

PowerSchool Naviance PowerUp Questions

Wednesday, October 9, 2024

11 a.m. & 2 p.m. ET

****Note**** Questions below are from both sessions

Q: Can you explain how to send college specific letters of recommendation? What is the best way to do that?

A: The student or counselor would need to request a specific teacher for a specific college - then the letter of recommendation will only be sent to that college - teacher desk resources: <https://ps.powerschool-docs.com/naviance/latest/teacher-desk>

Q: Can you tell me how many years the of data the middle 50 percents of acceptance data like GPA and test scores represent? They are often very different from the actual statistics on the college's admissions website. Follow-up: I am referring to the sliding scale with national and school based middle 50 percents where the students see if the college is a Reach, Match or Safety.

A: If you are referring to the scattergrams data, it is based on the start year that was entered into your Graph Options in the preferences section, under setup. (Setup >> Preferences >> Graph Options >> view all settings related to Scattergrams). Follow-up A: This information comes directly from sources outside of Naviance, such as O*NET & IPEDS. The colleges directly report their data to these sources which then update in Naviance. Colleges can also access Naviance directly and update this information. We rely on the data that the colleges report.

Q: Can you please send pricing to those who attended the webinar?

A: If you are interested in learning about training/pricing options, please send us your email address and I'll reach out to get a call scheduled to connect.

Q: Will counselors be able to see PowerBuddy on the student end to see what they are seeing?

A: At this time, if you have it turned on it will only be available via the Demo Naviance Student. There is additional functionality being released within this calendar year for tracking specific chat interactions. All data and resources in PowerBuddy come from the Naviance solution and doesn't bring in outside information. To turn on PowerBuddy, log into a school site >> Connections @ the top >> Naviance Student >> Select & Update Optional Features >> check the boxes for PowerBuddy.

Q: What is the difference between digital portfolio and the resume section?

Digital portfolio and resume are similar -- but resume can produce a PDF document, more like a formal resume. Portfolio is digital and can include videos, documents, etc. (multiple types of materials). We are working on a revised resume tool (updating it), and resume will soon talk to Portfolio and Portfolio to Resume (i.e., things put in resume will go to Portfolio and vice versa). Portfolio also has a feature that allows students to list competencies/skills that match their entries ... these competencies/skills appear in the "Career" section of Portfolio and show students how far along they are in terms of aligning their current competencies/skills with their desired post-secondary career path.

Q: Is there a way for multiple counselors to have the ability to submit transcripts for a student? Currently only the assigned counselor in Naviance can send.

A: Yes, multiple counselors can send the transcripts for a student. If counselors are not able to send for other students, they may be restricted to their assigned students. This can be identified by looking at the staff user profile and seeing if the button is selected for "User can view data for assigned students only." (log into school site >> gear icon in top right >> Setup >> User admin >> edit to the left of the name >> scroll down to see the checkbox we're referring to). If this is not what you are experiencing, we recommend opening a case with Support so that we can investigate further.

Q: Is there any way to shut off the feature that defaults all colleges to applying via common App.

A: Unfortunately, there is no way to remove the default. If the college receives Common App applications, it will default to CA and if they do not receive apps via CA then they will default to direct to institution. CA colleges can be updated when add the college and they can also edit if they change their mind. If you want students to apply direct to institution (versus CA), please communicate this to the student and have them refrain from adding that college to their list in Common App.

Q: What is the best way for an outside recommender to send a letter? (IE a coach not in the district and not on Naviance). In the past, I thought students could invite them directly through CA, but students are saying they are receiving an error doing it this way.

A: There is a Invite Other Recommender button in Common App that will allow outside recommenders to submit. If they are having issues with this button, the student should contact Common App support. Please also refer to the recording and slides for this PPT for a more detailed response to this question (including options for teachers who have left the district).

Q: Is Match part of our subscription?

A: Match powered by Concourse is a feature available for all Naviance users. All you have to do is enable the feature for students by going to Connections > Select and Update Optional Features > Click the boxes beside grades 11 and 12 for Match powered by Concourse and click Update features. The Help Center has more information on Match.

Q: Where can PowerBuddy be found on the student end? I enabled it and can't seem to find it.

A: As a staff member you can only see it in the Naviance Demo Account. You will not see in the "view as a student" option. The icon is a P with an eye inside of the P and it will be found right next to the heart icon in the student side. BUT, if you do not see PowerBuddy within Connections @ the top >> Naviance Student >> Select & Update Optional Features ... then it's likely that PowerBuddy is not turned on at your school or district level for users. You can check user permissions for PowerBuddy by logging into the District and then the school: Gear Icon in top right >> Setup >> User Admin >> Manage Roles & Rights >> check the role and whether they have the ability to administer PowerBuddy.

Q: I can't find Mange Roles & Rights

A: If you do not see the option for manage roles and rights, please reach out to your CSM or the Support Team – or check with admin at your school/district. These are permissions that need to be updated within your account. (see previous question for the path to update your permissions).

Q: I do not have these permissions and do not have the ability to manage roles or permissions.

A: See previous two responses.

Q: The view AchieveWorks intelligence results is part of our subscription - correct? I wouldn't be checking something that we would have to purchase - correct?

A: Correct.

Q: We've been getting an error "500 Internal Server Error" when I try to sort by College Deadline. Is this a known issue, or is this something specific to us and our IT?

A: Please contact support regarding this issue as it will need to be reported to our product team.

Q: Is there a way to view Application Manager filtered by counselor? I may have missed it in Advanced Search.

A: Yes, you can go to advanced search and the fourth option from the top will give you a drop-down menu of the list of counselors at your school

Q: In the Application Manager, can you sort by College Deadline?

A: No – but you can create a reports 3.0 that allows you to sort by deadline or filter by those upcoming deadlines (ex. 30 days until deadline, 60 days until deadline, etc.)

Q: Is there a tutorial I can show a class of seniors that are about to apply that takes them step by step through all tasks they will perform to apply to a school?

A: there is student facing video under College Planning on how to match their accounts:

<https://www.powerschool.com/naviance-resource-videos/> more videos will be added to this site for resources for both staff and students. You can also log into Naviance >> question mark in top right >> CCLR Toolkit >> Videos

Q: I do not see the “Pending” category for teacher recommendations-can you go over that again?

A: These are all the categories for teacher recommendations: <https://ps.powerschool-docs.com/naviance/latest/teacher-desk#TeacherDesk-LetterofRecommendationStatusTypes> and what they mean. There are four statuses - requested, in progress, submitted, or canceled.

Q: Do you have to make a new report every time information is added to this document?

A: We recommend building a report initially and then pressing “Save” in the bottom right-hand corner. You can access it moving forward under Analytics @ the top >> Reports 3.0 >> Custom Reports.

Q: I'm looking for a tutorial for students on this is how to request a LOR, add schools, apply and link with common app.

A: We will add this to our video list to build out! we will make sure to share once these are live - we do have a student-facing help center quick guides on the recommendation process and application process, which includes step by step images - <https://ps.powerschool-docs.com/naviance-student/latest/college-application-tools>. For the videos, log into Naviance >> Question mark in top right >> CCLR Toolkit >> Videos >> there are already a few student-facing videos.

Q: Can you share a custom report with other users?

A: This is in the works with our product team and should be released soon.

Q: I always have to get a verification code in order to view my reports. Can I turn this off?

A: This is a new feature to ensure secure access to your school/district's data. It should not require you to wait for a code every time you access reports.

Q: If I am a new counselor to Naviance, what are your recommendations on where to start. My questions include:

- **How to guide students on LOR**
- **What do I need to do on my end w/LOR, Transcripts?**

A: I would share https://ps.powerschool-docs.com/_attachments/947290327/Letters%20of%20Recommendation%20Quick%20Guide.pdf?inst-v=5aa949de-4892-45ac-8a0f-e97ee6d4125b - the letter of recommendation process is very straight-forward but I would recommend they request letters for specific teacher for specific colleges to reduce any mistakes and to go back and check the Letters of Recommendation section Naviance for status updates. I would also direct staff to log into Naviance and try things out as a student in DEMO NAVIANCE STUDENT (green button) and also check out the CCLR Toolkit >> videos under the question mark in the top right. We also recommend additional training/consulting hours.

Q: I'm in College Application Tools and eDocs Settings, under eDocs Setup and Common App Integration. eDocs status, Common App Integration Status, and Update Active Applications List Status are all ON but not updated. How do I get those updated?

A: The Not Updated will just show if any changes were made for these settings for this school year. It is okay for it show not updated if there are any changes you need to make. Naviance ensures your settings remain the same year-over-year.

Q: I am receiving an error submitting a school report for a student in my school: CA Error 422.116: You are not authorized to submit this form. This applicant's current high school is associated with a different partner.

A: The student can log into their COMMON APP account and update their high school to the correct selection. Once the correct high school is selected the failed materials can be submitted from Naviance. If the issue is not resolved using the workaround, please reach out to Naviance support. (We recommend having the counselor try again after the student changes the school in CA ... even if the school is correct the first time in CA).

Q: Is there any way to do a bulk CA report for attaching to things like Q1 (optional) grades, or midyear/final reports? Clicking and just changing "Has anything changed" to no for every kid is time consuming.

A: Only transcripts such initial, midyear, final, optional 1 can be uploaded in bulk. Report cards, interims cannot be uploaded in bulk. We are working on a bulk-send eDocs functionality. More to come.

Q: Isn't that override/reupload only true if you don't close your upload out?

A: Here's how it works with an example: If you do a mass upload of initial transcripts >> then send off initial transcripts for half the students >> you can go in and REDO a mass upload of all initial transcripts ... the transcripts that have NOT yet been sent off to the colleges will update with the NEW transcripts.

Q: Teacher LOR's: We have our counselors send the teacher letters vs. the teachers doing that.

A: As long as the teacher as completed their recommender profile and prepared their letter there should be no issues with submission on behalf of teachers. We recommend having teachers send directly (the permission for teachers to be able to send directly is within Gear Icon in top right >> Setup >> User Admin >> Manage Roles & Rights >> under the sending recommendations section. As a best practice, we recommend teachers submit letters directly to take the onus off counselors.

Q: Where do you access submitting a counselor recommendation?

A: The counselor recommendations can be found in the eDocs >> Prepare tab >> Counselor Documents.

Q: I have noticed, we use Clever, and any accounts that aren't active in our SIS will roll over every night, so this alias account fix won't work unfortunately.

A: We recommend using the Invite Other Recommender button located toward the bottom of the Recommenders and FERPA page the student's Common App account. The student should only receive the error if they are using the Invite Recommenders button.

Q: The SIS configuration check will roll the alias out of the system.

A: See above.

Q: I'm asking about the Report that has to be attached - not the documents run by the school. The forms that we have to update and attach each time - once we've mass updated any info (GPA, what grades attached) - are repetitive and there is literally nothing different and I have to go through 200+ and just click "save" at the end.

A: Yes, only "school documents" apply to all students. At this time, this would be an enhancement request. I recommend you add this to the ideas portal in PowerSchool Community. (Log into Naviance >> Question Mark in top right >> PowerSchool Community >> Ideas).

Q: Our counselors do not use the transcript request manager, we use a shared off line google form that our students use to enter the name of their college once they apply (it includes the due date and the two teachers they ask LOR's from.

A: Yes, this is an option some schools use. Do you have question on this specific workflow?

Q: For teachers who retired/left the district, we can upload the LOR using the separate teacher account but can you review how to complete the Common App Teacher Eval? Do students send them the psd from CA and then we upload it/fill out in Naviance?

A: The Teacher Eval will have to be completed in Naviance, and the counselor (or person logging in to upload the letter) can complete this.

Q: If a student does not hit submit for a specific college (they decided not to apply), but you've already uploaded the secondary school report/transcript, will that school still receive that report?

A: The schools do not receive any documents until the student submits their application in Common App.

Q: I DO have to submit a code EVERY time I ask for a report. I just had to do it 3 times. Can I turn this off?

A: This should not happen EVERY time in should happen once every session you log in for the first time. I recommend you open a case via PowerSchool Community

Q: These slides will be sent to us, correct?

A: YES!

Q: Is it possible to send one counselor letter to a college where a student is applying ED and a different one to the RD colleges?

A: All colleges listed under Common App will receive the same application materials (counselor letter, optional reports, etc.); the only differentiation in CA is the teacher LORs (which students select which teachers' letters go where). If you would like to send different counselor letters, this could be done for the non-Common App colleges. This is a CA workflow.

Q: How do we confirm who our assigned EIC is?

A: EICs do not typically work 1-1 with all schools that partner with Naviance but we can be requested through the Customer Success team to meet to review/answer questions. Please submit this form:

https://help.powerschool.com/t5/Contact-PowerSchool-Customer/ct-p/Customer_Success_for_Self_Service to get connected with Customer Success.

Q: How do I open a Support Ticket?

A: Log into Naviance >> Question Mark in top right >> PowerSchool Community >> Open a Case.

Q: I do not see App Deadline in Days: 30 in my Filters [when creating a Reports 3.0 report].

A: Try refreshing your Reports 3.0 and logging back into that screen. This should do the trick!

Q: Our school/business manager is considering feasibility/utility of renewing our Alumni Tracker subscription for next school year. If we opt, not to renew it for next school year and we receive a request for transcript to be sent to a school a graduate is transferring to a couple of years down the road, will we still be able to send their transcript? Is there a way to have the HIPAA release students sign in the Common App, tied directly to the Naviance platform, in the cases we need to send transcripts for students years past their HS graduation?

A: Alumni access to Naviance has nothing to do with Alumni Tracker. You are able to send transcript and application materials on behalf of Alumni as long as you maintain an active Naviance subscription. The Alumni Tracker is a partnership with the National Student Clearinghouse where you can pull post-secondary enrollment data for the purposes of tracking/monitoring attrition, matriculation, etc. It's a great resource to see in aggregate – and individually – how students progress through post-secondary institutions (including graduation rates, specific degrees, etc.).

Q: All [of these resources within the Naviance CCLR Toolkit] is on my Naviance?

A: Yes, log into Naviance >> Question Mark in top right >> CCLR Toolkit.

Q: How do I turn on/access PowerBuddy?

A: A: At this time, if you have it turned on it will only be available via the Demo Naviance Student. There is additional functionality being released within this calendar year for tracking specific chat interactions. All data and resources in PowerBuddy come from the Naviance solution and doesn't bring in outside information. To turn on PowerBuddy, log into a school site >> Connections @ the top >> Naviance Student >> Select & Update Optional Features >> check the boxes for PowerBuddy.

Q: Do you have any examples of what a portfolio looks like to those the students share it with?

A: You can create a link for yourself and paste it into a browser to see what it would look like on your end! Log into Naviance >> green Demo Naviance Student button >> add things to your Portfolio and then find the share link. The share link may not be viewable until this permission is turned on within Connections @ the top >> Naviance Student >> Select & Update Optional Features >> Scroll to the "About Me" section >> turn on for grade levels ... then go back to your Demo account >> Change the grade in the top right from "Demo" to grade 12 for example ... test it out!

Q: We have a senior who has been with us all four years. My counselor received the following message: CA "Error 422.116: You are not authorized to submit this form. This applicant's current high school is associated with a different partner."

A: The student can log into their COMMON APP account and update their high school to the correct selection. Once the correct high school is selected the failed materials can be submitted from Naviance. If the issue is not resolved using the workaround, please reach out to Naviance support. (We recommend having the counselor try again after the student changes the school in CA ... even if the school is correct the first time in CA).

Q: Are you guys going to change the one and done?

A: Naviance will not be changing the one-and-done. This is a Common App feature we had to align with in 2021 in order to meet our partnerships needs. If students do not want to apply one and done, they can also apply direct to institution – instead of Common App – and both you and the student can submit materials directly to that particular college/university.

Q: Could you go over how to upload an "outside of my school" teacher recommendation for a student?

A: Yes! Please see the slides in the Best Practices section, re: requesting a letter for teachers who have left the district.

Q: Where can we pull the reports from in eDocs?

A: Reports 3.0 is a great place. Please refer to the slides on step-by-step instructions.

Q: Do teachers now get a notification of student's college deadlines?

A: Teachers get a notification when a letter of recommendation has been requested but at this time they do not get additional notification emails as a deadline approaches. We recommend monitoring these within Quick Links >> Teacher Letter's of Recommendation or pulling a Reports 3.0 report regularly.

Q: What are the benefits for students and school staff of using Naviance rather than just Common App for managing college applications?

A: Utilizing Naviance to manage college application paperwork enables your students and staff to have a sort of "one-stop shop" for Common App applications as well as those higher education institutions that utilize Parchment or Scribbles for paperwork. By using Naviance, the students/staff don't have to utilize significantly different workflows and work through multiple web sites/processes to ensure paperwork is submitted.

Q: Where is the Match?

A: Match needs to be turned under Connections >> Naviance Student >> Select & Update Optional Features >> Match by Concourse will be by the bottom of the Colleges section - recourse site: <https://ps.powerschool-docs.com/naviance/latest/set-up-naviance-for-districts#SetupNavianceforDistricts-MatchpoweredbyConcourse>

Q: Can I see what the teacher LORs are due?

A: Yes you can review this via the Teacher Recommendations via Quick Links.

Q: How can I resend a letter of recommendation if I accidentally sent the wrong letter?

A: If it is a Common App application there is no way to remove the wrong letter, but you can send the correct letter using the CA Optional Report. The report will also be one-and-done and it serves as a cover sheet and provides you a place include a note.

Q: Is there a way to filter the students by counselor in [Reports 3.0]?

A: Yes! Just add this as a filter, or add the "Counselor" column when creating a report.

Q: Is there any talk about going back to having a FERPA on Naviance instead of only Common App? It is very confusing for teachers when a student is not using Common App.

A: This is not currently in our 24/25 Roadmap but I recommend upvoting this idea:

<https://help.powerschool.com/t5/PowerSchool-Ideas-Portal/ct-p/PowerSchool-Ideas-Portal> (you must be logged into PowerSchool Community to up-vote. We will make sure to share this information with our product team!

Q: Where can you locate and run these reports?

A: You will find the reports by going to Analytics >> Reports 3.0 >> filter for Colleges & eDocs.

Q: How are you verifying a Counselor report is really needed? Many schools require either a Teacher or Counselor letter -- not both.

A: This requirement will be displayed in the college details section in the eDocs send tab. It will indicate Required: Counselor Rec. This is information that we get directly from Common App.

Q: How do I check permissions?

A: Log into Naviance >> gear icon in top right >> Setup >> User Admin >> look at the role you're curious about >> click "Manage Roles & Rights" on the left >> here you can see a list of all permissions and whether they're on/off >> press "manage" to the right of a specific role to update that role. If you do not have this ability, please check with your school or district Naviance go-to.

Q: Does this also update the deadlines? Or can it? The deadlines do not update.

A: We can submit this to our product for further review since they should be updating automatically. Can you provide the name of a college as an example? If you have any deadlines are need to be updated and they were not automatically update please send a message to our team by going to the colleges name on the staff side, you will see Colleges Options section on the left-hand side and there is an option called request update. You will be able to submit a request directly to the team that manages college profiles.

Q: Is this for everyone, CPS may not be seeing some of these because it was set up at the district level, will this be correct?

A: That is correct. If your roles/permissions are configured at the district level, then you may not be able to see some of these features.

Q: I cannot see Preferences or User Admin under setup.

A: If you do not have this ability, please check with your school or district Naviance go-to. These permissions need to be updated within Gear Icon in top right >> Setup >> User admin >> Manage Roles & Rights (either at the school or district level depending on your role and where it is managed).

Q: Can we add our counselor name as a teacher LOR and upload an outside letter that way while still uploading our own counselor letter?

A: We recommend NOT adding a counselor name to the list of teachers. If a student selects their counselor from the list of teachers to write teacher LORs, then the counselor letter will be submitted as a teacher LOR. We recommend monitoring the "Counselor Letter" required pill within eDocs >> Prepare tab to see if a counselor letter is required ... if it is, we recommend you upload your letter via eDocs >> Prepare >> Upload Documents.

Q: I do not have the multiple transcript manager.

A: This is due to permissions. Please check with your school/district admin to update your permissions. They can update this by logging in >> Gear icon in top right >> Setup >> User Admin >> Manage Roles & Rights.

Q: Is PowerBuddy an extension your school has to purchase?

A: There are levels of PowerBuddy the one currently available is free for all of our users! We will be launching enhanced versions for an additional cost at the beginning of 2025

Q: Would you all be able to curate all of the helpful questions and answers that would have overarching applications for all schools from both webinars out to attendees?

A: Yes – here it is!

Q: Do you mind going over how students can delete a CA in Naviance?

A: Students can log into Naviance >> Colleges @ the top of the screen >> remove (they'll need to also remove this college from CA).

Q: After we submit the transcript to colleges, how long does it take for them to receive it?

A: Transcripts will be submitted when the student has submitted their application to the college (this is for CA schools); it should be automatic for non-CA colleges.

Q: We just had a college complain they didn't receive it for 2 weeks even though we had checked everything on our end.

A: You can check the exact status timestamp etc. under eDocs - Submission Status. I would always include a screenshot of this information and send it to the college.

Q: Back in the 3.0 template - under manage columns, I don't have Student Name as an option - should I have this somewhere? or is it named something else?

A: Please try refreshing Reports 3.0 – this should fix it!

Q: Does it look bad if I say student did not apply? Is there another way to remove a school for a student?

A: No – it just is a way to track this in the system.

Q: Can you send the webinar recording from both sessions to all attendees of either, please?

A: Yes.

Q: I did successfully export the College Applications Student Detail report, but how do I make it look as nice as Dana's was :)

A: You can export to excel and then use the templates to adjust how it looks!

Q: What is the next session on?

A: Today's next session is at 2 PM EST and it is on the same topic as today. You can find the full list of topics/registrations: https://powerschool.zoom.us/webinar/register/WN_5ftpJ7CKTKSW7wf3-3JJAQ#/registration

Q: I tried to turn on Match powered by Concourse in the District setup by it is not showing up as an option?

A: You first turn it on the district and then you will have to go to the school site, since it is site specific and select Connections >>Naviance Student >> Select and Update optional feature - if you share your school district/state I can look into the setup.