

Questions Log: Overview of GACollege411 Website

August 27th, 2009

Q: What must the high school do and when in order to allow students to request their transcripts be sent from their GACollege411 account?

A: The high school must have the check box checked on the Administration tab of the Professional Center under the Transcript Preferences link.

Q: When can schools receive the brochures and anything we can pass out to our student and parents with the updated information? I still have some of the old bookmarks, brochures, and etc.

A: The materials have been updated and are available to order now. Please visit the Middle School and High School Educators link or College Administrators link and select "Order Form." You have the ability to see a pdf file of each document prior to ordering it.

Q: we have had 2 students recently who tried to create new accounts but it got stuck on the username/password page. What did we do wrong?

A: We have been notified of some issues related to different web browsers, but we believe those have all been resolved.

Q: Are user names and passwords case sensitive?

A: No, except for the use of special characters.

Q: Are there any privacy issues of which we should be aware? For example, is there a potential for students to post information that could be self-incriminating or detrimental? Can students review and revise past entries?

A: When a student creates an account the privacy policy that they agree to indicates their school has access to view their information if they associate their account with their school. Students can review, revise or delete past entries.

Q: could you repeat when the professional center is being introduced?

A: The Professional Center is available now. If you need additional information, please contact Sarah Baumhoff at sarahb@gsfc.org.

Q: How do you get to the professional section?

A: Click on the Middle School and High School Educators link at the bottom of the home page.

Q: Where do we locate the order form document?

A: Visit the Middle School and High School Educators link or the College Administrators link and click on the "Order Form" on that page.

Q: I had earlier looked through the high school planning pages for specific inclusion of CTE classes in those plans - I searched through the Peachstate Pathways, too. At GACTE Conference, another presenter (Vivian Snyder) indicated that the Pathways high school planners would include both academic and CTE courses -- did I miss that link? Is there a place on GACollege411 where academic and CTE classes are dovetailed into one screen?

A: We worked with the Department of Education on developing these pages and I have passed this information along to them.

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Q: Under ACCEL, we've had trouble with the "Fiscal year" since schools don't operate on those. Is guidance coming on how to properly fill that in? The question before it asks what term the student is joint enrolling...so couldn't that automatically fill in the fiscal year?

A: I have passed this information along to our Financial Aid Operations area for additional guidance on this.

Q: How do we get the access codes for the professional center?

A: Access codes are being distributed to principals as they return the form that was mailed to them this summer. If you need additional information, please contact Sarah Baumhoff at sarahb@gsfc.org.

Q: Is there a school calendar that if we load an event it will show on student calendars who are associated with our school?

A: Yes. You can add entries and they will only appear to student's associated with your school. This is done through the Professional Center.

Q: When are they doing hands on training with the professional center and does this include counselors or only principals?

A: Hands on Training on the Transcript Exchange process is being offered the week of September 21st. Those sessions are listed on the Events Calendar found on the Middle School and High School Educators page.

Q: For schools the process data at the district level, will we be able to get a list of the schools and names for request?

A: Please contact Sarah Baumhoff at sarahb@gsfc.org regarding this request.

Q: I am a county level administrator but not associated with only one high school. Can I get an access code for the Professional Center?

A: Our Transcript Exchange team has been working to set up district level access. Please contact them at transcripts@help.gacollege411.org for additional information.

Q: Will data be compiled by the program for mass responses by the counselor e.g. compile students who have applied to the same college or who qualify for one scholarship?

A: We have asked our vendor if there is the ability to run reports that will aggregate individual data together. We will provide further updates on this.

Q: Is only one person at each school allowed to use the access code?

A: No. Everyone must create in individual user id and password, but they will use the same access code.

Q: Will schools be able to limit the courses to the courses offered by that school when using the planning tool?

A: Yes. You can modify the course list in the Professional Center.

Q: Will you add a feature for students to send electronic recommendations letters?

A: It is not available now, but we have asked our vendor to explore this option.

Q: While we are logging the questions - the same question applies to sending students' current schedules. Colleges want to receive transcripts, work in progress, and recommendations. Thanks and FYI.

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A: You can send transcripts as soon as they are uploaded. I will also submit the other questions to our vendor as well. We will send out an update as soon as we know more information.