

Implementing Centralized On-Line Registration for New Students

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**We use the traditional Skyward Online Registration piece.
This does not use the NSOE “New Student Online Registration portal”.

We have always designated a specific day for New Student Registration, which was done at each campus.

But the campus data clerks had been complaining for several years about the structure of this designated day.

- no support services such LEP testing, Food Service, Transportation, Special Services

Parents would “drive the district”

- go to one school to enroll the child of that grade level and then drive to the next school to enroll their other child

- depending on the Home Language Survey form.....if it was anything other than English/English....then the child could not be enrolled and the parent instead had to drive to our school where the LEP department does the testing of the students. After the testing was completed, then the parent drove back to whatever school would be their campus for that year and get enrolled there.

- every “spot” included a line that required a wait

Many new parents did not know what school their address was zoned to so they would just go to Deer Park Elementary or Deer Park Junior High.

If there were any questions/issues where the school would refuse to enroll the child, then this usually meant that the parents would go to our Admin Bldg to complain.

Our Early Childhood Center (ECC) also had their Registration going on at this same time. So part of the LEP dept and our Food Service dept were being used at ECC to assist with the PK qualification process so those new students could be enrolled.

So how did we get to a centralized location?

Well, we had been fighting the “update” of student information from the registration cards to the actual input of that data for years.

The campuses would enroll the new students (usually just on paper). Meaning they had the parents fill out their new student forms...which included our white/pink/and green registration cards. The data clerks then had to find time to get the students entered into Skyward so a schedule could be assigned to the students. Even enrolling the stu with the minimal amount of information took a large chunk of time.

We had tried bringing all of the registration cards to the Technology Building and then hired people to enter the data. That took a long time (months) and the cards were off the campus.....which the schools did not like.

We then paid the campus to hire people to enter the data from the cards and stationed those people at the campus. That took a long time too. Had to find more people...so at least one person could be at each campus. Also found that the campuses started pulling that hired person to do other things on campus rather than entering the data into the computer.

So we brought the cards back to the Technology Building with a hired crew to enter the data from the registration cards. We were also at the point of implementation to a new student program so it was easier for us to train the data inputters since they were here in the Tech Building. But.....one day as I was giving instructions to this hired crew, one of the gals made the statement....”I enter the data correctly at least 90% of the time”.

Well....to keep me out of jail.....we started looking at some other options.

We started looking at options for automated Data Entry from the registration cards into Skyward. We looked at various programs but decided to go ahead and use Skyward's Online Registration. We were planning the implementation of the Online Registration process for our returning students so we decided to expand on that.

- For the New Students, we (the office) first "add" the student and enter minimal required information.
- This allows us to give the parents their Family Access information
- Then the parent goes to a computer/laptop and completes the Online Registration process right then

Well....as we were talking through the implementation of the NEW students and the use of the Online Registration Process....the idea suddenly grew to incorporate the use of a centralized location for the New Student Registration Day.

A single location where all of the campuses would be housed and the support service departments would be at this single location along with technology support.

The parents would have a single place to go to enroll all children and to complete LEP testing if needed and ask any questions of Food Service, Transportation, and Special Services.

So, the plan was to use our South Campus cafeteria

- **The parents would fill out a couple necessary forms –
 - student name, parent name, address
- **Then they would have their address verified and their school identified.
- **Then they go to the LEP dept table where the parent turns in the Home Language Survey.
 - If the survey is anything other than English/English....then the student is tested right there

**Otherwise the next step is the Student Enrollment table where the student is added to Skyward and the Family Access info is given.
**Then the parent goes to the Laptop station and logs into their Family Access account to complete the Online Registration process.
**The final stop is the campus table. The parent goes to the Campus Table for each child to turn in the paperwork generated along the way and to pick up the necessary campus papers/information.

As the parents leave, they can stop at the Food Service table or the Transportation table or the Special Services table to ask their specific questions.

My dept presented our plan to my boss and worked through ideas and possible issues. Once we felt that we had a good plan, we started the presentation process.

--Superintendent

--Principals

--Skyward data clerks

--LEP dept

--Food Service/Transportation/Special Programs

--Dept of Instruction

--Technology dept

Our push back was from the Elementary Principals. They felt that they would lose that personal touch since the parent was not at their school.

---we used table cloths on the tables to make the tables look nice

---we had candy/snacks available at all campus tables

---we had Magnets and Pencils and Post-it Notes to give to every student at that campus table

---we suggested that the campus bring along items to make their table unique and memorable

Our Skyward clerks were all for this.

We were about to enroll the students into Skyward for them!!

And the parents would be entering their own additional information

We got our advertising together – signs at the campus, banners across Center Street, info on the web, and the newspaper.

We polled the campuses.....how many students do you enroll on the district designated New Student Registration Day?

Based on their numbers back to us, we were planning on about 350-400 students. I created packets/supplies for 700...just in case.

Well, we now think the New Student parents used to come in the entire week rather than on that one designated day. Because on that New Student Registration Day, August 2012, we enrolled 923 students!

What we did not plan for:

---923 students!!

---People don't read the beginning of school mega-packet of information (school staff is just as guilty about not reading as the parents!!!)

---District staff do not know the definitions of New Student vs Returning Student

Even though we had about 600 more people than what was expected. And endured a bit of chaos due to the sheer number of people. The day was still considered a success.....by us, my boss, the superintendent, the Skyward clerks, and 90 % of the school staff.

The campuses even requested that I keep the registration window open until the end of the year so they could enroll ALL new students throughout the entire year using the New Student Registration Day model. (I was originally going to turn this off after Labor Day)

**this gave us a chance to refine the process and tweak our forms

Back to the drawing board.....

My department first met to make adjustments to our plan to accommodate the much higher number of students.

Then the Technology dept staff who were involved in this project met. Then I also met with the principals at their separate principal meetings.

The following information are the changes that we have implemented over the past years since our first Super Tuesday in 2012.

Our changes have been on target for very successful registration days. We get less sighs now and instead get many compliments.

We have made 4 major changes from the original plan:

The **first change** we made was to have our Early Childhood Center (ECC) do their registration before the District New Student Registration day. Their qualification process does not fit the normal student Registration process. So it works better to have them do their registration first and separate from the District registration day. They no longer join us at South Campus.

- **Having our ECC do their registration first allows us to mimic/test parts of the New Student Registration process

- **We have a hands-on look at the Online Registration pages as the parents are entering their information

- **Allows us to train new staff – they have a chance to enroll actual students using the same process that they will do on their campus. They also have a chance to learn the parent side as the parents log in to Family Access and update their information....which they will also have to do on their campus.

- **Also a great refresher for the Super Tuesday enroller group!!

Our **second major change** was to expand the territory.

We had everything happening in the cafeteria. With that many people, there was no room to move!

So we now have the parents enter in the middle of South Campus (which is where our students enter school during the year).

Then have several of our stations located in the hall (mall) that runs the length of South Campus.

The parents work their way through these stations toward the cafeteria where the enrollment station and the laptop station are located along with the campus tables.

Our **third major change** was to utilize more workers.

We made sure that each area had enough workers so people could easily take breaks and eat lunch/supper. I took the attitude that I would rather start with too many people and could send them home early

****We have actually started trimming back our number of workers. We try to use the same workers each year....so as they begin to know and understand their role they work more efficiently. If you have too many workers in any one area they tend to stand around and talk.**

Our **fourth major change** was to make everyone understand the difference between a New Student and a Returning Student.

We found that schools were telling students who changed to a different Deer Park school that they had to attend New Student Registration even though they had ended the year with us....(ie: the ECC PK students going to Kinder at their elementary school)

*Now they participate in the campus Returning Student activities instead.

*The schools say that they want to meet all those returning students who were not at their campus last year.....but they forget that the parents have to take off work in order to attend. I have recommended that they incorporate this idea in to their Meet the Teacher night.

So what is the process.....

The parents move through the following steps:

Step 1 – pick up packets and fill out several forms (new student information sticker/home language survey/blue residency survey/tan ethnicity letter)

Step 2 – home address is verified and campus is determined

Step 3 – turn in the Home Language Survey

Step 4 – determine the next action based on the Home Language Survey

- if the Home Language Survey is English/English the parents proceed to the cafeteria to have their student enrolled in Skyward
- if the Home Language Survey is anything other than Eng/Eng then the student goes to the LEP station to be tested

Step 5 – student is enrolled in Skyward and parent is given their Family Access login and password

Step 6 – the parent logs in to their Family Access and completes the Online Registration

Step 7 – the parent visits the campus table(s)

Step Details:

Step 1 – pick up packets and fill out several forms (new student information sticker/home language survey/blue residency survey/tan ethnicity letter)

--As the parents enter South Campus the outside entry is lined with signs/messages on easels along with 2 greeters inside the doors to direct parents

Change: we asked the greeters to NOT get into stories – save this for the address verification table

--The parent walks down the hall to the table area. As the parent enters the table area, they receive 2 manila envelopes – one envelope contains various flyers (see Parent Packet handed out during TSUG session). The other envelope has a New Student sticker on the front that the parents fill out and that information is used when we enroll the student in Skyward. The campus tables keep this envelope and puts any parent forms in this.

--This table area has about 35 tables – 4 foot tables that extend to counter height so they can stand and fill out the forms. We have banker file folder type boxes on several of the tables with a note about the forms to fill out on the front of the box. We use the box itself to store extra pens.

--As the parents leave this area, we have staff checking to make sure that they have all 4 forms filled out

--We have about 5 staff in this table area.

We added queueing lines where the parents enter to help keep the line as a line. We can also house more parents in that hallway so they are out of the elements.

Step 2 – home address is verified and campus is determined

--We require the parents to have either their mortgage/tax statement or their lease with one utility bill.

We work with Admin staff who take the parent complaints to determine what would be accepted during the school year. We have her work this table with Lisa (my support staff).

If the parents have their mortgage/tax statement or their lease with one utility bill, we consider this a basic parent. We have 4 workers who take these basic parents. They look up their address on our Transportation Street file to determine the school they will attend. I have a printed copy of this for each worker at this step.

--If the parent is using any other story for their verification of residency, that parent can only talk with two specific staff (Lisa or the Admin staff person) --*affidavits/minor living apart/grandfather*

--We do not accept any Intra-District transfers on this day.....all students go to their home campus

--We do not approve any Open Enrollment applications this day

--We have a lab open so parents can print their tax statements or other necessary information for their verification of residency. This lab is right by this station.

We have lots of Open Enrollment students.

They are pre-approved in May, so no decisions have to be made with them during the Online Registration day.

We use the NSOE enrollment with this group. They follow a different track..."registration within a registration". I use different colored packets so I can visually tell if parents are not getting to the correct spot. It works great!

Step 3 – turn in the Home Language Survey

--We have a table dedicated to the receiving of the Home Language Survey....this is manned by LEP staff

--They direct the parents in different directions based on the Home Language Survey results.

--We have 1- 2 workers to direct the Eng/Eng parents as they walk to the cafeteria. (student PALS) **Note....parents can get lost in a hallway! :)

Step 4 – determine the action based on the Home Language Survey

- if the Home Language Survey is English/English the parents proceed to the cafeteria to have their student enrolled in Skyward
- if the Home Language Survey is anything other than Eng/Eng then the student goes to the LEP table to be tested

--LEP testing – we put their table adjacent to a hallway with classrooms. They use 6 classrooms to test students and 1 classroom to conference with parents.

--When the student finishes testing, the family is then escorted to the enroller group area.

--We make sure that these parents are escorted to the front of the line so they don't have to "wait again" because they have already been waiting during the testing process.

I pulled 2 high school students (PALS) to escort the parents from the LEP area to the enroller area. That has definitely helped.

Step 5 – student is enrolled in Skyward and parent is given their Family Access login and password

--When the parents get to the cafeteria, we have a worker who we call “next in line”. She organizes the line and directs the parents to the next available enroller.

--We have 10-15 enrollers – I use the backup people who help enroll during the year. I also use registrars who just retired.

I create Skyward accounts for them and assign each person to a specific account. We can monitor the student entry errors on each account to see if we need to give more training next year.

--The enrollers use the information from the envelope sticker which was filled out earlier by the parents

--We write the Family Access login on a “welcome to DPIISD” sheet which the parent then takes to the next station

--I work this area and help with any weird problems/questions that come up. I also add Street Addresses if needed. I do enroll if the line gets long.

--I make sure that everyone starts with a bottle of water. And have mints or other hard candy that they can suck on during the day to help with all the talking!!

--I also have Spanish speaking roamer in this area

Note: We have staff at the table area (from step 1) double checking that the parents have filled out ALL of their information. Well....this means that the enrollers have more information to enter into Skyward which actually slowed us down! (a bit of a strange problem to have)

So we made a quick change.....when there was a line.....we did not enter guardian #2 info. We circled that information on the packet so the campuses knew that they needed to enter this into Skyward.

****Campus Registrars are charged with the task to double check and verify ALL student information.....comparing the documents they receive to what is entered in to Skyward.**

Step 6 – parent logs in to their Family Access and completes the Online Registration

--We have a bank of 40 laptops and about 15 helpers.

--When the parent leaves the enroller, one of the laptop helpers assists the parent through the Online Registration process.

--The parents print the final Confirmation/Review page from the online registration process. They print to a bank of 2 printers.

This step has gone through several revisions over the years.

The setup that we used this year worked very well...we will use this idea again next year. We split the workers (strategically) in half...so we had 7 on one side of the printers and 7 on the other. The workers we had worked well, they stayed busy and were willing to help where needed.

We have 2 supervisors of this area who bring any “problems/issues” to me....passwords to fix....combine all siblings into one family...etc
One of these also acts as the “director” who directs the parent from the enrollment area to an open laptop. They “float” throughout the laptop area.

We assign 1 person to the printers. He gets the printed Confirmation pages to the parents as they are printed.

We also position the printers by the stairs that lead to the campus tables.

We set up numbers on each laptop table so the parents can easily be directed to a table.

**This area needs GOOD workers!! You can do more with less if your workers are good!!

**We no longer put out directions by the laptops. I figure this is why I have helpers in this area!!

Step 7 – parent visits the campus table(s)

--The parents take the printed page to the campus table.

--They also sign a Signature Page which contains DPISD verbage from our old registration cards. The campus table keeps this page as well.

--The campus also takes the manila envelope with the Student Information sticker – **we make it the campus responsibility to compare what was written on the sticker to what was entered into Skyward to the actual enrollment documents.**

--The campuses have their forms to share with the parents.

*Every campus is set up with two 8-foot tables. We have tablecloths to cover the tables. One tablecloth has their school name/logo.

*The campus registrar brings along their Parent Registration Laptop that they use during the year along with their scanner (Neat scanners).

*Technology provides a laptop for the nurse and for the secondary counselors (two at the high school)

*The nurses bring along their scanner from school

*I provide flash drives for both the registrar and the nurse so they can move their files off of the laptops used that day. I put these in a small Ziploc with a note “Use your pen drive to store any files that you create today. Remember to upload your files to the Student Portfolio.”

When the parents are finished at the Campus Table, they can stop at the Food Service table or the Transportation table or the Special Program table to ask any questions.

We also have an iPad table to share information about our one-to-one program

When the parents are finished with all Registration steps, they follow the exit signs out of the building.

The role of the Technology Dept –

We use many of the technology dept staff to assist at various stations

The network guys and technicians help bring over and set up all of the laptops and printers on Monday.

They also help with the tear down that night....it is a long day!!!

They are a big help in this project and definitely contribute to the success.

We do a walk-through at South Campus with us and our Network Director and key Tech Guys and the South building custodian –

- discuss where laptops and printers will be located
- do the areas have electricity and wireless access
- tables and chairs

At the beginning we did an additional walk through in early June

The second walk through is done at the end of July

I email the Food Service and Transportation and Special Program and LEP departments about their special needs – laptops, printer/copier, and special supplies

We reserve the South Cafeteria the Thursday before New Student Registration. This allows us extra time to move things over to South and start some early setup

My department helps bring many items over to South via the box truck to give the Tech guys more time to work on tech issues for registration.

****Note:**

I communicate with our Technology staff and our workers a couple times during the summer.

1st communication – the request to help

(when they say yes....I email them back and tell them that I will send additional details end of July)

2nd communication – reminder to them at the end of July

3rd communication – reminder to them on Sunday before Super Tuesday

4th communication – thank you

Setup and Tear Down

Plan for a quick retreat at the end of the night

You take 2-3 days for setup and then tear down occurs within 1-2 hours!!

Have a tear down plan so you don't feel so out of control.

I tell our campuses.....whatever we put on their tables – they take with them!!! And they love it!!!

Have a bin for each area so they can put all of their items in that bin. Makes the chaos a bit easier.....the bins are easy to move around and then you can deal with the chaos in each bin later. (helps to label the bins!)

When the last parents come in.....the door is locked and then the tear down starts behind those parents. (do this at a distance!)

MISCELLANEOUS INFORMATION

Forms used – these are all included in the additional packet

--Welcome to DPISD parent portal (write down FA login)

--Signature Page

--Falsification of information

--My Child is at the wrong school

--Blue Residency Survey

--Sticker for student manila envelope

--Sticker for parent manila envelope

--General Directory

--Parent Portal Agreement

--Ethnicity letter

Staff used: ***These workers were paid or they received comp time.*

Greeters (and supervisor of this group)

Workers for table area where parents are filling out forms

Address verification (and supervisor of this group)

LEP department for receiving of home language survey and testing area

Workers to direct parents as they walk down the hall to the cafeteria

Workers to direct parents in foyer which leads to the cafeteria which is also where the exit doors are

Enrollers (and supervisor of this group)

Laptop – parent helpers (and supervisor of this group)

Play area

Floater

Hospitality Room

Custodial help

Police Officer on duty

Who will help with.....

Setup on Thursday

Setup on Monday

Setup on Tuesday morning

Teardown on Tuesday night

Signs:

Signs in front of campuses – about a month prior

Banner across Center Street (our main street in town) – about a month prior

Feather signs that we put at the entrance to South Campus on that Tuesday

Various signs on easels in South Campus to inform parents and direct parents

Various signs on the entrance and exit doors at South Campus to inform/direct parents

**we found that many parents were going to the front office of South Campus, so we added additional signs at the front office and along the street to let them know where to enter for New Student Registration.

TIP: Think of how/where a parent will go for those who do not read or follow directions

We have “sandwich signs” and place them along the street and at the corners of the parking lot to help direct the parents. We received many positive comments about how helpful those signs were.

This day is not for returning students.....but these parents will show up

*We have a bright colored form to give these parents

It is a simple informational form to hand to the parent telling them to contact their new school starting the next day.

Hospitality Room

Snacks – drinks

Lunch/Supper for staff working the registration day

....but also for South Campus summer staff and the custodians

Supper was a box lunch so if anyone had to leave early we could send them home with a box lunch.

We use an Art classroom as our Hospitality room.

We have 3 workers in this area

We drop off the bins of snacks and drinks....they organize the room

They supervise the lunch and dinner as the staff come in to eat

---they also watch how long people are taking to eat

Then they pack everything back up at the end of the day

We station the Hospitality Room with 2 workers and 1 runner. The runner refills the coolers with ice. The runner replaces the candy containers on the campus tables with full candy containers.

I have purchased utility carts so the hospitality staff can easily pick up delivered food if the restaurant is not prepared and so they can use the cart when refilling the candy containers at the campuses. But I also use these carts to haul all of the drinks over to South Campus. Rather than handling these individually.....I load up our 3 utility carts with our drinks – cokes, Gatorade, tea, Starbucks. Then the tech guys roll these very full utility carts onto our box truck, which has a lift....then take them off as is at South and roll them into the Hospitality room!!

Communication and Advertising

All front offices – campuses and admin building

--the people who know what is going on.....go on vacation

--create a “script” which is taped to the desk by the phone so the “fill- ins” can read this info when parents call

We printed flyers and mailed them to the apartments at the beginning of July. We also sent these to our Community Center, Welcome Center, etc

Challenge: You don’t know who these New Students are....so you cannot really do phone calls or emails to this group. You have to rely on more general types of advertising.

**This year I did a survey....asking the parents how they heard about New Student Registration. I made this a step (custom form) within the Online Registration that was visible on that Super Tuesday day.

Activity items for kids -- campus table area and LEP testing area

*in the middle of the campus table area, we set up a supervised play area with puzzles, large sized legos, books, coloring books, activity books

*we used our PALS students for this area along with an assigned staff person to supervise.

*we also set up these same activity items in the LEP testing waiting area....but we did not man this station since their parents are with their children in this wait area.

This activity area was a big hit!!!especially the legos

BIG TIP: Have chairs along “the route” –
--these create your boundaries but people can also sit if needed

Items purchased:

Printers (paper and cartridges)

Tablecloths

Easels

Stools (\$10 from Walmart/Amazon)

Scanners (Neat Scanners)

Tables for entry area where parents fill out forms

File folder box holder - set on form tables - holds extra pens

Utility carts and other rolling carts (with good wheels)

Pens – Office Depot Foray pens – a dozen for about \$3.00

Give away items for students

--magnets, pencils, note pads with dpisd logo

Feather flags for entrance

Sandwich signs for street and parking lot

Walkie-talkies

Queueing lines

Number holders for laptop tables

Snacks and drinks

Supply items for workers

Supply items for trans/food service/spec ed

Supply items for LEP

Supply tubs for campuses

Supply tub items:

Legal pad

Jr pad

Scratch pad

Post it notes of all sizes

Post it flags

Pens and a container for pens

Markers

Highlighters

Stapler

Staple remover

Binder clips

Paper clips

Advil packets

Rulers

Scissors

Kleenex

Hand Sanitizer

Include staff who are **good problem solvers.....fierce in a crisis.....**because something happens every year

----rainstorm of rainstorms

---the mall area where the address verification table is located lost power and had a pretty good leak enough for tables to be moved and custodians with mops

---the technology building also lost power....but then lightning struck our generator.....so we had to bring down the Skyward server which resulted in having to call it quits at 7:00 rather than 8:00 and deal with the people who were in process

-----no air at South – table area and address verification area

----brought over the industrial fans from Tech Building along with any fans in our offices

-----a choker and a thrower upper ---nurses had to spring in to action

Feel free to contact me
if you have any questions or
would like additional information:

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