

## FAQ – USD 417 Online Enrollment

We are very excited to utilize technology that the District already has to hopefully make the process of enrolling your student(s) in USD 417 much easier. We recognize that our Parents and Guardians have very busy lives between work and family. It also helps us as a district save some money. We have put together some of the frequently asked questions in an attempt to make this process successful for you.

Please send additional questions to [registration@usd417.org](mailto:registration@usd417.org).

### Physical Enrollment versus Online Enrollment

**Q: What is the difference between Online Enrollment and Physical Enrollment?**

A: Nothing other than the location.

Online Enrollment is from July 17<sup>th</sup> 8:00 am to August 9<sup>th</sup> at 5:00 pm from wherever your computer is.

Physical enrollment will consist of going to a location where a computer is available for the online process to be completed. There will be no paper forms like in past years. Computers will be available from 8:00 am to 4:00 p.m.

Please choose the location and time that best fits your schedule

August 1<sup>st</sup> at CGJH/HS

August 2<sup>nd</sup> CGES and PHES

July 17<sup>th</sup> – July 31<sup>st</sup> District Office

**Q: Why should I do Online Enrollment?**

A: No line. No set time of the day. No taking off work. No giving up your lunch hour. (And it saves your school district money). Online enrollment is available 24 hours a day.

**Q: Can I enroll my student online from my computer and then have them change their schedule?**

A: Yes. If a student is already enrolled, they can come to CGJH/HS during enrollment to change their schedule. The student will see the counselor to make those changes.

### Parents

You will receive an email with a code that will give you access to the enrollment process. Please expect to receive this email the week of July 10<sup>th</sup>.

Setting up an account is quick and easy, but we need to allow you access. We will respond in the order received as quickly as possible. Sometimes our staff is out at the various schools as projects arise. Email is the best (and fastest) way to get a hold of them.

**Q: What information will I need to enroll my student in USD 417?**

A: For existing students – Here is a quick checklist

\*Father, Mother, and Step-Parents – contact information including addresses, phone numbers, work place, work phone numbers, email address

\*Emergency contact information – (preferably local) “in case of emergency” names and phone numbers

\*Medical information on your student – Have they had their immunizations? Are they allergic to anything? Have they had surgery? Who is your student’s doctor and what is their phone number? What are their chronic health conditions?

\*Will your student need bus transportation to/from school?

Don’t forget – you can always start enrolling your student and then hit save to come back later if you don’t have everything available when you begin. If you have everything you need, the process will be less than 17 minutes.

**Q: What if I start enrolling my student and need to finish later?**

A: This is one of the biggest advantages of online enrollment. You can start and return to your enrollment anytime you need to. If you get interrupted 10 times, you can save and then log back in and finish the enrollment 10 times. Simply log back in to your Parent PowerSchool Account, select the student you would like to work on and click on the InfoSnap icon again. It will ask you if you want to continue where you left off.

**Q: How do I get help with technical questions while I’m enrolling my student?**

A: InfoSnap provides tech support at <https://infosnap.zendesk.com> or click “Contact us” from any InfoSnap page. If the FAQ on their page don’t solve your issue, there is a live chat option that will get you to a customer service representative quickly. Their phone number is 866-752-6850. This is included in the fee they charge the District so please feel free to call them for tech support. They won’t be able to answer questions specific to the District like courses or teachers, but they will be able to get you through if something were to go wrong. They will be a faster response to technical questions. They also can’t give you PowerSchool information so please see above FAQ’s on Parent PowerSchool.

**Q: How soon should I enroll?**

A: Online Enrollment goes live Monday, July 17<sup>th</sup>, 2017 at 8 am. We encourage you to enroll as soon as possible. This will give the District a head start on getting your students all lined out and helps us anticipate how many students that still need enrolled.

**Q. What if I don’t have a computer?**

A: You will need to come to the school or district office to utilize our computers. We will have computers set up for you to enroll your student online. Computers will be available from 8:00 am to 4:00 p.m.

Please choose the location and time that best fits your schedule

August 1<sup>st</sup> at CGJH/HS

August 2<sup>nd</sup> CGES and PHES

July 17<sup>th</sup> – July 31<sup>st</sup> District Office

**Q: What if I am intimidated by a computer?**

A: First, we understand that not everyone uses a computer every day. Second, don’t get frustrated. We suggest that you give it a try first. Use it as a learning lesson for you and your student and ask for their help. Students tend to enjoy technology and it makes them a part of the process (without having to stand

in a long line with them). If you give it a try and give up, please come to one of the schools or district office.

**Q: Can I use the PowerSchool App to enroll my student?**

A: No. The app, although wonderful, is for viewing information. The enrollment process works better on a desktop, laptop, or tablet.

**Q: How long do I have to enroll?**

A: Enrollment starts 07/17/16 and runs until 08/9/17.

**Q: What hours is online enrollment available?**

A: It is available 24 hours a day.

**Q: Approximately how long is it going to take?**

A: If you have your information gathered and depending on the student, the average process is around 15 minutes. It may take you significantly less time. It may also take you longer, but remember you have the ability to save and come back later to complete. After this first year – many of the fields will be pre-populated and it will take less time.

**Q: My student(s)' father/mother and I are divorced. Can two parents enroll the same student?**

A: No. Each student has their own unique code that can only be used once. After the 1<sup>st</sup> parent has enrolled the child, you would need to contact us so that we could send you a verification worksheet. This will allow you to update contact information.

## **Fees**

**Q: How do I pay my fees?**

A: Once you have reviewed your online enrollment and hit submit, you will reach a screen that will take you to a page where you can pay for enrollment fees. These are the activity, textbook, and consumable fees. This does not include any 'special' costs like After School Program, Specific Course fees, or Yearbook. Those can be paid at the school office.

**Q: What if I can't pay all my fees at once?**

A: Please check with your building secretary. They can provide a form for you to complete and sign that will outline your payment plan.

**Q: What if I don't want to pay online?**

A: If you do not want to pay online that is fine. You can bring your payment to the school office. We would ask if you have students at more than one school that you can separate the payments to the appropriate school.

## **General or Miscellaneous**

**Q: Do I really need to fill in the Free/Reduced Application? I don't think I will qualify, I don't want to use that program, or my kids bring their own lunch.**

A: **Yes – please do.** It is a completely voluntary, confidential form. It can help you as a family. We know life is expensive (especially kids). In our ideal world, every student enrolled would fill out this application. District funding is significantly tied to our percentage of those that qualify under the Free/Reduced Price School Meals. We have a high percentage that qualify. The application is a quick form that takes just a

few minutes of time to fill out. Even if you choose to pay anyway, please fill out the form. It affects our E-Rate funding which helps provide a discount on the technology services we provide to our students. It affects our At-Risk Funding weighting. It also affects our Food Service Program. Our Food Service department strives to continuously improve what we serve and offer our students.

**Q: What if I need to talk to the nurse?**

A: There are sections on online enrollment to communicate information to our nurses. We have a wonderful district nurse who benefits from having the best information on your children as possible. This helps her do her job during the school year.

You may send questions to the below email. Please keep in mind that our school nurse is off work in the summer so please feel free to send an email, but know that she might not return the email until she returns to work in August. Nurse contact information is: Dana Reddick at 620-767-5149. Her email address is [417nurse@cgrove417.org](mailto:417nurse@cgrove417.org)

**Q: How do I change my student(s)' course schedule?**

A: Course changes may be requested with Jill Day at 620-767-5149. Her email address is [jday@cgrove417.org](mailto:jday@cgrove417.org) Jill begins work on August 7<sup>th</sup>.

**Q: How do I find out my student(s)' schedule?**

A: Your student(s)' course schedule will be posted in PowerSchool.

**Q: Where do I find the school supply list?**

A: You may find the school supply list at our website, which is [www.usd417.net](http://www.usd417.net).

**Q: Where do I find the school calendar?**

A: This will be posted on our website at [www.usd417.net](http://www.usd417.net).

**Q: How do I sign up for After School Program (ASP)?**

A: Please visit or call the school office