

# Xello and Common App integration

## How it works & FAQs

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# Benefits of the Xello and Common App integration

For students, the integration offers a standardized document request process. Whether students are making requests for Common App schools or schools that fall outside of the Common App network, they can submit document requests and keep track of all applications in one place – using the [College Applications tracker](#) in Xello.

For counselors and teachers, the integration streamlines document management and saves time by moving all Common App requests, profiles, and forms into Xello. This means counselors and teachers no longer need to toggle between Xello and Common App to support students' college applications – everything is under one roof, in Xello.

# Set up between Xello & Common App

The Xello & Common App integration is optional and included in your Xello for High School subscription. Your district or school can request to opt-in by contacting your District's Xello Success Manager or our Client Solutions Team at [help@xello.world](mailto:help@xello.world). Schools must opt-in prior to Common App's annual launch of their application season (August 1st).

# Xello and Common App integration

## Students and Common App

Students will continue to complete the majority of their application tasks directly in Common App, including building out their profile, creating the **My Colleges** list, and submitting the application.

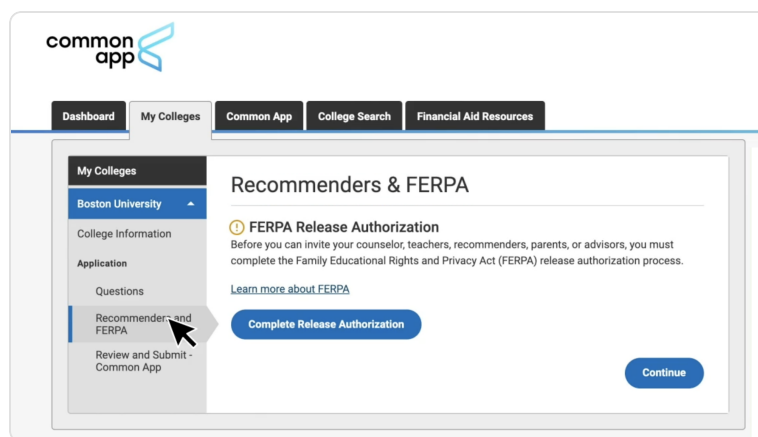
However, requesting counselor and teacher recommenders will now be done in Xello. Students will be notified of this change when they navigate to the **Recommenders & FERPA** section of Common App.

Requesting recommendations from coaches, mentors, or teachers that do not reside at the student's current high school will continue to be initiated from within the **Other Recommender** section in Common App.

## Before students integrate Common App with Xello

Before students begin working with Common App in Xello, we recommend they first sign in to their Common App account and complete the following tasks:

- 1 In the **My Colleges** tab, add the colleges they plan to apply to.
- 2 Complete the **Questions** asking their **preferred start term** and **admission plan**.
- 3 Go to the **Recommenders and FERPA** section in any of their selected colleges.
- 4 Sign their **FERPA Authorization Release**.
- 5 Go to the **My Colleges** section of their Common App account and complete the **Questions** asking their **preferred start term** and **admission plan**.



This must be done before they can submit requests for Common App documents and recommenders in Xello.

# Xello and Common App integration

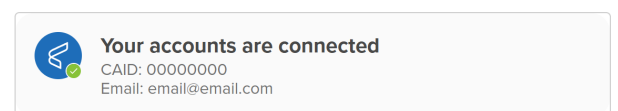
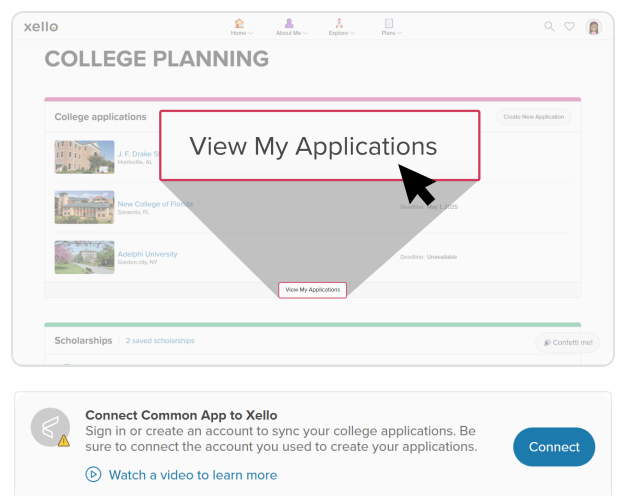
## How students link Common App with Xello

Once they've signed the **FERPA Authorization Release**, students can connect their Xello account to Common App.

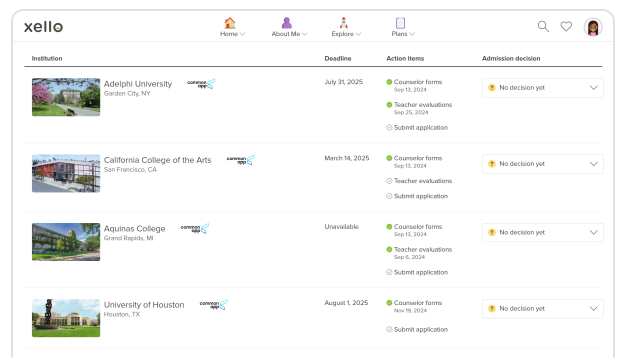
[Watch the video:](#) Linking your Common App to Xello

To link their Common App account with Xello:

- 1 The student logs in to Xello.
- 2 They open **Plans** and click **College Planning**.
- 3 They click **View my applications** to see their full list of colleges they're tracking.
- 4 At the top of the page, in the banner with the Common App logo, the student clicks **Connect** to open the Common App login page.
  - A pop-up will inform them they may need to redo tasks they've previously completed. This could include assigning a counselor or requesting a Teacher Evaluation. This will only apply to colleges associated with Common App.
- 5 The student then signs in to Common App.
  - Once they've successfully logged into Common App, they're redirected back to the page they left in Xello.
  - The banner at the top of the page now states the accounts are connected.



Once the accounts are connected, application trackers will show for any colleges students have added to their **My Colleges** list in Common App – students easily identify which schools they are applying to via Common App by looking for the Common App badge.



# Xello and Common App integration

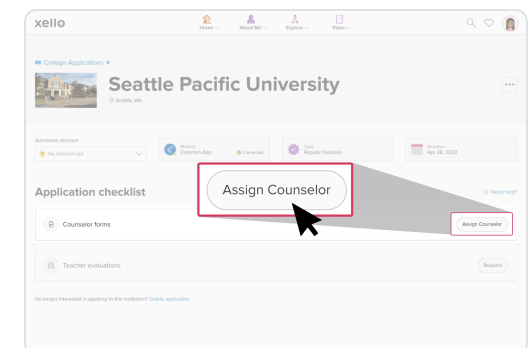
## How students assign a counselor to send forms

Next, the student will need to assign a counselor. This counselor will receive the request in their account in Xello to send the necessary forms to all the Common App colleges the student is applying to.

[Watch the video:](#) Requesting your documents for Common App schools.

How students assign a counselor:

- 1 They click on a college with the Common App logo to open the tracking page for that college. Students can view upcoming due dates and the application checklist.
- 2 Next to **Counselor forms**, they click **Assign counselor** to open the list of counselors at their school.
  - Students will only need to assign a counselor once. This request will ensure the assigned counselor sends the necessary forms to all schools saved in the student's **My Colleges** list in Common App.
- 3 They choose their counselor and click **Select**.
- 4 The student clicks **Next** and is returned to the college page.
  - A banner at the top of the page indicates success.



**Note:** In step 3, the list from which students select their counselor will include all educators with **User** or **Administrator** level access in Xello. If someone other than a counselor will be managing Common App forms for students, that individual will need to have a Xello account and you will need to instruct students to select that individual when they get to Step 3.

# Xello and Common App integration

## How students request teacher evaluations

Students use Xello to request a teacher write and send a **Teacher evaluation** on their behalf to colleges they've specified. That teacher will fill out and write an evaluation that will then be sent to all of the Common App colleges the student has requested. Teachers should make sure the letter is specific to the student's accomplishments and not to the institution.

To request a **Teacher evaluation** be sent to Common App colleges, students:

1 Click on a college with the Common App logo to open the tracking page for that college. Students can view upcoming due dates and the application checklist.

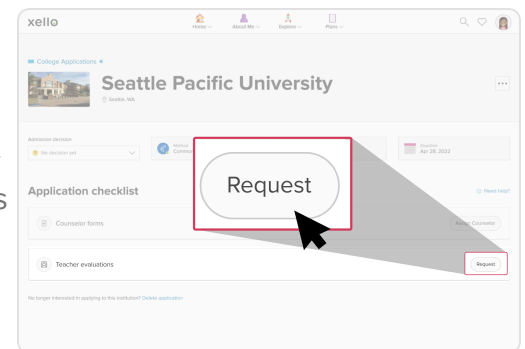
2 Next to **Teacher evaluations**, they click **Request** to open the list of teacher recommenders at their school in Xello.

- If the student wants to request an educator outside of the list in Xello, they can request other recommenders from their account in Common App.

3 They choose the referrer they'd like and click **Select**.

4 Once finished, they click **Send** and are returned to the college page.

- A banner at the top of the page indicates success.



**Note:** In step 3, the list from which students select a recommender will include all educators with **User** or **Administrator** level access in Xello. In order to ensure students can select teachers, create educator accounts for teachers that are likely to be recommenders and deactivate educator accounts for those who are no longer working at your school. Newly added educators will receive an email and must register their accounts.

# Counselors & teachers and Common App

Counselors and teacher recommenders will no longer log in to Common App to review student requests and complete Common App forms. Student requests will now be housed in a new Common App tile in the College Planning section of your Xello account.

Any educators or administrative staff that are involved in actioning Common App requests for Counselor Forms or Teacher Evaluations must have a Xello educator account so that students are able to select them from the list of educators and assign requests. When reviewing student requests, you will only see those requests that have been assigned to you.

## Notification of new Common App requests

Notification of new requests are sent via email. Use the email to sign in to Xello and land on your list of student requests. These emails will also include links to walkthrough videos to help counselors and teachers log in and action requests.

## How Common App colleges work in Xello compared to other colleges

While Common App has teamed up with over 900 colleges around the world, your students may be interested in applying to colleges not working with Common App. In their Xello accounts, students can still track their application and request documents from educators for colleges that don't have the Common App logo.

For non-Common App colleges, view and complete requests for transcript and letters of recommendation in your Xello account. Under **Features**, click **College Planning**, and select either **Transcripts** or **Recommendation letters**.

For more information, check out our [Transcripts](#) or [Recommendation letters](#) resources.

You can monitor their Common App requests by following email notifications for documents related to Common App colleges. Alternatively, in your Xello account, under **Features**, click **College Planning**, and select **Common App** to see your full list of requests.



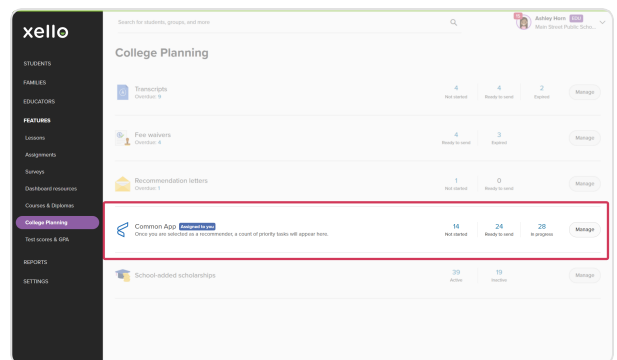
# Xello and Common App integration

## View student requests

Once you've received an email notification, use the **Sign in** link to open the Xello login page. If you haven't logged in to Xello before, click **Having trouble signing in?** and follow the instructions to retrieve access. After you've logged in the first time, every time you use the **Sign in** link in the email afterward, you'll be directed straight to your list of student requests.

Alternatively, if you're already in Xello, to view Common App requests that have been assigned to you:

- 1 Click on **Features**, and select **College Planning**.
- 2 Click on **Common App**.
  - This will open the full list of all the requests from students. Quickly view the status of the forms to see which are in progress, and which have been sent to the college.



**Note:** If your school uses Xello to send transcripts and/or recommendation letters electronically through the Parchment network, you will see **Transcripts** and **Recommendation letters** tiles in the **College Planning** section - please be aware that requests managed in these tiles are for institutions that students are applying to directly. Common App requests are managed separately under the Common App tile.

## Set up a profile for Common App

Once you're assigned a student request and have logged in to Xello, a banner at the top of the student request page will prompt you to complete your counselor and/or teacher profile(s) in order to review the specifics of your students' requests.

To complete your counselor and/or teacher profile(s):

- 1 In the banner at the top of the student request page, click **Create profile**.
- 2 Click **School counselor** or **Teacher** to begin filling out your profile(s).
- 3 Once you have completed the form, click **Done**.
  - Click **Edit profile** to make any changes.



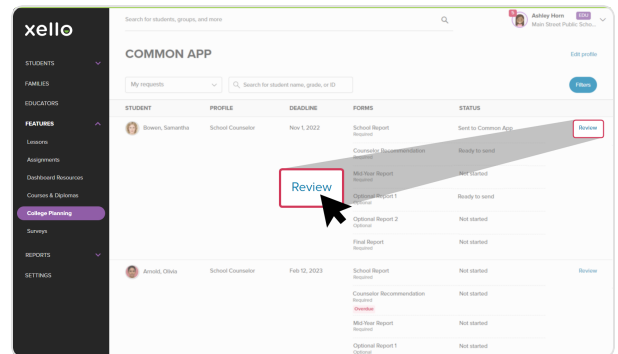
**Create your profile before you begin**  
You need to create your Common App profile before you can start managing requests.  
[Create Profile](#)

# Xello and Common App integration

## Review and action student requests

Once your profile has been set up, you can begin completing student requests. Follow the **Sign in** link in the email notification you received, or log in to Xello.

- 1 From the student request page, view a quick snapshot of the forms needed for the all students who have sent you a request.
- 2 Next to a student's name whose request you'll complete, click **Review**.
  - This opens a brief overview of the student, including a link to student profile, the forms to fill out, and the student's chosen colleges.



- 3 Click **Complete form** to open and fill out the form.
  - Each form will only need to be filled out once and will be applied to any current and future schools the student adds.
- 4 Once the form is completed, click **Done** to return to the student's profile.
- 5 Click **Edit** to make additional edits or click **Send** to deliver to relevant institutions.

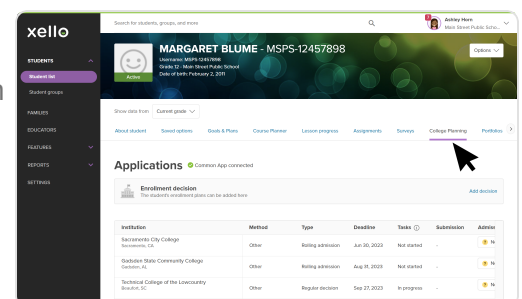
## View a student's application status

Once a student has submitted their application to the college through Common App, their application status will automatically update and be marked as **Complete** in their student profile. In addition to their application status, from their student profile page, view the following:

- The Common App connection status
- Counselor forms - including who is assigned and when it was requested, when each form was sent, and when they were received and opened by the college
- Teacher evaluation forms - including who is assigned and when it was requested, when each form was sent, and when they were received and opened by the college

To view the student's profile page and application status:

- 1 From the student request page, click on their name to open their student profile.
- 2 Click the **College Planning** tab to open the list of applications they're tracking.



# Frequently Asked Questions

### How can I add educators to Xello so they can be assigned Common App requests?

Keeping your educator list in Xello up-to-date is important to ensure that students are able to select current teachers as recommenders and that they are not able to accidentally assign requests to educators that have left your school but have not yet been deactivated. View the following articles for instructions: [Add an educator account](#) and [Deactivate an educator account](#).



**Note:** When adding educators to Xello for the purpose of actioning Common App requests, you must assign them **User** or **Administrator** level access. Educators will receive an email and must register their account.

### A student has changed schools and is requesting an educator registered in Xello at their previous school write a Teacher Evaluation.

Advise the student of an alternate email address for the educator. In Common App, the student must request the educator as an other recommender and use the email address other than the one the teacher has registered themselves into Xello with.

### As a counselor, how can I track which colleges students are applying to?

Use the **College Applications report** available in your educator account, under **Reports**, then **Student work**. You can review the number of college applications by institution, filter the report to narrow in on a specific group of students, or use the links to drill down to a list of students applying for each college. Check out [Run reports on College Applications](#) to learn more.

Alternatively, to review college applications for a specific student, use the search bar at the top of any page in Xello and enter the student's name to bring up their student profile. There you can review all work completed in Xello, including College Applications.

### What is the best way to share documents and/or forms that students should reference when requesting a Teacher Evaluation?

From your educator account, under **Features**, click **Dashboard resources** to upload documents for your students. What you've uploaded will show immediately on your students' dashboards under their **Resources** section – making them easily accessible as students work on their personal note in Xello. Check out [Dashboard resources](#) to learn more.

# Troubleshooting

### Information entered into Xello or Common App does not appear to be updated

- Clear your cache and refresh
- Log out of Xello and log back in

### A student is having trouble requesting a Teacher Evaluation

- The educator may not be registered in Xello
- The Teacher Evaluation may not be required for that college

### Information is not saving to an educator profile. The red “Oops” banner shows

- Ensure the information entered is exactly as described in the field. For example, if the background text in the field only shows digits, such as **65**, do not write **65%**
- Make sure any documents uploaded are PDF format

### A button is not showing, such as “Submit”

- Try zooming out on the screen