

Question Log: Professional Center Overview

September 2nd, 2009

Q: Is there a way to review this again. I was interrupted during transcript exchange portion.

A: We will make a copy of the presentation available. You also can contact a member of the Transcript Exchange staff at any time with assistance on the transcript exchange process.

Q: We would like to use this in our advisor system. Can advisors be given access to only certain student information or would they have access to all students?

A: Advisors would have access to any students associated with your high school. At this point in time, there is not a way for advisors to only have access to certain students.

Q: What is my Professional Account access or Administrator key?

A: This information was given to the designated administrator for your school. If you need assistance in identifying the administrator for your school, please contact Sarah Baumhoff at sarahb@gsfc.org.

Q: Can links be included in local scholarship information?

A: Yes, but they will not be hyperlinked. The user would need to cut and paste it into the browser. We have asked our vendor about updating this information.

Q: If you selected no for students to contact you for their passwords - how do you change that to yes?

A: Once you have logged into your Professional Center account, click on the "My Account" link. You can change and save your selection on that page.

Q: Question: Can we use the Professional GA411 center to upload all transcripts from our XAP transcript extract - or do we have to use the Counselor XAP center as well?

A: The Professional Center is provided by Xap and is replacing the Counselor Center.

Q: Will we be able to sort uploaded transcripts by name, date uploaded, etc. (as with counselor center)?

A: We have asked Xap to restore this ability.

Q: Is it possible for error messages to include names instead of transcript numbers?

A: No

Q: Bob, When I tried to update the High School Profile it would not save the changes to the school terms. I tried to edit the end date on a term.

A: We have verified that this issue has now been resolved.

Q: Window for HOPE Progress report upload?

Q: STARS system? The Underclass students transcript can be uploaded and released to GSFC in the same fashion as your seniors transcripts. The GPA calculation results will be listed under the HOPE Progress Report section of the STARS system. The schools also have the ability to download the Grade level report program from the STARS system and run their transcripts files through that system. It will create separate files for all grades (9th, 10th, 11th & 12th) and the school would then ftp the file via the STARS system ftp link.

Q: When I click on a student's PDF transcript I get an error message.

A: We have worked with XAP and this issue has been resolved.

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Q: If students request their transcripts be sent to colleges and we have allowed that, do we still need to go back and release those transcripts?

A: You can process those request with the Fulfill student transcript requests link located under the transcript tab on your Professional center account.

Q: The Administrator has the access key is that correct?

A: Yes

Q: Did the information such as grading scale, etc transfer from XAP to prof. center?

A: Yes. All of that information should have been transferred over but please double check to make sure it is accurate.

Q: How can I tell if a school has identified an administrator and has been sent an access code?

A: You can contact Sarah Baumhoff at sarahb@gsfc.org.

Q: Where do we add others to the Professional level?

A: You can add a user under the Administration tab by selecting "Manage Professional Accounts."

Q: I had a XAP account and created another account with the Prof. Center. Can I delete one of those and only have one account which will use my school email address?

A: Yes. We can assist with this.

Q: Where is the page to order publications?

A: If you click on the Middle School and High School Educators link, there is a link for an Order Form.

Q: After uploading transcripts for all of our seniors (300), do we have to go through and select/check each name one at a time to send it to GSFC because there are other students on the list as well from previous uploads?

A: You should be able to send the uploaded students in a batch when you receive the reply e-mail from the upload process. If you did not run that process then you will need to select all students to be release to GSFC for processing.

Q: Will it be necessary to change passwords frequently or how often will it be necessary to change passwords?

A: Yes. You will need to change your password periodically. You will be prompted to do this by the system.

Q: Can you print all transcripts or do you have to print each student's individually?

A: In the Professional Center you can only print transcripts individually.

Q: Where do we go to request resources such as additional HOPE brochures etc?

A: You can order publications from the Middle School and High School Educators page by selecting the Order Form link.

Q: I registered using the professional account access key but needed to use the school administrator code. How can this be changed?

A: If someone else at your school created an account with the Administrator code, they can upgrade

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your account under the Administration tab. If no one used the Administrator code, please contact Sarah Baumhoff at sarahb@gsfc.org for assistance.

Q: Has the HS transcript capture and edit software changed? Can we use the same software as last year to upload transcripts?

A: No, it has not changed. You can use the same software as last year.

Q: Do we use the same access key for all of the school employees that need access?

A: Yes. Each employee will create their own user id and password but the same code can be used to gain access to your school information.

Q: When students want to check their HOPE eligibility, how can they do that AFTER they have already logged in?

A: We have requested a link to be added to the Financial Aid Planning page so they can view it after they have logged into their account. This should be added soon.

Q: How do I get the PAAK for counselors? I have the AC code.

A: The Administrator for the Professional Center has both codes.

Q: Has GSFC determined a diploma type to put in for 9th and 10th graders that are not tracked by College and Tech Prep?

A: We have requested that information from the Georgia Department of Education and have not received a response as yet. We would suggest for HOPE GPA calculation purposes to use the College Prep type.

Q: Any update on the HOPE GPA requirement for the class of 2012 (no TP/CP)?

A: The GPA requirement will be 3.0. This information is included on the site as well as in the HOPE Brochures. Also, a letter was sent to all high schools informing them of this after the legislative session.

Q: I have logged on the Prof Center using the old XAP site info, but it gives me no option to enter my PAAK/Admin Code as shown in your power point.

A: Click on the "My Account" link in the right hand corner. Once the page opens, use the "Another Connection" link.

Q: Is our password the same for the STARS system?

A: Yes. No changes have been made to the STARS system at this time.