



Frequently Asked Questions for Staff

CBS Portal Bulk Upload Tool

Table of Contents

CBS Portal Bulk Upload FAQ

Bulk Upload Tool and Bad Addresses	3
1. What do I do if an address of a student showing up on my bad address list is the same address we currently have on file?	3
2. What do I do if we have an eligible student not found in the portal?	3
3. Can I create an application for an eligible student?	4
4. What makes a 9th grader newly eligible?.....	4
5. How often should we be updating students' addresses?.....	4
6. Why should we be updating students' addresses monthly?	4
7. How can I see which of my students have a bad address?.....	4
8. I don't have access to our students' addresses; I only have a list of our students' names. What do I do?	5
9. 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?	5
10. This doesn't fall within my realms of responsibility; can you please send this to someone else?	5
11. I don't have time to manually update every student's wrong address; we have too many. Is there a quicker way?	5-6
12. I do not have the time to make these updates because I have too many students. Can you please assist me?.....	6
13. I have students on my list that are no longer enrolled in our school. Can you remove them from my list?.....	6-7
14. Program Contact Information.....	7

Bulk Upload Tool and Bad Addresses

1. What do I do if an address of a student showing up on my bad address list is the same address we currently have on file?

Please be sure it is the mailing address and not just a physical address; sometimes, this means looking for a P.O. Box instead.

If their mailing and physical address are the same, please check their file to ensure all address fields are complete and in the right place. If they are, please let the College Bound staff know by emailing us at collegebound@wsac.wa.gov so we can remove the bad address event and try again with any mailings we have.

In the situation that a student has previously been reported as having a wrong address and still has the same address you currently have on file, we encourage you to check with the student or your school's student records to make sure there aren't any updates that are being missed for the student. They are on the bad address list because we had their mail returned to us by the post office as undeliverable.

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

The best way to be sure they are auto-enrolled in the College Bound Scholarship program is to have the family apply for Free or Reduced-Price Lunch (FRPL). The student will then 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, and migrant students. You should contact your district's school nutrition office for any additional questions about accessing the correct forms.

If your school is 100% FRPL because of the Community Eligibility Provision (CEP) and Provision 2 programs, applications are only created for free and reduced-price lunch (FRPL) eligible students. 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.

3. Can I create an application for an eligible student?

No, all public-school students in the 7th or 8th grade and eligible for Free or Reduced-Price Lunch (FRPL) will be automatically enrolled in the program. Additionally, newly eligible 9th graders will also be auto-enrolled. However, the family income survey data and [other information](#) on how students become noted as eligible (slide 7) may be of interest.

If a student is in 7th or 8th grade and attending a private or home school program in Washington State, you can contact us at 888-535-0747, option 1 to begin the application. Friendly reminder, students must be in 7th or 8th grade, or newly eligible in 9th grade and meet the requirements listed [here](#) 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 be eligible for FRPL in 7th or 8th grade.
- Newly eligible for FRPL in 9th grade.

5. How often should we be updating students' addresses?

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

6. Why should we be updating students' addresses monthly?

We send College Bound certificates and letters to each student after they are auto-enrolled and program news and updates pertinent to College Bound students as they move through high school. However, because districts don't report student or family contact information to OSPI, 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 why updating addresses monthly is the best practice is that the longer you go without reviewing your list of bad addresses, the more your number of students will accumulate and if the number gets too high it becomes time-consuming and overwhelming to make your needed changes.

7. How can I see which of my 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

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 includes personal student information, grades, and plenty more, although all we're asking for is their mailing address, guardian information such as first and last name, and contact information.
- Contacting your school's nutrition specialist or department
- Lastly, reaching out to your school's district office

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

9. 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 other communication mediums through the schools to create an open communication chain between our families and the College Bound Scholarship program. To update the student's bad addresses, we depend on the families to also be updating this information with the school whenever a change occurs.

10. 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 as an error, please send the contact information of the person we should have contacted instead.

11. I don't have time to manually update every student's wrong address; we have too many. Is there a quicker way?

In some cases, yes. The easiest way to update a high number of students with a bad address is to use the *Bulk Upload* tool, specifically targeted to address this issue.

- When logging into the Toolbox, click on *Bulk Upload*, then click on our hyperlink to access our fillable download. This download is what you will upload once you have all your updated information.
 - Save this download on your computer wherever it is easiest to find for you.

- You can then download a list of your students with a wrong address in the Toolbox by clicking on *View My Lists* and filtering the data set to show all your students in 7th and 8th grade (or even high school) with a bad address and clicking on *Download Results to CSV*.
 - At this point, you will have two spreadsheets
- Copy and paste your list of students that you just downloaded into the CSV onto our fillable download you got earlier
 - You can get rid of the CSV download that you copied and pasted from (the one you got from Step 2).
- 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.
- Once you've made your changes, you can upload the download onto our Toolbox by going to the homepage and clicking on *Bulk Update*, and then finding your document with the updated information and make sure you click the blue *Upload* button

This process can be time-consuming if you have many students with bad addresses, as you will need to either verify their current address or make changes row-by-row.

Therefore, we encourage schools to log into the portal every month and check the number of students with bad addresses to avoid the number getting too high.

12. I do not have the time to make these updates because I have too many students. Can you please assist me?

Unfortunately, we cannot do the upload for you. However, there is no deadline on when to have this completed. The flexibility of not having a due date allows you to work on this whenever you have any downtime. Additionally, 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.

13. 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.

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.

These changes may take time to get acknowledged but being on the incorrect list will not affect the student's scholarship.

Contact information for additional questions:

Pablo Rodriguez, Program Coordinator for College Access Initiatives, WSAC

T: 360-485-1329

E: pabloro@wsac.wa.gov

W: www.collegebound.wa.gov