



White Paper: DS HSE Services

Updated: 2021

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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.

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 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 DS website.

Customer assistance at DS answers test taker questions about documents, distribution, 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 of known sources of physical and electronic information. The result is a single academic record assembled from all information sources.

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.

Implementation Approach

Summary:

Implement DS services.

DS Feature:

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 credential and transcripts not distributed prior to the transition to DS, but are qualified for distribution by DS.

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Items with supplementary information: NA

Supporting Images and Appendix: NA

Implementation Timeline

Summary:

Implement DS services

DS Feature:

DS adopts a formula to forecast the implementation timeline. The following events are on the critical path. Most jurisdictions have two (2) or more databases. For each database, DS anticipates one (1) month. Jurisdictions have three (3) or more documents for DS to design and to receive approval. DS estimates one (1) week for document design and approval. Collecting, coding and verifying the testing and credentialing policy consumes multiple meetings over the span of a two (2) week period.

Next a service suspension period is determined. The service pause, interrupts the distribution of documents and defers changes to the data. This allows DS to finalize loading of the data. The suspension requires the data loading, document design, and the collecting of policy to be completed. This is a prerequisite for determining the go live date. The service pause period and release consume one (1) week.

The Formula. Implementation Timeline = (# of databases * 4 weeks) + 1 week for document design + 2 weeks for policy rules collection + 1 week pause in service for transition and release.

Critical Path. Database migration is most often the longest leg of the implementation and is prerequisite to all other implementation events. When applying the implementation formula to determine the go live date, the start date is established when all of the databases are transferred to DS.

Concurrent 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.

Timeline Example: A jurisdiction has three databases and provides all three to DS on the first day of January. Using the formula, the jurisdiction may anticipate the go live date on a Tuesday or Wednesday mid March.

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Items with supplementary information: NA

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.

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:

[Complementary Diploma and Transcript](#)

[Duplicate Diploma and Transcript Services](#)

[Document Distribution](#)

[Use of Approved Documents](#)

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.

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Items with supplementary information:

For additional information on documents view:

[Diploma and Transcript Requirements](#)

[Duplicate Diploma and Transcript Services](#)

[Document Distribution](#)

[Use of Approved Documents](#)

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. The agreed upon fee for replacement document requests is paid directly by the academic record holder or an authorized agency.

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[Diploma and Transcript Requirements](#)

[Complementary Diploma and Transcript](#)

[Document Distribution](#)

[Use of Approved Documents](#)

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. Test takers are required to register with DS to obtain instant access to their academic record, a process which requires providing name, birth date, and ID numbers (ssn and/or publisher IDs), 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, finally 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 or First Class USPS mail. DS does not currently have next day delivery for physical documents through the self-service website, instead DS relies on leveraging technology for electronic delivery within minutes. In infrequent instances where a physical document is required to be delivered the next day, DS manually processes the request at no additional charge to the test taker. Further, DS is coordinating with USPS in a collaborative development to expand USPS mailing systems to include automated next day delivery. This is an option which will be assessed an additional fee. DS anticipates this feature will be tested and available 2021.

DS no longer offers 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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[Use of Approved Documents](#)

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 on average. 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 permission 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.

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. Third-Party organizations are required to complete annual re-authorization.

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Items with supplementary information: NA

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Supporting Images and Appendix:

For details on the vetting of Third Party Organizations please view:

Third Party Application Requirements [\(Link to:\)](#)

Research Requests

Summary:

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

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 statistician whose PhD in educational research determines the applicability of the data to answer research questions. 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

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

Supporting Images and Appendix:

For an example screenshot of mock test taker's Touch Points, please check out the Supporting Images and Appendix section of:

[Transaction History](#)

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.

DS import process receives daily data transfers from GEDTS, ETS, and DRC for the GED, HiSET, and TASC test respectively. All publishers utilize XML format for exporting test results. 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.

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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](#)

Supporting Images and Appendix: NA

Data Exports

Summary:

Transfer test taker data at a frequency requested.

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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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](#)

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 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.

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Supporting Images and Appendix: NA

Digitization

Summary:

Academic records created prior to 2020 are not digitally searchable. Records are often images of the on floppy disks, compact digital disks, microfiche or film, and memory sticks. DS will digitize all formats.

DS Feature:

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.

Coming in the early summer of 2021 DS converts microfiche and film using FlexScan 400.

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

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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, demographic, 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 customized data exports to LACE's and NRS tables associated with Educational Functioning Level High ASE.

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Items with supplementary information:

For additional information on data view:

[Daily Publisher Data Transfers](#)

[Data Transfers to](#)

[Access and Rights to Data](#)

[Database of Record](#)

Supporting Images and Appendix:

Two images support this item:

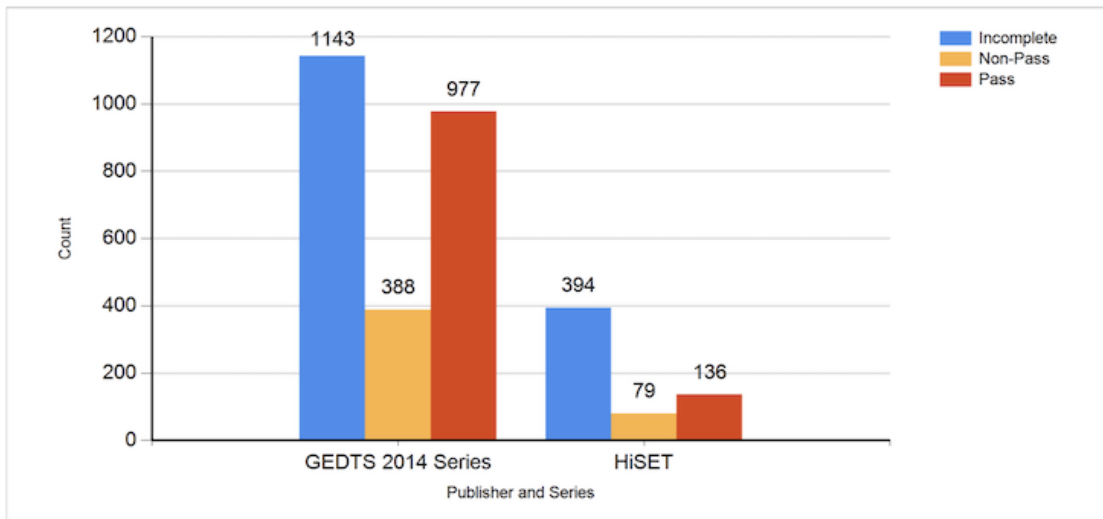
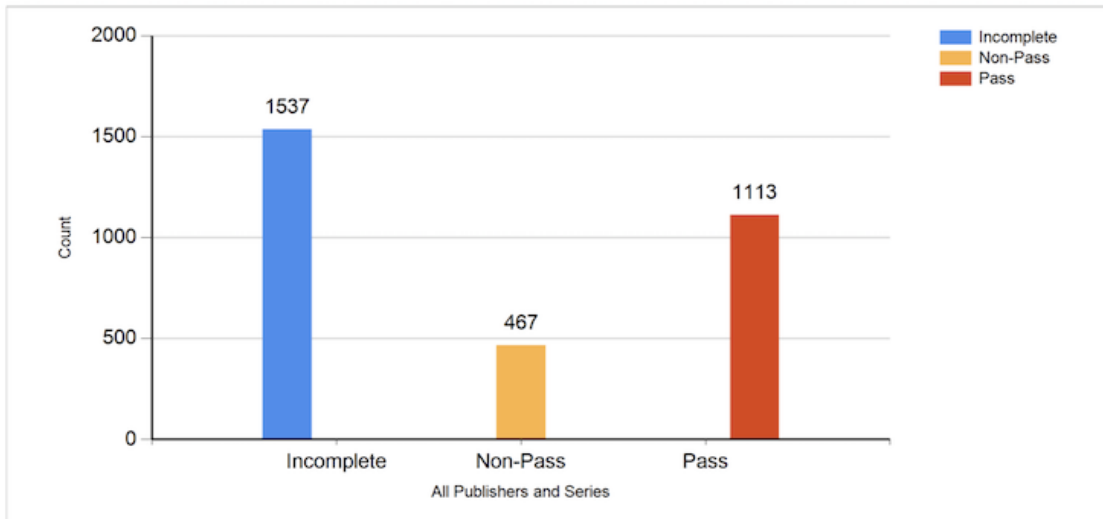
1. User Roles and Permissions Table (CONFIDENTIAL) on the next page.
2. Pass, Incomplete, Non-Pass example report on page following image 1.

	Government Accounts						
Behind the scenes DS calls it....	Jurisdiction Administrator	Jurisdiction Employee			Corrections Official	Test Taker	Agent
		TCA	EP	Designated Assistant			
A title you might be familiar with...	Administrative Manager, State Director, Programs Supervisor, Adult High School and High School Equivalency State Administrator, etc.	Test Administrator, Chief Examiner	Competency-Based Pathway administrator, College Advisors, Community outreach organization professionals	Alternative Pathways administrator	Department of Corrections	tester, student, client, etc.	employment verification, background check, post secondary education, etc.
Description:	Privileges:						
PII (Personally identifiable information: SSN, Tester ID, etc.)	YES	YES	YES	YES	YES	YES	YES
Academic Record (all tests: practice or official & status of testing history)	YES	NO	NO	YES	NO	YES	NO
Unofficial Academic History Report	YES	YES	YES	NO	YES	NO	NO
Documents (view diplomas and transcripts)	YES	NO	NO	NO	NO	YES	NO
Document Request (place an order)	YES	NO	NO	NO	YES	YES	YES
Reports (administrative, volume, and statistical)	YES	YES	YES	YES	YES	NO	NO
Unofficial Score Report	YES	NO	YES	NO	YES	NO	NO
Intrastate Search (access to all records within your state)	YES	NO	YES	NO	YES	NO	NO
Interstate Search (access to all records within DiplomaSender partner states)	NO	NO	NO	YES	YES	NO	YES
Public Touch Points (tester specific phone calls, chats, and emails)	YES	NO	NO	NO	NO	YES	NO
Private Touch Points (public touch points + administrative notes)	YES	NO	NO	YES	NO	NO	NO
Data Points (data sources, PII documents, policy issues)	YES	NO	NO	YES	NO	NO	NO
Transactions (tester specific log of document requests and record access)	YES	NO	NO	YES	NO	YES	YES
Add Alternative Pathways	YES	NO	NO	YES	NO	NO	NO
Managing Authorized Users	YES	NO	NO	NO	NO	NO	NO
Managing Jurisdiction Details	YES	NO	NO	NO	NO	NO	NO



Incomplete, Non-Pass, Pass by Publisher

Jurisdiction: - Start Date: 1/1/2020 - End Date: 6/6/2020



Publisher	Incomplete	Non-Pass	Pass	Total
	1,537	467	1,113	3,117
GEDTS 2014 Series	1,143	388	977	2,508
HiSET	394	79	136	609

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, demographic, 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](#)

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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 results across the 2002 Series GED test and the 2014 GED test and to 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 like PA 30 College Credit, and similar alternative pathways in MS, IA, DC, and NC.

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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](#)

Supporting Images and Appendix: NA

Database of Record

Summary:

Provide a database of record for the high school equivalency assessment test data and is the centralized and legal storage of information of all high school equivalency assessment test data for all publishers and all test series data from 1942 to the present. Provide services as the exclusive provider of document fulfillment for all publishers.

DS Feature:

DS is the database of record for high school equivalency assessment test data. As such DS functions as the centralized and legal storage of information of all high school equivalency 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.

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For additional information on data view:

[Daily Publisher Data Transfers](#)

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Supporting Images and Appendix:

Jurisdiction Table on next page.

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

Document Issue Notification

Summary:

Communicate issues and concerns with requested documents.

DS Feature:

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

Unwaived issues are presented for review, approval, or denial in the administrator dashboard on the DS secure website user interface.

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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](#)

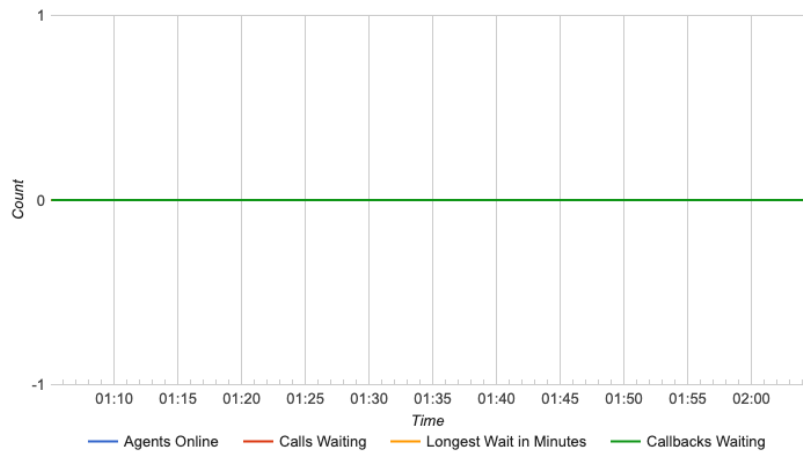
Need Reports?

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
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	GEDTS ID: <input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	GEDTS ID: <input type="text"/>	<input type="text"/>

Pending Reactivation Requests

Email	First Name	Last Name	Roles	Created On	Last Login
<input type="text"/>	<input type="text"/>	<input type="text"/>	• 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.

[Return to the Table of Contents](#)

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.

[Return to the Table of Contents](#)

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.

[Return to the Table of Contents](#)

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.

[Return to the Table of Contents](#)

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](#)

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 at a frequency determined by HSE administration. 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.

[Return to the Table of Contents](#)

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

Summit Academy

Company, department

Street

PO Box 72

Apartment, suite, unit, building, floor, etc.

Zip

73070

City

Norman


State

OK - Oklahoma

Country

United States

DiplomaSender.com
PO Box 722050
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.

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

[Return to the Table of Contents](#)

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 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:

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, Educational Testing Service, and Data Recognition Corporation. 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.

[Return to the Table of Contents](#)

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 correct 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.

[Return to the Table of Contents](#)

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:

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. Two categories of comments populate the Touch Points. Private notes are not visible to the test taker and public notes are visible to the test taker. Touch Points comments may be added by jurisdictional administrators, their designees, DS collaborators (aka employees), and the academic record holder.

[Return to the Table of Contents](#)

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 rounds 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.

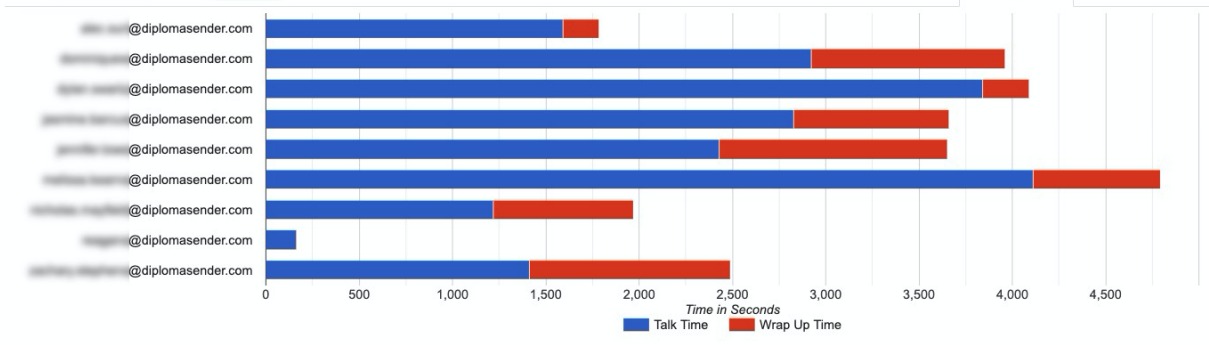
Additionally DS provides jurisdictional administrators access to see important metrics pertaining to customer service including but not limited to chat volume, talk volume, call wait time, and email volume. Jurisdictional administrators have access to view and listen to all customer contacts with DS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

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Items with supplementary information: NA

Supporting Images and Appendix:

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



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
asender.com	9		26:31	02:56	03:13	00:21	194	21.56	00:00
lomasender.com	9		48:43	05:24	17:19	01:55	363	40.33	00:02
plomasender.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
plomasender.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
l@diplomasender.com	6		20:21	03:23	12:27	02:04	175	29.17	00:04
asender.com	4		02:45	00:41			56	14.00	
s@diplomasender.com	11		23:33	02:08	17:57	01:37	144	13.09	00:07
Total	73	07:36	05:42:04	04:41	01:40:43	01:22	2,429	33.27	00:02

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 geo location, 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.

[Return to the Table of Contents](#)

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

Help

Pricing

Summary:

Provide pricing for all documents and any anticipated increases to those prices within the contract period. Price increases must be communicated to HSE administration and to the customer no later than six months prior to the increases.

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”.

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Items with supplementary information: NA

Supporting Images and Appendix:

Pricing Table on next page.

Fees		
Service	Fee to State	Fee to Requestor
E-Diploma to new HSE graduate	NO	NO
E-Transcript to new HSE graduate	NO	NO
Paper Diploma to new HSE graduate	NO	NO
Paper Transcript to new HSE graduate	NO	NO
Education Verification	NO	YES
Reorder E-Diploma	NO	YES
Reorder E-Transcript	NO	YES
Reorder Paper Diploma	NO	YES
Reorder Paper Transcript	NO	YES

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:

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

[Transaction History](#)

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.

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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.

[Return to the Table of Contents](#)

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. In this case the custom process is labeled 30 College Credit.

Designed to support alternative paths to HSE 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 30 College Credit history and a credential to the academic record. The submit process triggers an email and to the academic record holder, and concludes with distribution of the HSE credential.

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Items with supplementary information: NA

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.



Unofficial Score Report

*This unofficial score report is intended to provide immediate feedback on test results.
This report is not official for employment, postsecondary education, agency reporting, etc.*

Test Taker

Name: Forrest S. Haynes

Date of Birth: 3/25/1985

Address: 8700 Winding Willow Rd
Ogden House
Oklahoma City, OK 73120

Test	Test Date	Score / Essay
Language Arts Reading	1/1/2018	15
Language Arts Writing	1/1/2018	15 / 5
Mathematics	1/1/2018	15
Science	1/1/2018	15
Social Studies	2/1/2019	16
HISET	Pass	76

This tester has satisfactorily completed the requirements for the State of Oklahoma Diploma.



To learn more about HiSET testing, please visit:

HISet.ets.org



To order additional transcripts or diplomas, please visit:

DiplomaSender.com

The scores on this report are the highest scores achieved by the candidate as of the last test date: 2/1/2019. If retest scores are lower than the scores previously achieved, the retest scores are not reported.
Any alteration of this document renders it null and void. Generated on 6/8/2020 1:09:38 PM by DiplomaSender.com - Copyright © 2020 Lilac, LLC

Restrictions on Data Use and Accountability

Summary:

The HSE administration is not to be 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.

The DS shall not disseminate or publish any data related to test takers without the prior approval of HSE administration. The 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

Supporting Images and Appendix: NA

Confidentiality and Information Security

Summary:

Maintain the confidentiality of all HSE program 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 HSE administration upon request.

[Return to the Table of Contents](#)

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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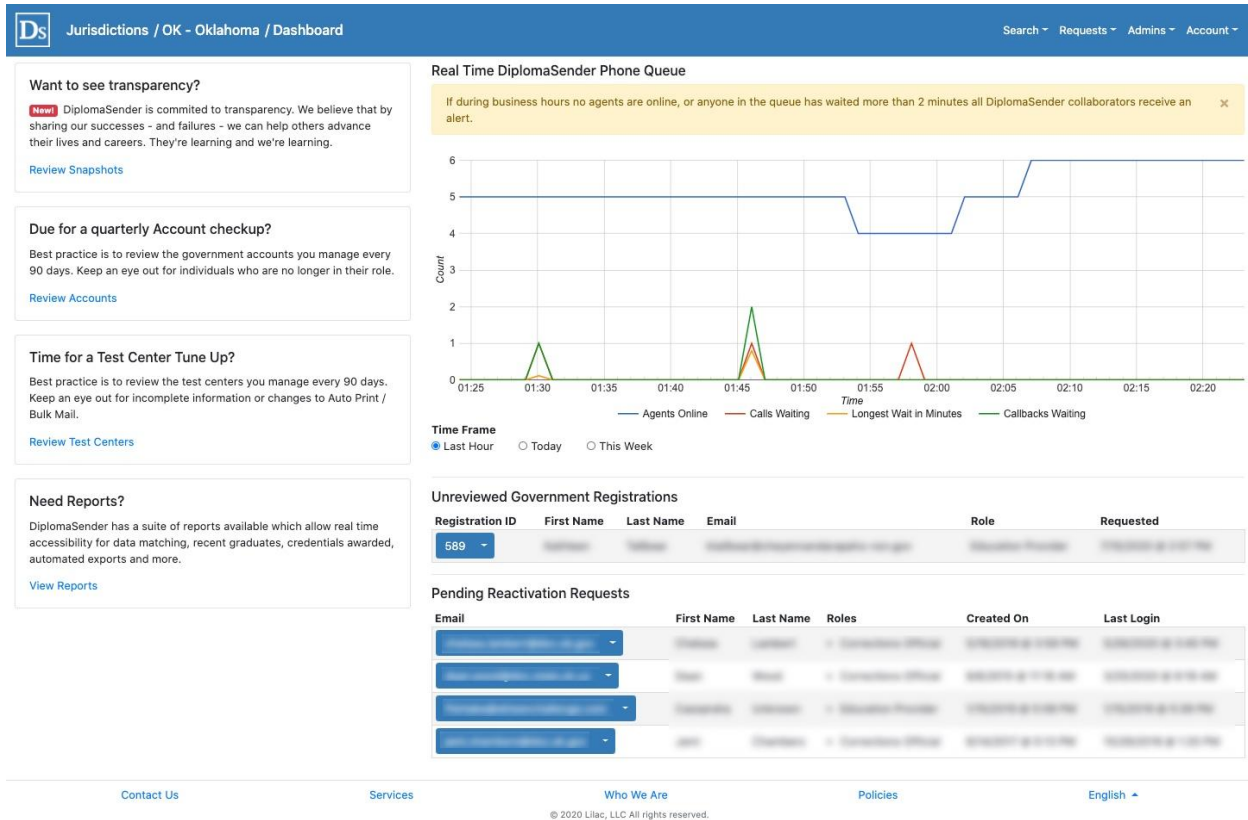
Items with supplementary information: NA

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?

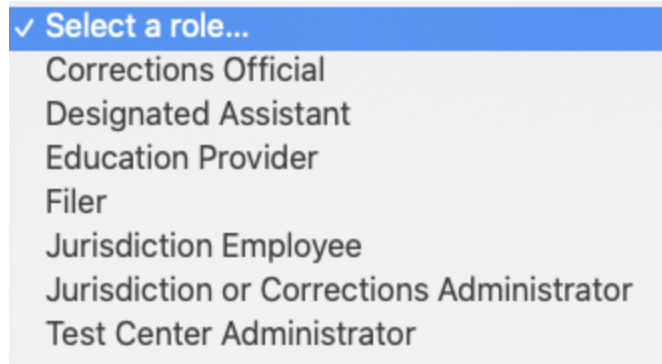
Best practice is to review the government accounts you manage every 90 days. Keep an eye out for individuals who are no longer in their role.

[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.

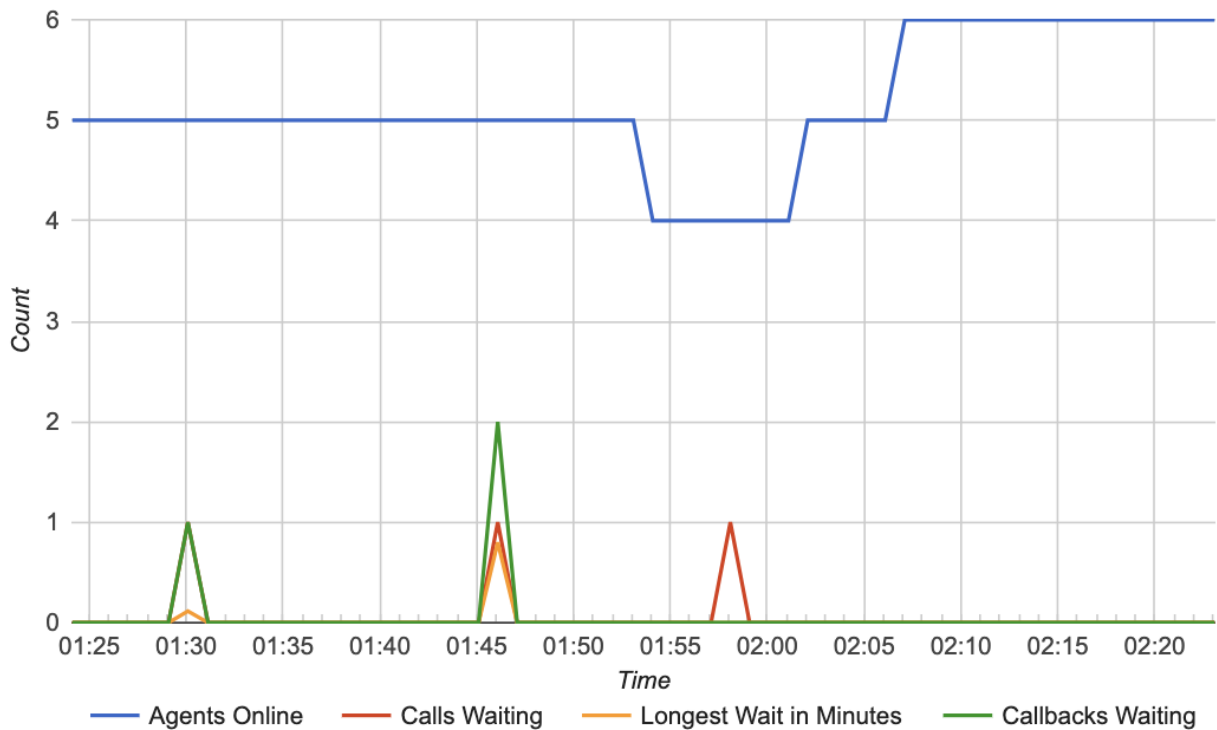
Or, dive deep and download datasets directly from our servers into your computer.

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	John	Smith	john.smith@state.gov	Education Provider	1/15/2020 at 1:00 PM

Pending Reactivation Requests

Email	First Name	Last Name	Roles	Created On	Last Login
john.smith@state.gov	John	Smith	+ Connection Officer	1/15/2020 at 1:00 PM	1/15/2020 at 1:00 PM
john.smith@state.gov	John	Smith	+ Connection Officer	1/15/2020 at 1:00 PM	1/15/2020 at 1:00 PM
john.smith@state.gov	John	Smith	+ Education Provider	1/15/2020 at 1:00 PM	1/15/2020 at 1:00 PM
john.smith@state.gov	John	Smith	+ Connection Officer	1/15/2020 at 1:00 PM	1/15/2020 at 1:00 PM

[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.

Link to The Summary of Services

[Summary of HSE Services](#)

This is the last page of the DiplomaSender Features document.

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