physical and electronic information. The result is a single academic record assembled from all information sources.

The DS website is a portal for test takers, associates, and advocates to view, manage, and distribute academic records. The site integrates customer assistance with self-service. Presenting state leadership with academic information, and resources for High School Equivalency program planning.

DS focus is on the test taker whose activities create academic information. DS increases access to each test taker's academic information. Providing an intuitive and simple experience

to view, modify personal contact information, challenge accuracy of the academic information, and obtain official documentation that is constantly improving. Being the resolution that is needed by seeing what is missing and creating what is required.

DS associates with state administration and publishers as the agencies whose services organize academic information. Structuring collegial relationships to improve the delivery of services to test takers and advocates is the collective responsibility of this association. DS is committed to creating win-for-all results for organizations associated with DS

Advocates provide services to gather academic information and facilitate opportunity for test takers. These advocates are third-party organizations, government agencies, and correctional officials whose vetting by DS and state administrators assures they are qualified to access academic records. Advocates are valuable resources to DS, by assimilating their processes, DS enhances the quality and swiftness of verifications.

DS is committed to experiencing associates, advocates, and test takers as allies that are perfectly qualified to help DS learn what is most important for the benefit of the High School Equivalency community.

## References

Colorado	Marina Kokotovic	<a href="mailto:kikotovic_m@cde.state.co.us">kikotovic_m@cde.state.co.us</a>
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# Implementation Approach and Timeline

## Summary:

Implementation will require no timeline because all services are currently available to Iowa and in use in Iowa.

What follows are the specifics on the DS Approach to and DS timeline for implementation of DS services.

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## DS Feature Approach:

At the core of the DS implementation approach are four components which are common to all jurisdictions. The core includes collecting all of the academic records, designing the official documents, collecting policy rules, and communicating the transition to key stakeholders. Explaining how each of these four components are accomplished are necessary details which appear elsewhere. However, the overall implementation approach is critical to appreciating the details.

Implementation of DS is shaped to the jurisdictions distinctive requirements. [Getting Real](#) philosophy delivers better results by focusing on the actual tasks to be completed instead of having meetings to discuss ideas about checklists and tasks. In essence the DS implementation approach forces DS to deal with reality. Behind the scenes, DS implementation is cautious and relies upon incremental steps and cumulative results. Caution compels DS to disable the assumptions of conformity, that each implementation is identical and constrains DS to approach implementation as a one of a kind event.

Incremental steps permit adequate time to reveal the underlying complexity of the academic records. Each jurisdiction has multiple sources of testing history; spread across multiple media; with data housed in modern and archived systems. The individual tests are subject to scoring policy and rules which differ by date range impacting the overall status of incomplete, non-pass, pass, and credential. Tester's history may span many years, be simultaneously preserved in diverse locations and each source is slightly different but qualifies to create one tester's academic record. The cumulative result produces a single academic history for each tester that represents the entirety of their HSE history and makes possible the identification of credentials and transcripts not distributed prior to the transition to DS, but are qualified for distribution by DS.

## DS Feature Timeline:

The following three (3) events are on the critical path for the timeline. These three (3) events determine the length of time in days to complete implementation of DS services.

1. *Database Migration*. For each database, DS anticipates seven (7) days\*. NOTE: Database migration runs concurrently with Document Design and Policy Rules
2. *Document Design*. DS estimates five (5) days for document design and approval. NOTE: Document Design runs concurrently with Database Migration and Policy Rules.

3. *Policy Rules*. DS estimates five (5) days to research and verifying the testing and credentialing policy rules. NOTE: Policy Rules runs concurrently with Database Migration and Document Design.

Seven (7) days is the total time required to complete implementation. On the eighth (8th) day, DS services go live.

Database migration is the most intensive and often the longest leg of the implementation. The go live date can be determined when the database is transferred to DS.

In addition to the three (3) critical path events there are other secondary implementation events. Occurring concurrently with the events on the critical path, DS provides orientation for key users, for example: correctional officials, educational providers, jurisdictional employees, and test center administrators. DS contributes website tools for use on the jurisdictions HSE website; verbiage for communicating the transition; and recommendations for phone and email response to direct questions to DS.

\*In the case where the state has two (2) databases the timeline for loading the database would be seven (7) days for a total of fourteen (14) days. Each Database Migration is sequential to each other Database Migration.

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**Items with supplementary information: NA**

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**Supporting Images and Appendix: NA**

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**Edited:**

**This page edited on 2023-04-18**

# Electronic Verification Form

## **Summary:**

Student dashboard showing status of instructional events for qualification to take the official HSE tests.

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## **DS Feature:**

DS website verification form is a jurisdictional specific HSE official pre-registration system. The Electronic Verification Form [ EVF ] of student educational events allows students, instructional providers, counselors, instructional program leaders, test administrators, and state leadership to view and edit the status of students' requirements to qualify for taking the official HSE test.

DS manages and presents the result of the diagnostic, instructional events, and HSE practice assessment results that demonstrate when a student is approved to take the official HSE test. The EVF is updated by the state adult education system which provides student ID and academic summary. The EVF retains the student verification details and is curated and updated by counselors, instructional providers, and other authorized personnel. Date and time stamps memorialize when requirements are met, and present all events by category in chronological order. The EVF documents who, what, and when requirements for HSE testing are entered, edited, and updated. Ensuring parity in preparation for and completion of adult education requirements for HSE testing is an important purpose of the EVF system.

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**Items with supplementary information: NA**

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**Supporting Images and Appendix: NA**

# Specific College Data Requests Per College

## Summary:

HSE data requests for individual and aggregated college data are available to and are generated by authorized personnel.

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## DS Feature:

DS manages requests for HSE testing and HSE multiple pathways data and data analytics. Requests are made by authorized personnel who are approved by the state administrator. Authorized personnel access a set of tools that control reporting parameters designed for self-service reporting. Variables include date ranges; political boundaries such as states, counties, city/towns, and zip codes; geographic boundaries such as regions; programs such as community colleges, correctional facilities, and testing centers; zip codes; and groupings such as active and inactive testing centers. The results include personally identifiable information; academic events such as tests, test status, and scores; counts such number tested, by publisher, non pass, pass, and credentialed; and multiple pathways by type. Through a related feature – Research Requests – DS collaborates with authorized personnel to update available tools and the accessibility of self-service reporting features to meet specialized needs for data and data analytics.

Authorization for College personnel is approved by the state administration and grants access to one, some, many, or all community colleges data sets.

The purpose of specific college data requests per college is for analysis of individual colleges and collective data that can be disaggregated.

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## Items with supplementary information:

For additional information on documents view:

[Data Reporting](#)

[Research Requests](#)

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## Supporting Images and Appendix: NA

# Diploma and Transcript Requirements

## **Summary:**

Generate high school equivalency diplomas and transcripts that meet all JID requirements, including those awarded under any grandfathering option/s and/or any alternative pathway programs.

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## **DS Feature:**

DS generates high school equivalency diplomas and transcripts that meet all jurisdiction requirements and quality standards. Customization begins by gathering jurisdictional documents. Multiple copies of current documents and of prior versions of the current documents, along with documents specific to prior series are assembled for analysis. Unique graphical characteristics are identified and classified and then replicated through digitization. Resulting digitized images are submitted for jurisdictional approval. The collection of documents are sorted by type and purpose. The text from multiple documents of the same type and purpose are distilled into a single document. The document of coalesced text is submitted for jurisdictional approval. Font type and size, formatting, color, and borders are replicated. The resulting catalog is submitted for jurisdictional approval. The iteration continues for each of the current documents. Finally, publisher specific features, links, and verbiage are assembled into a single document and sent for jurisdictional approval.

Sample documents are created using the approved graphics, text, type, and format. Draft versions of actual transcript/s and the diploma/s are submitted for approval. The process iterates until the final approval represents the jurisdiction requirements for diplomas, transcripts, publisher specific versions of the transcripts, special consideration documents (e.g. grandfathered), and alternative pathway documents.

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## **Items with supplementary information:**

For additional information on documents view:

[Complimentary Diploma and Transcript](#)

[Duplicate Diploma and Transcript Services](#)

[Document Distribution](#)

[Use of Approved Documents](#)

[Alternative Pathways](#)

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## **Supporting Images and Appendix: NA**

# TotalTranscript

## Summary:

Generate high school equivalency transcripts that account for all current-series HSE tests within a testers' academic record that meet JID requirements.

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## DS Feature:

TotalTranscript™ [ TT ] promotes parity between HSE and traditional K-12 pathways to high school completion by addressing the differential impact of mobility on HSE testers. In traditional K-12 pathways, schools universally honor mobile students' academic record, even when moving internationally. TT extends this principle to HSE and related alternative pathways. Specifically, TT honors mobile testers' academic record when moving between HSE test publishers. TT does so by generating a single transcript that integrates all current-series HSE test scores that adhere to JID test endorsement policies.

TT draws on a related DS feature – DS GPI and DS Grade – to enhance education stakeholders' shared understanding of academic attainment. DS GPI is a universal achievement metric to which DS indexes all current-series HSE test scores. This metric is consistent with the traditional 4-point GPA scale. DS Grade maps a familiar letter grade heuristic on top of DS GPI. This heuristic further facilitates stakeholders' understanding of relative differences in academic attainment within and across testers.

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## Items with supplementary information:

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[DS GPI and DS Grade](#)

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[Use of Approved Documents](#)

[Alternative Pathways](#)

[Combining of Academic Records](#)

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## Supporting Images and Appendix: NA

## DS GPI and DS Grade

### Summary:

Enhance high school equivalency transcripts to support shared understandings of testers' academic attainment within and across both content area tests and test publishers.

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### DS Feature:

DS GPI is the universal achievement metric to which DS indexes all current-series HSE test scores. This metric is consistent with the traditional 4-point GPA scale in both design and interpretation. DS GPI ranges from 0 to 4 with 1.5 reflecting the “just passing” score across all current-series HSE tests. Through DS GPI, testers' academic attainment may be interpreted in relation to graduating high school seniors via test publishers' norming study documentation.

DS Grades map a familiar letter grade heuristic onto DS GPI to facilitate stakeholders' interpretation of testers' academic attainment. DS GPI consistent with any form of *C* reflect academic attainment equal to or greater than up to 40 percent of graduating high school seniors whose academic attainment was above the HSE threshold; DS GPI consistent with any form of *B* reflect academic attainment equal to or greater than between 40 and 80 percent of those graduating high school seniors; DS GPI consistent with any form of *A* reflect academic attainment equal to or greater than at least 80 percent of those graduating high school seniors.

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### Items with supplementary information:

For additional information on documents view:

[Total Transcript](#)

[Alternative Pathways](#)

---

### Supporting Images and Appendix: NA

# Complimentary Diploma and Transcript

## **Summary:**

Provide one official complimentary (free) initial/original diploma and transcript to test takers.

---

## **DS Feature:**

DS distributes one (1) initial official digital or physical HSE diploma, and one (1) initial official digital or physical transcript to newly certified HSE constituents. Initial documents are free of charge and distributed within 48 hours of the academic record holder's request. Typically, requests are fulfilled on the same date as the request.

DS defines complimentary as free of any internal or external subsidies. DS does not receive payment from GED or HiSET to subsidize the cost of the complimentary documents. DS does not require or support raising the content area test fees nor the raising of battery test fees in order to subsidize the cost of complimentary documents. DS does not require complimentary diploma and transcript recipients to remit a shipping and handling fee for physical documents sent by USPS.

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## **Items with supplementary information:**

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[Diploma and Transcript Requirements](#)

[Duplicate Diploma and Transcript Services](#)

[Document Distribution](#)

[Use of Approved Documents](#)

[TotalTranscript™](#)

---

## **Supporting Images and Appendix: NA**

# Duplicate Diploma and Transcript Services

## **Summary:**

Provide duplicate official diplomas and transcript services.

---

## **DS Feature:**

DS distributes replacements of the official jurisdiction HSE diplomas and transcripts. Replacements are distributed digitally via email or paper via US Postal Service or by US Postal Service Priority Mail. The agreed upon fee for replacement document requests is paid directly by the academic record holder or an authorized agency.

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## **Items with supplementary information:**

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[Document Distribution](#)

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[TotalTranscript™](#)

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## **Supporting Images and Appendix: NA**

# Document Distribution

## Summary:

Provide document distribution by email, US mail, and next day delivery.

---

## DS Feature:

DS distribution begins with registration on the secure self service website. DS sends notification emails to test takers. The publisher's export of tester data is the DS trigger to send the notification. Notifications invite the tester to create an account on the DS website. The DS notification contains a link to the registration page. Registering with DS requires the tester to provide their first and last name, birth date, and their ID number (ssn and/or publisher IDs and/or other form of ID used during the administration of the test), a 100% match is required to create an account. Once an account has been created the test taker selects the document type they wish to order (diploma, transcript, verification letter), selects distribution method, and enters payment information (if order is not for complimentary document set). The order is processed and document(s) distributed.

DS provides document distribution by email, First Class USPS mail, or overnight via USPS Priority Mail Express.

DS does not offer fax distribution because of the inherent security risks associated with PII and fax transmission to a fax machine which prints the document. Since DS cannot determine if the recipient's fax machine auto prints the document, DS cannot protect the PII. Fax transmission represents technology designed to shortcut mail delivery, and secure messaging technology has replaced fax transmission. It is the DS position, supported by security industry best practices, that the only secure fax solutions require computer access to securely obtain an encrypted electronic image of the fax, in which case an email from our secure servers meets the same needs and with fewer restrictions.

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## Items with supplementary information:

For additional information on documents view:

[Diploma and Transcript Requirements](#)

[Complementary Diploma and Transcript](#)

[Duplicate Diploma and Transcript Services](#)

[Use of Approved Documents](#)

[TotalTranscript™](#)

---

## Supporting Images and Appendix: NA

# Third-Party Verifications

## **Summary:**

Provide a process whereby qualified/authorized third-party agencies can purchase test takers documents.

---

## **DS Feature:**

Verification of academic achievement represents 60 percent of academic record requests. Verifications are separated by the purpose of the organization. Government agencies form the first group and typically receive free of charge access to academic records. Third-party organizations form the second group. Government agencies include: courts, correctional officials, educational providers, test center administrators, etc. Third-Party organizations span diverse business classifications and represent the spectrum of business sizes. Third-Parties include: Employment Agencies, Educational Institutions, Employers, Background Screening, and Post Secondary Application Processors. Government agencies are not subject to DS vetting, instead, government accounts are approved by jurisdiction administrators.

Authorization by DS for Third-Party access requires the Third-Party to apply for an account with DS. The vetting is extensive and for purposes of space the requirements are available by clicking this link: [Third Party Application](#). Once approved, Agencies submit verification requests for records. Requests require acknowledgement of explicit written consent from the academic record holder (test taker). The request is automatically processed and results are transmitted via secure messaging. Low confidence matching triggers human review leading to fulfillment of the request or escalation to archive researching of physical records. The status of Third-Party requests are visible in their account where additional support documentation is accepted. Notification is sent by email. The email contains a hyperlink to the record results. Access to the record results requires providing the credentials of their active approved account. The Third-Party is able to submit a Disputed Verification and DS will re-research a request free of charge. The Disputed Verification feature allows an academic record holder to have a re-confirmation process that everything was submitted correctly by the Third-Party to DS.

Accounts are monitored for compliance with FERPA and DS policy. Agents are required to requalify for access every 90 days. Requalification includes FERPA online training and DS best practice verification training. Both trainings are created and hosted on the DS website.

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## **Items with supplementary information:**

[Document Authentication](#)

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## **Supporting Images and Appendix: NA**

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# One n Done

## **Summary:**

DS contacts testers who have completed and passed all but one of their tests. DS encourages testers to take their final test and earn their HSE credential.

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## **DS Feature:**

The DS system recognizes testers who are one test away from earning their HSE credential. When a tester's most recent test is 60 days ago, DS automatically sends an email to the tester encouraging them to take the next step and register to take the final test. The DS system checks for the most recent test across all non-pass testers every three hours. Testers receive the notification to wrap up their testing and earn their HSE credential.

In states where TotalTranscript<sub>tm</sub> is authorized, testers select either HiSET or GED, schedule and take their final test. No longer are testers restricted to completing their HSE using one publisher. In states where TASC was administered, testers may use their TASC tests and either GED or HiSET to complete their testing.

One n Done finds the “oh so close” testers, encourages them to complete and reminds them that they have momentum, skills, and opportunity to wrap up their HSE credential.

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## **Items with supplementary information:**

[TotalTranscript](#)

---

## **Supporting Images and Appendix: NA**

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**This page edited on 2023-04-19**

# Research Requests

## **Summary:**

DS researches state approved high school equivalency data as necessary to satisfy customer requests.

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## **DS Feature:**

The DS system is designed to approach data as discrete points, or selected across hundreds of tables. The selection and presentation facilitates methodical and useful analysis. Questions of fraud, misrepresentation, inadequate test results, and missing details comprise one type of research. Questions of counts within a date range filtered by location points, and/or biographics comprise a second type of research. Questions of status within a date range filtered by similar points comprises a third type of research. DS research produces aggregated or disaggregated results. Advanced questions are referred to a DS research methodologist with a PhD in education evaluation, measurement, and statistics. The DS research methodologist collaborates with the State and its authorized education stakeholders to refine questions, develop robust methodological approaches, conduct analyses, interpret results, and understand implications for education and education policy. General questions are the purview of the IT Director in collaboration with Fraud prevention, and the database architect and manager.

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**Items with supplementary information: NA**

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**Supporting Images and Appendix: NA**

# Customer Assistance

## **Summary:**

Provide routine customer assistance at no cost to the customer. Customer requested research for tests may be assessed fees.

---

## **DS Feature:**

DS provides routine customer assistance at no cost to the customer. Additionally through our unified communications system DS will provide transparent access to customer service metrics. Phone conversations, chat history, email content, and DS notes are detailed in the Touch Points layer of the test taker's account. All communications with or about the person and their academic record as well as edits, updates, orders, and history are merged into the Touch Points. Touch Points unify communications with transaction history creating transparency. This is managed through our administrative portal accessible to the jurisdiction administrator.

A request for a record that requires research will result in a deliverable document. The document is accessed for a fee. There may be instances where the deliverable document is a notice of no record available.

DS provides HSE program administration real time analytics!

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## **Items with supplementary information: NA**

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## **Supporting Images and Appendix:**

For example screenshots of the Administrator's analytic tools, please check out the [HSE Administration Dashboard](#)

# Publisher Data Imports

## Summary:

Receive daily data transfers from all state authorized publishers providing approved high school equivalency assessments.

---

## DS Feature:

DS receives daily data transfers from all publishers. The process for access is initiated by the publisher's request for jurisdictional authorization to share data with DS. Publishers provide DS with credentials. DS accesses the jurisdictional folder provided by the publisher. The folder contains the daily file of testing results. DS downloads the results file to the DS import server.

The publisher does not charge DS a fee to access or extract the results file. DS does not charge for the importing of jurisdictional test results. Importing test results is a core service provided by DS.

The DS import process receives daily data transfers from GEDTS and PSI for the GED and HiSET test respectively. All publishers have that organization's unique specifications and format. The publishers utilize XML for exporting test results. DS importing of each publisher's ML is customized to that organization's unique specifications and format. The exports follow a schedule which varies by publisher. One publisher exports at 3 am daily and does not provide additional exports. Another exports as frequently as once every three hours. Regardless of the schedule frequency, DS fetches the files for processing into the DS database.

DS does not rely upon the publishers to maintain their XML specifications and format. Instead proprietary software identifies unacceptable variations in data values, illogical data values, and incomplete data. DS notifies publishers and state administrators of the issue, impact, status of publisher response, suspends imports when necessary and estimates timelines once the publisher has completed the repairs. DS coordinates with publishers to ensure they are performing quality data checks; DS schedules a sample export, and tests the data for accuracy and completeness. When the publisher export meets DS standards and the publishers specifications and format, DS resumes importing.

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## Items with supplementary information:

For additional information on data view:

[Data Transfers](#)

[Data Reporting](#)

[Access and Rights to Data](#)

[Database of Record](#)

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## Supporting Images and Appendix: NA

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# Data Exports

**Summary:**

Transfer test taker data at a frequency requested.

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**DS Feature:**

DS transfers academic records to jurisdiction. Transfers are scheduled in compliance with the required frequency. Data format is designed by DS. The format is best practice, industry standard, and designed to maintain data integrity and updated data sets.

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**Items with supplementary information:**

For additional information on data view:

[Daily Publisher Data Transfers](#)

[Data Reporting](#)

[Access and Rights to Data](#)

[Database of Record](#)

---

**Supporting Images and Appendix: NA**

# Secure Data Receipt, Storage, and Management

## Summary:

Receive, manage, secure, and store high school equivalency assessment data for all publishers of high school equivalency assessment tests for the purpose of providing comprehensive secure document services.

---

## DS Feature:

DS will receive, manage, secure, and store high school equivalency assessment data for all publishers of high school equivalency assessment tests for the sole purpose of providing comprehensive secure document services.

DS maintains SOC 2 Type 2 Report compliance as evidence of the service controls applied to the security and management of academic records.

The SOC 2 is a report based on the Auditing Standards Board of the American Institute of Certified Public Accountants' (AICPA) existing Trust Services Criteria (TSC). The purpose of this report is to evaluate an organization's information systems relevant to security, availability, processing integrity, confidentiality, and privacy.

SSAE 18 / ISAE 3402 Type II

The AICPA created the Statement on Standards for Attestation Engagements No. 18 (SSAE 18) to keep pace with globally recognized international accounting standards.

SSAE 18 aligns closely with the International Standard on Assurance Engagements 3402 (ISAE 3402), both of which are used to generate a report by an objective third party attesting to a set of assertions made by an organization about its controls. The Service Organization Controls (SOC) framework is the method by which the control of financial information is measured.

DS undergoes a regular third-party audit to certify against this standard.

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## Items with supplementary information:

For additional information on Security view:

[Self-Service Website](#)

[Document Security](#)

[Confidentiality and Information Security](#)

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## Supporting Images and Appendix: NA

# Physical Record Transfer

## **Summary:**

Provide a transfer system to receive all historical data files (electronic and/or paper). DS will accept transfers of historic records throughout the contract period. DS will be the final repository for high school equivalency assessment records and is solely liable for the security of the records in DS possession.

---

## **DS Feature:**

DS coordinates transfer system to receive all historical data files (electronic and/or paper). DS requests the jurisdictional administrator to provide a list of the locations including physical address of the records, contact number and email address of the records curator. The jurisdictional administrator will distribute introductory communications to the records curators requesting cooperation with DS. For physical records, DS will contact, arrange pickup, provide and sign document custody, and prepare documents for transportation. For electronic records, DS will coordinate with the school contact person and transfer records using SFTP. The process presumes records are in decentralized locations as well as records accumulated in one location. Further, the DS system presumes and allows for the collection of records discovered throughout the duration of the contract.

DS agrees to an initial one-time pickup of physical records free of charge at a time and location mutually agreed upon by the Parties. The jurisdiction shall be responsible for securely transferring to DS any physical documents identified after the initial one-time pickup opportunity. DS is not responsible for any records lost or damaged in transit after the initial one-time pickup opportunity.

DS is the final repository for high school equivalency assessment records and is solely liable for the security of the records unless the jurisdiction retains possession of the documents. Jurisdiction's high school equivalency paper records are stored in a secure warehouse with physical security measures that meet and are regularly audited by a third party for SOC 2 Type 2 compliance.

DS digitization of records and researching of non-digitized records requires all known records to be located within the DS records warehouse. From time to time additional records are located, DS coordinates the transfer and integration with existing records. Expenses associated with additional transfers may result in the costs to the state.

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---

**Items with supplementary information: NA**

---

**Supporting Images and Appendix: NA**

---

# Digitization

## **Summary:**

Academic records created prior to 2002 may not be digitally searchable. These types of records are often images stored on floppy disks, compact digital disks, microfiche or film, and memory sticks. DS digitizes all formats.

---

## **DS Feature:**

The DS digitization process and associated optical character recognition is a proprietary process. DS digitization scans paper using Fujitsu scanners. Paper is magnetically cleansed of metal, and batched by single, double, or multi page documents. Scanned images are uploaded to Microsoft's cloud computing service. Uploaded images are OCR processed by the DS proprietary software.

DS converts microfiche and film using FlexScan 400.

Digitized records are stored in the DS digital catalog and searchable by PII, school/facility, and date.

DS does not assess a fee for the digitization of a state's non-digitized records.

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---

**Items with supplementary information: NA**

---

**Supporting Images and Appendix: NA**

# Data Reporting

## Summary:

Provide general statistical, volume, and data reports as needed.

---

## DS Feature:

DS provides general statistical, volume, and data reports as needed. Reporting access is associated with the user's role. Each role is assigned reporting access aligning to the responsibilities and authority of the role.

The breadth of reporting service extends reporting to multiple types of both aggregated and disaggregated data. Parameters of date, location, and publisher enable precise management of results. Formats are downloaded as either PDF or CSV. Report types include: Document Requests by ZipCode ; Status by Age, County, Language, Publisher, or Test Center; Disaggregated data with PII; Annual Statistical Report; Status by Alternative Pathway (30 College Credit); Database exports; Jurisdiction Accounts; Jurisdiction Issues; and data exports to LACE's.

The scope of reporting service includes state specific initiatives like multiple pathway completions.

DS reports are used by programs, community colleges, and state agencies to verify completions to the National Reporting System.

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---

## Items with supplementary information:

For additional information on data view:

[Specific College Data Requests Per College](#)

[Daily Publisher Data Transfers](#)

[Data Transfers to](#)

[Access and Rights to Data](#)

[Database of Record](#)

[Specific College Data Requests Per College](#)

---

## Supporting Images and Appendix:

Two images support this item:

1. User Roles and Permissions Table (CONFIDENTIAL) on the next page.
2. Pass, Incomplete, Non-Pass example report on page following image 1.

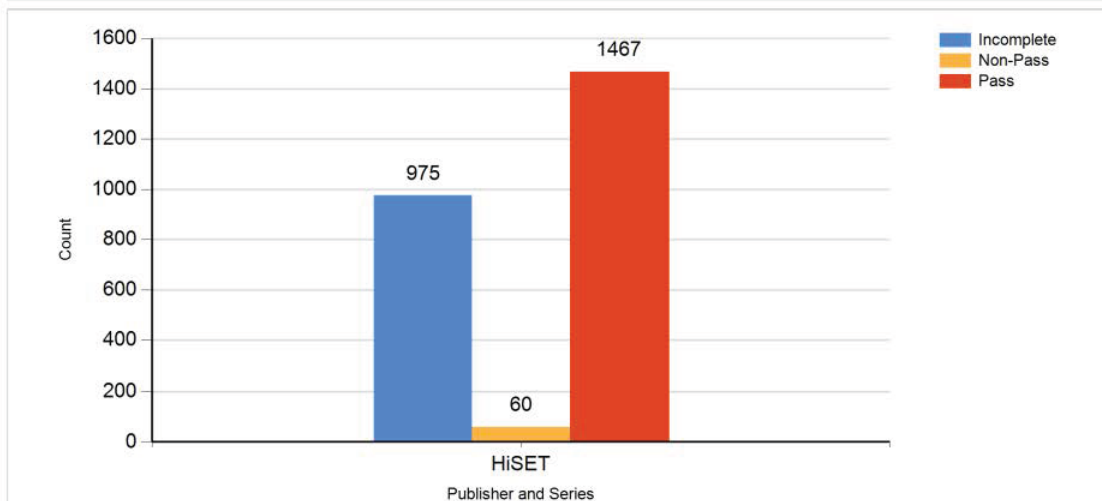
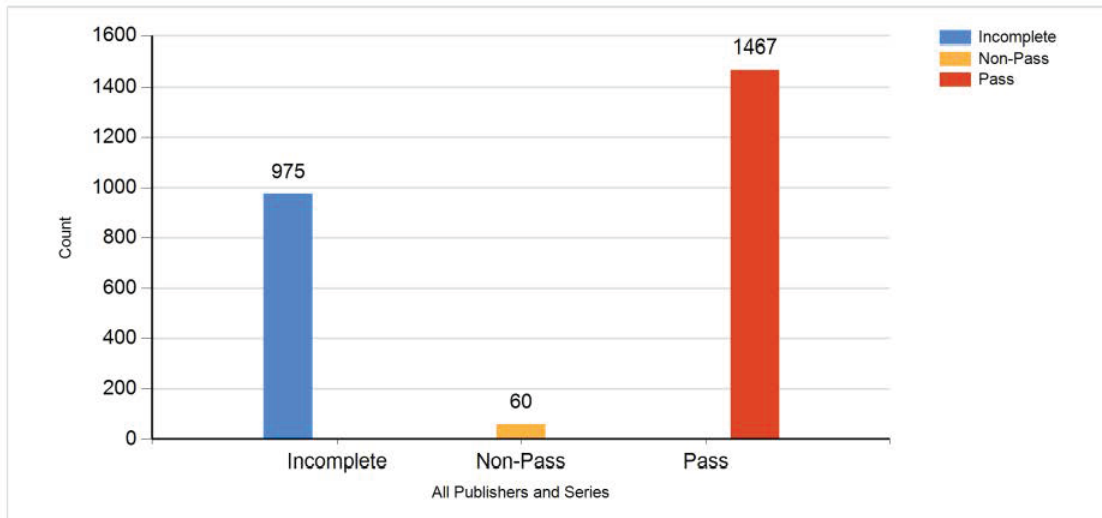
## Roles and Permissions

Roles and Permissions								
Roles								
Behind the scenes DS calls it....	Jurisdiction Administrator	Jurisdiction Employee	Corrections Official Administrator	Corrections Official	Educational Provider	Designated Assistant	Test Center Administrator	Test Taker
A title you might be familiar with...	Administrative Manager, State Director, Programs Supervisor, Adult High School and High School Equivalency State Administrator, etc.	Alternative Pathways Administrator	Principal/Head of Education/Superintendent for Corrections or Secure Facilities	Department of Corrections	Competency-Based Pathway administrator, College Advisors, Community outreach organization professionals	Local level directors of Adult Education, especially state specific alternative pathways	Test Administrator, Chief Examiner	Tester, student, client, etc.
Permissions								
PII (Personally identifiable information: SSN, Publisher ID, etc.)	X	X	X	X	X	X	X	X
Academic Record (all tests: practice or official & status of testing history)	X	X	-	-	-	X	X [1]	X
Unofficial Academic History Report	X	-	X	X	X	-	-	-
Documents (view diplomas and transcripts)	X	X	-	-	-	-	-	X
Document Request (place an order)	X	X	X	X	-	-	-	X
Reports (administrative, volume, and statistical)	X [2]	X [3]	X [4]	X [5]	X [6]	X [7]	X [8]	-
Unofficial Score Report	X	-	X	X	X	-	-	-
Intrastate Search (access to all records within your state)	X	X	X	X	X	-	-	-
Interstate Search (access to all records within DiplomaSender partner states)	-	-	X	X	-	-	-	-
Public Touch Points (tester specific phone calls, chats, and emails)	X	X	-	-	-	X	-	X
Private Touch Points (public touch points + administrative notes)	X	X	-	-	-	X	-	-
Data Points (data sources, PII documents, policy issues)	X	X	-	-	-	X	-	-
Transactions (tester specific log of document requests and record access)	X	X	-	-	-	-	-	X
Add Alternative Pathways	X	X	-	-	-	X	-	-
Managing Authorized Users	X	X	X	-	-	-	-	-
Managing Jurisdiction Details	X	-	-	-	-	-	-	-



## Incomplete, Non-Pass, Pass by Publisher

Jurisdiction: IA - Start Date: 6/30/2021 - End Date: 7/1/2022



Publisher	Incomplete	Non-Pass	Pass	Total
IA	975	60	1,467	2,502
HiSET	975	60	1,467	2,502

## Access and Rights to Data

### **Summary:**

Provide authorized staff with access to a real-time (live) database for updating, inserting, reviewing, verifying, and reporting.

---

### **DS Feature:**

DS website restricts the highest level of authorization for exclusive access by the jurisdiction administrator and their designee. The jurisdiction tier allows state administrators to manage all aspects of the account. Management includes access in real-time to their jurisdictions (live) database. Permission encompasses updating, inserting, reviewing, and verifying the academic record PII and test history. The breadth of reporting service extends reporting to multiple types of both aggregated and disaggregated data. Parameters of date, location, and publisher enable precise management of results. Formats are downloaded as either PDF or CSV.

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---

### **Items with supplementary information:**

For additional information on data view:

[Daily Publisher Data Transfers](#)

[Data Transfers](#)

[Data Reporting](#)

[Database of Record](#)

[Roles and Permissions](#)

---

### **Supporting Images and Appendix: NA**

## Combining of Academic Records

### **Summary:**

Provide the combining, pass status determination, credential determination, of all test takers regardless of publisher, and upon request, combine test result for GED, HiSET, and TASC for tests taken on or after 2014-01-01 GED. Provide a transcript and diploma as a result of the combined test results.

---

### **DS Feature:**

In 2010 DS created the service sector to fulfill the outsourcing of HSE data management and document distribution. Resources and services included: generation of high school equivalency diplomas and transcripts; customized solutions to satisfy jurisdictional policies for combining publisher/series test results into a single academic record and generation of multi publisher, multi series transcripts; management of and distribution of documents in support of alternative pathway programs which permit non-test achievement of HSE in support of legislative initiatives known as alternative pathways in PA, MS, IA, DC, and NC.

In 2015 DS extended the service to support the National External Diploma Program. DC and WV NEDP programs utilize DS NEDP data management and document distribution services.

In 2022 DS released TotalTranscript™ [ TT ]. TotalTranscript™ improves HSE testing parity with K-12 by reducing the impact of mobility on HSE testers.

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---

### **Items with supplementary information:**

For additional information on Academic Records view:

[Record Deduplication and Issue Correction](#)

[Academic Record Editing](#)

[Academic Record Editing Approval](#)

[TotalTranscript](#)

---

### **Supporting Images and Appendix: NA**

# Database of Record

## Summary:

Provide a database of record for HSE assessment test data.

---

## DS Feature:

DS is the database of record for HSE assessment test data. As such DS functions as the centralized and legal storage of information of all HSE assessment test data for all publishers and all test series data from 1942 to the present.

DS data design, processes, website, and customer support exceed requirements for effective and exclusive servicing of data management and document fulfillment for all publishers.

DS coordinates the sharing of HSE data with authorized consumers and with required recipients.

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---

## Items with supplementary information:

For additional information on data view:

[Daily Publisher Data Transfers](#)

[Data Transfers](#)

[Access and Rights to Data](#)

---

## Supporting Images and Appendix:

Jurisdiction Table on next page.

State	GED	HiSET	TASC	Pathways
Colorado	YES	YES	INACTIVE	
Delaware	YES			
D.C.				YES
Indiana		YES	INACTIVE	
Iowa		YES		YES
Massachusetts	YES	YES		
Maine		YES		
Michigan	YES	YES	INACTIVE	
Mississippi	YES	YES	INACTIVE	YES
Nevada	YES	YES	INACTIVE	
New Mexico	YES	YES		
North Carolina	YES	YES	INACTIVE	YES
Ohio	YES	YES	INACTIVE	
Tennessee	INACTIVE	YES		
West Virginia		YES	INACTIVE	YES
Wyoming	YES	YES	INACTIVE	

# Document Issue Notification

**Summary:**

Communicate issues and concerns concerning the validity and issues of academic records and documents.

---

**DS Feature:**

DS notifies jurisdictional administrators of errors and issues with requested documents. Issues/errors include but are not limited to: name, status, transcript, credential, publisher, age, and residence.

Routine issues are presented to the state administrator and/or their designee for review, approval, or denial. The DS dashboard for jurisdiction administration is presented as the home screen with an administrative login.

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---

**Items with supplementary information:**

For additional information on Notifications view:

[Tester Notification](#)

[Notification of Publishers](#)

---

**Supporting Images and Appendix:**

Example screenshot of a Jurisdiction's Dashboard on the next page.



### Want to see transparency?

**New!** DiplomaSender is committed to transparency. We believe that by sharing our successes - and failures - we can help others advance their lives and careers. They're learning and we're learning.

[Review Snapshots](#)

### Due for a quarterly Account checkup?

Best practice is to review the government accounts you manage every 90 days. Keep an eye out for individuals who are no longer in their role.

[Review Accounts](#)

### Time for a Test Center Tune Up?

Best practice is to review the test centers you manage every 90 days. Keep an eye out for incomplete information or changes to Auto Print / Bulk Mail.

[Review Test Centers](#)

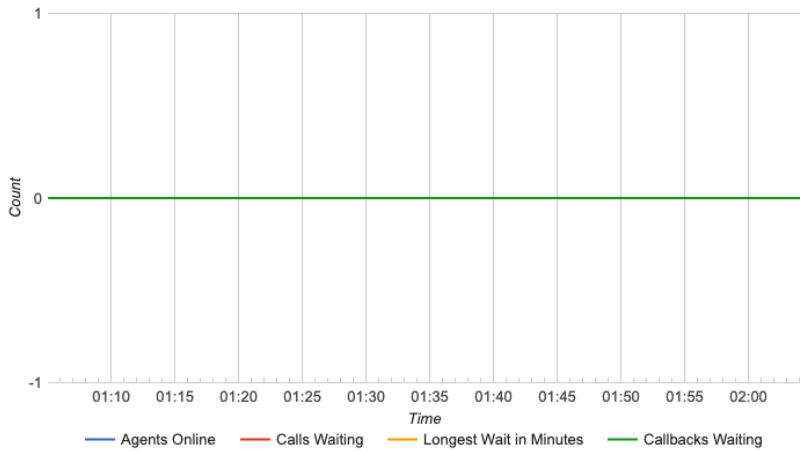
### Need Reports?

DiplomaSender has a suite of reports available which allow real time accessibility for data matching, recent graduates, credentials awarded, automated exports and more.

[View Reports](#)

### Real Time DiplomaSender Phone Queue

If during business hours no agents are online, or anyone in the queue has waited more than 2 minutes all DiplomaSender collaborators receive an alert. ✕



#### Time Frame

Last Hour  Today  This Week

### Credentials With Out of State Residency

Tester ID	First Name	Middle Name	Last Name	Birth Date	ID Number	Address
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	GEDTS ID: [Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	GEDTS ID: [Redacted]	[Redacted]

### Pending Reactivation Requests

Email	First Name	Last Name	Roles	Created On	Last Login
[Redacted]	[Redacted]	[Redacted]	• Corrections Official	2/20/2020 @ 2:27 AM	3/4/2020 @ 12:32 AM

# Self-Service Website

## **Summary:**

Provide and manage a secure individual self-service website accessible 24/7 for testers to access their records and request documents.

---

## **DS Feature:**

DS is SOC 2 Type 2 Certified. Quoting from the SOC 2 report: DiplomaSender's service commitments and system requirements were achieved based on the trust services criteria relevant to Security and Confidentiality (applicable trust services criteria) set forth in TSP section 100, 2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy (AICPA, Trust Services Criteria).

DS website exceeds SOC 2 requirements for security and privacy. Access requires registration and account verification.

Academic records are available for access to account holders 24-7 hours a day, 365 days a year.

Access to the DS self-service website begins with registration. Registration requirements include exact match on first name, last name, date of birth, and ID. In-exact registrations are reviewed by DS personnel who determine eligibility based upon registration information provided and most likely associated academic record.

Registered users have access to their personal identifiable information; the academic records; ordering page and details of prior orders that have been placed by them or by authorized representatives of the tester; and communications events between DS and the account holder.

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---

## **Items with supplementary information:**

For additional information on Security view:

[Secure Data Receipt, Storage, and Management](#)

[Document Security](#)

[Confidentiality and Information Security](#)

---

## **Supporting Images and Appendix: NA:**

# Web Content Accessibility

**Summary:**

Ensure website and documents conform with the current version of the Web Content Accessibility Guidelines including Level A and AA for web-based technology and Section 508 of the Rehabilitation Act standards.

---

**DS Feature:**

DS utilizes Bootstrap 4 framework for building the website. DS implements Bootstrap in best practice and achieves compliance with WCAG 2.0 (A/AA/AAA) and Section 508.

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---

**Items with supplementary information: NA**

---

**Supporting Images and Appendix: NA**

# Tester Notifications

## **Summary:**

Email all new high school equivalency passers regarding the process to obtain their initial free diploma and transcript.

---

## **DS Feature:**

DS email notifications are customized to support a specific process. The verbiage, logo, and distribution timing are authored and determined by the state.

Notification of available documents announce the accessibility of the initial and complimentary (free) documents. Instructions for registering with a hyperlink to the DS registration page.

The use of email notifications is expanding to include policy alerts, privacy rights, impending changes, and updates to records.

DS offers the following cautionary note. The limitation of email notifications is primarily constrained by the accuracy of addresses. Registration does not lend itself to automation when the data source integrity and accuracy relies upon the embedded emails gathered by the testing publisher's registration process. Reliance failures include: multiple publisher accounts for a tester, one publisher with multiple accounts for one tester, email addresses entered during registration then subsequently abandoned, single point matching cannot be challenged because the transaction history cannot be made specific to the person who is accessing the academic record.

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---

## **Items with supplementary information:**

For additional information on Notifications view:

[Document Issue Notification](#)

[Notification of Publishers](#)

---

## **Supporting Images and Appendix: NA**

# Use of Approved Documents

## **Summary:**

Generate currently approved transcripts, diplomas, and documents.

---

## **DS Feature:**

DS diplomas, transcripts, and verification letters as well as ancillary documents are generated on demand using custom templates. Templates are coded to the specifications provided by the jurisdiction. Graphics and verbiage accurately replicate the approved jurisdictions documents. Distribution of documents are encouraged to include cover letters. DS customizes cover letters to introduce and encourage participation in opportunities for post secondary education and work initiatives. Diplomas, transcripts, and verification letters contain security stamps and features. Security features are designed to trace the document to the person who placed the order, the recipient, the document type, and the identification of the academic record holder.

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---

## **Items with supplementary information:**

For additional information on documents view:

[Diploma and Transcript Requirements](#)

[Complementary Diploma and Transcript](#)

[Duplicate Diploma and Transcript Services](#)

[Document Distribution](#)

[TotalTranscript™](#)

---

## **Supporting Images and Appendix: NA**

# Bulk Mail

## **Summary:**

Provide bulk mail delivery for institutional diplomas and transcripts upon request.

---

## **DS Feature:**

DS provides bulk mail delivery for institutional diplomas and transcripts upon request. This can be done by test center number identification and can be managed by jurisdictional administrators and/or by DS government account support specialists.

Documents can be bundled and bulk mailed each business day. There is no limit to the number of test center locations designated to receive bulk mail. Bulk mailing management allows for one, some, many or all locations/test centers to receive bulk mail. Bulk mail implies a quantity of documents, however, there is no minimum or maximum number of documents required for bulk mailing.

Management of bulk mailing is collaborative between jurisdictional administration and DS using the secure website. DS notifies jurisdictional administration when bulk mail management is requested.

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---

## **Items with supplementary information: NA**

---

## **Supporting Images and Appendix:**

Example screenshot of a Test Center Bulk Mailing Setup on the next page.



Update

Test Center

Printing

Touch Points

Auto Print

**Bulk Mail Address**

**Attention & Recipient**

**Street**

**Zip**

**City**

**State**

**Country**

DiplomaSender.com  
PO Box 722050  
Norman, OK 73070



Summit Academy  
10000 N  
Norman, OK 73070

Zip lookup only available in the United States.

[Contact Us](#)

[Services](#)

[Who We Are](#)

[Policies](#)

[English](#)

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# Response Times

## **Summary:**

Respond within one hour to HSE office during normal business hours.

---

## **DS Feature:**

DS assigns a single point of contact in support of jurisdictional administrators. To enhance effective and efficient communications, DS provides internal communication tools like \*Slack for secure messaging and file sharing. In addition, the administrator is provided direct messaging connections to all of DS leadership as well as the typical communication tools of phone and email.

These tools combine to assure immediate response to jurisdictional questions and concerns because multiple leadership persons are monitoring the lines of communication. Finally, and perhaps most comforting, administrators have the single point of contact to the Director of National Influence and Communications and direct access to the government support specialist.

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---

## **Items with supplementary information: NA**

---

## **Supporting Images and Appendix:**

\*Slack is SOC 2 Type 2 certified

# Document Security

## **Summary:**

Provide secure protection on all diplomas, transcripts, and other official documents including a tracking method and a unique identification number.

---

## **DS Feature:**

Each document generated by DS is nested with attributes designed to enhance security and deter fraud. The details are withheld in order to deter detection as a result of reading this section, however, the details will be shared in a private communication if requested. The more obvious protections include a unique identifier visible in the footer to track items including but not limited to the origin, recipient, academic record holder, generation date and time, and method of distribution.

Each diploma number is randomly generated and by design is a globally unique identifier that is never duplicated regardless of jurisdiction. At the request of the jurisdiction, DS will utilize a unique identifier designed by the jurisdiction.

Authorized users access searching by unique identifiers to determine details for assessing document authenticity.

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---

## **Items with supplementary information:**

For additional information on Security view:

[Secure Data Receipt, Storage, and Management](#)

[Self-Service Website](#)

[Confidentiality and Information Security](#)

---

## **Supporting Images and Appendix: NA**

# Document Authentication

## **Summary:**

Provide document authentication services to ensure FERPA compliance of educational documents submitted as evidence of academic achievement.

---

## **DS Feature:**

FERPA regulations and DS policy encourage academic record holders to view and to challenge the completeness and accuracy of the DS official record. DS services are designed to simplify and streamline the authentication process.

DS maintains a comprehensive history of fraudulent document detection tools, research and authentic example records. These sources allow DS to authenticate documents by signatures, forms and publishers, and filtered by year.

There are times when a record holder contests the educational results on record with DS. The completeness and accuracy of academic records is the responsibility of DS and authorized users of DS. Often the DS record is disputed by the submission of a diploma or a transcript. These are the documents which DS reviews by comparing the submitted documents to the standards.

DS's intention is to respect the right of the academic record holder without creating a time consuming process.

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---

## **Items with supplementary information: NA**

For additional information on Third Party view:

[Third Party Verifications](#)

---

## **Supporting Images and Appendix: NA**

## Publisher Relations

### **Summary:**

Communicate directly with the test vendor regarding issues with the test vendor daily uploads.

---

### **DS Feature:**

DS has healthy peer relationships with GED Testing Service (GEDTS), PSI Services (PSI). We are in contact and communicate with each test vendor publisher. The contacts provide effective and efficient resolution of most issues.

When unable to resolve issues directly with a test vendor, DS notifies the jurisdictional administrator and explains the issue to request consultation and guidance.

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---

### **Items with supplementary information:**

For additional information on Notifications view:

[Document Issue Notification](#)

[Tester Notification](#)

---

### **Supporting Images and Appendix: NA**

## SSN Non-Critical Tester ID

### **Summary:**

Maintain a database that does not solely rely on SSNs.

---

### **DS Feature:**

DS does not use a database that relies on SSN. A unique identification number is assigned to each tester and is used to associate all components of the academic record. The test taker's account contains as many identification numbers as provided from the various sources of data. Identification numbers from publishers, historic databases, and paper records are included in the test taker's account. When registering for an account the test taker may use any of the identification numbers to verify their identity. The SSNs are part of the data but are not a requirement for any process.

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---

**Items with supplementary information: NA**

---

**Supporting Images and Appendix: NA**

# Record Deduplication and Issue Correction

## Summary:

Provide a database that identifies potential tester matches and the correction of identified and reported errors.

---

## DS Feature:

DS applies more than 40 proprietary sequential de-duplication processes which combine academic records across all series of tests, as well as aggregating academic records from all publishers. In essence the academic record is an amalgamation of test results organized and isolated as testing policy dictates.

DS programmatically identifies potential matches, then applies an algorithm to combine the record logically and sequentially. The processes sort by the age of the source information, remove duplicate information that is older unless the older information is more complete, preserve unique information, and accept new information. This results in a complete history of the academic record. DS presents status as static when the record is locked by policy but continuously accepts additional information updating both the static and the dynamic records.

Additionally, DS applies confidence threshold limits to isolate records which require reviewer intervention. DS systems present the best practice and recommended actions to the reviewer for their match / no match decision.

In those cases where jurisdictional leaders and test taker evidence indicates PII or academic anomalies, inaccuracies, or missing data, DS securely receives the evidence, applies jurisdictional policy when the error is on the academic record, or reviews official documents for authenticity when the error involves PII. Upon completion of the review, DS either corrects the error with prior authorization, or requests jurisdictional approval to correct the error.

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---

## Items with supplementary information:

For additional information on Academic Records view:

[Combining of Academic Records](#)

[Academic Record Editing](#)

[Academic Record Editing Approval](#)

---

## Supporting Images and Appendix: NA

## Comments in Tester Account

### **Summary:**

Provide a database system that allows for the entry of comments in individual tester records by the DS or the HSE administration.

---

### **DS Feature:**

DS unified communication includes a feature embedded into the DS website. This centerpiece of communication is located in the test taker's Touch Points also known as Interactions. Two categories of comments populate the Touch Points / Interactions. Private notes are not visible to the test taker and public notes are visible to the test taker. Touch Points / Interactions comments may be added by jurisdictional administrators, their designees, DS collaborators (aka employees), and the academic record holder. An additional feature of these comments is the ability to trigger email notifications that the recipient should log into DS and read their secure messages.

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---

### **Items with supplementary information: NA**

---

### **Supporting Images and Appendix:**

For an example screenshot of mock test taker's Touch Points see:

[Transaction History](#)

# Access to State Scoring Policy

## Summary:

Provide a portal for editing state specific business rules and current administration's official document signatures.

---

## DS Feature:

DS website is outfitted with a jurisdiction tier where state administrators curate six (6) layers of control.

1. The landing page arranges a digest of jurisdictional key information editable by the administrator. The landing page is supplemented by the other five layers.
2. Policy Rules is an exhibit of the jurisdictional specific \*[scoring](#) code written in plain English. The scoring code determines the [status](#) of tests and a tester.
3. Documents layer organizes all of the official academic documents with links to view and download representations of the image and content of each document. The Documents layer presents the current signatories of the diploma and transcript and the details that print on the official documents. These are administrator accessible and editable areas which directly impact the official documents.
4. Archives and Fraud Prevention identifies the DS collaborator responsible for researching and completing the archive request process when the academic record is not in the digitally searchable database.
5. Touch Points is a catch-all location for conversation and issues which have yet to be organized into a curated layer. Touch Points are created by anyone authorized to access the jurisdiction tier.
6. Data Points round out the layers with two sections. Listing of all contacts and primary contact for the state. The second section displays uploads and secure file transmission to and from the jurisdiction administrator.

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---

## Items with supplementary information:

For additional information on Scoring view:

[Weekly Issue Reporting](#)

---

## Supporting Images and Appendix:

For an example screenshot of mock test taker's Touch Points see:

Item 30: [Transaction History](#)

\*scoring: for clarity scoring and grading are separate processes. Publishers grade the test. Grading applies to both the item (a question) and to the test. Grading determines if the tester response to an item is correct or incorrect. Grading also accumulates the correct responses to calculate and assign a numerical value to the test.

---

Scoring applies jurisdictional policies to the graded tests. The import of a test includes a numerical value, DS scoring applies the jurisdictional minimum numerical value for the date, the test, and the publisher. Jurisdictions have historically set minimum passing grades higher than the publisher's recommendation. DS code permits a jurisdiction to raise the minimum grade. There are many jurisdictional scoring policies applied by DS scoring code. The purpose of this footnote is to clarify the difference between grading as a responsibility of the publisher and scoring as responsibility of DS.

# Customer Chat and Phone Service

**Summary:**

Provide a real-time (live) chat and phone option for customer support.

---

**DS Feature:**

DS utilizes a unified communication tool for online chat via our secure website. This is accessible from desktop or mobile devices. DS also offers a toll free phone number to speak with a customer service representative.

Additionally DS provides jurisdictional administrators access to see important metrics pertaining to customer service including but not limited to chat volume, talk volume, call wait time, and email volume. Jurisdictional administrators have access to view and listen to all customer contacts with DS through the secure DS website.

[Return to the Table of Contents](#)

---

**Items with supplementary information: NA**

---

**Supporting Images and Appendix:**

Example screenshot of a Customer Service (Zendesk) Dashboard on the next page..



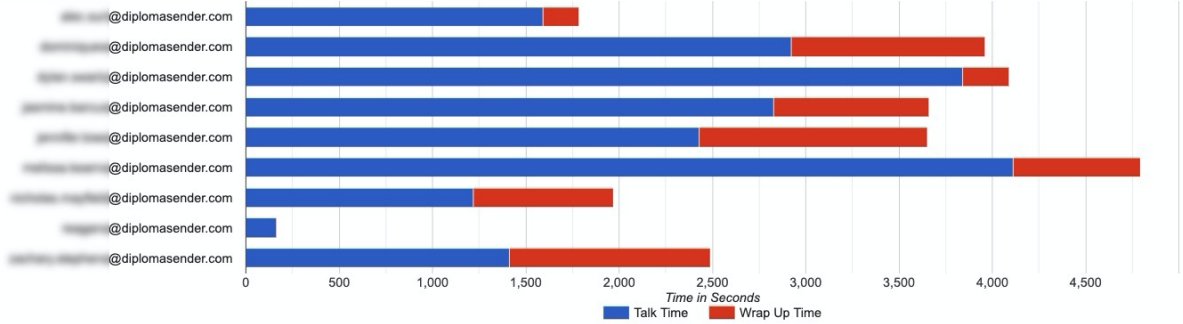
Date 06/03/2020

Refresh

Real Time

Metrics by Day

Metrics by Email



Hold time can not be attributed to any single email; rather, it is a reflection of the team's success as a whole.

Email	Calls	Hold Time	Talk Time	Avg. Talk Time	Wrap Up Time	Avg. Wrap Up Time	Wrap Up Words	Wrap Up Words Per Call	Seconds Per Wrap Up Word
@diplomasender.com	9		26:31	02:56	03:13	00:21	194	21.56	00:00
@diplomasender.com	9		48:43	05:24	17:19	01:55	363	40.33	00:02
@diplomasender.com	10		01:04:03	06:24	04:06	00:24	503	50.30	00:00
@diplomasender.com	7		47:07	06:43	13:55	01:59	550	78.57	00:01
@diplomasender.com	9		40:30	04:30	20:24	02:16	254	28.22	00:04
@diplomasender.com	8		01:08:31	08:33	11:22	01:25	190	23.75	00:03
@diplomasender.com	6		20:21	03:23	12:27	02:04	175	29.17	00:04
@diplomasender.com	4		02:45	00:41			56	14.00	
@diplomasender.com	11		23:33	02:08	17:57	01:37	144	13.09	00:07
<b>Total</b>	<b>73</b>	<b>07:36</b>	<b>05:42:04</b>	<b>04:41</b>	<b>01:40:43</b>	<b>01:22</b>	<b>2,429</b>	<b>33.27</b>	<b>00:02</b>

# Transaction History

## **Summary:**

Provide a viewable transaction history to all test takers.

---

## **DS Feature:**

DS creates transaction tables to support an exhaustive audit trail. Transactions show who gained access to an academic record including the person's IP address and geolocation, email address, and date time stamp. Order details contain the document type, person placing the order, the intended recipient, and the distribution method. Financial transactions are logged by Authorize.NET and retained in their system with access provided by DS.

Internally, DS maintains a transaction log of changes to the academic record showing what has changed, when it was changed and who made the change. This allows the ability to roll back a change to restore the record to a prior date.

Equally important, this robust set of auditing tools are displayed in the test taker's account. Each account holder has simple, up-to-date and accurate knowledge of who accessed their record, when their record was accessed, how and where documents were sent, and the most current details of their test results.

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---

## **Items with supplementary information: NA**

---

## **Supporting Images and Appendix:**

Example screenshot of a mock test taker's Touch Points on the next page.



Add Touch Point

Official Record

Academic Record

Orders

Touch Points **132**

Data Points

Type	Date	Author / Recipient	Subject
Email	5/27/2020 @ 6:31 AM	<input type="text"/>	DiplomaSender.com - Password Changed
Email	5/27/2020 @ 5:05 AM	<input type="text"/>	DiplomaSender.com - Password Changed
Email	5/26/2020 @ 11:57 AM	<input type="text"/>	DiplomaSender.com - Password Changed
Email	5/26/2020 @ 11:54 AM	<input type="text"/>	DiplomaSender.com - Verify Email
Zendesk Chat	5/22/2020 @ 12:16 PM	<input type="text"/>	Chat with
Notes	4/29/2020 @ 3:35 PM	<input type="text"/>	Testing the secure message center
Email	4/23/2020 @ 5:16 PM	<input type="text"/>	DiplomaSender.com - HSE Documents
Email	4/23/2020 @ 4:20 PM	<input type="text"/>	DiplomaSender.com - Official Record Change Request
Email	4/23/2020 @ 2:55 PM	<input type="text"/>	DiplomaSender.com - Official Record Change Request
Notes	4/22/2020 @ 4:29 PM	<input type="text"/>	Receipt ID 2382448 was returned to sender on 4/22/2020 due to F...
Notes	4/22/2020 @ 4:23 PM	<input type="text"/>	Receipt ID 2382448 was returned to sender on 4/22/2020 due to N...
Notes	4/22/2020 @ 4:15 PM	<input type="text"/>	Receipt ID 2382448 was returned to sender on 4/22/2020 due to In...
Email	4/14/2020 @ 6:20 PM	<input type="text"/>	DiplomaSender.com - HSE Documents
Notes	4/10/2020 @ 2:43 PM	<input type="text"/>	Receipt ID 2441335 was returned to sender on 4/10/2020 due to N...
Notes	4/1/2020 @ 3:46 PM	<input type="text"/>	Receipt ID 2382448 was returned to sender on 4/1/2020



# Pricing

## **Summary:**

Provide pricing for all documents and any anticipated increases to those prices within the contract period.

---

## **DS Feature:**

DS pricing rules for all documents are displayed in a table on the following page.

Specific fees are published on the DS website where they are visible to all who have an interest in knowing the pricing details.

To view fees: Login to the DS website then navigate to the “Documents” tab. To view the pricing, scroll down to “Document Types”.

DS defines complimentary as free of any internal or external subsidies. DS does not receive payment from GED or HiSET to subsidize the cost of any complimentary document. DS does not require or support raising the content area test fees nor the raising of battery test fees in order to subsidize the cost of complimentary documents. DS does not require complimentary diploma and transcript recipients to remit a shipping and handling fee for physical documents sent by USPS.

Services provided by DS are Data and Information Services whether delivered via electronic means or tangible medium. Therefore, to the extent permitted by law, DS will not collect or remit sales tax for transactions.

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---

## **Items with supplementary information:**

For additional information on pricing view:

[Price Increases](#)

---

## **Supporting Images and Appendix:**

Pricing Table on next page.

## Cost Proposal

Fees			
Service	Fee to State	Fee to Requestor	Fee
E-Diploma to new HSE graduate	No	No	\$0.00
E-Transcript to new HSE graduate	No	No	\$0.00
Paper Diploma to new HSE graduate	No	No	\$0.00
Paper Transcript to new HSE graduate	No	No	\$0.00
Education Verification	No	Yes	\$20.00
Reorder E-Diploma	No	Yes	\$20.00
Reorder E-Transcript	No	Yes	\$20.00
Reorder Paper Diploma	No	Yes	\$20.00
Reorder Paper Transcript	No	Yes	\$20.00

DS defines complimentary as free of any internal or external subsidies. DS does not receive payment from GED or HiSET to subsidize the cost of the complimentary documents. DS does not require or support raising the content area test fees nor the raising of battery test fees in order to subsidize the cost of complimentary documents. DS does not require complimentary diploma and transcript recipients to remit a shipping and handling fee for physical documents sent by USPS

## Price Increases

### **Summary:**

Price increases for replacement diplomas, transcripts, and letters of verification are adjusted annually in relation to the Consumer Price Index.

---

### **DS Feature:**

DS adjusts fees / pricing according to the US Bureau of Labor and Statistics Consumer Price Index [ CPI ] for the prior 12 months for the period ending December 31. Fees are adjusted in accordance with the CPI with price adjustments becoming effective January 1.

Fees are rounded up to the nearest whole US dollar.

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---

**Items with supplementary information: NA**

---

**Supporting Images and Appendix: NA**

# Weekly Issue Reporting

## **Summary:**

Provide weekly reports identifying irregularities in the daily uploads or other irregularities identified using its own internal system.

---

## **DS Feature:**

DS provides jurisdiction administration with weekly reports. The reports identify [scoring](#) irregularities. DS applies state scoring policies to academic records each time a record is inserted into the database as a new record. Then DS applies the same scoring policies when academic records are edited manually, or updated by an automated process, or updated with information from a subsequent import from the publisher.

The scoring process determines policy compliance and identifies violations. Violations are flagged and assembled into a secure summary of issues. The list is sent to the state administrator or to their designee. The list is in the form of a report which presents policy exceptions specific to the Test taker and test policy. The report lists each policy exception in summary and inserts a deep link (i.e. a hyperlink into the DS website) to the specific page where the jurisdictional administrator edits the information or completes a task.

In addition, the weekly issue reporting provides notification of requests for customized document distribution and government agency requests for access and reactivations. The report lists each item in summary and includes a deep link to the specific page where the jurisdictional administrator edits the information or completes a task.

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---

## **Items with supplementary information:**

For additional information on Scoring view:

[Access to State Scoring Policy](#)

---

## **Supporting Images and Appendix: NA**

# Academic Record Editing

## Summary:

Assist testers who have issues with information in records by providing guidance and contacting HSE administration for approval prior to making corrections.

---

## DS Feature:

DS customer support and continuous improvement relies upon direct contact with testers. Academic record holders (e.g. testers) have the option to contact DS by chat, email, or phone. Testers whose preference is phone may, in subsequent cases, continue to use the phone. However, there is no obligation to use the phone, the tester is invited and welcome to chat or email. The same options are available for testers who prefer email or chat, they are welcome to select whatever is their most convenient method to contact DS.

To support multiple channels, DS merges all communications into one record. Unified support history allows testers to elegantly move between communication choices and pick up where they left off without having to restate, summarize, or start over explaining their question or concern. The idea is for a single communication history that tracks each customer support event into the one history.

In those cases where a test taker is challenging an academic record, DS adheres to the FERPA regulations. FERPA requires data managers to allow academic record holders the ability to request changes to incorrect records. DS uses secure messaging and direct upload to accept evidence/s of PII or academic anomalies, inaccuracies, or missing data. DS securely receives the evidence, applies jurisdictional policy when the error is on the academic record, or reviews official documents for authenticity when the error involves PII. Upon completion of the review, DS either corrects the error due to prior authorization, or requests jurisdictional approval to correct the error.

Critical to Academic Record Editing is the ability to rollback the data to a specific date and time to authenticate who made changes to a record. Authentication is accomplished by DS managing temporal database tables. Temporal tables are a database feature that brings built-in support for providing information about data stored in the table at any point in time, rather than only the data that is correct at the current moment in time

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---

## Items with supplementary information:

For additional information on Academic Records view:

[Combining of Academic Records](#)

[Record Deduplication and Issue Correction](#)

[Academic Record Editing Approval](#)

---

## Supporting Images and Appendix: NA

---

# Academic Record Editing Approval

## **Summary:**

Correct tester records only when approved and authorized.

---

## **DS Feature:**

DS restricts corrections to tester records only when approved and authorized by the jurisdictional administrator. In those cases where jurisdictional leaders and test taker evidence indicates PII or academic anomalies, inaccuracies, or missing data, DS securely receives the evidence, applies jurisdictional policy when the error is on the academic record, or reviews official documents for authenticity when the error involves PII. Upon completion of the review, DS either corrects the error due to prior authorization, or requests jurisdictional approval to correct the error.

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---

## **Supporting Images and Appendix:**

For additional information on Academic Records view:

[Combining of Academic Records](#)

[Record Deduplication and Issue Correction](#)

[Academic Record Editing](#)

---

## **Supporting Images and Appendix: NA**

# Alternative Pathways

## **Summary:**

Provide a reporting system to allow authorized HSE administration to enter Alternative Pathways application and data into its system.

---

## **DS Feature:**

DS provides jurisdictional authorized users a custom process supported in the web application. The custom process is identified using the labels and terms to which the Jurisdiction is accustomed.

State specific alternative pathways are managed by authorized users at any level and include: state administration, community college coordinators, instructional providers, and counselors.

Designed to support alternative paths to HSE or High School Diploma completion, the process captures key information, searches and presents possible matches. Notifications alert users when one or more of the possible matches have an academic record. Upon accepting the possible match or creating a new record, the user then adds contact details, and address and supporting documentation.

Submitting the record initiates a process which adds academic attainment requirements and supportive attachments and a credential to the academic record. The submit process triggers an email to the academic record holder, and concludes with distribution of the HSE credential.

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---

## **Items with supplementary information:**

[Diploma and Transcript Requirements](#)

[TotalTranscript™](#)

[Specific College Data Requests Per College](#)

---

## **Supporting Images and Appendix: NA**

# Correctional Official Multi-Jurisdictional Access

## **Summary:**

Provide HSE correctional officials with interstate access.

---

## **DS Feature:**

DS provides interstate access for corrections. Correctional official access is at the same time restricted and inter jurisdictional. For the purpose of creating reports, DS associates the correctional official to one or more correctional testing facilities within the jurisdiction. This allows the correctional official to create \*status reports filtered by age, language, publisher, and test center. The reports show aggregated data for those testing centers associated with the correctional official.

For the purpose of researching academic records, DS expands correctional official access to all of the DS client states. Interstate access allows the correctional official to search academic records of offenders transferred into their facility from out-of-state facilities. The correctional official views and downloads an unofficial score report for documenting the academic record.

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## **Items with supplementary information: NA**

---

## **Supporting Images and Appendix:**

\*status: Subject area (aka content area) tests typically have two possible status which are non-pass or pass. The comprehensive assessment accumulates the results of the subject areas into a single result. The comprehensive assessment has three possible status which are incomplete, non-pass, and pass.

Example unofficial score report for a mock test taker on the next page.



## Restrictions on Data Use and Accountability

### Summary:

The HSE administration is not liable for lost or mishandled records during DS transport. Custodial authority does not equate ownership but assumes the HSE administration maintains ownership of the records, because the HSE program is the legal agency that authorizes the credential and authorizes the publishers, all test taker personal data and test results are the property of HSE program to include credentials and transcripts.

The HSE administration will replace all references to the current high school equivalency assessment test document process with DS links.

HSE administration will update its web pages that provide information on how to attain duplicate documents and link to the DS website.

DS shall not disseminate or publish any data related to test takers without the prior approval of HSE administration. DS shall not utilize any such data for marketing, or any other purpose, without the HSE administration's prior written consent.

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### DS Feature:

Consistent with DS's [privacy policy](#) (external link to website), DS does not disseminate, publish or utilize any data related to test takers for marketing or any other purpose without the prior written consent and at the explicit request of HSE administration.

---

### Items with supplementary information: NA

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### Supporting Images and Appendix: NA

# Confidentiality and Information Security

## Summary:

Maintain the confidentiality of all HSE programs and student data. Provide a written plan to maintain the confidentiality of such data and monitor, prevent and deter unauthorized disclosure of such data. In the event of any impermissible disclosure, loss or destruction of confidential information, immediately notify HSE administration and take all reasonable steps to mitigate any potential harm or further disclosure, loss or destruction of such confidential information. In addition, pertaining to the unauthorized access, use, release, or disclosure of data, shall comply with state and federal data breach notifications regulations and is to report security incidents to HSE administration within one business day of when DS knew of such unauthorized access, use, release, or disclosure of data.

---

## DS Feature:

DS maintains the confidentiality and security of data to which DS is contractually bound or ethically obligated. DS is proud to be SOC 2 Type 2 and SOC 3 compliant, have taken the [Student Privacy Pledge](#) (link to external website), and built internal policy to exceed requirements to which DS is obligated under FERPA. DS Security Policy Manual is not included here in order to keep the DS response concise, however, it can be made available to authorized parties upon request.

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## Items with supplementary information:

For additional information on Security view:

[Secure Data Receipt, Storage, and Management](#)  
[Self-Service Website](#)  
[Document Security](#)

---

## Supporting Images and Appendix: NA

# Closeout Plan

## Summary:

Assist HSE administration with all activities required to transfer all records and materials, both pre-existing and newly developed, to the HSE program or Successor Contractor upon termination or expiration of the contract. Provide a Closeout Plan that addresses the tasks outlined above. The final Closeout Plan will be subject to the review of HSE administration.

---

## DS Feature:

DS client jurisdiction off-boarding (e.g. Closeout Plan) process encompasses the broad categories of communication, data, and dates. Each category are elements on the critical path from service to end of service. Communication tasks initiate the process. Key contacts from each organization are identified, introduced, and information exchanged. Representatives from IT servicers and customer support are coordinated by the DS jurisdiction liaison.

Four meetings are scheduled, first, and within a week of the jurisdiction's end of service notification, gather to meet-greet and set benchmarks and dates. Second meeting feedback on benchmarks, and to negotiate adjustments to benchmarks and dates about two weeks into the transition. Third meeting during the last week of the closeout to review the time of day for the shut off and delivery of the final data set. The final meeting, scheduled within a month after off-boarding to review the process, identify lessons learned, and memorialize the completed date.

Benchmarks include: the agreed upon end date when service of one vendor ceases and services of another vendor begin; file format of the DS data export and date of the first export and final export; pick up date, estimated cubic feet, and location of physical records and finalize chain of custody letter for physical documents; date when jurisdiction website updates to replacement vendor; customer support information of new vendor for redirecting calls, emails, and chats from jurisdiction constituents.

Critical dates include: first export, last export, no service start, no service end, physical records transfer, and destruction of digital data.

The timeline is controlled by the new vendor or the jurisdiction. DS exports are quick to complete in less than 24 hours. Physical records are cataloged and organized in pods which lend themselves to warehouse exit onto the loading dock.

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**Items with supplementary information: NA**

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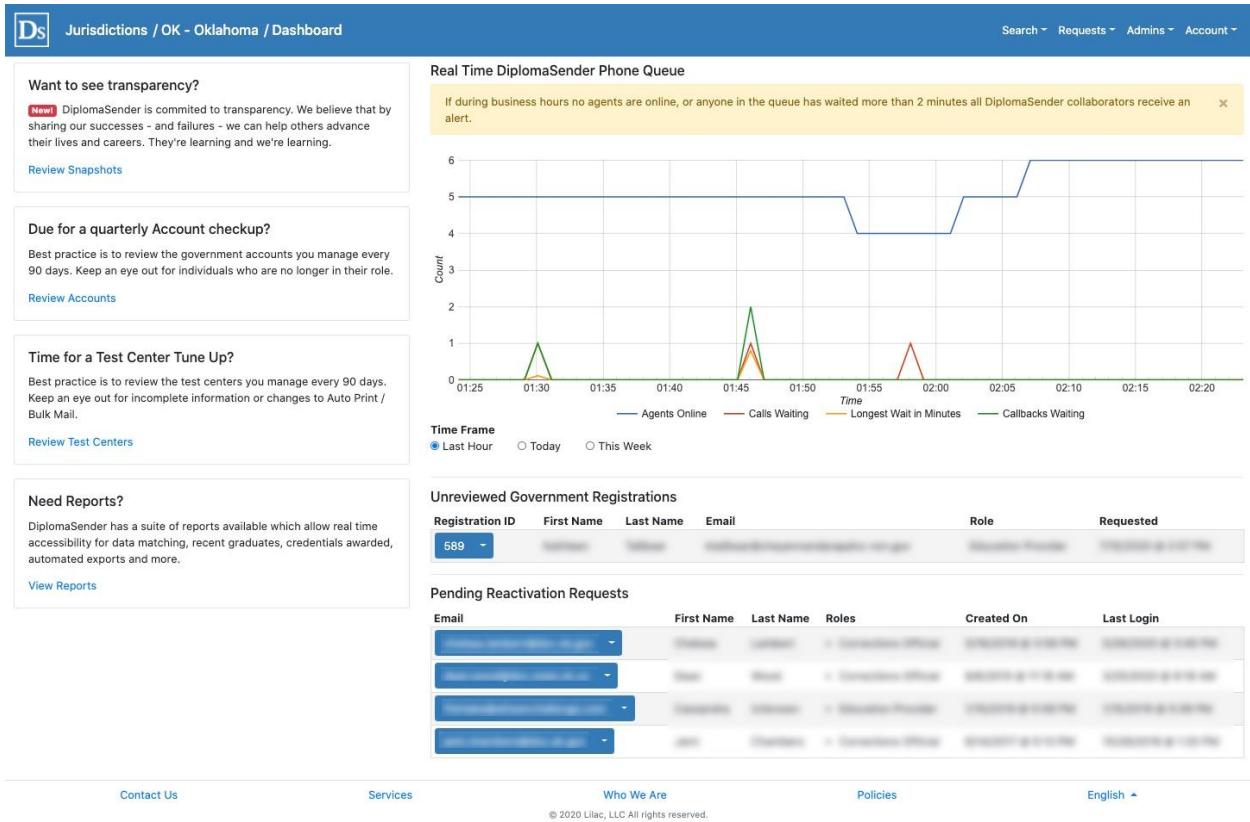
**Supporting Images and Appendix: NA**

---

## Link to Third Party Application Requirements

[Third Party Application Requirements](#)

# HSE Administration Dashboard



**Too much to view on one page...so view close up images and descriptions of the administration dashboard (above) on the following pages.**

**There are six (6) additional images detailing the customer service tools available to HSE administrators. The tools are critical indicators of DS support levels and real time viewing of customer support. These tools contain embedded links allowing detailed analysis. Simple and Effective.**

## Want to see transparency?

**New!** DiplomaSender is committed to transparency. We believe that by sharing our successes - and failures - we can help others advance their lives and careers. They're learning and we're learning.

[Review Snapshots](#)

Click Review Snapshots

**Snapshots summarizes the count of calls, chats, emails, logins, registrations, distribution of documents, government services, and research services. This is a big deal showing by date of your choosing the activity of all DS states combined and of your HSE program specifically.**

## Due for a quarterly Account checkup?

Best practice is to review the government accounts you manage every 90 days. Keep an eye out for individuals who are no longer in their role.

[Review Accounts](#)

Click the “Review Accounts”

Curate the list of folks who are accessing DS services and see who is active, when they last logged in, and view their contact information.

Here is a list of the types of users HSE administrators have authorization to manage.

- ✓ Select a role...
- Corrections Official
- Designated Assistant
- Education Provider
- Filer
- Jurisdiction Employee
- Jurisdiction or Corrections Administrator
- Test Center Administrator

## Time for a Test Center Tune Up?

Best practice is to review the test centers you manage every 90 days. Keep an eye out for incomplete information or changes to Auto Print / Bulk Mail.

[Review Test Centers](#)

Click the “Review Test Centers”

**Select from the list of publishers authorized to administer tests in your HSE program. View the complete list of testing centers who administer tests for the publisher you selected, Review the name, how their testers receive complementary documents. If you want, click the tab to view editable center details, printing options, and Touch Points.**

## Need Reports?

DiplomaSender has a suite of reports available which allow real time accessibility for data matching, recent graduates, credentials awarded, automated exports and more.

[View Reports](#)

Click “View Reports”

Click on a report, add the dates of your choosing and download a pdf or spreadsheet.

Check out activity by age, county, language, publisher, and test center.

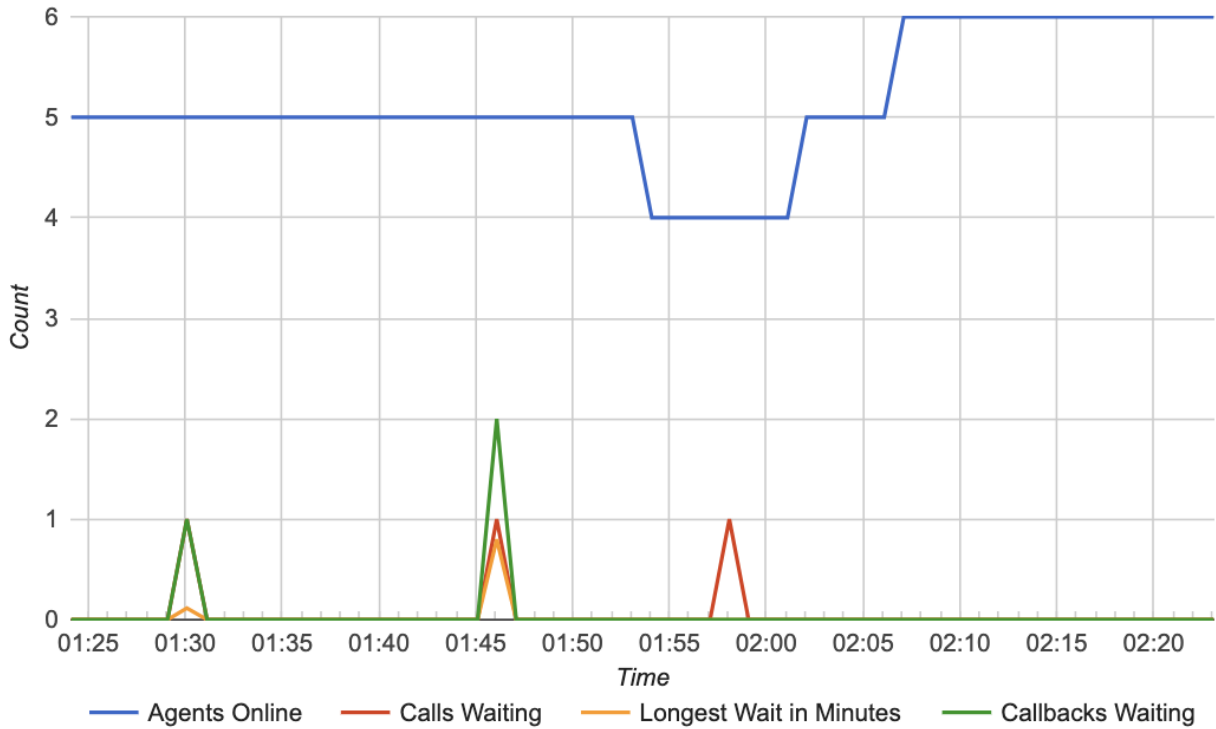
Or, dive deep and download datasets directly from our servers into your computer.

Or, select data sets ready for uploading to your database.

Or, request a data match by supplying a list of PII, we will do the rest.

# Real Time DiplomaSender Phone Queue

If during business hours no agents are online, or anyone in the queue has waited more than 2 minutes all DiplomaSender collaborators receive an alert. ✕



### Time Frame

- Last Hour
- Today
- This Week

**Click the time frame and view up to the hour real time contact center phone call status.  
Or, click “Today” to see a summary of the day's activity.  
Or, click “This Week” and take in the big picture.  
You will be viewing the activity of your HSE constituents.**

### Unreviewed Government Registrations

Registration ID	First Name	Last Name	Email	Role	Requested
589					

### Pending Reactivation Requests

Email	First Name	Last Name	Roles	Created On	Last Login

[Who We Are](#)

[Policies](#)

[English](#) ▲

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**This part of the administration dashboard is where you view requests to waive credential policy and rule exceptions.  
Or, manage requests from folks who work in your HSE programs who want access to DS.  
Or, curate the list of folks who have not been active in a while.**

---

This is the last page of the DS HSE Services document.

---

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ID	Critical Path	Name	Duration	Teams Sharing Responsibility
1	Y	<b>Document Design</b>		
2		Meeting to share & discuss existing documents	1hr	State Leadership,Abigail (Communications),Forrest (IT)
3		Create DS documents	4hrs	Forrest (IT)
4		Meeting to review DS documents	1hr	State Leadership,Abigail (Communications),Forrest (IT)
5		Document approval and sign off	1hr	State Leadership
6		Policy Rules		
7	Y	<b>Research Pre 2002 policy rules</b>	4hrs	Paul (Strategy)
8		Meeting to share and discuss Post 2002 policy rules	1hr	State Leadership,Abigail (Communications),Forrest (IT),Paul (Strategy)
9		Create DS policy rules	4hrs	Forrest (IT)
10		Create FN/LN Test Cases	1hr	Forrest (IT)
11		QA Testing	1day	Forrest (IT)
12	Y	<b>Database Migration</b>		
13		DS IT to create secure FTP server	0hr	Forrest (IT)
14		Meeting to share DS secure FTP, discuss MO database format, discuss blackout period	1hr	State Leadership,Abigail (Communications),Forrest (IT),Paul (Strategy),Dorsey (IT)
15		Transfer Initial DB	4hrs	State Leadership
16		Restore DB on DS server	1day	Dorsey (IT)
17		Create DB migration tools	2days	Forrest (IT),Dorsey (IT)
18		QA Testing	1day	Forrest (IT),Dorsey (IT)
19		Transfer Final DB *Assuming Blackout Period	1day	State Leadership
20		Run DB migration tools	2days	Forrest (IT), Dorsey (IT)
21	N	<b>Secondary Events</b>		
22		Assigning user roles	1 day	State Leadership,Abigail (Communications)
23		Orientation for users	3 days	Abigail (Communications)
24	N	<b>Data Migration Requests</b>		
25		Meeting to share DS DMR process	1hr	State Leadership,Abigail (Communications),Forrest (IT),Paul (Strategy)
26		Populate DMR locations	1wk	State Leadership
27		Import DMR information and send out contact emails	1hr	Forrest (IT)
28		Await Responses	2wks	
29		Follow up with no response DMR locations	1wk	State Leadership
30		Meeting to discuss intial pickup plan	2hrs	Abigail (Communications),Forrest (IT),Paul (Strategy)
31		Meeting to share pickup plan	2hrs	State Leadership,Abigail (Communications),Forrest (IT),Paul (Strategy)
32		Schedule pickup plan	2wks	State Leadership, DS Data Migration Team,
33		Pickup documents	2wks	DS Data Migration Team

## Terminations, Litigation, Debarment

Bidder must provide the following information:

- During the last five (5) years, has the Bidder had a contract for goods and/or services terminated for any reason? If so, provide full details related to the termination.
  - **One contract change in 2022**
  - **The state of Oklahoma ended DiplomaSender's [DS] 10 year contract.**
  - **Background of the cause leading to the end of the contract.**
    - **Oklahoma's Education Department [Department] initiated an alignment of all educational data services to be provided by a single vendor.**
    - **The Department interpreted a multi-year federal data and integrated services grant to require a single vendor.**
    - **The Department is one of 10 states that qualified for the second phase of the federal grant.**
    - **Eight of the other recipients of the federal data and integrated services grant are also DiplomaSender clients.**
    - **None of the other eight agreed with the Department of Oklahoma's interpretation of the federal grant.**
    - **All eight have retained DiplomaSender's services.**
  - **DS' loss of the Oklahoma contract was Oklahoma's mistaken interpretation of the restrictions of a federal grant. No other factors contributed to DS losing the contract.**
  
- During the last five (5) years, describe any damages or penalties or settlements to resolve disputes entered into by Bidder under any of its existing or past contracts as it relates to goods and/or services performed that are similar to the goods and/or services contemplated by this RFB. If so, indicate the reason for the penalty or exchange of property, goods, or services and the estimated amount of the cost of that incident to the Bidder.
  - **Not applicable to DS**
  
- During the last five (5) years, describe any order, judgment or decree of any Federal or State authority barring, suspending or otherwise limiting the right of the Bidder to engage in any business, practice or activity.
  - **Not applicable to DS**
  
- During the last five (5) years, list and summarize all litigation or threatened litigation, administrative or regulatory proceedings, or similar matters to which the Bidder or its officers have been a party.
  - **Not applicable to DS**
  
- The Bidder must also state whether it or any owners, officers, or primary partners have ever been convicted of a felony. Failure to disclose these matters may result in the rejection of the Bid or termination of any subsequent Contract.
  - **Not applicable to DS**
  
- This is a continuing disclosure requirement. Any such matter commencing after the submission of a Bid, and with respect to the successful Bidder after the execution of a Contract, must be disclosed in a timely manner in a written statement to the Agency.

## Exceptions Form

Please list any and all exceptions to this RFB on the form. Include the prerequisite, document and/or question number and reason for exception: (Make additional pages if necessary)

Upload the **Exceptions Form** to the **Vendor Attachments Section** and submit each exception as a question in the **Question and Answer Section**.

<u>Section</u>	<u>Exception</u>
1. <u>2.12</u>	This is a zero cost contract. There are no agency, lead agency, nor participating agency administrative functions required. All services requested by Iowa and provided by DiplomaSender [DS] are completed by DS without reliance upon, participation with, or acceptance testing by any Iowa agency. DS agrees to pay the 1% fee mentioned in section 2.12, however DS does not believe the fee applies to a zero cost contract. _____ _____
2. <u>1.15.6</u>	In the General Terms Conditions and Services section 1.15.6 reserves Iowa's right to select other contractors to provide deliverables similar or identical to those Described in the Scope of Work. The right described above appears to conflict with section 2.11 Quarterly Reporting. If Iowa selects 2 or more vendors to provide the identical or similar deliverables the vendor's reports could contain duplicated interactions with test takers, 3rd party requestors, and Iowa state officials in community colleges, correctional facilities, and at the state offices. In addition and perhaps of more impact, constituent confusion to properly identify which vendor is serving which population will lead to lower satisfaction and increased complaints. DS does not recommend multiple vendors. This was attempted in California resulting in the confusion and frustration described above. DS was part of the multiple vendor solution in California. As a result of DS participation DS concluded that multiple vendors is not a better practice. _____ _____
3. _____	_____ _____ _____
4. _____	_____ _____ _____
5. _____	_____ _____ _____
6. _____	_____ _____ _____

7. \_\_\_\_\_

\_\_\_\_\_

8. \_\_\_\_\_

\_\_\_\_\_

9. \_\_\_\_\_

\_\_\_\_\_

10. \_\_\_\_\_

\_\_\_\_\_