



College Bound Portal  
Frequently Asked Questions  
for Portal Users  
2024-25

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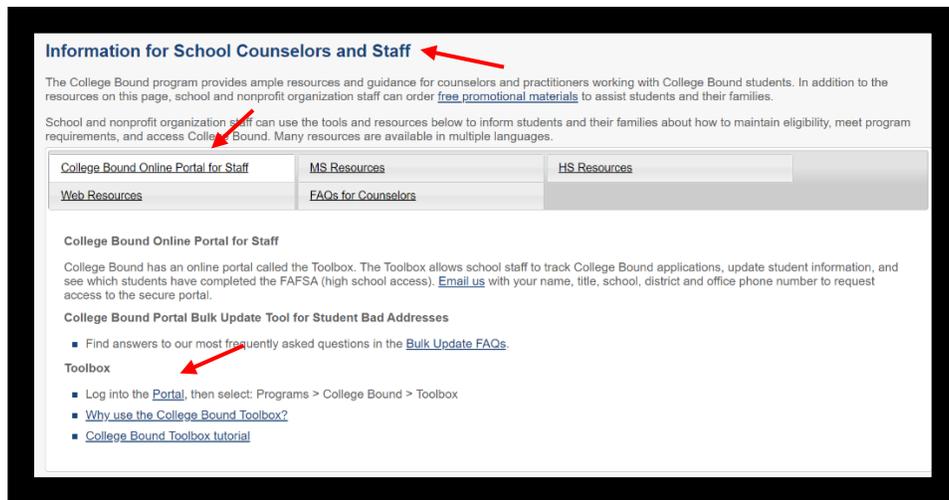
# COLLEGE BOUND PORTAL

## 1. How can I access the College Bound Portal?

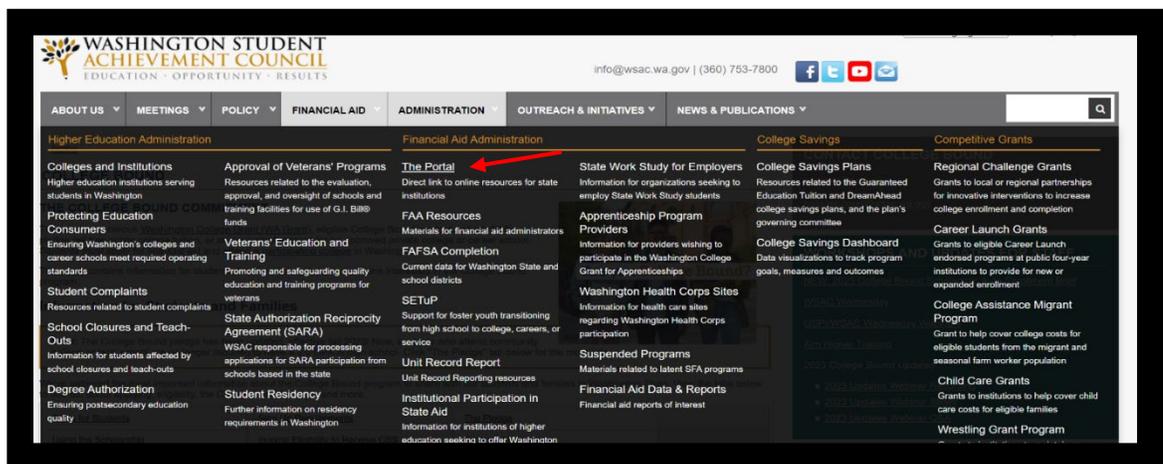
You will need a Portal account. Any school or district staff can request access by emailing College Bound at [collegebound@wsac.wa.gov](mailto:collegebound@wsac.wa.gov) with their name, title, school, district, and office phone number. Non-profit organization staff can also request access; however, the process varies. Please email the College Bound program staff for more information.

Scroll down to the section *Information for School Counselors and Staff* on the [College Bound webpage](#) to access our secure online Portal. Access and additional Portal resources are found under the *College Bound Online Portal for Staff* tab.

**Tip:** We recommend bookmarking the College Bound webpage and the Portal login page, [portal.wsac.wa.gov/](http://portal.wsac.wa.gov/).



You can also access our Portal through [WSAC's homepage](#). Under the *Administration* tab, click on *The Portal*.



## 2. How do I change my Portal password?

Click the grey text *Forgot your password?* link above the blue Login button on the [Portal login page](#).

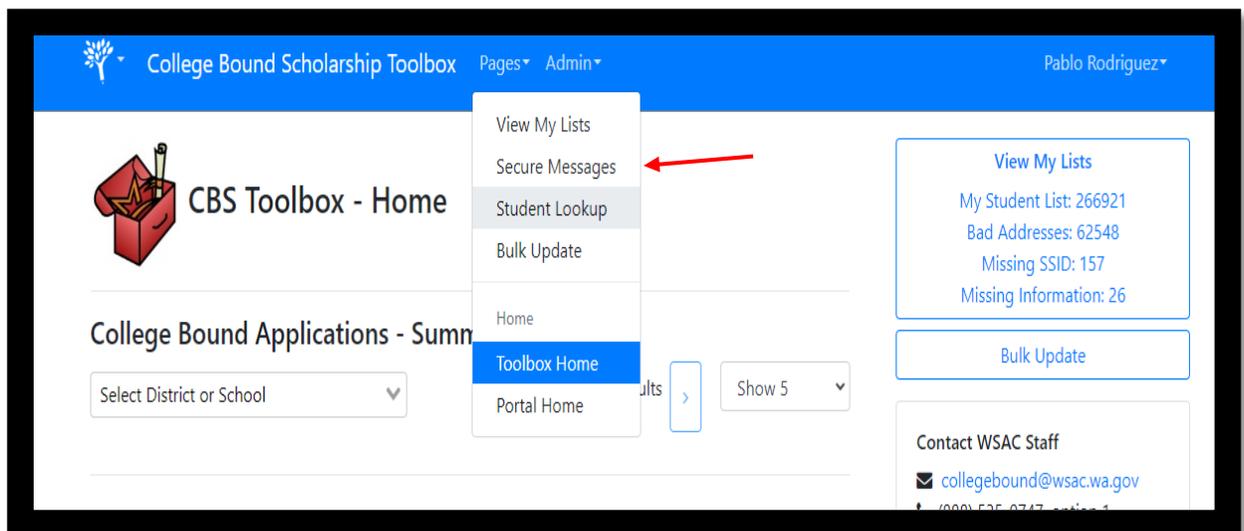
## STUDENT LIST

### 3. Why can't I find an eligible student on my Student List?

If a student is enrolled in two schools (dual-credit, alternative schools, or online programs), they may have the other school listed as the primary school. If a student has recently enrolled in your school, we might not have their updated enrollment information from OSPI yet. In the Portal, a student can only have one school listed. Additionally, a recently enrolled College Bound student might not be included in your Student List as new enrollment information may take some time to update. New school year enrollment information is not received until November.

The *Student Lookup* feature in the College Bound Toolbox allows Portal users to confirm the College Bound enrollment of a student who isn't on their Student List.

You can access this feature from the Toolbox homepage. Place your cursor on the drop-down arrow of the *Page* tab and click *Student Lookup*. You can search for the student(s) by entering their first/last name, birth date, or SSID. If there are more than ten possible results, our system won't show any. Make sure to enter enough information to narrow down your search.



**Note:** It's best to omit their current school from the search parameters because enrollment information may not be updated in our system yet.

#### **4. Can you remove a student no longer enrolled at my school?**

No. We receive student enrollment information from OSPI. The student(s) will move to the correct school 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 a student's ability to access their funds.

You may have students on your Bad Address List you simply cannot remove. We regularly receive updated student data from OSPI, so this would not be permanent.

Unfortunately, due to other variables, we cannot provide a concrete timeframe for removing these students from your list. No corrections are needed if these are the only students on your Bad Address List. We still encourage monthly monitoring of your Student List since it can be updated based on the data we regularly receive from OSPI.

**Tip:** Connect with your CEDARS, registrar, or school data personnel to ensure the needed exit information is entered into the system. This will also help remove students from your list.

#### **5. Why don't students who are still in high school after their expected graduation date appear on my Student List?**

Unfortunately, the Toolbox does not include students with previous expected graduation years, nor will they be searchable in the *Student Lookup* feature. However, they will be added once the update has been made with OSPI data. The best way to update students' expected graduation year is by connecting with your CEDARS administrator. If you're unsure who the CEDARS administrator is for your school/district, here is the [OSPI CEDARS District Administrator list](#).

Students are not penalized for graduating after their expected graduation year and may receive funding if all [eligibility requirements](#) are met.

While waiting for the updates, we recommend students sign up for [OtterBot](#). This free texting service designed for high school students is a great source of information about financial aid, college planning, reminders, and overall program updates. To subscribe to OtterBot, students can fill out this [contact form](#).

#### **6. How can I remove duplicate applications?**

Email the College Bound program with the student's full name and birthdate at [collegebound@wsac.wa.gov](mailto:collegebound@wsac.wa.gov). If your email includes additional student Personal Identifiable Information (PII), we ask that you contact us using the Secure Message feature in the Toolbox. **(More information can be found on Question 25)**

#### **7. Why is a student marked as *ineligible* or *not interested*?**

The parent/guardian indicated the student was not eligible or they were not interested.

## BAD ADDRESS LIST GUIDANCE

### 8. Why are there students on my Bad Address List? (What does this mean?)

Students may be on this list if no address is listed for that College Bound record or if the post office returned correspondence from a College Bound mailing to us as *undeliverable*.

Thus, we need the students' updated information from school/district staff Portal users because districts do not report student or family contact information to OSPI as it is not part of the Comprehensive Education Data and Research System ([CEDARS](#)).

### 9. Why do I have students without an address on my Bad Address List?

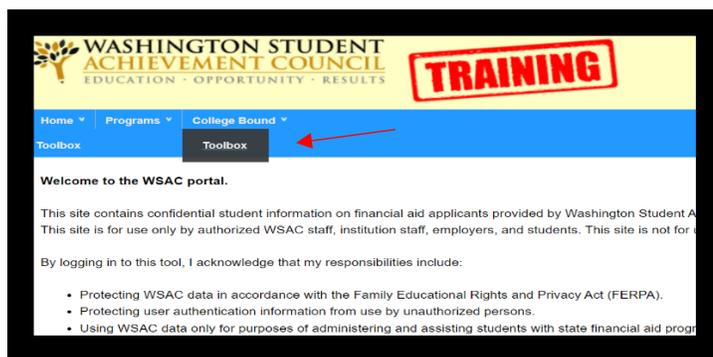
Students identified as having a Bad Address include students without a mailing address on their College Bound application. The data sent to OSPI from CEDARS does NOT include student contact information; thus, the data we receive for auto-enrolled College Bound students from OSPI also does NOT include contact information.

As a result, a College Bound student can be automatically enrolled and appear on your *Bad Address List*. This does not mean the student has no current address on their school data system file; that information simply isn't included in their auto-enrollment application.

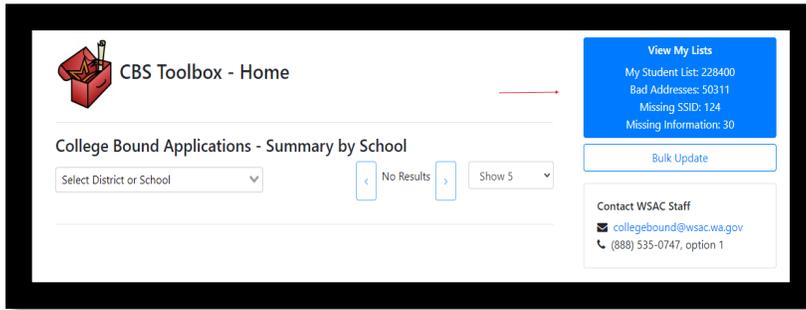
Once the updated information is entered, students will be removed from your Bad Address List. These students will likely have a current address on their school data system, so we're asking school staff to enter this information since they can access it. This is critical when handling student data.

### 10. How can I see which students have a Bad Address?

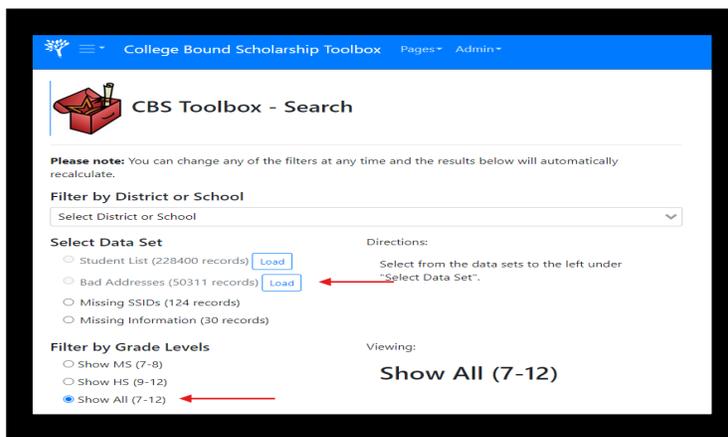
Log in to the [College Bound Portal](#) and select *College Bound* under *Programs*. Under *More*, click on *Toolbox*.



You've reached the Toolbox's homepage. Click on *View My Lists* on the upper right.



Next, filter the applicable data set to access the list of students on your Bad Address list.



## 11. How can I update student information if a school record has incorrect information?

We encourage communication between your school and the students/families to inform them of the additional resources they can access with up-to-date student contact information. Your [CEDARS Administrator\(s\)](#) can assist with incorrect student information such as DOB or SSID.

Our [online contact information form](#) is also helpful for students and families to make individual updates independently.

## 12. What if my students show the correct mailing address on the Bad Address List?

We recommend the following steps to confirm a student's current information:

- Make sure the student's mailing address and physical address are not different. The mailing address might be a P.O. Box number.
- Clear all address fields and click *Save*. Then, re-enter the information and click *Save* for the second time.
  - Addresses with apartment and suite numbers should be separated into their respective fields.
  - This triggers our system to recognize the full address, which should remove the student(s) from your list.
- Verify the current information with the student, their family, and/or your school's student records.
  - If the current address is correct, follow the steps in number 2.
  - 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 students still appear on your list after completing all the steps, College Bound staff can manually reconcile the students' addresses.

Please utilize the *Secure Messages* feature when contacting College Bound staff to ensure we maintain accurate student security measures. We recommend using this feature when sending students' personally identifiable information (PII), as regular email is not secure from a cybersecurity standpoint.

For information on how to navigate the *Secure Messages* feature, **please review Question 26.**

## 13. Who is the specific point person for updating bad address information?

There is no specific point person. Anyone employed by the school/district with a Portal account can make these updates.

Maintaining student security and upholding appropriate measures when handling Personally Identifiable Information (PII) is important. Collaborating with other school staff, such as your IT department, ensures that this information is managed by school staff with access to it.

You can contact your IT staff to have them pull from your student database and update the information for you. Portal access can be granted by emailing [College Bound](#).

**Tip:** College Bound Regional Officers (CBROs) are an excellent resource for additional assistance. You can find your school's CBRO [here](#).

**Please note:** Due to confidentiality laws, non-profit organization staff cannot edit student contact information. However, they can advocate for school staff to be set up with CB Portal accounts to assist with updating addresses.

#### 14. Is there a quicker way to update bad address information?

In some cases, yes. The Bulk Update Tool in the [College Bound Portal](#) is designed to capture large quantities of changes. The tool is meant to update all student information fields at once, but the information must be entered to work. The information must be entered under the correct columns and no columns can be removed.

**Tip:** It would be worthwhile to contact your school's IT department or registrar's office to collect those students' information for you. Unfortunately, we cannot make the updates for you.

Monthly maintenance of your Bad Address list can prevent your list from getting too big.

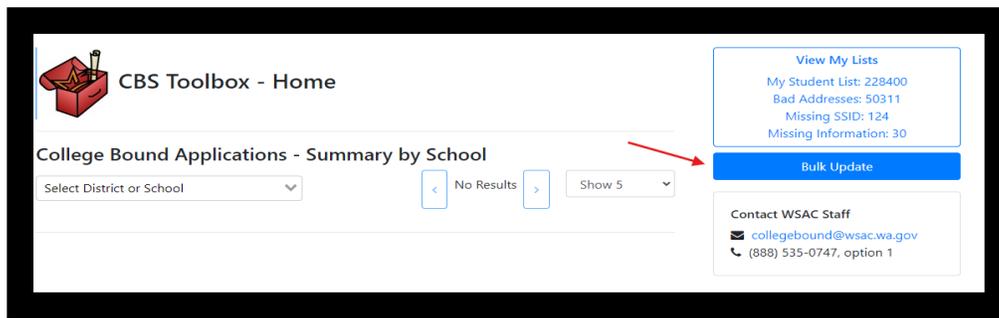
**Note:** Portal users, especially middle school staff, might see their Bad Address list count substantially increase in November, as this is when new enrollment information starts to update in our system for the academic year.

## THE BULK UPDATE TOOL

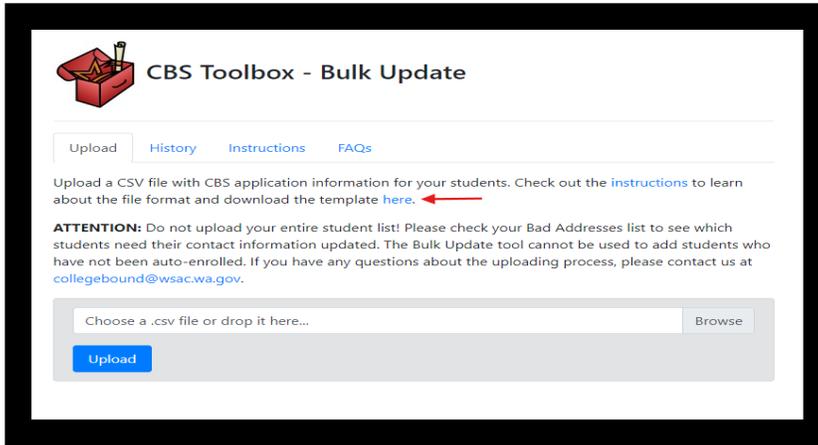
#### 15. How do I remove students from my Bad Address List?

By correcting or adding students' mailing addresses. This can be done in the College Bound Toolbox.

**Step 1:** Land on the Toolbox's homepage and click on *Bulk Update*.

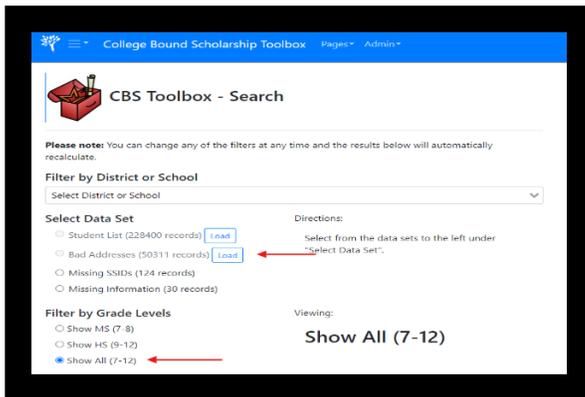
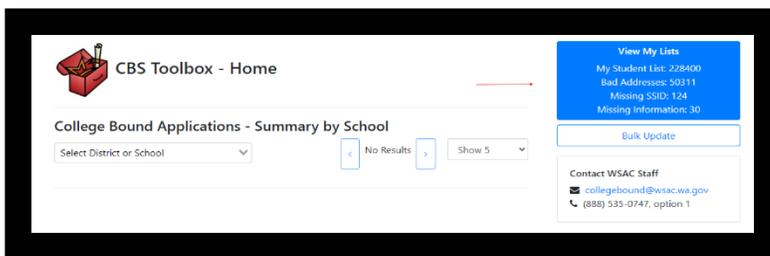


**Optional:** You can download our fillable spreadsheet by clicking on the hyperlinked word *here*. This fillable spreadsheet is one of two files (more on this later) where information can be entered and uploaded.



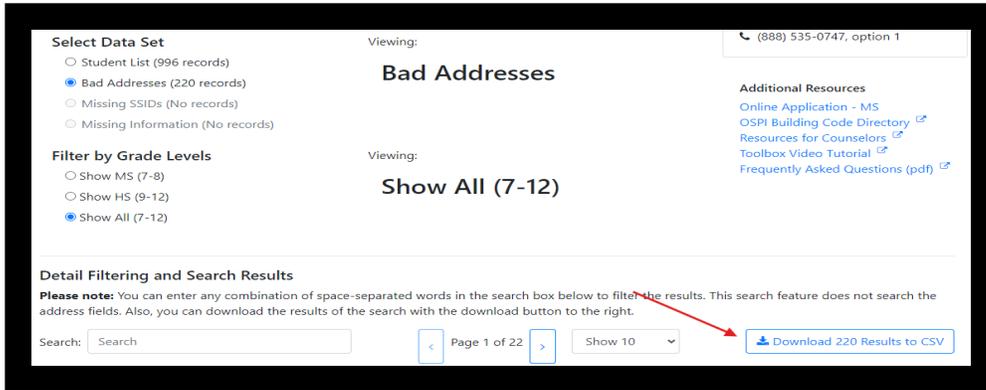
Save this download on your computer in a location that is convenient for you.

**Step 2:** Click on *View My Lists* and filter the data set to show all your students on your Bad Address List.



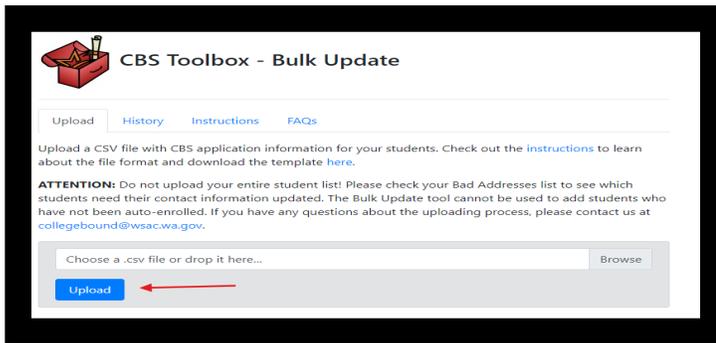
**Step 3:** Click *Download Results to CSV* to access your list of students. This is an exhaustive list of your students who need their addresses fixed or address information entered if they appear on your list without an address.

**Note:** This is the second sheet you've downloaded, but it is the only one with data. Once information is entered with the correct formatting instructions (**more information on Question 16**), either list can be uploaded.

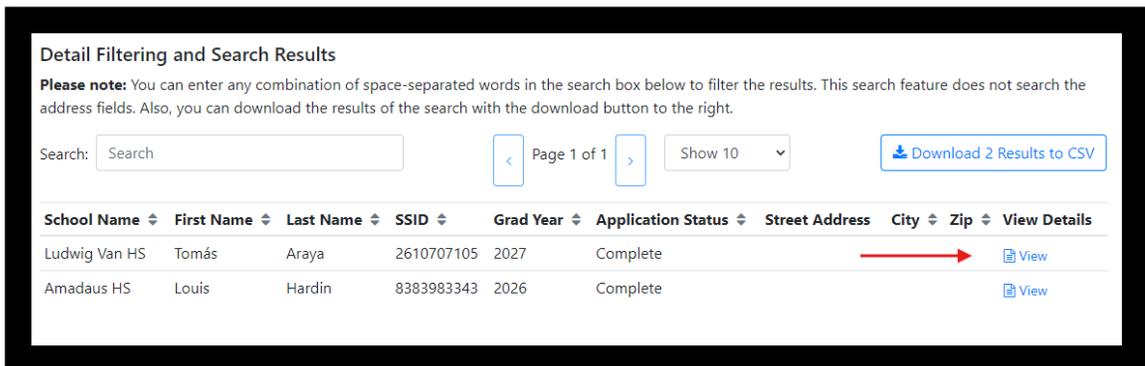


**Step 4:** Enter the information on either spreadsheet and upload your file. You will upload the file in the Toolbox’s homepage by clicking *Upload*.

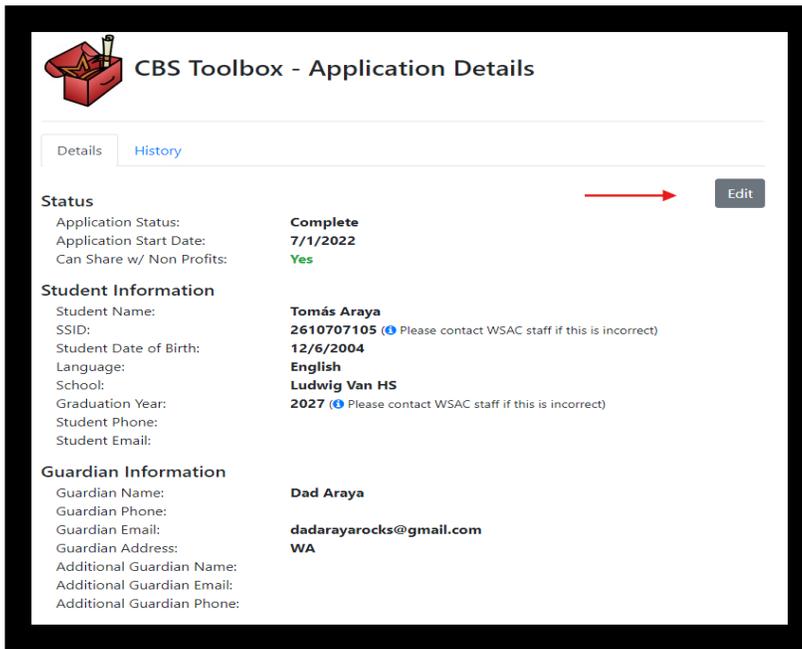
**Note:** When working in the spreadsheet, do not shift any cells and follow the format instructions.



Individual edits can be made to students’ College Bound applications. This is a second way to correct address information. Rather than downloading your Student List to a CSV file (Step 3), click *View* under *View Details*. The image below is displaying demo student data.



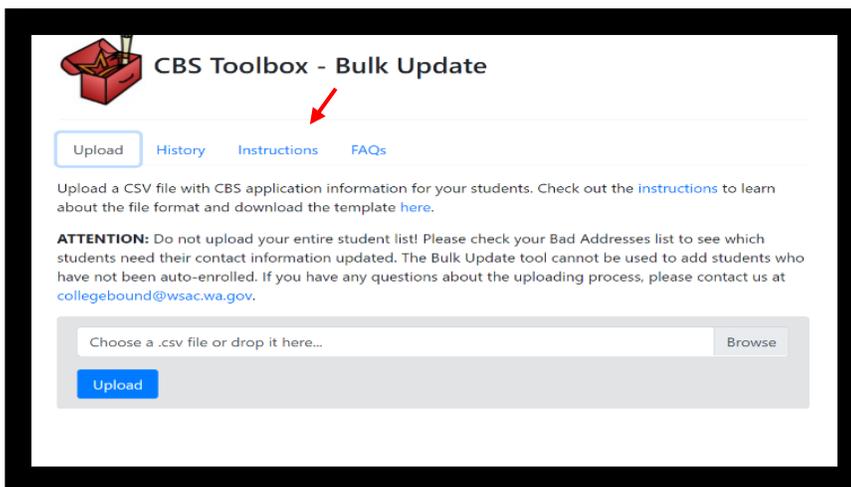
Click *Edit* inside the students' applications to start making changes. Save your changes to finalize them. The image below is displaying demo data.



## 16. Where can I view the template instructions?

Click on *Bulk Update* from the Toolbox's homepage. You will see four tabs: *Upload*, *History*, *Instructions*, and *FAQs*. The template instructions are on the third tab. Full formatting instructions with examples and a Yes or No field indicate whether that information is required.

**Note:** Columns listing No under Required cannot be deleted. The information isn't required, but the columns are.



### 17. Can I leave everything blank and only upload students' addresses?

If Columns A, B, C, E, F, G, J, and L have information entered for their columns, everything else can be blank. This is highlighted in the *Instructions* tab, where you will see either *Yes* or *No* under *Required*.

**Note:** The cells for columns with *No* under *Required* can be left empty, but those columns cannot be deleted. **The information isn't required, but the columns are.**

### 18. Why are address fields not required when I have a list of Bad Addresses?

The required fields pertain to the upload template used for correcting student information. The Bulk Update Tool isn't specific to mailing addresses and can be used to update any form of student information in bulk.

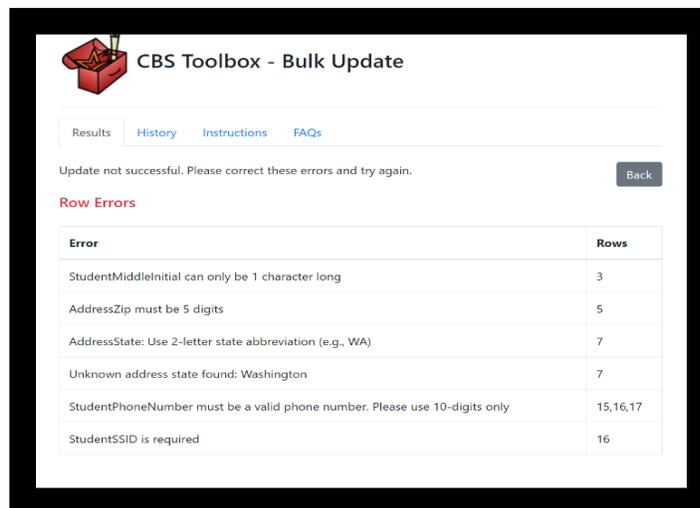
For example, if school staff wants to sign their students up for [OtterBot](#) with an up-to-date mailing address, a Portal user would save time by not having to include it.

Some students don't have an address, and others have indicated they do not want to share that information. The tool can assist when providing other forms of communication for those students.

### 19. What do the errors mean?

This means the data entered in your CSV file was entered in the incorrect format, there are additional columns in your file, or columns were removed. You will need to make the corrections and re-upload your template. The Toolbox will not update students whose information was formatted incorrectly.

The error message will show you the errors. The Rows indicate the row number in the uploaded file with the specific error. The *Instructions* tab can be accessed through this page.



## STUDENT AND SCHOOL INFORMATION

### **20. What is the Toolbox?**

The Toolbox is housed within the WSAC secure portal. The Toolbox displays live data and shows which students are enrolled in College Bound and where you can update student contact information. Students will appear on your Student List monthly starting in November once a student is auto-enrolled. OSPI provides weekly updates on students' current enrollment information.

### **21. What should I do if I only have access to students' names and not their contact information?**

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.
- Reaching out to your school's district office

### **22. Where can I access my school's Student Information System (SIS)?**

This varies by school. One way to start would be to reach out to someone with access to this. Typically, this would be someone in your registrar's office or with IT.

### **23. Where do I find the OSPI building code, and why do we use it?**

The OSPI building code list is in the [Education Directory](#) on OSPI's website. This link can also be found as an *Additional Resource* in the Toolbox, titled [OSPI Building Code Directory](#).

Building codes are used because they are more straightforward and consistent. For example, *St. Patrick Jr./Sr. High School* and *Saint Patrick Junior Senior High School* can easily be misidentified.

### **24. Is entering student or parent/guardian information without family consent a violation of FERPA? How do we document permission?**

*FERPA permits a school to disclose PII from a student's education records, without consent, when such information has been appropriately designated as **directory information** and the parent has not opted out of the disclosure of such designated information. The FERPA regulations define directory information as information in a student's education record that would not generally be considered harmful or an invasion of privacy if disclosed. Directory information may include information such as the student's name, address, telephone number, email address...*

Source: US Dept of Education (p.4) [A Parent Guide to the Family Educational Rights and Privacy Act \(FERPA\)](#)

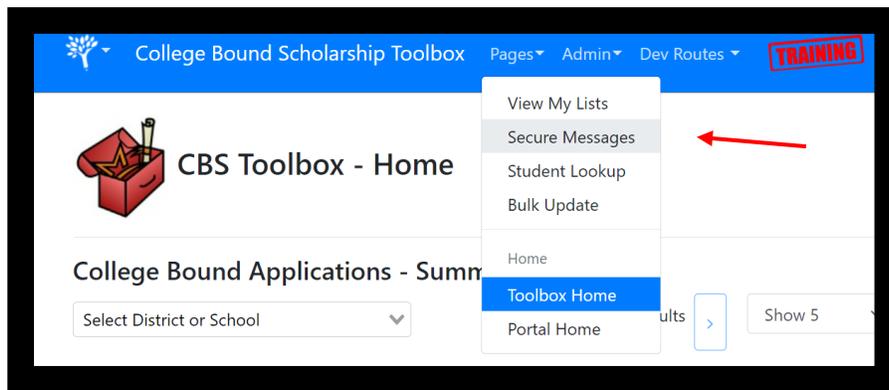
## 25. What are the common uses of the *Secure Messages* feature?

This feature allows Portal users to communicate specific needs to their students' College Bound record, Student List, or Bad Address List. Essentially, whenever a Portal user needs to share personally identifiable student information (PII), this feature is a wonderful tool designed to protect student data.

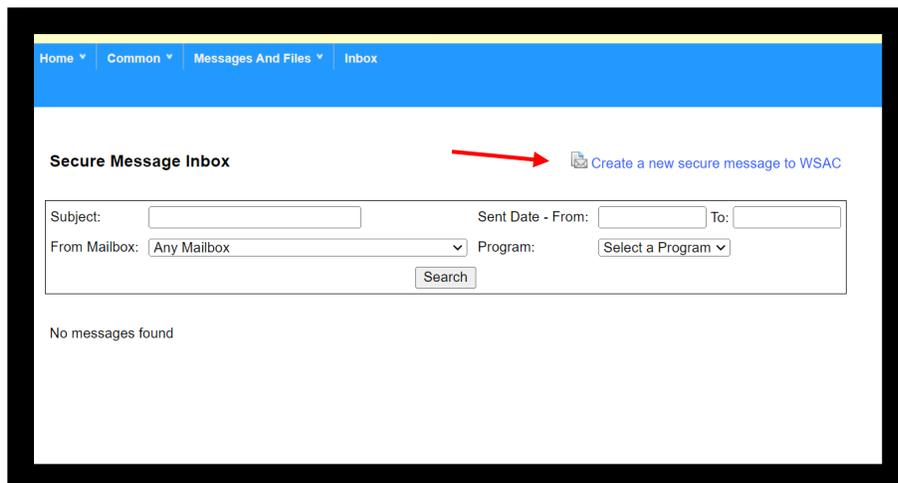
Portal users can also send attachments. This is especially helpful for folks using the Bulk Update Tool who have questions or errors, as our staff can review your file and better assist you.

## 26. How do you send a *Secure Message*?

To send a secure message, you must be in the College Bound Toolbox. From the Toolbox's homepage, click on *Pages*. Then, click on *Secure Messages*.



Click on the hyperlink: *Create a new secure message to WSAC*.



Be sure to set the *To* field to *College Bound Scholars*. To include an attachment, click *Choose File* and *Attach*. Once the message is complete and the file(s) is/are attached, click *Send Message*.

The screenshot shows a web form titled "Send a Secure Message to WSAC". At the top, there are two buttons: "Send Message" and "Cancel". Below this is a "To:" dropdown menu set to "College Bound Scholars". The "From:" field is populated with "Pablo Rodriguez <pabloro@wsac.wa.gov>". The "Subject:" field contains the text "Musical School District - These students' address are the same as the ones on our file". Under the "Attachments:" section, there is a "Choose File" button, the text "No file chosen", and an "Attach" button. The main message body contains the text: "Hello, Can you please manually reconcile these students' addresses? We can confirm that their address is the same one as the one currently on file. Thank you." Red arrows point to the "Send Message" button, the "To:" dropdown, the "Choose File" button, the "Attach" button, and the "No file chosen" text.

**Send a Secure Message to WSAC**

[Send Message](#) [Cancel](#)

**To:** College Bound Scholars

**From:** Pablo Rodriguez <pabloro@wsac.wa.gov>

**Subject:** Musical School District - These students' address are the same as the ones on our file

**Attachments:**  No file chosen

Hello,  
Can you please manually reconcile these students' addresses? We can confirm that their address is the same one as the one currently on file.  
Thank you.