



CBS Portal Bulk Update Tool
Frequently Asked Questions for Staff

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Bulk Update Tool and Bad Addresses

1. Why are there students on my bad address list? (What does this mean?)

We send College Bound certificates and letters to each student after they are auto-enrolled, along with program news and other updates pertinent to College Bound students as they move through high school.

Students may be on the bad address list if there is no address listed for that CBS record or if we sent mailings to the students and the mailings were returned to us as undeliverable from the post office. Thus, we are needing the student's updated information from CBS Portal users because districts don't report student or family contact information to OSPI as it's not part of the Comprehensive Education Data and Research System ([CEDARS](#)). We rely on schools to enter that information.

2. How can I see which students have a bad address?

You can view your list of students with a bad address by following these steps:

1. Log in to the [College Bound portal](#), and under *Programs*, click on *College Bound*
2. Then, under *More*, click on *Toolbox*
3. Now you'll be on the homepage of the *Toolbox*. Click on *View My Lists* on the upper right.
4. Now, filter your data set to *Bad Addresses* and *Show All (7-12)*, and a list of your students should appear

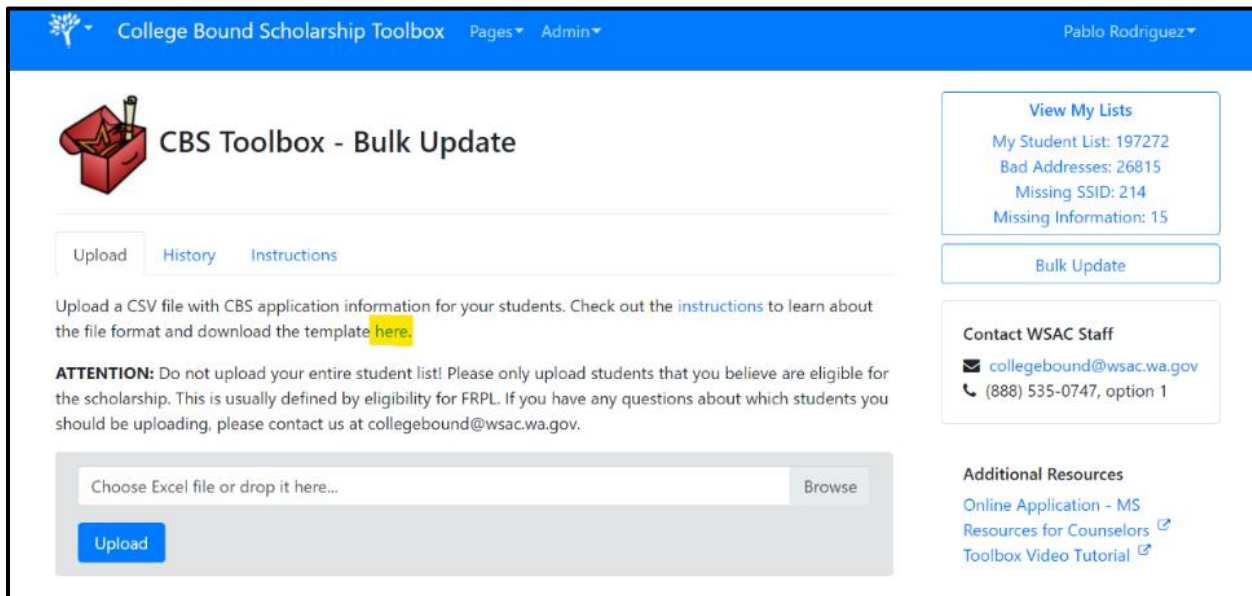
The screenshot shows the 'College Bound Scholarship Toolbox' interface. At the top, there is a navigation bar with 'College Bound Scholarship Toolbox', 'Pages', 'Admin', and the user name 'Pablo Rodriguez'. Below the navigation bar is the 'CBS Toolbox - Search' section. On the left, there are two filter sections: 'Filter by District or School' with 'Adna School District' selected, and 'Select Data Set' with 'Bad Addresses (26 records)' selected. Below these are 'Filter by Grade Levels' with 'Show All (7-12)' selected. The main content area displays 'Bad Addresses' and 'Show All (7-12)'. On the right, there are three panels: 'View My Lists' showing 'My Student List: 197272', 'Bad Addresses: 26814', 'Missing SSID: 214', and 'Missing Information: 15'; 'Bulk Update'; and 'Contact WSAC Staff' with email 'collegebound@wsac.wa.gov' and phone '(888) 535-0747, option 1'. Below these are 'Additional Resources' including 'Online Application - MS', 'Resources for Counselors', and 'Toolbox Video Tutorial'. At the bottom, there is a search bar, a page indicator 'Page 1 of 3', a 'Show 10' dropdown, and a 'Download 26 Results to CSV' button.

3. How can I correct students' bad addresses and remove them from my list?

Our Bulk Update Tool in the CBS Toolbox can assist with updating students' bad addresses in bulk. This is especially helpful if you have many students.

Step 1. When logging into [the Toolbox](#), click on *Bulk Update*, then click on your hyperlink text "here" to access our fillable spreadsheet. At the end of this process, you will upload this spreadsheet once your student information is updated.

- Save this download on your computer in a location that is convenient for you.



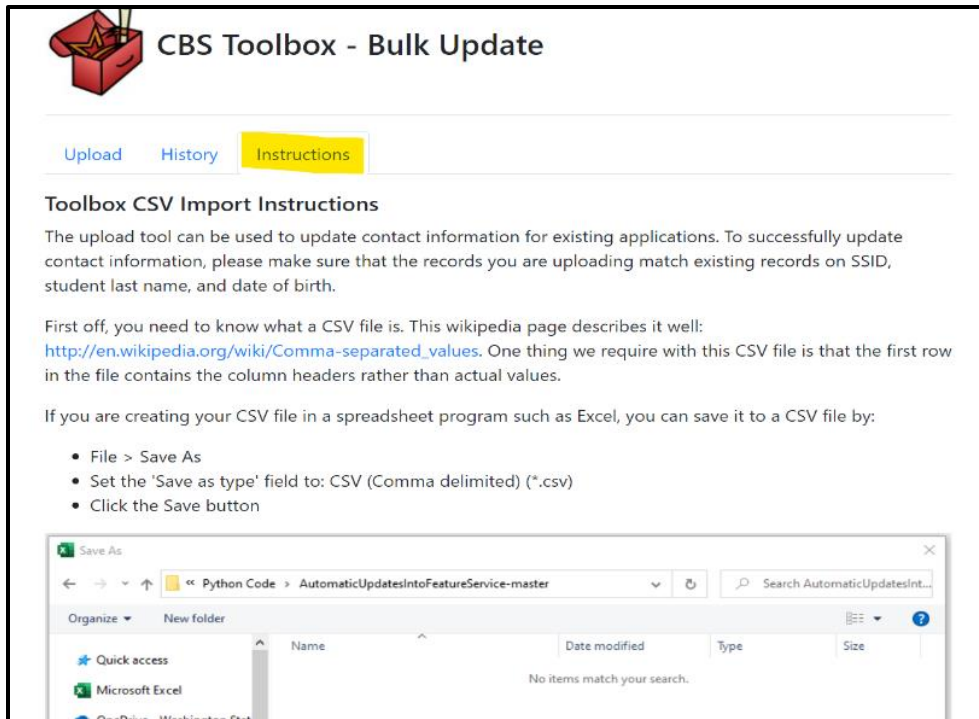
Step 2. You can then download a list of your students with a bad address in the Toolbox by clicking on *View My Lists* and filtering the data set to show all your students with a bad address and clicking on *Download Results to CSV*.

- This would be the second sheet that you've downloaded, but the only one with data in the fields. It is unnecessary to save this file.

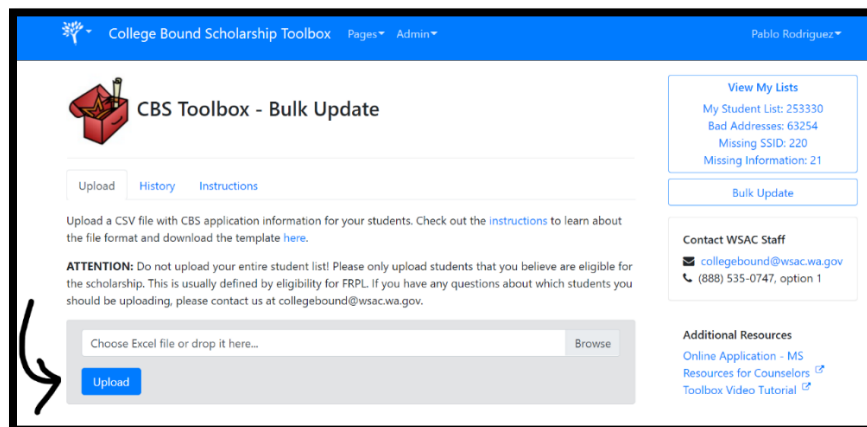
Step 3. Copy and paste your list of student information downloaded in Step 2 onto the empty download you got in Step 1. You can now delete the CSV file from Step 2. It is no longer needed.

Step 4. Now, make your changes on our fillable download. Find the row of your student that needs updating, and you can start entering the new information.

- Make sure you don't shift any of the cells and follow the correct format shown in the *Instructions* tab (click on *Bulk Update* and it'll be the third tab). Otherwise, your file won't update successfully and will need correction. *Unfortunately, we cannot do the update for you.*



Step 5. Once you've made all your changes, you can upload the file onto our Toolbox by going to the homepage and clicking on *Bulk Update*, and then finding your excel CSV file from Step 1. To submit, click the blue *Upload* button.



The Bulk Update process can still take some time, especially if you have many students on your list as you'll need to either verify their current address or enter their new address information, line-by-line. The Bulk Update Tool is meant to update all information fields for all students at once, but the individual student information still needs to be entered into the template line-by-line for the tool to work.

The second way to update students' bad addresses is individually. You will need to be viewing your student list to continue (**Step 2** above). Then, select the *View* button to the right of your student's name.

[Download 49 Results to CSV](#)

City	Zip	FAFSA Match	View Details
Hilton	98223	Unmatched	View
Macortez	98221	Unmatched	View
		Unmatched	View
		Unmatched	View
		Unmatched	View

This will take you inside the student's application and allow you to make edits. Make sure you save all your edits. This way of updating students' bad addresses is better suited for those schools with only a small number of addresses needing an update, but it is all up to preference.

College Bound Scholarship Toolbox Pages Admin

CBS Toolbox - Application Details

Details History Edit

Status

Application Status: **Complete**
 Application Start Date: **3/11/2019**
 Fafsa Match Status: **Unmatched**
 Can Share w/ Non Profits: **Yes**

Student Information

Student Name: [Redacted]
 SSID: [Redacted] Please contact WSAC staff if this is incorrect
 Student Date of Birth: [Redacted]
 Language: **English**
 School: **J M Weatherwax High School**
 Graduation Year: **2023** Please contact WSAC staff if this is incorrect
 Student Phone: [Redacted]
 Student Email: [Redacted]

Guardian Information

Guardian Name: [Redacted]
 Guardian Phone: [Redacted]
 Guardian Email: [Redacted]
 Guardian Address: [Redacted]
 Additional Guardian Name: [Redacted]
 Additional Guardian Email: [Redacted]

4. How do I remove students from my bad address list that I know have the correct information?

There is more than one way to verify a student's information. We recommend that you complete the following steps to confirm a student's current information.

1. Make sure the student's mailing address and physical address are not different. If they are different, make sure the mailing address information is entered. *In this situation, it is possible that the mailing address could be a P.O. Box #.*
2. Erase every address field (apartment number, zip code, etc.) on their application in the portal and click *save*. Then, re-enter it correctly and click *save* for the second time.
 - For best practice, addresses with apartment and suite numbers should be separated from the rest of the street addresses when entered on their application.
 - Deleting and reentering all address fields triggers the system to acknowledge the full address, which should remove them from your list.
3. Verify the current information with the student, their family, and/or your school's student records. Sometimes updates are missed but can easily be caught through some slight outreach.
 - If the current address is confirmed correct, we recommend you try to completely delete, click *save* and re-enter all address fields (more details mentioned in the previous step).
 - Insert a period after every abbreviated word in the address. For example, if Street is shortened to St, change it to, "St." and then, click *save*.

If you've completed the three steps and the students are still showing on your bad address list, WSAC and College Bound staff can manually reconcile students' bad addresses if you contact our office at collegebound@wsac.wa.gov. This will remove the students from your list and add them to our future mailings.

5. I have students on my list that are no longer enrolled in our school. Can you remove them from my list?

Since we receive enrollment information from OSPI, we cannot override that data. The student will move to the correct list once their new school reports their enrollment to OSPI and we receive the updated data. These changes may take time to update, but being on the incorrect list will not affect the student's scholarship.

If the student moves out of state, OSPI will not receive their new enrollment data, but they should come off your list once OSPI has information about them no longer being enrolled at your school.

If the student becomes homeschooled, the student will remain on your list until your school reports them as no longer being enrolled.

6. How often should I update students' addresses? Why?

Monthly. We send certificates and receive newly eligible students from OSPI monthly.

However, because districts don't report student or family contact information to OSPI as it's not part of the Comprehensive Education Data and Research System (CEDARS), we rely on schools to enter that information. These may also be students we have sent information to, but it was returned as undeliverable from the post office, so we need updated information.

Another reason monthly updates are the best practice is that the longer you go without reviewing your list of bad addresses, the more students you will accumulate. If the number gets too high, making your needed changes becomes time-consuming and overwhelming.

7. Aside from the beginning of the year, students aren't updating their new addresses with the school. How do we ensure that those students are being accounted for?

We encourage communication between your school and the students/families to let them know that updating this information will help provide other resources, such as the College Bound Scholarship. We depend on the families to update this information with the school or our office whenever a change occurs.

8. I don't have access to our students' addresses; I only have a list of our students' names. What do I do?

If you only have your students' names and not their addresses, we encourage you to check your school's student records. There are a few ways options that you may have.

- Using your school's Student Information System (SIS),
 - The SIS system can collect school-wide data that include their mailing address and guardian information such as first and last name and contact information.
- Contacting your school's nutrition specialist or department
- Reaching out to your school's district office

Important note: specific information required for this update can be found in the *Instructions* tab of the Toolbox when clicking on the *Bulk Update* button and is also included in the attachments sent in the original outreach email.

9. I have a lot of students' information needing an update. Is there a quicker way to do this?

In some cases, yes. The easiest way to update many students with a bad address is to use the *Bulk Update Tool* in the [College Bound portal](#), specifically designed to capture changes in bulk.

This can still be time-consuming if you have many students, as you will need to either verify their current address or make the change row-by-row. Therefore, we encourage schools to log into the portal every month and update their bad address list to prevent many students from piling up.

The Bulk Update Tool is meant to update all information fields for all students at once, but the individual student information still needs to be entered into the template line-by-line for the tool to work.

10. I would need more time to make these updates. Can you please assist me?

Unfortunately, we cannot do the updates for you. There isn't a deadline on when this needs to be completed, though we encourage a monthly submission. We hope not having a set date allows you to work on this in your own time. You may also be able to connect with your school's IT department and see if they have a bulk upload of their own that can assist you with this.

11. Can I ask for assistance from colleagues?

You can enlist the help of other school staff to help you tackle this, especially if you have a high number of students on your list or if you'll be out of the office for an extended period. However, every staff member/user must have their own portal login credentials. To request College Bound Portal access, email collegebound@wsac.wa.gov.

Please note: Non-profit organization staff cannot edit student contact information due to confidentiality laws. You can advocate for school staff to be set up with CBS Portal accounts to assist with updating addresses. If the school district employs you, we can give you CBS school staff access.

12. Aren't these updates being done by districts?

This varies. Some school districts' staff members provide these updates for all their schools. Other schools prefer their staff to assist with updates. Some schools have multiple portal users working on these changes. More than one staff member can work with the Bulk Update tool, but every staff member must have their own login credential.

13. Why am I getting emails regarding bad address updates?

Our bad address outreach emails are sent out monthly through our GovDelivery messaging system. They are meant for staff members who are College Bound portal users that have previously successfully updated their school's list of students.

For this outreach, we use our CBS Toolbox's upload history log to identify which CBS portal users belong on our subscriber list. A school can have more than one portal user connected to it.

We receive newly enrolled CBS students from OSPI monthly. You may see more students displayed on your bad address list after these monthly imports are sent to WSAC, which could be another reason you're being sent this email.

14. This doesn't fall within my realm of responsibility; can you please send this to someone else?

If you believe you received an outreach email in error, please reply to the email with the contact information of the person we should contact.

Questions Related to Your Student List College Bound Portal

1. What do I do if I have an eligible student not found in the portal?

The best way to be sure all eligible students are auto-enrolled in the College Bound Scholarship program is to have the family apply for Free and Reduced-Price Lunch (FRPL). The student will be entered once we receive their information from the Office of Superintendent of Public Instruction (OSPI). If the student(s) is already noted as eligible for FRPL, ensure they have filled out the appropriate paperwork and are being reported correctly to OSPI.

Multiple sources of information may be used to determine whether a student is eligible for FRPL, some of which are the FRPL application/family income survey, SNAP, TANF, Medicaid, foster youth (in a state-run foster youth program), and migrant students. Contact your district's school nutrition office for additional questions about accessing the correct forms.

You cannot create an application for any student that you believe is CBS-eligible. All public-school students in the 7th or 8th grade eligible for Free or Reduced-Price Lunch (FRPL) will be automatically enrolled in the program. Newly eligible 9th graders will also be auto-enrolled.

If your school is 100% FRPL because of the Community Eligibility Provision (CEP) and Provision 2 programs, applications are only created for eligible students for free and reduced-price lunch (FRPL). CEP and Provision 2 schools are still required to report eligibility, using tools like the family income survey, to OSPI.

We receive students monthly, so please allow at least one month for the student to be in the toolbox. Here are some [resources](#) from OSPI on how families can apply for FRPL eligibility based on financial circumstances.

2. What if families do not want to participate in confirming their income by completing family income surveys or not enrolling in other public assistance programs?

The College Bound Scholarship is a need-based program, and students must be income-eligible to enroll. Due to this program requirement, schools/school districts must be able to confirm eligibility. We can do this by using enrollment in programs such as SNAP, TANF, homeless youth, and migrant students. We also depend on families to complete the FRPL application.

Informing families about how this reporting can benefit their students, especially mentioning the auto-enrollment process, can encourage them to sign up.

If there is no way for WSAC, OSPI, or the school district to verify the student's income information, then there wouldn't be a way for the student to be enrolled in the College Bound Scholarship program. Here are some [resources](#) from OSPI on how families can apply for FRPL eligibility based on financial circumstances. However, the family income survey data and [other information](#) on how students become noted as eligible (slide 7) may be of interest.

3. Can I create an application for an eligible non-public school student?

No. If a 7th or 8th-grade student attends a private or home school program in Washington State, contact us at 888-535-0747, option 1, to begin their application. Students must be either in 7th or 8th grade or newly eligible in 9th grade and meet the [requirements](#) to apply for the scholarship.

4. What makes a 9th grader newly eligible?

The requirements for newly eligible 9th graders are as follows:

- Be enrolled in a Washington school in 7th or 8th grade.
- Not eligible for FRPL in 7th or 8th grade.
- Newly eligible for FRPL in 9th grade.

Additional Resources

- [College Bound Toolbox Tutorial](#)
- College Bound Scholarship [Why use the Toolbox?](#) Flyer
- College Bound staff [frequently asked questions](#)
- College Bound students [frequently asked questions](#)
- Log in to our College Bound secure online portal [here](#).

Contact Information for Additional Questions and Support:

Pablo Rodriguez

Program Coordinator, College Access Initiatives

Washington Student Achievement Council

T: 360-485-1329

E: pabloro@wsac.wa.gov

W: www.collegebound.wa.gov

Contact Information for Portal Requests:

Sean Moran

Data Analyst, College Access Initiatives

Washington Student Achievement Council

E: collegebound@wsac.wa.gov

W: www.collegebound.wa.gov