

# FREQUENTLY ASKED QUESTIONS - STUDENT DATA

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If your school or schools are not data-integrated and manage student data, this document helps answer some of the more common questions about student administrative features and functions in the CAMS tool. Feel free to contact Client Support at 1-800-965-8541, ext 2 or [clientsupport@careercruising.com](mailto:clientsupport@careercruising.com) if you have further questions.

## ABOUT TRANSFERRING STUDENTS

**Q. Why is my school not listed on the transfer option? Why is a certain school missing from the transfer list?**

A. Your school name will not appear on the transfer list because student portfolios which are currently in your school account would not need to be transferred to your school's account.

To answer the second part of the question, there are a few reasons that a school may not be listed on the transfer option. The most common is that the school is not a Career Cruising subscriber; therefore, there is no account at that school for the portfolio to be transferred to. If you know the school is a Career Cruising subscriber, it may not be linked to your school's account; in which case, please contact Client Support for assistance at 1-800-965-854, ext 2. After Client Support has added any missing schools to the transfer list, you will be able to transfer your students accordingly.

**Q. I've transferred all of my 8th graders to their high school; however, when I go to promote my 7th grade students, they are not showing up on the list when I click on the promote/graduate link. Instead, I am seeing students who are in a higher grade. How do I promote my 7th graders?**

A. It's possible to promote 7th grade students without promoting or graduating the students at higher grades. Click **Promote/Graduate Students** under the Student Administration box on the CAMS homepage. To bypass this grade level, do not select any students; click **Submit** and **OK** for the resulting pop-up for each grade level that you wish to skip, until you reach the 7th graders. Once you've reached your 7th grade list, you can promote them as usual.

**Q. I have a new student from a school that also uses Career Cruising, but their account isn't showing up on my student list. How can I transfer their account over to my school account?**

A. If the student already has an account, it can easily be moved to your school's Career Cruising account. Simply have the student login to Career Cruising using their new school's username and password. Then have them log in to their portfolio using the same personal username and password assigned at their former school. This will transfer their existing account to your school's account. If the student does not remember their portfolio username and password, you could have the student do one of two things:

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

**Q. My student is going to a different school outside of our district. How do I transfer their account?**

A. It's often easier to have the student transfer their own portfolio. We recommend that you first deactivate the student's portfolio so their account is no longer part of your active reports. You can let the student know that when they go to their new school, they can transfer their own account by logging into their new school's Career Cruising account. When they log in to their My Plan this will automatically transfer their account to their new school.

If you ever get a call from a former student asking what their portfolio username and password is so they can transfer their portfolio, you can search for the student by selecting **Search for Students** and typing in their name. Please note: If you've already deactivated the student from your active roster, you will also need to search for inactive students by changing the status to **Inactive**.

**Q. I accidentally transferred a student to the wrong school. How can I get them back to my school's Career Cruising account?**

A. Once a student's account is transferred to another school, you will not be able to view the student's My Plan. You can do one of two things:

1. Contact the school where the student was transferred to and ask their Career Cruising Administrator transfer that student's portfolio back to your school.
2. If you recall the student's username and password, you can transfer the student back by logging into your school account and then logging directly into the student's portfolio which will also transfer the portfolio back to your school.

**B. Can I still view a student's account that I've transferred?**

A. No. Once a student's account is transferred to another school, the student's My Plan is removed from your school list.

## ABOUT PROMOTING/GRADUATING STUDENTS

**Q. What should I do if I've accidentally promoted students who had already been promoted by someone else this year?**

A. In this case, you'll need to demote these students to return them to the correct grade. Select **Promote/Graduate Students** under the **Student Administration** box on the CAMS homepage. Then click the **Demote Students to the Previous Grade Level** link. Select the students who should be at a lower grade level by checking the box beside their name under the **Demote** column, then hit **Submit**. Be cautious when using the **Select All** option, as some of the students at the grade level may in fact belong there.

**Q. I've graduated my Grade 12 students and recently learned that some will be coming back to school next year. How can I get these student accounts back on my list?**

A. Students who have been graduated from Grade 12 will appear on the **Inactive** list as a High School Graduate. To move the student back to your list, use the **Search for Students** tool to locate a particular student account, then go to **View/Action** and select **Edit Profile** to update the grade level and change their status to **Active**. When searching for the students you've graduated, please

remember to select the **Status** criteria as **Inactive**, along with other criteria such as the student's username, first name, or last name, in order to filter out information from the school system's inactive list.

**Q. I've already promoted the entire class but I need to adjust the individual grades for a few students. Is there a way I can modify an individual student's account?**

A. Grade levels can be adjusted by editing the student's account directly. To do this, find the student's account either by clicking on **Search for Students** on the Advisor homepage, or by clicking **View Student List** under **All Students** or **My Students** on the homepage. Select **Edit Profile** under the **View/Action** column beside the student's name. Select the correct grade level on the student's profile and press **Submit**.

## ABOUT OTHER STUDENT ADMINISTRATION

**Q. I don't have time to take care of these student administration tasks for all of my schools. Is there an easier way to do this?**

A. We understand how busy you are, which is why we offer a student data update service for a school or schools wishing to update their student accounts in our system. For more information about this data upload service, please contact our Educational Consultants to learn about upgrading your subscription at 1-800-965-8541, ext 3, or via e-mail at [sales@careercruising.com](mailto:sales@careercruising.com).

**Q. I don't see the Transfer or Promote/Graduate links in CAMS. How do I get access to these features?**

A. There may be a couple of reasons why you do not see this function on the Advisor homepage. First, go to **View List of All Advisors** and check your advisor access type to make sure you have the top level of access: **Career Cruising Administrator**. If you're responsible for completing these student administrative tasks and require this level of access to the CAMS tool, you'll need to ask the Career Cruising Administrator assigned for your school to give you the access level you need. If you have the correct access level, but are unable to see the transfer link, this means this feature hasn't been turned on for your group of schools. Please contact Client Support for assistance at 1-800-965-8541, ext 2.