



HighPoint Campus Experience HCX 25.2 Upgrade Overview

NOVEMBER 2025

CONTENTS

Introduction	3
Class Search (HCX)	3
Meeting Pattern Fields for Public Class Search Can Now Be Masked	3
Changes to Class Search Filters Button	4
Class Search Results Page Count	6
Payment Plans (HCX)	7
Bug Fix: Duplicate Payment Plan Enrollments via Enroll Button Within HCX	7
Financial Aid Summary (HCX)	8
Bug Fix: Display Issue When Budget is Zero for a Term	8
View Financial Aid (HCX)	10
Enhancement: Message Appears on View Financial Aid Page for Students with No Aid Year Access	10
Update: 'View Class Eligibility' Button	11

Introduction

The Image/Upgrade Overview Document is intended to provide HighPoint Message Center and HighPoint Campus Experience (HCX or HighPoint Mobile) users with a summary of the changes that will be made in the system as a result of the upcoming upgrade implementation. HighPoint releases multiple updates every year. Each update contains bug fixes and features that are important for HighPoint products to work well. Below is an overview of the changes that you can expect to see as part of this upgrade.

Class Search (HCX)

Meeting Pattern Fields for Public Class Search Can Now Be Masked

Specific meeting pattern fields can now be masked in HCX public class search. If your institution would like to request masking for any of these fields, please submit a ctcLink Support Ticket to the CS Core team. The available fields that can be masked include: Instructor, Days, Start Time, End Time, Room, and Dates.

Note: This section was updated on 10/27/25 to reflect the revised list of fields available for masking. The update incorporates a fix provided by HighPoint to SBCTC to resolve issues identified during testing.

Navigation

HCX Springboard > Class Search tile > Class Information > Class Search

Image: A new "Mask Public Display" column is now available in the HCX Curriculum Management configuration settings (access limited to SBCTC). As an example, the Instructor field has been selected to demonstrate how masking can be applied.

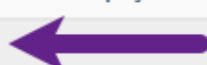
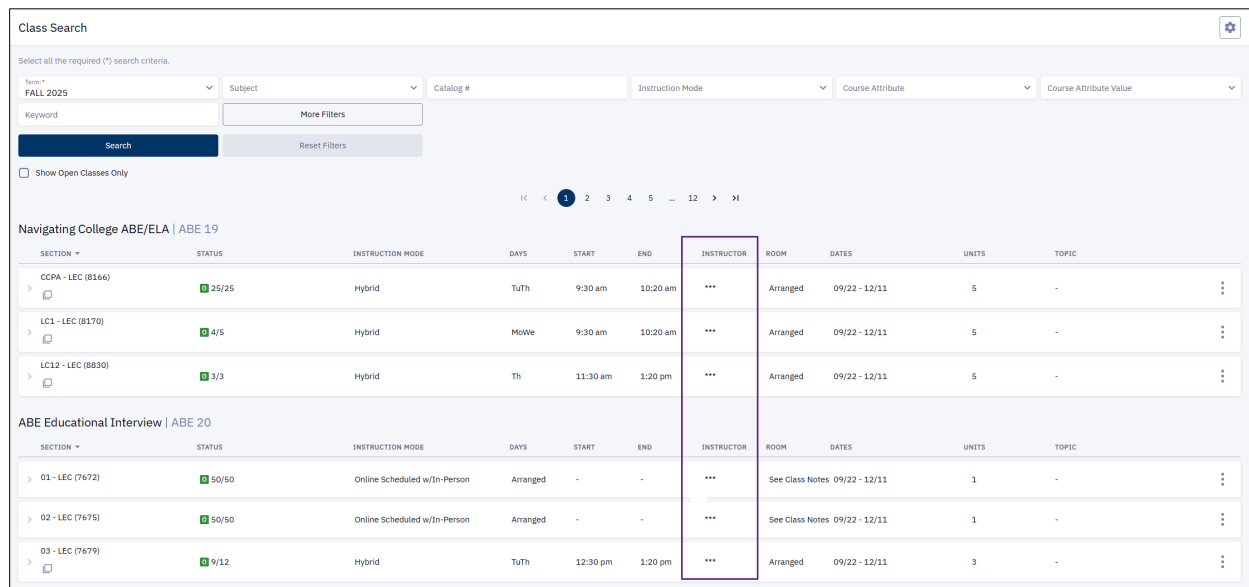
Meeting Pattern Fields					Personalize Find  	First  1-6 of 6  Last
	Field Name	Description	Sort Order	Enabled	Mask Public Display	
1	INSTRUCTOR	Instructor	2	☒	☒ 	
2	DAYS	Days	4	☒	☐	
3	START_TIME	Start	5	☒	☐	
4	END_TIME	End	6	☒	☐	
5	ROOM	Room	7	☒	☐	
6	DATES	Dates	8	☒	☐	

Image: The values in the Instructor column are now masked in the public class search.



Class Search

Select all the required (*) search criteria.

Term: FALL 2025 Subject Catalog # Instruction Mode Course Attribute Course Attribute Value

Keyword More Filters

Search Reset Filters

☐ Show Open Classes Only

1 2 3 4 5 ... 12 > >>

Navigating College ABE/ELA | ABE 19

SECTION	STATUS	INSTRUCTION MODE	DAYS	START	END	INSTRUCTOR	ROOM	DATES	UNITS	TOPIC
> CCPA - LEC (8166)	25/25	Hybrid	TuTh	9:30 am	10:20 am	***	Arranged	09/22 - 12/11	5	-
> LC1 - LEC (8170)	4/5	Hybrid	MoWe	9:30 am	10:20 am	***	Arranged	09/22 - 12/11	5	-
> LC12 - LEC (8830)	3/3	Hybrid	Th	11:30 am	1:20 pm	***	Arranged	09/22 - 12/11	5	-

ABE Educational Interview | ABE 20

SECTION	STATUS	INSTRUCTION MODE	DAYS	START	END	INSTRUCTOR	ROOM	DATES	UNITS	TOPIC
> 01 - LEC (7672)	50/50	Online Scheduled w/In-Person	Arranged	-	-	***	See Class Notes	09/22 - 12/11	1	-
> 02 - LEC (7675)	50/50	Online Scheduled w/In-Person	Arranged	-	-	***	See Class Notes	09/22 - 12/11	1	-
> 03 - LEC (7679)	9/12	Hybrid	TuTh	12:30 pm	1:20 pm	***	Arranged	09/22 - 12/11	3	-

QRGs

[Class Search \(HCX\)](#)

[How to Submit a ctcLink Support Ticket](#)

Changes to Class Search Filters Button

The button used to expand and collapse class search filter options has been updated. The collapse label has been changed from "Fewer Filters" to "Less Filters," and the numeric indicator showing the number of selected filters has been removed.

Navigation

Class Information > Class Search

Image BEFORE: The button label reads “Fewer Filters” and displays the number for the amount of filters selected.

The screenshot shows the 'Class Search' interface. At the top right is a gear icon. Below the title is a light blue bar with the text 'Select all the required (*) search criteria.' Below this are several search criteria fields: 'Term:' with a dropdown arrow showing 'FALL 2025', 'Academic Organization' with a dropdown arrow, 'Subject' with a dropdown arrow, 'Catalog #' (text input), 'Instruction Mode' with a dropdown arrow, 'Keyword' (text input), 'Subject Begins With' (text input), 'Instructor Last Name' (text input), 'Days' with a dropdown arrow, 'Start Time' with a dropdown arrow, 'End Time' with a dropdown arrow, 'Course Attribute' with a dropdown arrow, 'Course Attribute Value' with a dropdown arrow, 'Session' with a dropdown arrow, 'Start Date From' with a calendar icon, 'Start Date To' with a calendar icon, 'Units' (text input), 'Acad Group' with a dropdown arrow, 'Class Number' (text input), and 'Instructor First Name' (text input). Below these fields are two buttons: a dark blue 'Search' button and a light gray 'Reset Filters' button. At the bottom left is a checkbox labeled 'Show Open Classes Only'. In the center, a button labeled 'Fewer Filters 1' is highlighted with a purple box, and a purple arrow points to it from the right.

Image AFTER: The button label reads “Less Filters” and no longer displays the number for the amount of filters selected.

The screenshot shows the 'Class Search' interface after a change. The layout is identical to the previous image, but the button in the center is now labeled 'Less Filters' and is highlighted with a purple box. Below the search criteria fields and buttons, there is a large light blue area with the text 'Select search criteria to view classes.'

QRG

[Class Search \(HCX\)](#)

Class Search Results Page Count

Pagination has been added when class search results fill more than one page. Users can view the page count at the top and bottom of the page and navigate to different pages using the Next or Skip Forward icon buttons.

Navigation

Class Information > Class Search

Image NOW: Class Search results include a page count at the top of the page with Next and Skip Forward buttons.

Class Search

Select all the required (*) search criteria.

Term:
FALL 2025

Subject

Catalog #

Instruction Mode

Course Attribute

Course Attribute Value

Keyword:
MAT

More Filters

Search

Reset Filters

☐ Show Open Classes Only

<< < 1 2 3 > >>

Navigating College ABE/ELA | ABE 19

SECTION	STATUS	INSTRUCTION MODE	DAYS	START	END	INSTRUCT OR	ROOM	DATES	UNITS	TOPIC
> CCPA - LEC (8166)	25/25	Hybrid	TuTh	9:30 am	10:20 am	Allison ...	Arranged	09/22 - 12/11	5	-
> LC1 - LEC (8170)	4/5	Hybrid	MoWe	9:30 am	10:20 am	Carla D...	Arranged	09/22 - 12/11	5	-
> LC12 - LEC (8830)	3/3	Hybrid	Th	11:30 am	1:20 pm	Daniell...	Arranged	09/22 - 12/11	5	-

Image NOW: Class Search results include a page count at the bottom of the page with Next and Skip Forward buttons.

01A - LAB (8662)

5/5
0/22

Hybrid

Arranged -

-

Kyle Dil...

Arranged

09/22 - 12/11

0

-

Advanced Printmaking | ART 250

SECTION	STATUS	INSTRUCTION MODE	DAYS	START	END	INSTRUCT OR	ROOM	DATES	UNITS	TOPIC
> 01 - LEC (8034)	13/20	Hybrid	TuTh	9:30 am	11:50 am	Marit B...	Arranged	09/22 - 12/11	5	-

<< < 1 2 3 4 5 ... 11 > >>

QRG

[Class Search \(HCX\)](#)

Payment Plans (HCX)

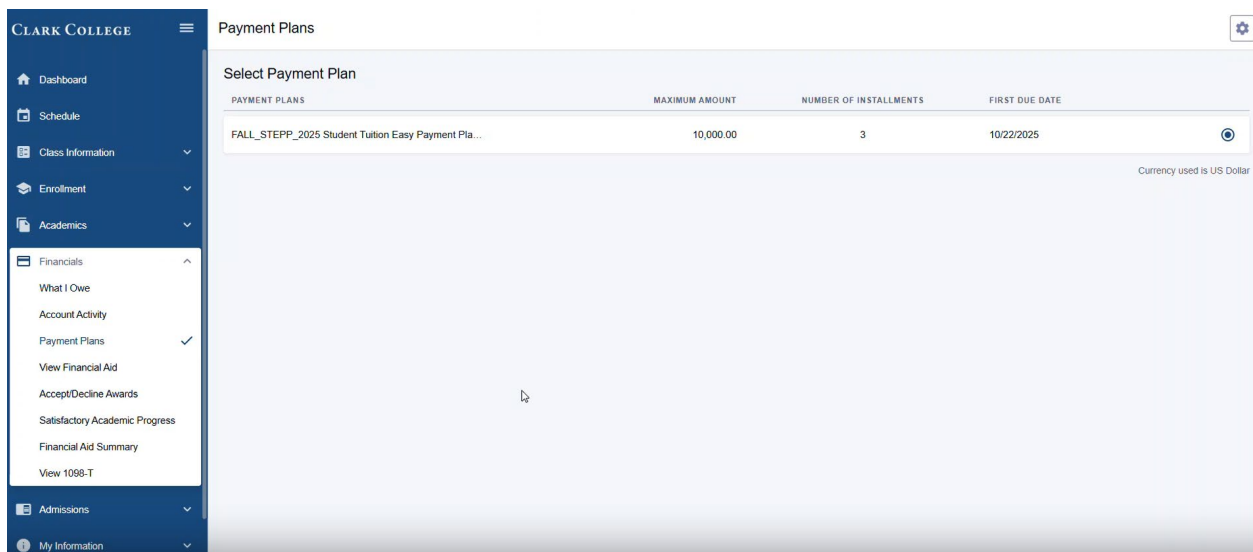
Bug Fix: Duplicate Payment Plan Enrollments via Enroll Button Within HCX

When students enrolled in the delivered ctcLink Payment Plan and selected the **Enroll** button multiple times before the enrollment process was complete, it resulted in duplicate enrollments for the same payment plan on their customer accounts. This caused several downstream issues, including tuition calculation failures and group post errors.

Navigation

Financials > Payment Plans

Image: HCX Payment Plan Enrollment



Payment Plans			
Select Payment Plan			
PAYMENT PLANS	MAXIMUM AMOUNT	NUMBER OF INSTALLMENTS	FIRST DUE DATE
FALL_STEPP_2025 Student Tuition Easy Payment Pla...	10,000.00	3	10/22/2025

Currency used is US Dollar

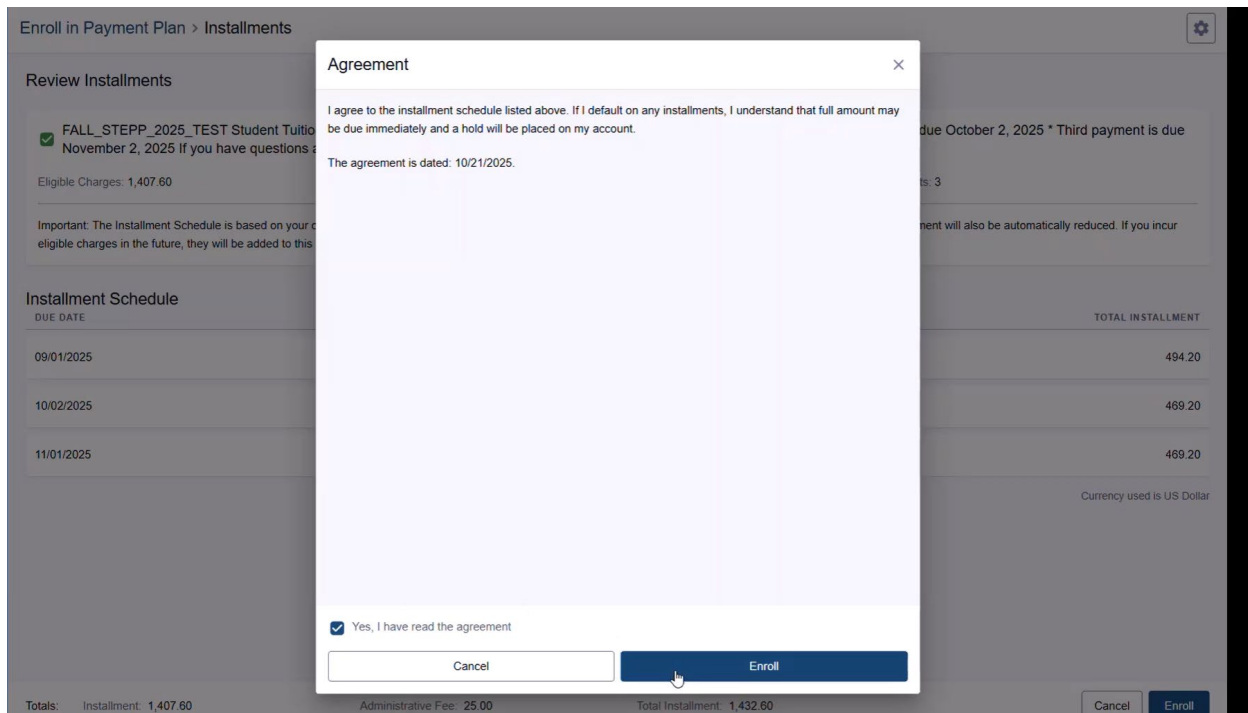


Image: ctcLink View Customer Account Reflects Duplicated Rows for the Same ctcLink Delivered Payment Plan (Before)

Payment Plan Details

Contract Number	Contract Description	Contract Type	Plan Type	External Org ID	Status	Total	Term
2257_FALL_STEPP_2025	2257_FALL_STEPP_2025	Payment Plan	Calculated		Active	1,476.08	2025 FALL
2257_FALL_STEPP_2025	2257_FALL_STEPP_2025	Payment Plan	Calculated		Active	0.00	2025 FALL
2257_FALL_STEPP_2025	2257_FALL_STEPP_2025	Payment Plan	Calculated		Active	0.00	2025 FALL
2257_FALL_STEPP_2025	2257_FALL_STEPP_2025	Payment Plan	Calculated		Active	0.00	2025 FALL
2257_FALL_STEPP_2025	2257_FALL_STEPP_2025	Payment Plan	Calculated		Active	0.00	2025 FALL
2257_FALL_STEPP_2025	2257_FALL_STEPP_2025	Payment Plan	Calculated		Active	0.00	2025 FALL

Image: ctcLink View Customer Account Reflects One Row for the Delivered ctcLink Payment Plan (After)

Payment Plan Details

Contract Number	Contract Description	Contract Type	Plan Type	External Org ID	Status	Total	Term
FALL_STEPP_2025	FALL_STEPP_2025	Payment Plan	Calculated		Active	1,868.80	2025 FALL

QRG

[Payment Plans \(HCX\)](#)

Financial Aid Summary (HCX)

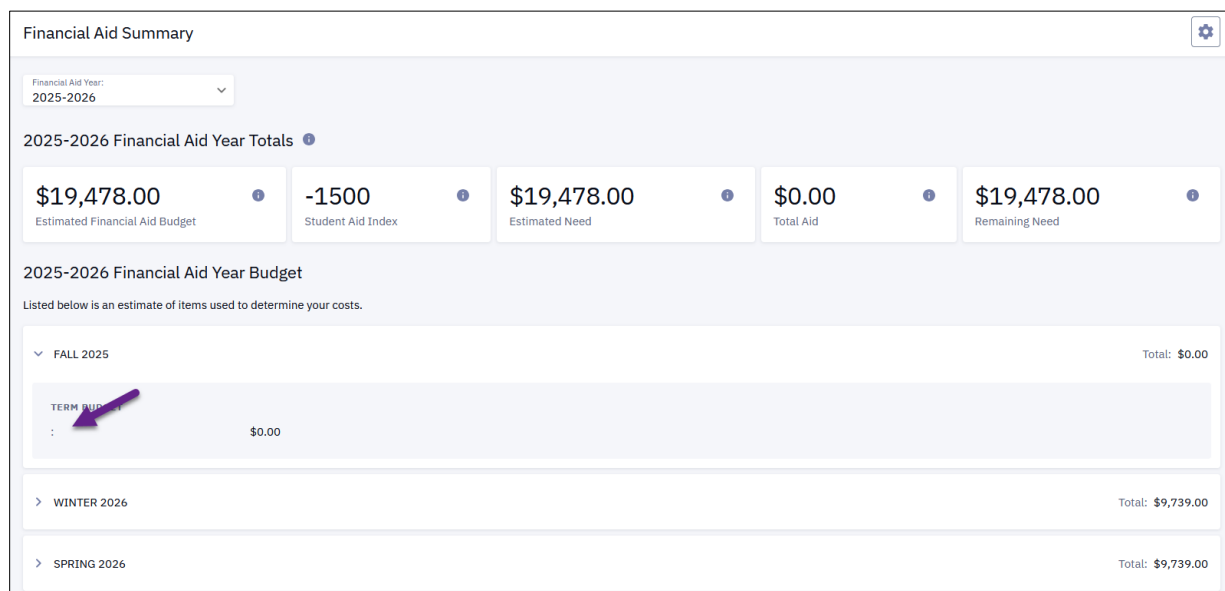
Bug Fix: Display Issue When Budget is Zero for a Term

When budgets are cleared to zero for a term, no budget data should display for the term but a blank row or an old row with non-zero values display. The issue has been fixed with this update.

Navigation

Financials > Financial Aid Summary

Image BEFORE: Fall Term budget that has been cleared to zero displays a blank item with \$0



Financial Aid Summary

Financial Aid Year: 2025-2026

2025-2026 Financial Aid Year Totals

\$19,478.00 Estimated Financial Aid Budget	-1500 Student Aid Index	\$19,478.00 Estimated Need	\$0.00 Total Aid	\$19,478.00 Remaining Need
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2025-2026 Financial Aid Year Budget

Listed below is an estimate of items used to determine your costs.

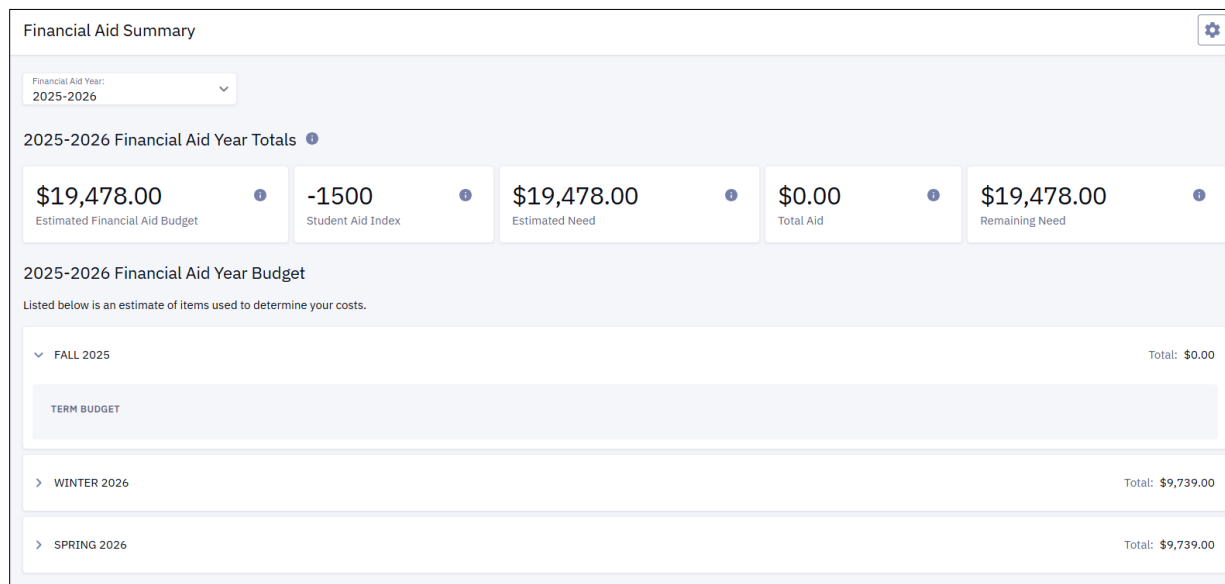
▼ FALL 2025 Total: \$0.00

TERM BUDGET	\$0.00
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> WINTER 2026 Total: \$9,739.00

> SPRING 2026 Total: \$9,739.00

Image AFTER: Fall Term budget that has been cleared to zero no longer displays a blank item with \$0



Financial Aid Summary

Financial Aid Year: 2025-2026

2025-2026 Financial Aid Year Totals

\$19,478.00 Estimated Financial Aid Budget	-1500 Student Aid Index	\$19,478.00 Estimated Need	\$0.00 Total Aid	\$19,478.00 Remaining Need
---	----------------------------	-------------------------------	---------------------	-------------------------------

2025-2026 Financial Aid Year Budget

Listed below is an estimate of items used to determine your costs.

▼ FALL 2025 Total: \$0.00

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> WINTER 2026 Total: \$9,739.00

> SPRING 2026 Total: \$9,739.00

QRG

[Financial Aid Summary](#)

View Financial Aid (HCX)

Enhancement: Message Appears on View Financial Aid Page for Students with No Aid Year Access

When a student has no financial aid to view (the aid year is turned off on Self Service setup), the View Financial Aid page displays a blank page. With this update, the page will now show a “You have no awards yet” message.

Navigation

Financials > View Financial Aid

Image BEFORE: Student with no financial aid to view receives a blank page

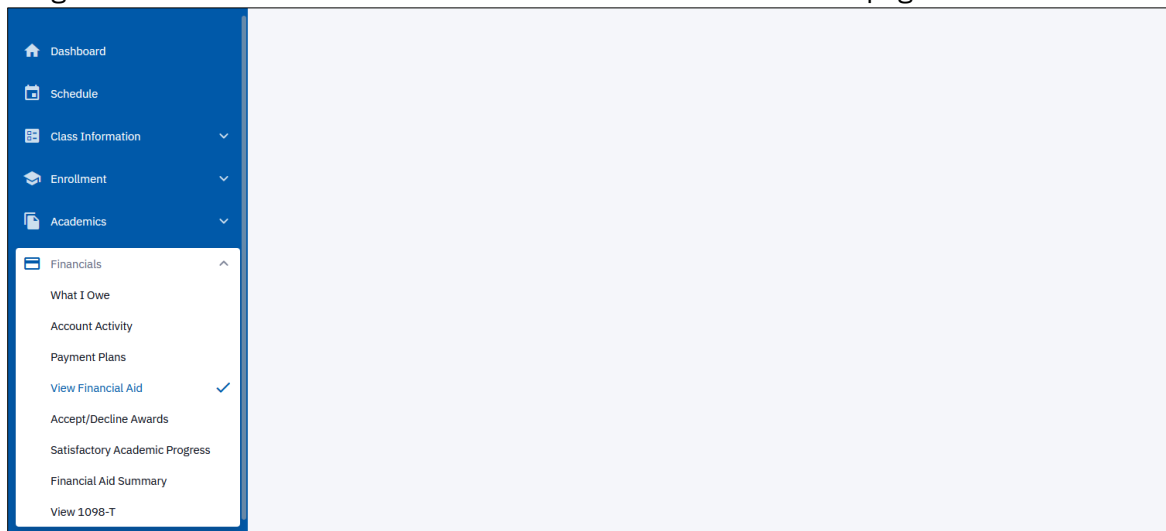
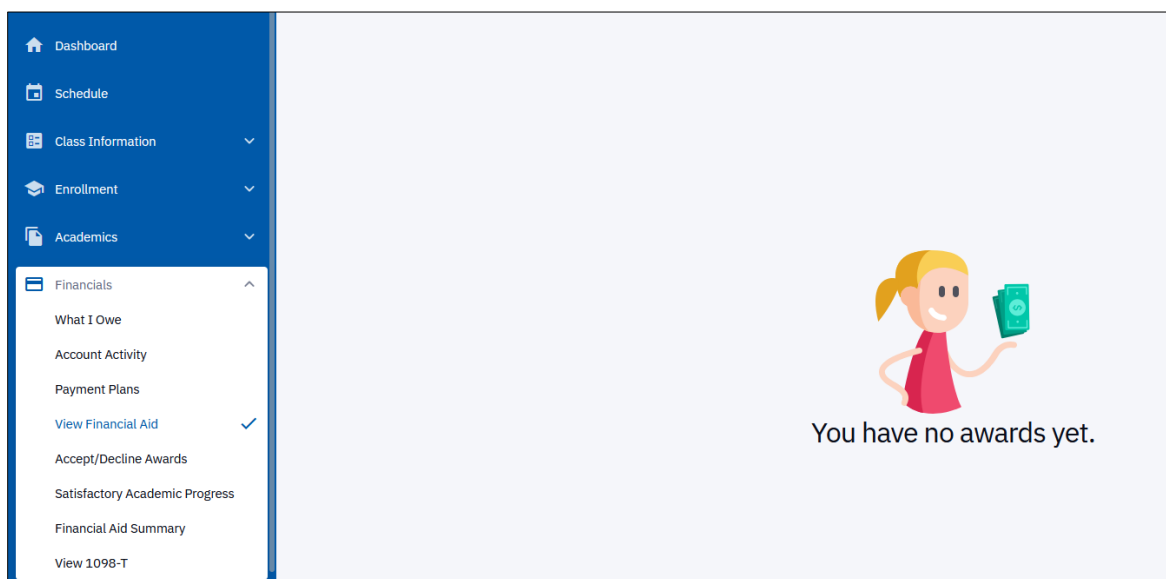


Image AFTER: Student with no financial aid to view receives a message



QRG

[View Financial Aid \(HCX\)](#)

Update: 'View Class Eligibility' Button

Selecting the "View Class Eligibility" button generates the "There was an error loading the eligibility data" error.

Since there is no delivered feature in PeopleSoft that is similar to this, the button is now hidden to prevent confusion for students accessing the HCX platform.

Navigation

Financials > View Financial Aid

Image BEFORE: The 'View Class Eligibility' button displays and selecting it results in the error

The screenshot shows the 'View Financial Aid' page for the 2025-2026 Financial Aid Year. A purple arrow points to an error message box in the top right corner that reads: 'ERROR There was an error loading the eligibility data.' The page displays a table of financial aid details for the FALL 2025 semester, including a 'View Class Eligibility' button at the bottom right. The table lists various grants and loans with their respective offered and accepted amounts.

2025-2026 Financial Aid Year		Offered: \$25,518.00	Accepted: \$15,018.00
Totals			
FALL 2025		Offered: \$8,506.00	Accepted: \$5,006.00
DESCRIPTION	TYPE	OFFERED	ACCEPTED
Federal Pell Grant	Grant	\$2,465.00	\$2,465.00
Supplemental Educ Opp Grant	Grant	\$400.00	\$400.00
Washington College Grant	Grant	\$1,641.00	\$1,641.00
Tuition Grant	Grant	\$500.00	\$500.00
Subsidized Direct Loan 1	Fees Loan	\$1,500.00	\$0.00
Unsubsidized Direct Loan 1	Fees Loan	\$2,000.00	\$0.00
WINTER 2026		Offered: \$8,506.00	Accepted: \$5,006.00
SPRING 2026		Offered: \$8,506.00	Accepted: \$5,006.00

Image AFTER: The 'View Class Eligibility' button no longer displays

View Financial Aid				
Financial Aid Year: 2025-2026				
2025-2026 Financial Aid Year				
> Totals		Offered: \$24,257.00	Accepted: \$24,257.00	
▼ FALL 2025		Offered: \$7,620.00	Accepted: \$7,620.00	
DESCRIPTION	TYPE	OFFERED	ACCEPTED	
Federal Pell Grant	Grant	\$2,046.00	\$2,046.00	
Supplemental Educ Opp Grant	Grant	\$400.00	\$400.00	
Washington College Grant	Grant	\$1,362.00	\$1,362.00	
Tuition Grant	Grant	\$500.00	\$500.00	
Subsidized Direct Loan 1	 Loan	\$1,500.00	\$1,500.00	
Unsubsidized Direct Loan 1	 Loan	\$1,812.00	\$1,812.00	
> WINTER 2026		Offered: \$8,318.00	Accepted: \$8,318.00	

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[Financial Aid Summary](#)



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Washington State Board for Community and Technical Colleges