



Purpose and Work Streams 2016-17

Enrollment

Purpose

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Department Manager

The Enrollment Office registers and enrolls students, monitors residency and guardianship functions, coordinates internal transfer and open enrollment processes, runs lotteries for programs like DLI and specific schools, and supports the district's student information system.

Fatima Bendada

Major Work Streams

Title	Description	Lead
Internal transfers	RAD determines the building capacity the end of April, programmer modifies internal transfer application removing schools over capacity, Office receives application, office reviews application and capacities, office approves or denies, office notifies family and school. Concerns that need to be addressed: Round 1 time change, some calendar years only allows for 2 weeks; Round 2 end-date does not allow enough time to add/drop students and District staff to review; Round 2 timing issue with Athletics; Siblings applying to the same school; setup procedure for 5th and 8th grade students that need to reapply for the 2016-17 school year.	Deb Lawson
Open enrollment	Office receives application, office reviews application and capacities, Ed Services reviews requests for students with IEPs, office approves or denies, resident and non-resident districts notify family and school, legal Services reviews appeals from DPI, DPI notifies family of approval/denial. Enhancement of open enrolled out students enrollment through the use of a mini-app.	Deb Lawson
Registration and enrollment processes	New and returning families use the online enrollment application to enroll every year in their school.  New students create an account to register into district. New students print verification page and take to school along with any other documents needed as indicated on the verification page. School confirms address is in attendance area and imports online registration into Infinite Campus, which creates enrollment and enters family/student info into IC system. Returning students use their Infinite Campus parent portal username and password to log into online enrollment to update information. Both new and returning students review the electronic list of disclosures and permissions they entered in online application. Their submission of the application confirms their agreement with the list of disclosures and permissions. Returning families can opt to pay fees online and fill out any other additional forms as needed. They do not need to go to school to complete online enrollment if they have no changes to key information.	Fatima Bendada
Lotteries	Align the lottery process with the internal transfer process. Automate reviewing of the applications for residency transfer process. Automate reviewing of the application for residency, siblings and staff reference if applicable. Automating the process will improve the accuracy of data.	Staci Jansen and Deb Lawson
4K enrollment improvement	Admin Staff determine 4K sections of EEN and ELL in their building. Student Services provides lists of incoming EEN students to be placed prior to online enrollment start date. Parents enroll online and in buildings. Staff determine placement and send notification to parents. Staff receives student list from Transportation Dept, and notifies families regarding transportation qualification status. Staff works with offsite locations to get their enrollments confirmed and roster students. Staff works with Secretaries and Transportation during the first weeks of school for new students or changes to transportation.	Staci Jansen and Fatima/Dave
Summer School Enrollment	Tech Services creates code to select students. EO works closely with EEL to create schools, calendars, courses, and schedules students in IC. Staff assigns user rights.	Fatima, Deb and Staci
Set up school year in IC	Staff rolls students and calendars; determines calendar/schedule configuration for 4K-12 for every school/site; and rolls reports, courses, teachers, rooms, schedules, grading tasks, attendance reasons etc. If a new school or schedule is needed staff creates it. C&A staff supports teacher and gradebook with support from Enrollment Office. Enrollment office divides up support by schools.	Deb Lawson and Fatima
Student Information System Clean-up	Technical Services creates IC clean-up reports and provides them to the Enrollment Office support assistant; support assistant uses reports to look for data that is not correct on student records, then updates, investigates and sets time lines for specific clean up duties; support assistant works with programmers to find new ways to locate data in IC that has been entered incorrectly; support assistant works with schools to verify which changes need to be made.	David Van Den Brandt
Membership Count	Create training material for secretaries on how to report accurate membership count to the enrollment office. Follow up on the No Show Procedure and ensure schools are recording No Show students correctly and entering the No Show students in the Not Verified for Membership (NVM) report. Ensure schools are using the audit procedure included in the Membership Count General Guidelines to make sure students' count is correct and the PI-1563 reflect the actual student count. Follow up on Dashboard error report to ensure all errors are corrected before membership count is submitted to DPI. Ensure students count is accurate.	David, Debra, Staci, Fatima



Enrollment

Priority Projects 2016-17

COMP Priority Project	Strategic Framework Priority Area	Strategic Framework Priority Area Next Step	Project Lead	Q1 Key Implementation Steps (Sep-Oct)	Q2 Key Implementation Steps (Nov-Dec)	Q3 Key Implementation Steps (Jan-Feb)	Q4 Key Implementation Steps (Mar-Apr)	Metrics for Monitoring Completion and Success
Go early (launch on site, launching online)	N/A	N/A	Fatima & Karen Kepler	Steering Committee meeting to approve the idea of online and onsite early enrollment. Decide on the budget allocation to cover enrollment operations (Subs in EO) and bringing secretaries one week earlier than the scheduled date. Onsite registration - committee including schools and key district departments. Prepare 17-18 online enrollment launch for July 17.	Decide on enrollment calendar dates and communicate these dates to schools. Test the application, verification page, verification process done by schools, run reports, etc. Decide on the office enrollment resources to use in order to support families with online enrollment, including updating the enrollment office website, and the use of subs.	Update the enrollment material for families.	Finalize the reports used and create a legend that explains the reports' headers.	Online Enrollment app., Online Enrollment Reports, Training documents for secretaries, updated website, and feedback from different stakeholders impacted by this project.
Coordination of transfer programs	N/A	N/A	Andrew Statz	Identify the different transfer programs within the MMSD	Determine the parameters and the inventory of roles and responsibility of the different stakeholders involved in making decisions about transfer programs.	Publish the transfer document as a reference guide to be used by different stakeholders.		Reference guide to support transfer decision makers and feedback from different stakeholders impacted by this project.
Expand "stay away" enrollment to MS	N/A	N/A	Fatima Bendada	Analyze the feedback regarding paperless received during enrollment visits to schools and from parents. Make a decision about the option to "stay away" to MS.	Committee meeting which includes LifeTouch and Jefferson and Hamilton staff to discuss moving the picture day to school days.	Work with communication to create a communication plan in order to support schools with the dissemination of information to parents of continuing students used to receive during enrollment days.	Update the Enrollment Website and enrollment training material to reflect the expansion of "stay away" for middle school continuing students.	1. Reflect the addition of the programming language on the online app. which directs continuing students to next steps in the enrollment process. 2. Communication plan to ensure schools have a communication medium to disseminate enrollment resources to parents. 3. Enrollment Office updated website, 4. Training material for schools.
4k enrollment improvement	N/A	N/A	Fatima & Staci	Develop the application that supports the elimination of 4K re-enrollment by March 1, 2017	1. Continue the development of the online app. 2. Create a process for making changes (create a link for parents to access the app and make changes as long as they have not been verified), 3. Develop a better timeline for 4K: Placement of groups, mailing of placement letters, and transportation.	1. Test the online app. 2. Develop a communication (letters go out) schedule with a cut off deadline for making changes in order to better manage the 4K changes (not possible until last day of enrollment at schools is determined). Update the enrollment website, video, Q/A. 3. Work with the communication department to send flyers to schools and families.	1. Launch the online app. by March 1st. 2. Set up the tracker to support MMSD schools and ECE centers. 3. Send the first batch of placement letters by April 15th (include does NOT qualify for trans) and then send monthly placement letters after that. 4. Receive the transportation schedule from Mike.	1. 4K Online app. 2. 4K enhanced documents. 3. 4K website and enrollment website.
Automation of lotteries	N/A	N/A	Deb & Staci	Meet with programmers to develop online application to mimic ITs application and further automate the lottery process (DLI)  Align the lottery process with the internal transfer process including automating the lottery. Automate reviewing of the application for residency, siblings and staff preference if applicable. Automating the process will improve the accuracy of data.	Work with programmers to complete and test online application and automate the lottery process (DLI) by Dec. 1st. Communicate changes to Lottery process to Secretaries on new application, applying over the phone.	Set up new families with username and passwords. Monitor feedback from new application.	N/A	1. The automated app. and feedback from staff and parents.

Electronic Communication Improvement	N/A	N/A	David Van Den Brandt	work with Technical services and the enrollment team to create a Collaborative Inbox by Oct 17.	Work with Technical services to enhance the enrollment tracker through adding a drop down menu which should include enrollment topics such as: OE, IT, verification, etc. and schools	1. Use the vertical presentation of tabs to make the Staff only page organized by topic. 2. Use the RPEO website as a model to make the enrollment website user friendly (Discuss with Fatima).	1. Use the vertical presentation of tabs to make the Staff only page organized by topic. 2. Use the RPEO website as a model to make the enrollment website user friendly (Discuss with Fatima).	1. Email inbox functionality, improved website, improved tracker, and feedback from different stakeholders impacted by these tools.
Customer Service Improvement			Fatima and David	N/A	<p>Incorporate customer service improvement discussion in the weekly enrollment team meeting in order to come up with and discuss new tips to improve enrollment-customer relationship.</p> <p>Improve the 4K process to ensure it has a positive impact on our customer service improvement to schools, parents, and other stakeholders.</p> <p>Continue to act as a service agency with a customer service mentality dedicated to listening to customers, responding to their needs, and developing better enrollment tools and processes.</p> <p>Improve training tutorials and enrollment website</p>	<p>Incorporate customer service improvement discussion in the weekly enrollment team meeting in order to come up with and discuss new tips to improve enrollment-customer relationship.</p> <p>Improve the 4K process to ensure it has a positive impact on our customer service improvement to schools, parents, and other stakeholders.</p> <p>Continue to act as a service agency with a customer service mentality dedicated to listening to customers, responding to their needs, and developing better enrollment tools and processes.</p>	<p>Incorporate customer service improvement discussion in the weekly enrollment team meeting in order to come up with and discuss new tips to improve enrollment-customer relationship.</p> <p>Improve the 4K process to ensure it has a positive impact on our customer service improvement to schools, parents, and other stakeholders.</p> <p>Continue to act as a service agency with a customer service mentality dedicated to listening to customers, responding to their needs, and developing better enrollment tools and processes.</p>	Feedback received from schools and parents. Central Office Satisfaction Survey Rate. Central Office Satisfaction Survey Feedback.