

# Question Log: Overview of GACollege411 Website

August 20<sup>th</sup>, 2009

Q: Who do we call to invite speakers to come to our schools to do presentations?

A: You may email a request to our office at [clientservices@gsfc.org](mailto:clientservices@gsfc.org) or call 1-800-505-4732 ext. 9071.

Q: Can a student add the SSN later if they didn't do so when they set up the account?

A: Yes. They will need to log into their account, select the "Your Portfolio" tab and then Your Profile, the student can add his/her SSN by clicking on "The Basics" and editing the information.

Q: On the screen with address, SSN, etc., there is a box for "Student Number." Is this a number assigned by state?

A: That would be a school ID number if the school did not use the social security number, or it could be the student's test ID.

Q: Will transcripts only be sent through the Xap program? We have Naviance and use the secure edocuments, just wondering if we will have to electronically load transcripts in more than one place...

A: Yes. Currently the only way we can receive transcripts for HOPE GPA calculation purposes is through the XAP program. These same transcripts can be sent to the colleges electronically and they have the ability to retrieve them.

Q: Will we be able to download this PowerPoint presentation?

A: We distributed the PowerPoint to all registered attendees. If you did not receive it, please email Sarah Baumhoff at [sarahb@gsfc.org](mailto:sarahb@gsfc.org) and I will be happy to send it to you.

Q: One question: I may have missed it. Why is the CSS Profile not addressed on the financial aid planning section?

A: We will look into this being added to the site. It was not on the previous version of the site and was not moved to the new site.

Q: If you are professional but not from school, but from a community program, will you also have opportunity to have access to the students in your community program?

A: Unfortunately not like a school, however a student can give you access personally to view their account. We are researching the ability for community organizations to have a similar type log in as the schools so they can view the entire profile information if the student gives you permission.

Q: Is the professional access available? Will there be training for the professional access?

A: Yes, the professional access is currently available. We will be offering webinars on the Professional Center and also will be providing hands on sessions later this fall.

Q: Are the new bookmarks available to describe the account creation process?

Yes. You can order them by clicking [here](#).

Q: What happens to these records once a student graduates from high school? Are students encouraged to continue to add to portfolios once they are in college? Will anyone be looking at that information to get data on Georgia students entering and completing college?

A: The data will still exist for students who graduate from high school. The colleges can have access to

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their information once they associate themselves with a college. We are currently discussing how the data will be used later to assess college going rate, college success, etc.

Q: Can you switch from role to role once logged in? For example, from high school planner to adult learner, etc.

A: Yes. If the student logs into their account and selects the "Your Portfolio" tab, they can select "Your Profile" and update their role.

Q: Is the Professional Center part of Ning?

A: No. The Professional Center is available from the GAcollge411 site by clicking on the Middle School and High School Educators link.

Q: West Forsyth High School began 3 years ago? Are we on your list? Principal has not told us about your form.

A: Yes. We sent you the information. Please contact Sarah Baumhoff at [sarahb@gsfc.org](mailto:sarahb@gsfc.org) for additional information.

Q: Is it possible for Infinite Campus or Teacher Ease information to be downloaded into a student's profile?

A: We would need additional information about these products. Please contact Sarah Baumhoff at [sarahb@gsfc.org](mailto:sarahb@gsfc.org) with additional details.

Q: Can students view their HOPE GPAs through the link on the homepage?

A: Yes. They must create an account which will ask for their last name, SSN and DOB.

Q: Who has access to the portfolio page?

A: The school administrator may assign access to anyone at the school.

Q: Is the current graduation rule listed in the "my plan of study" portion of the program for current juniors and seniors? It looked like the Ga grad rule posted was the new rule for students who entered HS in 2008.

A: You did see the graduation rule for students who entered HS in 2008. The site is currently being updated to reflect both graduation rules in the "Your Plan of Study."

Q: Will there be training on using the High School Educators section?

A: Yes that is coming in the next couple of weeks. Please stay tuned for dates and locations to be listed on the GAcollge411 site.

Q: When will we be getting our Administrator codes for the Professional Account Center?

A: All codes have been distributed to the schools, with the exception of four or five schools. Please contact Sarah Baumhoff at [sarahb@gsfc.org](mailto:sarahb@gsfc.org) for additional information.

Q: Can you please repeat the part about the access forms for the professional center? Does someone from our county have to send that in so that we have the ability to access it?

A: Each school principal (middle and high school) was sent a letter regarding establishing an administrator at their school level. The principal was to complete and return the form to GSFC. Please contact Sarah Baumhoff at [sarahb@gsfc.org](mailto:sarahb@gsfc.org) for additional information.

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Q: How do counselors receive access to Professional Center?

A: Each school principal (middle and high school) was sent a letter regarding establishing an administrator at their school level. The principal was to complete and return the form to GSFC. Please contact Sarah Baumhoff at [sarahb@gsfc.org](mailto:sarahb@gsfc.org) for additional information.

Q: Can we send transcripts to other XAP states or only GA?

A: Later this fall, you will have the ability to send transcripts to other XAP states. Right now, it is only available for schools in Georgia.

Q: Some of my 9th graders have used GA 411 last year as 8th graders and others have not, where should we start now?

A: All of their previous account information was moved to the new site. The first step would probably be for them to log into their account and updated their information.

Q: I am a counselor at a brand new high school this year, North Murray in Chatsworth, Ga. My principal is Maria Bradley. Has she been sent an access form?

A: Please contact Sarah Baumhoff at [sarahb@gsfc.org](mailto:sarahb@gsfc.org) to follow up on this.

Q: What is the name of the organization that out of state colleges and universities belong to in order for students to apply online through GACollege411?

A: They must be a Xap-affiliated school in order for students to apply online via our site.

Q: If a student is HOPE eligible coming from high school, is there anywhere the student can go on the site to check?

A: After the High School submits the transcripts for its students and verifies the grades, the student can go to GACollege411 and look up his/her final HOPE GPA.