

AcademicWorks

Addendum



- 1. Family Educational Rights and Privacy Act.** To the extent Blackbaud has access to confidential student education records as that term is used in the Family Educational Rights and Privacy Act, 20 U.S.C. § 1232g ("Records") in connection the with licensing of its Solutions, Blackbaud shall: (i) treat all Your information in compliance with all applicable federal and state laws; and (ii) implement and use any and all reasonable means and appropriate safeguards to prevent the use or disclosure of Records and notify You promptly in the event of any unauthorized use or disclosure of Records.
- 2. Number of Scholarship Opportunities.** In the AcademicWorks system, You may create up to the number of scholarship or other student aid opportunities indicated on the Order Form. If You request to create additional scholarship or other student aid opportunities within the AcademicWorks system, Blackbaud will determine an adjusted annual Service Fee based on the number of additional opportunities being created.
- 3. Number of Conditional Applications.** With AcademicWorks Connect, You may use up to five (5) Conditional Applications within the AcademicWorks system. With AcademicWorks Advance, You may use up to ten (10) Conditional Applications. With AcademicWorks Engage, You may use up to twenty (20) Conditional Applications.
- 4. Custom Administrative Roles.** With AcademicWorks Connect, You may use up to three (3) Customer Administrative Roles within the AcademicWorks system. With AcademicWorks Advance, You may use up to five (5) Custom Administrative Roles. With AcademicWorks Engage, You may use up to ten (10) Custom Administrative Roles.
- 5. Training Services.** We will provide a comprehensive one-time training session in the use and maintenance of the AcademicWorks system for a limited number of Your staff. This one-time training will be conducted remotely via web conference.
- 6. Technical Support Services.** We will provide technical support to a limited number of individuals, indicated on the Order Form, that are specified by You. Normal technical support hours will be 9:00 am - 5:00 pm central time, Monday-Friday, excluding certain nationally recognized holidays. Additionally, a 24-hour, 7-day a week toll free telephone number will be available for the reporting of emergency situations. Online support materials are also available 24 hours a day and 7 days a week.
- 7. Applicant Profile Information Imports.** College and University customers: You may import applicant profile information from Your student information system into the AcademicWorks system for each student who logs into the AcademicWorks system and verifies his or her account. Upon request and at

no additional charge to You, Blackbaud will create an automated data import routine to import applicant profile information from Your student information system into the AcademicWorks system. If You utilize an automated data import routine, You will be responsible for providing Blackbaud with a data file that has no more than one hundred and fifty (150) columns of data in CSV (comma separated values) format prior to the execution of the routine. Regardless of whether You import applicant profile information manually or through an automated data import routine, You may import a file of applicant profile information that has no more than one hundred and fifty (150) columns of data into the AcademicWorks system no more than one time per calendar day.

Create Users Upon Import Service: If requested, Blackbaud can provide You with the ability to import applicant profile information into the AcademicWorks system for Your entire student population without requiring each student to log into the AcademicWorks system to verify his or her account. Upon Your request for this additional service, Blackbaud will determine an adjusted annual Service Fee based on the size of Your student population.

With this service, You will have the ability to import applicant profile information from Your student information system into the AcademicWorks system for up to the number of students indicated on the Order Form without requiring those students to log into the AcademicWorks system to verify their accounts.