

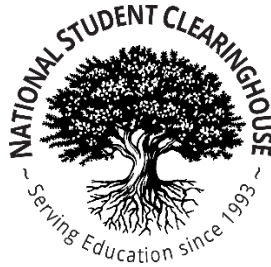
BOARD MEETING DATE: April 21, 2026

ITEM NO: VIII-C _____

RECOMMEND THAT _____.

Informational Item Only

THIS ITEM Informs the Board of Trustees of changes to our transcript delivery options.



Transcript Services SOW

This Statement of Work ("SOW") is effective as of the date it is signed by both parties and adopts and incorporates by reference the terms and conditions of the Master Service Agreement ("MSA"), between the National Student Clearinghouse (the "Clearinghouse") and North Florida College, (the "Institution"), as it may be amended from time to time. Transactions performed under this SOW will be conducted in accordance with and be subject to the terms and conditions of this SOW and the MSA. Capitalized terms used but not defined in this Statement of Work shall have the meanings set out in the MSA.

1. If indicated on the Transcript Services Purchase Order, the Institution wishes to engage the Clearinghouse to receive and respond to Student transcript requests on the Institution's behalf through the Clearinghouse's Transcript Ordering Service. Students initiating such requests are hereby known as "Requestors." Through its Transcript Ordering Service, the Clearinghouse will, on behalf of the Institution:
 - a. Collect those data elements required by the Institution to submit a valid transcript request.
 - b. Collect and archive a signed and dated consent form specifying the Requestor and recipient. Consent forms will be retained for a period of two (2) years. If the Institution chooses to waive the Clearinghouse's collection of consent, Institution will be solely responsible for ensuring that valid Student consent under FERPA and any applicable laws, rules, or regulations, is obtained prior to processing of transcripts.
 - c. Make completed transcript orders available to the Institution at a mutually agreeable interval, either through file transfer or online web query.
 - d. Collect a standard, Institution-imposed fee (a "Surcharge") in addition to the Clearinghouse's then-current transcript ordering fees for each transcript request, and the Clearinghouse will remit the collected Surcharges to the designated Institutional representative within 10 days of the last day of the month in which they were collected.

2. The Clearinghouse will provide the Services as elected in a Transcript Services Purchase Order to be completed and returned with this SOW. The Institution may, with Clearinghouse's approval, change its elections regarding Services by having an authorized representative of the Institution communicate those changes in writing to the Clearinghouse. The following terms will apply to such Services:
 - a. Intentionally omitted
 - b. Electronic delivery of Digitally signed PDF Documents: Adding a digital signature prevents tampering and validates the authenticity of the transcript for recipients.
 - c. Electronic Transcript Exchange ("ETX"): The Clearinghouse shall, on the Institution's behalf, use its ETX service to facilitate the sending and/or receiving of transcripts through electronic means with other Clearinghouse participants who have also requested the Clearinghouse to transmit transcripts on its behalf through the ETX service. The Institution agrees to send and/or receive transcripts in an electronic format that is acceptable to the Clearinghouse

and other ETX participants. The Clearinghouse agrees to electronically notify the sending Institution that the electronic transcript has been received by the Clearinghouse, and electronically notify the receiving Institution when the electronic transcript has been placed in their mailbox, indicating how they can retrieve the document. The Clearinghouse shall not store or maintain copies of the transcript in its database.

- d. Paperless Consent: In addition to an inked signature by the requestor on a form which is mailed, faxed or otherwise transmitted to the Clearinghouse, Institution may elect to authorize the Clearinghouse to accept a signature drawn electronically by a mouse or pen by the Requestor at the Clearinghouse Website.
 - e. NSC SecurePrintSM: The Clearinghouse shall serve as the Institution's agent for purposes of printing and mailing paper transcripts requested in accordance with this Agreement.
 - f. This section intentionally omitted
 - g. The Clearinghouse may offer additional service options that the Institution may elect to add without further amendment so long as such options do not involve payment by Institution to the Clearinghouse.
3. The Clearinghouse offers consent options whereby the Clearinghouse will collect and maintain for two years from the date of its creation a FERPA-compliant consent form from the Student on the Institution's behalf. If the Institution waives Clearinghouse consent options, the Institution understands that it is solely responsible for ensuring that a Student's valid consent under FERPA or other applicable data privacy laws, rules, or regulations, is obtained prior to a transcript order being processed.
4. The following terms are applicable if the Institution has elected in an applicable Transcript Services Purchase Order to receive NSC SecurePrint:

- a. The Institution will provide the Clearinghouse with an 8.5 inches x 11 inches PDF transcript. If the Institution is unable to provide the PDF transcript sized 8.5 inches x 11 inches, the Clearinghouse will resize the PDF transcript to 8.5 inches x 11 inches. At the Institution's request, the Clearinghouse will apply Institution seal, registrar signature, and colors to appear on transcripts requested through the Clearinghouse's NSC SecurePrint service. The Institution will elect for the Clearinghouse to offer either Color or Black and White transcripts. The Clearinghouse will apply, at the Institution's direction, the Institution's grading policy or transcript legend as a unique image, to be printed on the back of transcripts.

In order to enable the accurate and prompt printing and mailing of transcripts, the Institution agrees to send all necessary data elements to the Clearinghouse in a format that is acceptable to the Clearinghouse for each valid NSC SecurePrint request received by the Institution. The Institution agrees that the Clearinghouse will not be responsible for any actions, errors or omissions of the Institution, including actions, errors or omissions in providing data elements to the Clearinghouse hereunder.

- b. The Clearinghouse will continue, as a step in the transcript ordering process, to collect those data elements from the Requestor that are required by the Institution to submit a valid transcript request. In addition, the Clearinghouse will collect the transcript-recipient's

address during the Requestor's transcript ordering process, to be used as the destination address for the mailing of the paper transcript. Said address shall be validated and modified, as reasonably required, to conform to United States Postal Service ("USPS") standards for destination addresses. Such validation and modification may not be confirmed with the Requestor.

- c. For each unique Transcript Order ("Transcript Order" being defined as a single transcript and any associated attachments being printed and mailed to a requested destination) the Clearinghouse shall insert the following, if applicable to said order, in a 6 inch x 9 inch, tamper-evident envelope: (a) the transcript requested in the order, printed on secure transcript paper; (b) an Institution-branded cover page; and (c) any attachments associated with the Transcript Order. If the contents of the order exceed the capacity of a 6 inch x 9 inch envelope, then the Clearinghouse shall use an appropriately sized larger envelope. If multiple Transcript Orders are requested to be mailed to a single destination, each Transcript Order shall be placed in a separate envelope and the separate envelopes may be batched into a larger envelope for a single delivery, at the request of the Institution. First Class domestic mail and Express Mail envelopes shall include an Institution branded cover page with the destination address and the Institution's return address with each Transcript Order, in the event mail is returned as undeliverable. The Clearinghouse, through its contracted print vendor, shall process, print, and mail transcripts and, subject to availability through USPS or other mail carriers that the Clearinghouse may use at the time of the order and the delivery options selected by the Institution, will offer multiple delivery methods which including First Class Domestic, Express Domestic, Express Canada, and Express International.
 - d. The Institution may authorize the inclusion of certain attachments to be printed and mailed with the Requestor's transcript, each attachment to be provided in a printable form, in a format acceptable to the Clearinghouse, and in a size no larger than 8.5 inches x 11 inches per page.
5. The Institution agrees to accept Clearinghouse transcript orders as official requests, providing fulfillment priority equivalent to those requests received directly by the Institution. The Institution also agrees to make available the Transcript Ordering service to current and former students by a) adding a link to their transcript ordering web page(s) and providing placement and presentation comparable with industry best practices as determined by Clearinghouse staff; b) disseminating through recorded messages, referrals and other techniques; or c) other methods designed to reasonably make the Transcript Ordering service available. The Institution further acknowledges and agrees that the Transcript Ordering service and the collection of fees are dependent upon the timely update of a status field by an authorized representative of the Institution. Without the status update, the Clearinghouse will be unable to collect the fees due the Institution.
 6. The attached Transcript Ordering Schedule of Fees lists the Clearinghouse's current applicable fees for transcript ordering and NSC SecurePrint. The Clearinghouse will charge Requestors all applicable transcript ordering and NSC SecurePrint fees and any Institution-imposed Surcharges that are in effect at the time of their order unless the Institution has elected to pay any standard and/or optional transcript ordering fees on behalf of Requestors. If Institution has elected to pay standard or optional fees on behalf of Requestors, the Clearinghouse will at its election either net such fees from other sums owed by the Clearinghouse to Institution or invoice Institution for such fees on a monthly basis. Institution agrees to submit payment of applicable fees within thirty (30) days of receipt of a bill from the Clearinghouse.

7. Unless previously terminated according to the MSA, this SOW is effective as of the date it is signed by both parties and remains in full force and effect until terminated by either Party providing at least 90 days' prior written notice to the other Party.

Transcript OrderingSM Schedule of Fees

Effective as of July 29, 2025

The Clearinghouse may change the Transcript OrderingSM Schedule of Fees at any time by providing the Institution with at least 30 days' advance notice.

Transcript Ordering Services ('TS') Base Fee: \$2.90 per delivery

Additional Fees for Transcript Ordering Services (charged as applicable):

Electronic Delivery of Digitally signed PDF documents	\$1.00 per delivery
Electronic Transcript Exchange	No additional charge
Paperless Consent	No additional charge

By indicating on the Transcript Services Purchase Order, Institution may elect to pay delivery charges on behalf of the Requestor and will be billed as provided in the SOW.

NSC SecurePrintSM Fees

Effective as of July 29, 2025

Costs for NSC SecurePrint are charged to the Requestor in the form of a shipping & handling fee and a delivery fee, if applicable, applied for each NSC SecurePrint transcript delivery, in addition to any applicable transcript ordering fee(s) for each delivery. The Clearinghouse may change the NSC SecurePrintSM Fees at any time by providing the Institution with at least 30 days' advance notice.

Shipping & Handling Fees (charged as applicable):

Shipping & Handling Fees shall be the following:

Black & White Transcript(s) Cover Letter, Attachment(s) and Backer	\$2.15 per Transcript Copy
Color Transcript(s) and Cover Letter, and Attachment(s) Black & White Backer	\$2.85 per Transcript Copy
Color Transcript(s), Cover Letter, Attachment(s) and Backer	\$3.45 per Transcript Copy

Delivery Fees (charged as applicable):

If Requestor selects a delivery method other than USPS first-class mail, Requestor shall pay an additional delivery fee for each NSC SecurePrint transcript package per the below schedule based on the delivery method selected.

Mail/International	\$5.00 per package
Certified Mail/United States	\$12.00 per package
Express Mail (Domestic)	Based on the actual price at the time of order
Express Mail (Canada)	Based on the actual price at the time of order
Express Mail (International)	Based on the actual price at the time of order

By indicating on the Transcript Services Purchase Order, Institution may elect to pay NSC SecurePrint Fees on behalf of the Requestor and will be billed as provided in the SOW.

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NATIONAL STUDENT CLEARINGHOUSE

North Florida College

OPEID: 001508

Signature:

Signature:

Name:

Name:

Title:

Title:

Date:

Date:

Your Service Implementation Contact

If we should contact someone else at your institution other than the contract signee to initiate your service, please provide his/her name and contact information below.

Please enter workforce contact name here

Please enter job title here

Name (please type)

Title

###-###-####

example@email.com

Telephone

Email

Your desired implementation date:

By initialing, you are committing to notify the Implementation Contact within 3 business days of submitting this SOW to the Clearinghouse that they will be the Clearinghouse's point of contact during the implementation process.

Transcript Services Purchase Order

Pursuant to the terms of the Master Service Agreement and Transcript Services SOW between National Student Clearinghouse and North Florida College (“Institution”), the Institution hereby orders the services selected below:

Please note yes or no besides the “**Services**” the Institution wishes to receive:

Services	Please notate Yes/No:
Transcript Ordering	Yes
Paperless Consent	Yes
Electronic Delivery of Digital Signature PDF Documents	Yes
Electronic Transcript Exchange (ETX)-Send and Receive	Yes
Secure Print	No
Black & White Print	No
Color Print. Black & White Backer	No
Color Print, Color Backer	No
Institution to pay Shipping & Handling Fee	No
Offer Express Delivery Options	No
Certified Mail/US	No
Mail/International	No
Institution to Pay Additional Delivery Fee	No
Clearinghouse Processing Fee Payment Option:	Notate Yes/No (Choose Only One)
Transcript Requestor to pay transcript processing fee	Yes
Institution to pay transcript processing fee	No

NATIONAL STUDENT CLEARINGHOUSE

North Florida College

Signature:

Signature:

Name:

Name:

Title:

Title:

Date:

Date: