

Career Cruising FAQs

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1. Will using Career Cruising meet all the requirements of ACPs?

No. Career Cruising is an electronic tool to be used by school districts as part of their overall ACP service delivery. The focus of ACP should be on the process to build relationships that inform, support and mentor students through activities and experiences that help them to plan for their educational, training, and career goals after high school.

2. When will my district be able to access Career Cruising?

Career Cruising is now working with interested school districts to get them onboarded. See <http://dpi.wi.gov/acp/wicareercruising#Onboarding Process> for more details.

3. When will DPI begin paying for Career Cruising?

DPI will begin paying for the Career Cruising state contracted features in all public school districts that are onboarded to Career Cruising, by **November 15, 2016**, for the 2016-17 school year. Districts onboarding after **November 15, 2016** will be covered for school year 2017-18.

4. Will my district be required to use Career Cruising?

No. Career Cruising is an optional choice for Wisconsin public school districts. Districts are welcome to contract and pay for any system they desire as long as the components of a quality ACP are included.

5. Is my school district required to provide an ACP software system?

Yes. According to [Administrative Rule PI 26.03\(3c\)](#), ACP services include providing each pupil in grades 6-12 with "Access to an academic and career planning software tool that allows pupils to engage in career exploration and career planning and preparation."

6. Can private schools and independent 2r charter schools access Career Cruising?

DPI does not have statutory authority to require ACP services in private schools and independent 2r charter schools, therefore they do not fall under the state ACP software system contract. Under [Wis. Stat. § 115.28\(59\)\(b\)](#), DPI must procure the ACP software "to be used by school districts to provide academic and career planning services..." Private schools and independent 2r charter schools are not school districts or operated by school districts, and therefore, are not covered by [Wis. Stat. § 115.28\(59\)\(b\)](#). However private schools and independent 2r charter schools interested in the ACP process are welcome to access and use the materials on the [DPI ACP website](#).



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7. Why aren't school districts reimbursed for their own selected ACP software system?

Wis. Stat. § 115.28(59)(b) requires DPI to "Procure, install, and maintain information technology, including computer software, to be used statewide by school districts to provide academic and career planning services to pupils in grades 6 to 12." This wording restricted DPI flexibility for use of the allocated funding.

8. When will my school be required to access or use Career Cruising?

Career Cruising is an optional choice for districts. Districts are welcome to contract and pay for any system they desire as long as the components of a quality ACP are included.

If a school district determines it will access and use Career Cruising, then all students, grades 6 to 12, will be required to use it beginning in the 2017-18 school year.

9. Why does Career Cruising need the Wisconsin Student Number, also known as the WISEID?

The ACP software procurement specifications require a unique, statewide identifier for user account provisioning, interfacing with the local school district Student Information System, and compiling disaggregated data for state reporting. According to Assistant State Superintendent, Kurt Kiefer, DPI requires all third party vendors to use the Wisconsin Student Number, also known as the WISEid, as this primary identifier when transmitting records between the district, the vendor, and DPI. This is standard procedure with all statewide vendor data protocols, and this number will not be displayed in the software to students or staff using the system (unless staff are designated with administrative rights).

10. How do students save previously completed work, from WISCareers CareerLocker or another software, into Career Cruising?

School districts transitioning from WISCareers - CareerLocker or other software to Career Cruising in the next school year may have students who wish to save a copy of their portfolio along with other completed work (e.g., resumes, letters of reference, completed class assignment artifacts). Here's how we suggest those students save and transfer their information.

- Download and save a file copy of the CareerLocker (or other) portfolio and any other important documents/assignments. If download functionality isn't available, print a copy of the portfolio and/or documents and scan/save them into an electronic file format (Word, PDF, etc.).
- When students have access to their Career Cruising ACP/Portfolio accounts, they have several options for uploading these documents into their accounts:



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- Go to the **My Files** section of the Career Cruising ACP/Portfolio and select the **Upload a File** option. Upload saved copies of the portfolio and other documents.
 - Go to the **My Journal** section of Career Cruising and upload the saved portfolio and documents. The **My Journal** section is an ideal place to save documents because students have the ability to add identification titles and annotate the documents they're uploading.
 - Students can also upload these important documents/assignments as attachments to specific activities or accomplishments in other areas of the Career Cruising ACP/Portfolios. For example, if a student has a certificate or award document saved from CareerLocker, they could attach that certificate to the **Awards & Certificates** category in the **My Activities & Experiences** section of their Career Cruising accounts. Another example would be saving letters of reference into the **Volunteer Experience** or **Work Experience** sections of the **My Activities & Experiences** section of their Career Cruising accounts.
 - If students choose to save their CareerLocker (or other software) documents to another website, they can add a direct link to that website in their Career Cruising account using the **My Links** section of their Career Cruising ACP/Portfolio homepage.
- Counselors and Teachers with access to the Career Cruising Career Advisor Management System (CAMS) at their schools will be able to view and review any portfolios and documents that students save and upload to their Career Cruising accounts.

11. What is the maximum storage capacity in Career Cruising for Wisconsin students?

As part of the DPI and Career Cruising State Agreement for the ACP, Wisconsin students will have access to 500MB of storage. The usual amount is 10MB, so this is great added value!

12. How will the Credentials eTranscripts Career Cruising feature work? What is the benefit?

Credentials Solutions is the eTranscript and eDocument (letters of reference) service included in the Career Cruising package, which is being made available to the Wisconsin school districts at no cost under the upcoming DPI/Career Cruising contract.

Through the use of Career Cruising's college application management tool, students can send their transcripts electronically through the Credentials Solutions delivery network. Credentials Solutions specializes in handling transcript processing for colleges and universities across the country and, more importantly, handles transcript processing for the entire University of Wisconsin System.

We currently have a list of "in-network receivers" that Career Cruising's service supports, and this list is growing. It includes the University of Wisconsin system campuses and a large number of universities that also support the Common App. **Note:** Just because a school is not "in-network" doesn't mean that the school can't be sent a transcript from within Career Cruising; it simply means



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that the school's admissions e-mail address needs to be identified before sending the transcript.

Credentials Solutions is currently working to bring all of Wisconsin's technical colleges "in-network" as well. If there are any colleges and universities currently not on the "in-network receivers" list that are important to your school and students, please advise your Career Cruising implementation manager and efforts will be made to include those schools. At present time, the Career Cruising eTranscript service does not link with the Common App, but this is being investigated for the future.

13. Where can I, as an educator or administrator, find out more about the ACP?

Please visit this website - <http://dpi.wi.gov/acp>

14. What are the steps to merge an "old" Career Cruising account to a "new" account? If a student has transferred to another district and wants to keep their existing ACP information, what do I do?

- Using your Career Cruising administrative account (CAMS), locate the student's "new" account in the **Student List**.
- From the **View/Action** drop-down menu next to the **Student Name**, select the **Merge Portfolios** option.
- Enter the student's "old" **Username** and **Password** in the fields provided. The student may know their login details. If so, great! If not, please contact the student's original school for the information. Career Cruising can also try to retrieve the information for you, but this would require the student's first name, last name, and the "old" school name.

15. What about elementary students? Is Spark K-5 included?

The ACP agreement covers students from grades 6-12, so the Career Cruising elementary Spark! K-5 program is NOT included in the DPI agreement. For more information on Career Cruising's K-5 program, please reach out to aubreyb@careercruising.com and she'll be happy to help you!

16. What are Portfolio Completion Standards? Are these mandatory or tracked?

Please refer to the [Career Cruising Recommended Portfolio Completion Standards](#). These are the default recommended completion settings; they're not mandatory or mandated by DPI. In the Career Cruising school administrative portal (CAMS), educators will be able to access completion reports even though they're not tracked by DPI. We recommend using these reports to improve



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usage of the program and help guide users. Districts and/or schools that wish to remove the default settings to implement their own can do so. Please contact clientsupport@careercruising.com to remove or revise the default completion standard settings.

17. My school had scattergram results from Naviance or another vendor. Can we import these directly into Career Cruising?

Unfortunately, it's not possible to import historical data that schools/districts may have had using other vendors (such as Naviance). The work-around is that we could import your past students as active students one time to get them into the system. They would then appear on the Scattergrams Outcomes list, which allows you to manually plot scattergram data for your current students.

18. For the Credentials e-transcript services, what happens with graduated students?

As long as the person still has a portfolio (ACP) in Career Cruising, the high school can process a transcript request for them, even if they've graduated.

19. A software vendor has solicited us (the school district) regarding connecting data in our SIS (Student Information System), ACP (Academic & Career Planning) Software, and/or other data systems. How do we know if they are approved by DPI?

DPI does not approve or endorse any software applications, other than the ones procured by DPI through the state procurement process. Additional software that a school district chooses to purchase and use is entirely up to the district.

Regardless of function, all vendor software must address the issues of data privacy and security. Any software that relies on data transfer activity would be predicated on the following key conditions.

- Data must be secured at all times with encryption, while at rest in one database like the hub, as well as in transit as it moves between the district's chosen software applications.
- Assuming the District has agreed to allow the data to move in such a manner through the API, the District must sign agreements that specify how that transferring data is to be secured as it moves and how the data may be used – for very specific, limited purposes.
- Another key privacy condition that must be maintained – and which is also required simply from a functional perspective – is that any software vendor who wishes to have the data created and managed by their customers, i.e., school districts, and traverse their way through WISEdata, must go through a rigorous certification and validation process prior to being eligible to use the WISEdata API. We have certified about 10 student information system vendors to date.



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DPI is continuing to work on the WISEdata API (or application programming interface) which allows data to move securely between districts and the hub located in the state data center behind the state firewall. In turn, it is anticipated that at some point in the future data could move from the hub to other software applications a school district uses. In other words, a district might use their student information system as their single point for gathering and managing student specific details about their demographics and other directory information which could then also be migrated into another software application of their choosing without having to manually re-key those data. It would be an efficiency gain for the district as well as a way to improve the quality of their data by managing it in only one place.

The DPI recommendations and resources for school district guidance on data privacy and security can be found here: <http://dpi.wi.gov/wise/data-privacy>.

20. What is the educator password recovery process like at Career Cruising?

To better protect your account, Career Cruising has developed a secure mechanism for password recovery. **Effective September 19, 2016**, educators' passwords will be encrypted and not visible in the Career Advisor Management System (CAMS).

You will retain full control of the security of your account. The Career Cruising Client Support team will no longer be able to confirm educator passwords via telephone or email because the passwords will not be visible to Career Cruising staff either. **If an educator forgets their password, the only action is to reset it.**

This secure mechanism for password recovery involves a few functional changes, including:

New Wisconsin Login URL for Educators:

Effective September 19th, 2016 the new Wisconsin-specific URL for educators will be www.careercruising.com/acpschool. You will be re-directed automatically.

Ability to Reset Educator Passwords:

Educators will be able to reset their own password through CAMS. When resetting their password, educators will receive an email with a **unique one-time link that will expire in 48 hours**.

How to Add Advisors in CAMS:

When creating a new advisor account, the new advisor will receive an email notification with their login information. The advisor will be able to reset their password.

How to Edit Advisors in CAMS:

The advisor list will no longer display educator passwords. From the advisor list, the educator can reset a password by clicking the "Reset" link. The link will contain instructions on how to create a new password.



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As an additional note, it is highly recommended that IT staff whitelist all emails coming from careercruising.com so staff don't get Career Cruising emails blocked by their filters.

21. How do students transfer their accounts between regions or schools?

If a student has an existing Career Cruising account, it can be transferred to a school in a different region if that school has a Career Cruising subscription. This action must be completed by the student.

To transfer their account, ask the student to:

1. Log in to careercruising.com with the new school's basic username & password and click **Sign In**.
2. Click **Log Into My Plan** and enter the personal username and password used at their former school. This will transfer their existing account to the new school's account.

If the student does not remember their username and password, ask them do one of two things:

1. Use the **Forgot My Username/Password** link on careercruising.com to retrieve login information via email. Please note that the email address must be the same address that is saved to the student's profile.
2. Contact their former school's counseling department to obtain the login information.

22. How long can a student access their Career Cruising account after they graduate from high school?

Students can access their accounts for up to five years after they graduate from high school, as long as the school they attended has an active subscription with Career Cruising. The student's account will be set to **Inactive** to ensure they don't appear on current school reports.

If the school no longer has an active subscription, but the student is enrolled in another high school or a post-secondary institution with Career Cruising -- or if they're a patron of a library or Wisconsin Job Center with the program -- they have the option to reactivate their account under the new institution's subscription. [Contact Client Support](#) for more details.

23. What are eTranscripts and how can I get started?

We are happy to announce that through the use of Career Cruising's ultimate college application tool, students can send eTranscripts through the Credentials eSS delivery network. This secure online transcript exchange service is offered in partnership with a leading e-transcript provider, Credentials



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Solutions. Credentials is capable of delivering education records from any Student Information System (SIS) to any college or university worldwide. It is trusted by over 2,000 colleges and universities, and hundreds of thousands of individuals to deliver millions of transcripts and other education credentials each year.

WHAT IS CREDENTIALS SOLUTIONS?

As part of your subscription, you now have access to this powerful tool at no additional cost. To learn more about how electronic transcript delivery will work for your school, click on the link below:

https://public.careercruising.com/us/en/support/onboarding/scrip_safe/getting-started-with-scrip_safe

SET UP IS VERY SIMPLE:

1. Provide a School Profile and identify your school contact
2. Upload a small batch (10-20 transcripts) 'test' eTranscript in PDF format (you may need to install a print driver if your transcripts are not in PDF format)
3. End-to-end final set up test to ensure the product is set up and functioning as expected
4. Attend an online live instructional webinar to learn about your new product

HOW DO I GET STARTED?

Please send the following to your Implementation Manager for EACH high school to be set up:

Basic school and staff contact information:

- School Name:
- School Address:
- School Phone Number:
- School Fax Number:
- Main Contact for eTranscripts:
- Main Contact Phone Number:
- Main Contact Email:

Once we have this information, Career Cruising will send you information regarding the next steps which is to create a school profile page that will accompany each transcript that you send and upload a small 'test' batch of transcripts in PDF format.

By continuing with setting up eTranscripts, you acknowledge that Career Cruising has permission to share the students' transcript data that you upload with our transcript fulfillment partner as well as the destination colleges that you choose to send electronic transcripts to.



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24. What are the legal requirements for sharing data, such as transcripts?

The Wisconsin Department of Public Instruction reminds you that you can address District and End User student data sharing in the following manner:

1. If the District includes, in its [annual notification of rights required by FERPA](#), the following statement or similar "*Upon a request initiated by the parent or eligible student, the school will disclose education records without further consent to officials of another school or school district in which a student seeks or intends to enroll, or is already enrolled if the disclosure is for purposes of the student's enrollment or transfer.*" Then there is no additional need for written consent, as the conditions set forth in FERPA are met.
 - a. Resource to aid in the [Notification of Rights under FERPA for Elementary and Secondary Schools](#)
2. If the District does not include a statement similar to that in number 1 above, then a signed and dated written consent from the parent or eligible student is required to disclose the education records. Signed and dated written consent can be electronic and must;
 - a. Specify the records that may be disclosed
 - b. State the purpose of the disclosure
 - c. And identify the party or class of parties to whom the disclosure may be made. 34 CFR § 99.30.
 - d. 34 CFR § 99.30(d) states;
 - i. "Signed and dated written consent" under this part may include a record and signature in electronic form that -
 1. Identifies and authenticates a particular person as the source of the electronic consent; and
 2. Indicates such person's approval of the information contained in the electronic consent.