

October 5, 2023 College Bound Webinar Questions & Answers

Auto-Enrollment

- 1. When will new students start being auto-enrolled?**
 - Auto-enrollment data will start flowing from OSPI to WSAC in November every year. Newly eligible students will then be added monthly throughout the school year.
- 2. Do students need to be enrolled in a Washington State school in 7th AND 8th grade, or 7th OR 8th grade in order to be auto-enrolled?**
 - It is one or the other.
- 3. How are students being auto-enrolled if their family is not enrolled in any public assistance programs and has not confirmed their income on free and reduced lunch program signups?**
 - If they are not enrolled in programs such as SNAP, TANF, or noted as homeless youth, migrant students, or they don't complete the FRPL application then their eligibility cannot be confirmed by the school or district. That is why it is important for them to complete a family income survey. Informing families about how this reporting can be beneficial for their students, especially for the auto-enrollment process, can encourage them to sign up. At some point, students and their families need to provide income eligibility to participate in the auto-enrollment process. Here are some [resources](#) from OSPI on how families can apply for FRPL eligibility based on financial circumstances.
- 4. If a district and/or school participates in the Community Eligibility Provision (CEP) and Provision 2 program, is the family income survey given to individual students, or is the survey given to a sample of students?**
 - It is given to every individual student. CEP and Provision 2 schools are still required to report their eligibility, using forms like the family income survey, to OSPI so students can access certain state and federal services. The reason CEP schools are part of this program is that they have shown to have a large FRPL-eligible population within the district. We encourage families to fill out the family income survey even if they are not income-eligible.

General

- 1. How are schools notified when students in the College Bound program transfer to a new school?**
 - District reporting where students are enrolled is important. If a student transfers to a different school, then the CEDARS administrator or the Registrar at the new school should be working to report that student's updated enrollment information to OSPI. WSAC receives weekly demographic file updates from OSPI (school enrollment, GPA, etc.), and a student's most up-to-date information is reflected in the College Bound portal.

If you do not see a student who should be enrolled in College Bound, please contact your district's CEDARS administrator first. You can also contact us at collegebound@wsac.wa.gov with any questions.

2. What do we do for students on our list that have moved out of our district or withdrawn from our school?

- WSAC cannot override OSPI data, but when OSPI gets the information that the student is no longer at your school, by their new school reporting their enrollment to OSPI, they will be transferred to the correct school in the WSAC portal.

If a 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 a student becomes homeschooled, the student will remain on your list until your school reports them as no longer being enrolled.

Students being on the incorrect school list does not affect their College Bound eligibility.

Materials & Resources

1. How do I order College Bound swag and materials and when will I receive them?

- You can order College Bound materials [here](#) and it will take 2-3 weeks to receive them.

2. How do I order 12th Year Campaign materials, including College Knowledge workbooks?

- 12th Year Campaign materials can be ordered [here](#) and it will take 2-3 weeks to receive them.

3. How do students register for the financial aid completion events?

- Students can choose a specific event and register [here](#).

4. What resources are available to share with students about College Bound?

- Many of our resources can be found on collegebound.wa.gov, including our middle and high school intro flyers. The intro flyer is a one-page printable PDF, which walks students and families through the program basics. It is available in English, Arabic, Chinese, Dari/Farsi, Korean, Marshallese, Pashto, Punjabi, Russian, Somali, Spanish, Ukrainian, and Vietnamese. We have a student and family College Bound presentation you can use, which is available in [English](#) and [Spanish](#).

5. How should high school counselors communicate with individual students about College Bound?

- It is up to school counselors how they want to communicate with their students. Many counselors reach out in person, by phone and/or by email. The College Success Foundation

(CSF)/Washington College Access Network (WCAN) reaches out to counselors in various ways to support these efforts. CSF/WCAN is a key partner in supporting College Bound outreach and regional support. The team assists in College Bound training, financial aid completion support, and college access efforts across the state. Visit their [website](#) to find regional contacts or email info@wcan.org for more information.

College Bound Eligibility

Awarding

1. **If a student graduates the year after their original expected graduation year, can they still qualify?**
 - Yes. Students must enroll in college within one year of their graduation date. College Bound can be used within five years of high school graduation. That applies if they graduate before or later than their original expected graduation year.

2. **What income is used to determine eligibility for recipients of College Bound and how is it verified?**
 - Students need to file a financial aid application (either FAFSA or WASFA) starting in their senior year of high school, but the income eligibility is from a couple of years before, based on FAFSA/WASFA guidelines.
 - o For example, the Class of 2023 will need to complete the 2023-24 FAFSA or WASFA; using their 2021 tax information.

[Here](#) is an easy graphic to remember which financial aid year and income information. If students are unsure if they should complete a FAFSA or WASFA, they can complete this [WASFA Eligibility Questionnaire](#).

3. **Does a student's GPA in college affect their College Bound eligibility?**
 - Yes, students must maintain Satisfactory Academic Progress (SAP) with their college to maintain College Bound eligibility. This also applies if they transfer to a difference college.

4. **Can a student use College Bound if it takes them longer than four years to earn their degree?**
 - No, College Bound can be used for up to 12 quarters or 8 semesters total and expires five years after the student graduates from high school.

OtterBot

1. **Is student data protected in [OtterBot](#)?**
 - WSAC takes student data privacy seriously. We do not redistribute student information. The information students provide us with will only be used to send them resources and reminders they are interested in.

2. **What content is being shared through OtterBot with 11th and 12th grade students and what is the timeline?**
 - OtterBot is designed to support high school junior and senior College Bound students with content based on a timeline designed in partnership with MDRC, a research firm supporting the OTTERS grant project. The content scaffolds on itself, year over year, starting with junior year; focusing on the “why” behind a post-secondary pathway, and leading into senior year, covering the steps to apply to a pathway and access financial aid for financial support. Woven in are messages addressing important socioemotional topics as well. Parents also receive messages that mirror student messages, however they focus more on their role as parents and what they can contribute to the student’s journey.
3. **Does OtterBot information go out to families in their home language?**
 - OtterBot has a built-in function that allows messages to be translated into one of over 100 languages. Users need simply to text the command #language, and OtterBot will follow-up asking in which language they would like to receive their messages. WSAC is also working towards address language barriers by considering student/family home language prior to message receipt.

Portal

1. **How do staff get a portal login?**
 - Email collegebound@wsac.wa.gov with your name, title, school, district, and phone number to request College Bound Portal access.
2. **What does “Unmatched” mean in the College Bound Toolbox?**
 - It means we haven’t been able to match a student’s College Bound application with their FAFSA. This should only pertain to your seniors.
3. **When should schools update student contact information?**
 - Schools should update student contact information monthly. Any new information that is uploaded will be added to the portal at that time.
4. **What if we don’t have information such as student cell phone number?**
 - You can just upload what you have and add as you acquire more information. Uploading monthly will catch any new information added by the district.
5. **Is the Bad Address list primarily focused on the PHYSICAL address of students?**
 - The address entered should be the student’s mailing address.
6. **What if the student is listed on the “Bad Address” list, but the address is correct?**
 - First, be sure it is the student’s mailing address and not the physical address (should it be a PO Box?). If so, you can try deleting the entire address, re-entering it, and saving it. If that

does not remove the student from the “Bad Address” list, please contact our office for assistance.

7. How do I update addresses in the portal?

Step 1. When logging into the Toolbox, click on *Bulk Update*, then click on your hyperlink to access our fillable download. This download is what you will upload once you have all your student information updated.

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

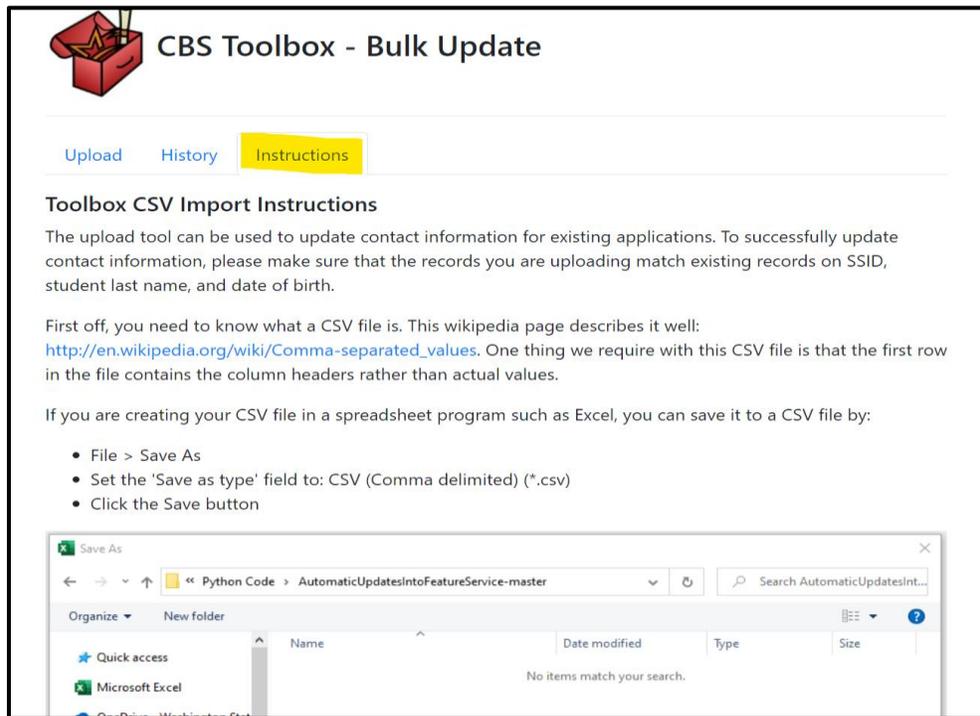
Step 2. You can then download a list of your students with a bad address in the Toolbox by clicking on *View My Lists* and filtering the data set to show all your students with a bad address and clicking on *Download Results to CSV*.

- This would be the second sheet that you’ve downloaded, but the only one with data in the fields.

Step 3. Copy and paste your list of student information from Step 2 onto the empty download you got from Step 1. You can now delete the CSV file from Step 2. It is no longer needed.

Step 4. 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 (click on *Bulk Update* and it'll be the third tab). Otherwise, your file won't upload successfully and will need correction. Unfortunately, we cannot do the upload for you.

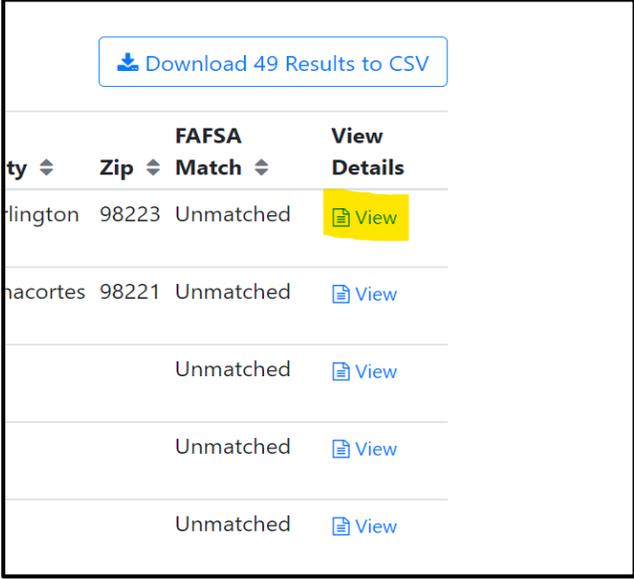


Step 5. Once you've made all your changes, you can upload the file onto our Toolbox by going to the homepage and clicking on *Bulk Update*, and then finding your excel CSV file from Step 1. To submit, click the blue *Upload* button (for reference, look at the image under Step 1).

This process can take some time, especially if you have many students on your bad address list as you'll still need to verify their current address or enter their new address information, line-by-line. The Bulk Update Tool is meant to update all information fields for all students at once, but the individual student information still needs to be entered into the template line-by-line for the tool to work.

The second way to update students' bad addresses is by selecting the *View* button to the right of your student's name when you click on the *View My List* button and see your list of students with a bad address (Step 2 from above). This will take you inside the student's application and

allow you to make edits. This way of updating students' bad addresses is better suited for those schools with only a small number of addresses needing an update, but it is all up to preference.



The screenshot shows a table with a header row and several data rows. At the top of the table area is a button that says "Download 49 Results to CSV". The table has four columns: "City", "Zip", "FAFSA Match", and "View Details". The first row shows "Kingston", "98223", "Unmatched", and a "View" button which is highlighted in yellow. The second row shows "Macortes", "98221", "Unmatched", and a "View" button. The following three rows show "Unmatched" in the "FAFSA Match" column and a "View" button in the "View Details" column.

City	Zip	FAFSA Match	View Details
Kingston	98223	Unmatched	View
Macortes	98221	Unmatched	View
		Unmatched	View
		Unmatched	View
		Unmatched	View

Find answers to our most frequently asked questions in the [Bulk Upload FAQs](#).

College Bound Regional Officers

- 1. Where can I find contact information for my College Bound Regional Officer?**
 - You can find their region information as well as email and phone number [here](#).
- 2. Are the Regional Officers available to train support staff on how to use the College Bound portal?**
 - Yes.