





New Orleans Online Application System School User Training

February 12, 2014



Training Objectives

After today's training, participants should be able to:

- 1) Articulate the key processes and policies associated with the enrollment system
- 2) Log-in, enter data, and submit student applications
- 3) Know where to get additional information and support

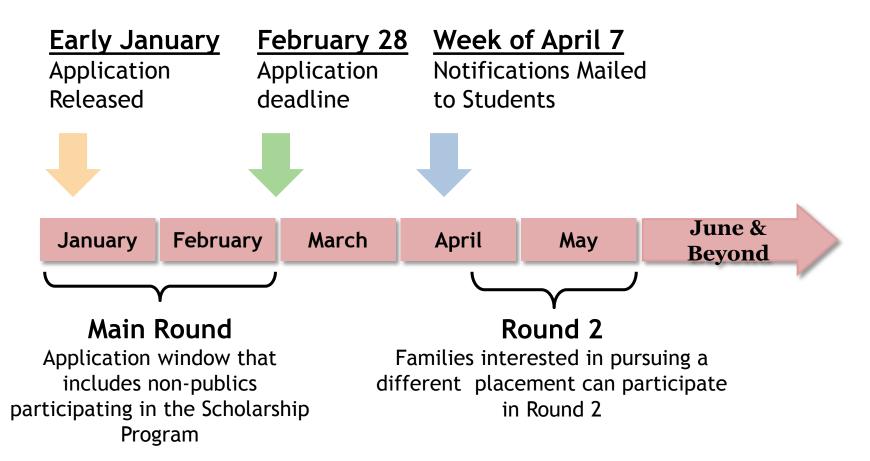


Agenda

- Application Intake: Policies and Procedures
- System Functionality
 - Parent Portal Preview
 - Create desktop icon/Downloading Google Chrome
 - Login
 - Updated processes (student IDs, student update wizard)
 - Application Process: Parent Selection
 - Application Process: Add Students
 - Creating an Application
 - Edit Applications
 - Dashboard & Recent Items
- Questions & Answers



Timeline





How Do New Scholarship Students Apply?

Families interested in attending a school participating in the Scholarship Program will:

Apply to schools located outside of New Orleans by submitting a SEE application. Apply to schools located in <u>New</u> <u>Orleans</u> by ranking them on their OneApp

Families can apply online or in person at a participating school or Family Resource Center with a paper application.

Schools:

- Enter student applications within 72 hours
- Verify income/residency eligibility documentation

LDE:

- Verify prior school attended
- Provide additional support to schools



How Do Continuing Students Apply?

This year, there are no "intent to return" forms.

- Current scholarship students should only submit an application if they want to request a transfer.
- Otherwise they will be returned to their current schools
- You will be able to validate all your current scholarship students in SchoolForce. Email studentscholarships@la.gov if a current student is not assigned to your school in SchoolForce.
- Schools are encouraged to communicate with their families directly about their plans for the coming year.



How Do New Scholarship Students Apply?

Schools:

- All Orleans Parish schools should be data-entering applications into SchoolForce within 72 hours after receiving them. This helps ensure that dated applications are not overwriting more recently submitted applications.
- If you have delayed entering applications, please validate that you are not overwriting more recent applications based on the Parent Signature Date and Submission Date on the existing application.

Moving forward, please enter the applications shortly after receiving them. Timely data entry is necessary to ensure that students' most recent submitted applications are honored.



How Do Continuing Students Apply?

This year, there are no "intent to return" forms.

- Continuing students DO NOT have to submit an application if they choose to remain at their current scholarship school.
- However, if current Scholarship students would like to change schools for the 2014-15 school year, they should submit an application, otherwise they will be returned to their current schools.
- You will be able to validate all your current scholarship students in SchoolForce. Email <u>studentscholarships@la.gov</u> if a current student is not assigned to your school in SchoolForce.
- Schools are encouraged to communicate with their families directly about their plans for the coming year.



Students in Transition Grades and NSECD

Students in Transition Grades

- All students that are transitioning from elementary school to a new school for middle or high school MUST complete a new application. If parents do not complete an application indicating new school choices, the student will not be considered for a new placement.
- However, continuing LA Scholarship Program students do not need to re-verify residency or income.
- If you have students in a transition grade, please make sure their parents are aware of this requirement.

NSECD Students

 All NSECD students MUST complete a new application and submit proper income and residency documentation to be awarded a scholarship through the Louisiana Scholarship Program.



How Are Applicants Matched to Schools?

Eligibility for a Scholarship is determined the same way that it has been in the past. An **applicant is eligible** if they reside in Louisiana and:

- Are a current Scholarship or NSECD student; or
- Are an entering first-time kindergarten student and meet the income requirement; or
- Are attending a C / D / F / T school and meet the income requirement

Eligible applicants **receive priority** to a non-public school listed on their application if they:

- 1. Are a current NSECD student at that school (if applicable)
- Are a sibling of a currently attending student at that school
- 3. Are a current scholarship student in a transition grade
- 4. Reside in the same parish as the school (if applicable)
- 5. Attend a D, F, or T school



Registration Deadline

Students awarded a scholarship in the main round will be required to register at the school by June 6.

If a student does not meet the registration deadline, they lose their guarantee to a seat at that school.

- Schools can choose to keep students on their roster who do not meet the registration deadline, or fill those seats with students from their waitlist (NSECD and siblings first).
- Schools must notify LDE following June 6 deadline whether or not to remove students who have not registered.



Application Intake

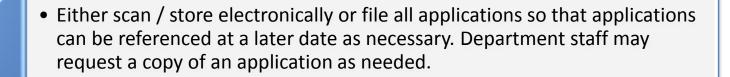
When collecting applications from families, it is the Department's expectation that school staff will do the following:

- Conduct a quick review of the application when the parent/guardian is with you: can you read the handwriting, are all fields completed, has the parent/guardian signed the bottom, is the student applying for grades open at your school?
- Verify residency and income eligibility documentation. (Documentation does not have to be submitted with application, but applicants should be notified that it will need to be submitted prior to application deadline.)
- Provide the parent/guardian with a copy of their application.
- Place the application in a secure place (i.e. file cabinet) until it is time for data entry.
- Enter application data into SchoolForce within 72 hours of receiving them, mark them as data entered, then place them back in their secure location.



Application Record Maintenance

The Department expects that schools will keep on file copies of all applications received – either electronically or paper:



 Maintain filed applications for at least six months before shredding / deleting applications.



Application Intake

Application in-take hours:

- Please post applicant intake hours so that they are visible to families
- Schools must accept applications every school day throughout the application period (January 13th February 28th)
- Hours must be consistent throughout the application period

Point of Contact:

- Each POC is responsible for ensuring that there is a plan regarding who will have access to the log-in.
- Each POC is responsible for validating that all school staff completing application acceptance/entry processes are adhering to policy.
- No more than 3 people per school should have access to the log-in.



Process/Policy: System Log-Ins

- Each school must identify an enrollment point-of-contact ("POC") for SchoolForce. Only one log-in will be issued per school.
- Each POC is responsible for ensuring that there is a plan regarding who will have access to the log-in.
- Each POC is responsible for validating that all school staff completing application acceptance/entry processes are adhering to policy.
- No more than 3 people per school should have access to the login.



Processing Applications

- Please process all applications within 72 hours
- All students will have 9 Digit Unique Student IDs (OneApp IDs)
- There will be two application rounds and two rounds of matches. Only one application will be submitted per student per round.
- Changes to the application will overwrite previously submitted application information. The most recent application is authoritative.
- Parents will have the ability to enter applications themselves via an online portal, but must submit proof of residency and income eligibility to a participating school.



Verifying Eligibility

- We are requesting that you verify income and residency eligibility of the applicant for the program.
- Applications are not complete until all eligibility documentation is submitted.
 Please reach out to parents to make sure they submit their documentation before the deadline
- You DO NOT need to copy verification information or maintain this
 documentation in your files. This information will be collected by the school
 at the time of student enrollment.



Income Documentation

Louisiana Purchase Card, SNAP Benefits, Social Security Benefits

OR

- Federal Tax Return
- W-2s from all employers for the period ended December 31, 2013
- Unemployment compensation statement for the period ended December 31, 2013
- Alimony as shown in court decree or agreement
- Social Security benefits statement for the period ended December 31, 2013
- Pension statements for the period ended December 31, 2013



Income Eligibility Requirements

Household Size	Yearly Income	Monthly Income	Bi-Weekly Income	Weekly Income
2	\$38,775	\$3,231	\$1,790	\$895
3	\$48,825	\$4,069	\$2,254	\$1,127
4	\$58,875	\$4,906	\$2,718	\$1,359
5	\$68,925	\$5,744	\$3,182	\$1,591
6	\$78,975	\$6,581	\$3,646	\$1,823
7	\$89,025	\$7,419	\$4,108	\$2,054
8	\$99,075	\$8,256	\$4,572	\$2,286
Add this amount for each additional member	\$10,050	\$838	\$464	\$232



Residency Verification

Address should match student address. Documentation must be dated after January 2014.

- Rental lease agreement/mortgage agreement
- Electricity/Gas Bill
- Telephone Bill
- Cable or Internet service bill
- Sewage/water bill
- Current Official letter from a Government Agency (DSS, DHH)
- Homestead Exemption Notice
- Property Tax notice



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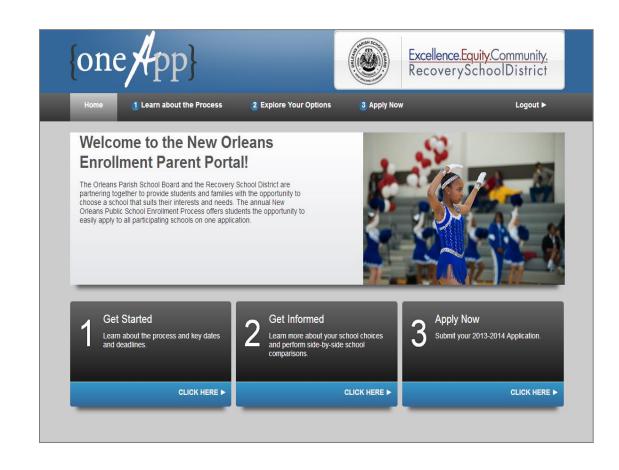


Parent Portal Preview

As they did last year, Parents will have the option of applying online.

Using the online portal, they will have access to:

- Policy and process information
- Louisiana Schoolfinder
- The enrollment application





Parent Portal Preview

After logging in, parents/guardians will have the ability to add students to their families and submit or edit applications.

The school user process will mimic the parent process.





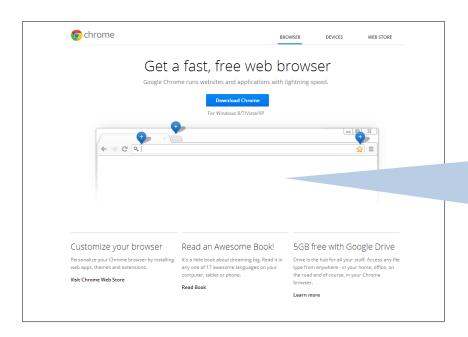


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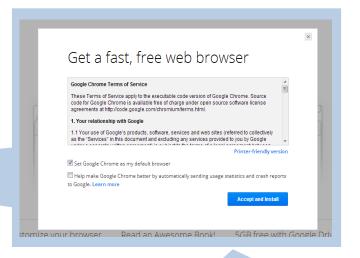


Downloading Google Chrome



Steps for downloading the recommended browser:

- Go to: https://www.google.com/intl/en/chrome/browser/
- 2) Click "Download Chrome"
- 3) Click "Accept and Install"
- 4) Chrome will install itself
- 5) Click "Run" if Chrome does not open automatically

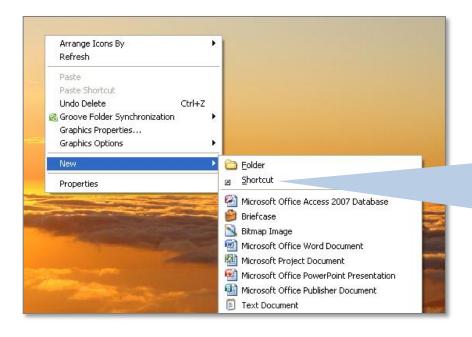






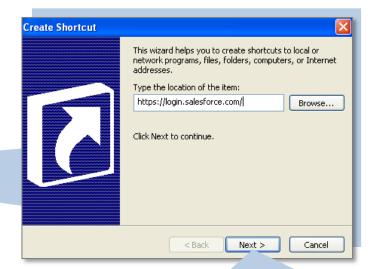


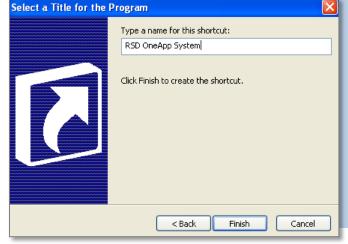
Creating a Desktop Icon



Steps:

- 1) Right click on your desktop
- 2) Select "New"
- 3) Select "Shortcut"
- 4) Enter in https://login.salesforce.com
- 5) Enter "OneApp System"







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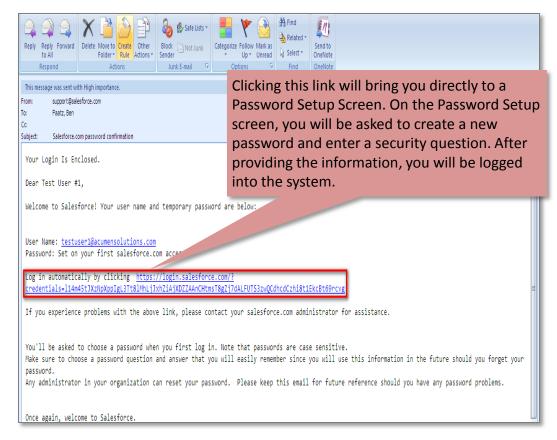
Logging Into the System

New Users:

Upon receiving your username and password for OneApp, simply click on the hyperlink that is embedded in the email and follow the setup wizard to successfully log into the system.

Returning Users:

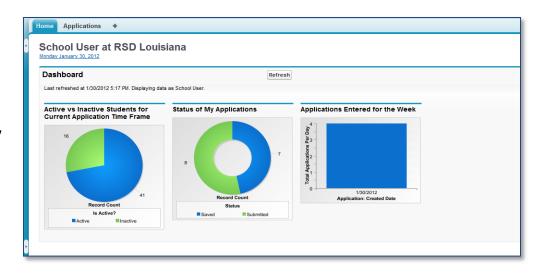
Continue to use your current username and password at https://login.salesforce.com/





Logging Into the System (cont'd)

After creating a Password and Security Question, users are brought directly to the Home Tab.



For subsequent logins, users should click on their desktop icon to arrive at the log-in screen







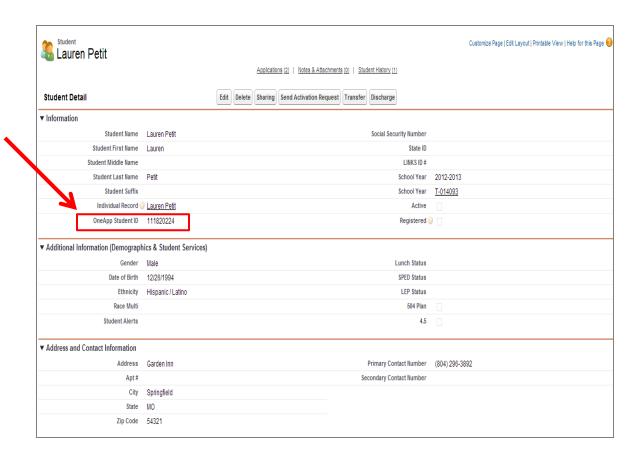
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OneApp Student IDs

- All students in SchoolForce have been assigned a OneApp ID located on the student record
- These 9 digit IDs are essential for ensuring clean and accurate application data and will be used by school staff and parents to fill out applications



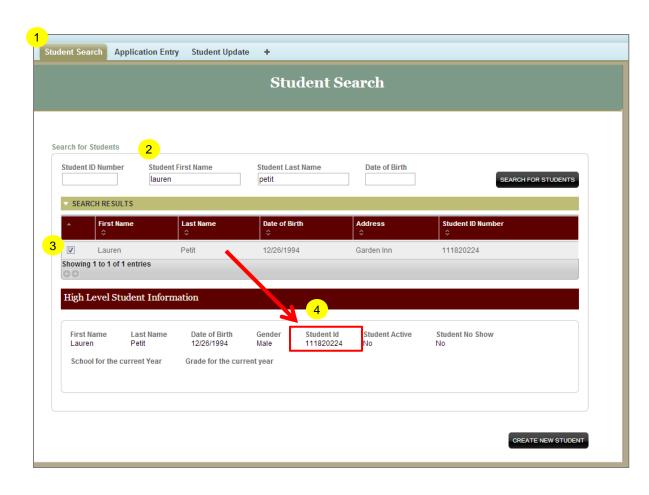




OneApp Student IDs

If you do not know a student's OneApp ID and need to use it for the application, you can:

- Click on the student search tab
- Enter the student name and DOB (if available)
- 3. Click the checkbox next to the correct student
- The ID will display in the "High Level Student Information"





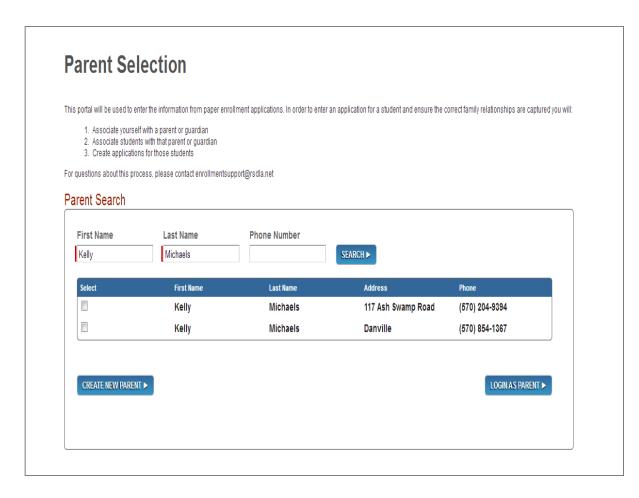
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Application Process: Parent Selection Page Navigation

In order to mimic the parent user process and create clean relationships among family members, we will start by selecting or creating the parent or guardian of the student(s) for whom we wish to enter applications.



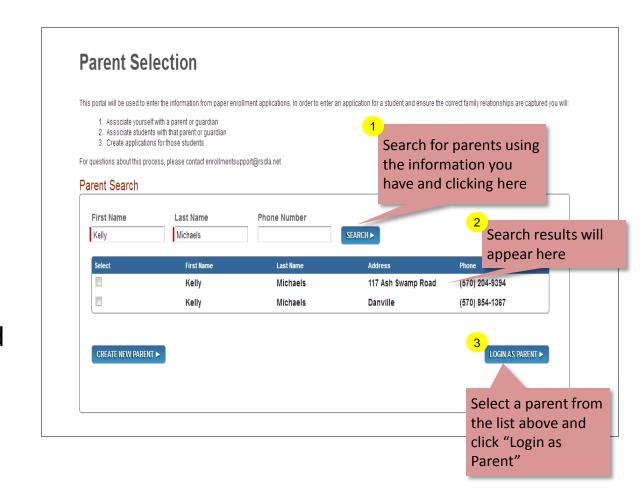




Application Process: Parent Search and Selection

Parent Selection Steps:

- Enter the parent name and phone number if available
- Search results will appear
- Select the box next to the parent you wish to log in as and click "Login as Parent"

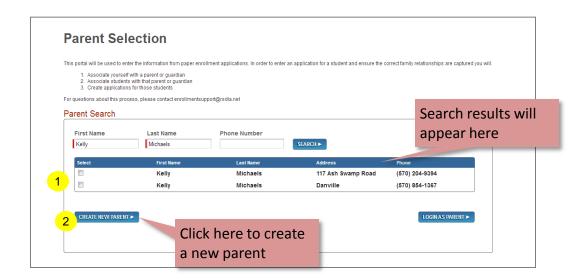


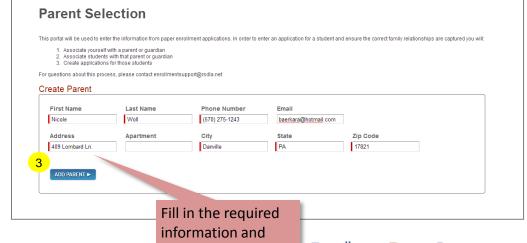


Application Process: Creating a New Parent

Creating a New Parent Steps:

- Look at the list of parents provided after your search
- If you do not see
 the parent you wish
 to select or your
 search returns no
 results, click "Create
 New Parent"
- Fill in the required information and click "Add Parent"





click "Add Parent"

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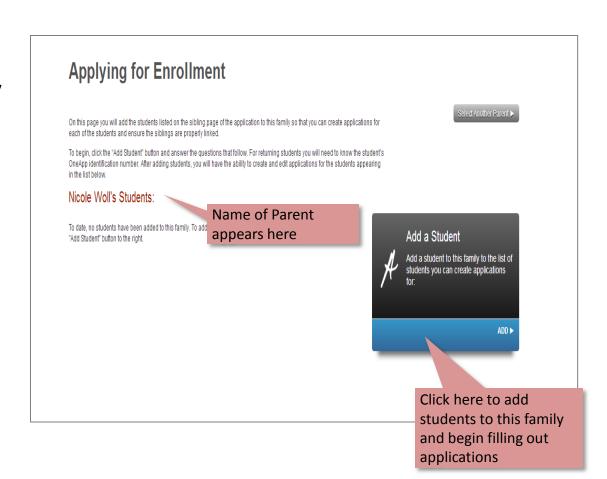


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Application Process: Adding Students

- After you have created or logged in as a parent or guardian, you can add students to his/her family
- After adding each student from the sibling list on the application, you will be able to fill out the enrollment application for each student
- •You will need One App ID numbers to complete this step (all existing students have been assigned an ID)





Application process: Adding Students (cont'd)

There are <u>two</u> ways to search for a student:

- By using the student ID
- 2. By using the student fist name, last name, and date of birth

Student Search

Student Id Student First Name Student Last Name Date of Birth

104329352

First and Last name and date of birth can be entered here

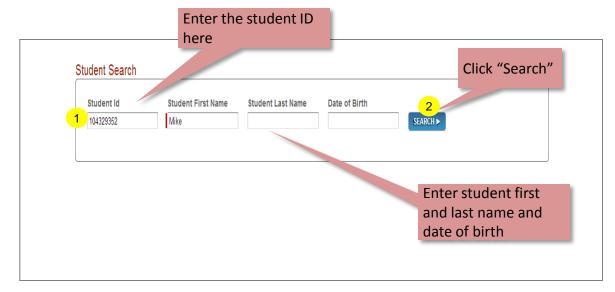
Keep in mind, all current RSD and OPSB students have been assigned an ID



Application Process: Adding Students (cont'd)

Steps for searching for a student:

- Enter the student ID
 or Enter the student
 fist name, last name,
 and date of birth
- 2. Click "Search"

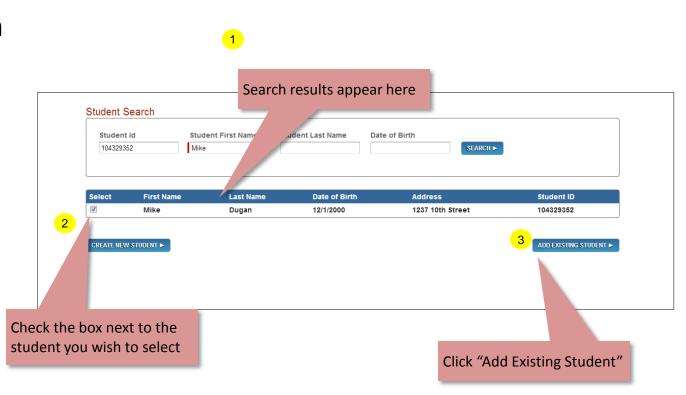




Application Process: Adding Students (cont'd)

Student Selection Steps:

- Search results will appear
- 2. Select the box next to the student you wish to add
- 3. Click "Add Existing Student"

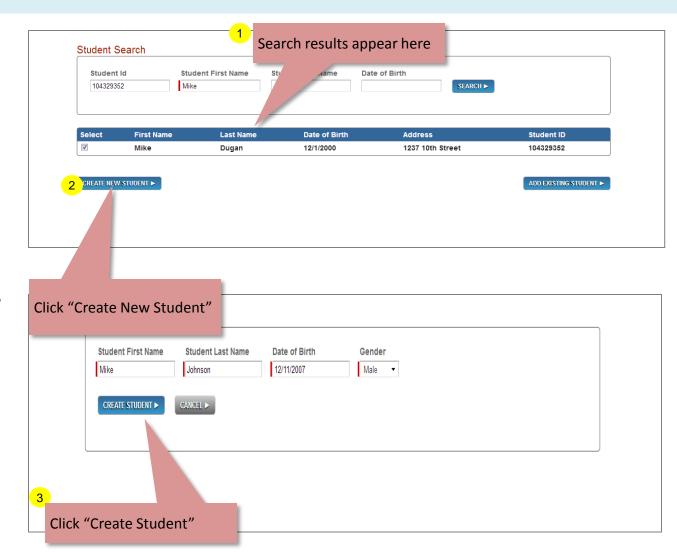




Application Process: Creating a New Student

Creating a New Student Steps:

- Look at the list of students provided after your search
- 2. If you do not see the student you wish to select or your search returns no results, click "Create New Student"
- Fill in the required information and click "Create Student"

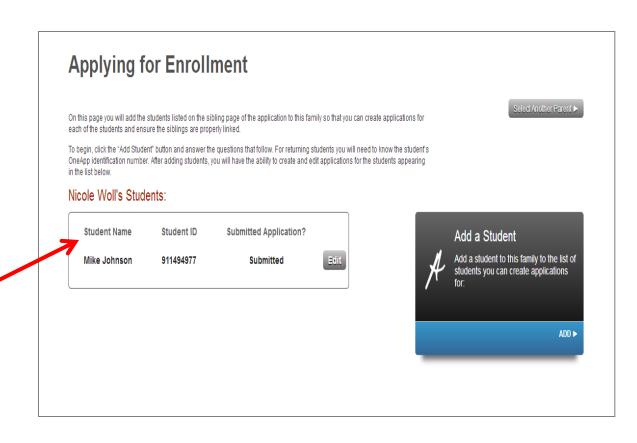




Application Process: Student List

Student List Page:

- After you have created new students or added existing students, they will appear in the student list
- From here, you can submit new or edit existing applications





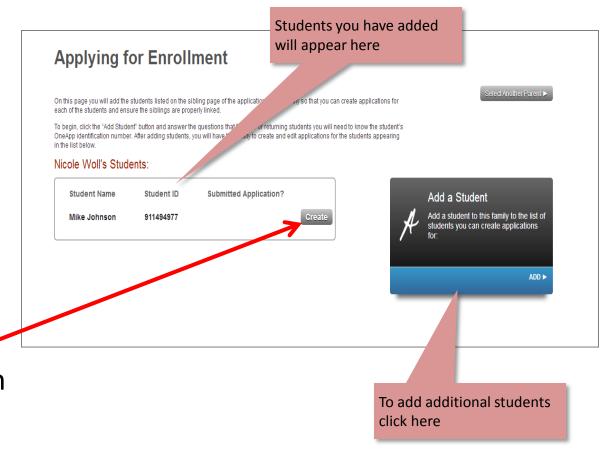
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Create an Application

 After adding a student, the student's name will appear in the list under the parent or guardian's name

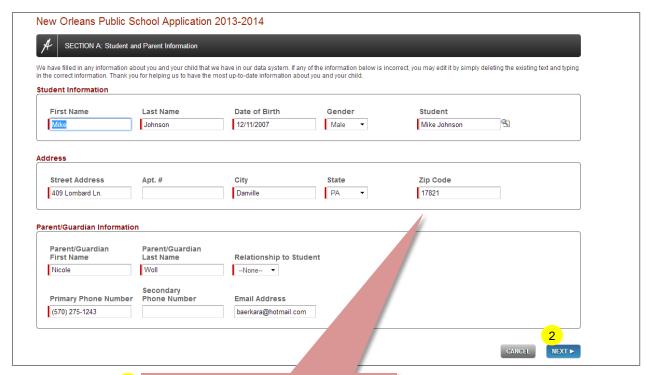
Click "Create" to begin an application





1) Examine the existing information in Section A and edit any fields that need to be updated and fill in the information for blank fields



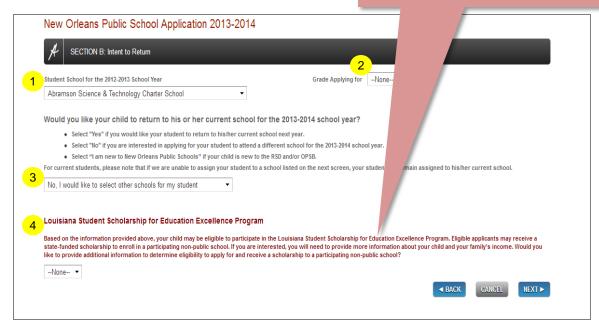


All information existing in the system for the student will pre-populate into the application boxes



This question will only appear if the student's current school is a C, D, F or transformation school

- 1) In Section B, indicate the student school for the current school year by clicking on the drop down
- 2. Next, click on the drop down to select the student's grade for next school year
- 3. Indicate whether the child is new to the OneApp schools



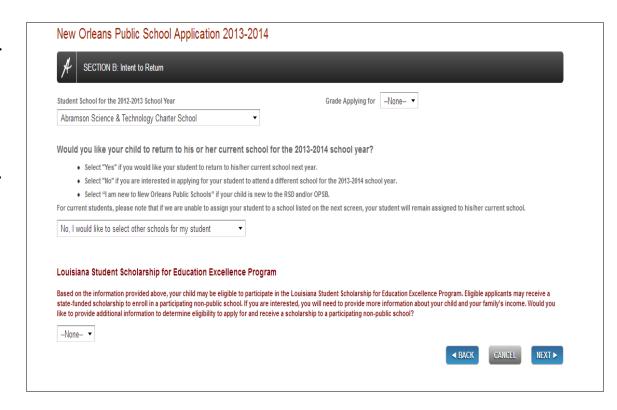
- 4. Indicate whether the parent would like to determine eligibility to apply to a scholarship school
- 5. Note: This portion of the application is being modified and will no longer allow the user to select "Intend to Return"



Please Note:

Depending on the parent or guardian's answers to the questions in Section B, there are multiple options for filling out the remainder of the questions. A parent may indicate a desire to:

- Apply to additional schools <u>and/or</u>
- Determine eligibility for a scholarship and apply to additional schools

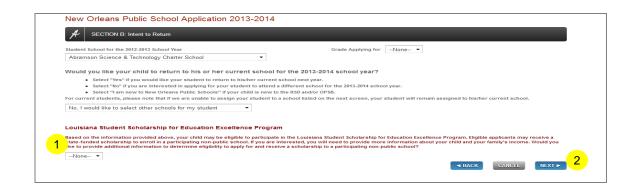


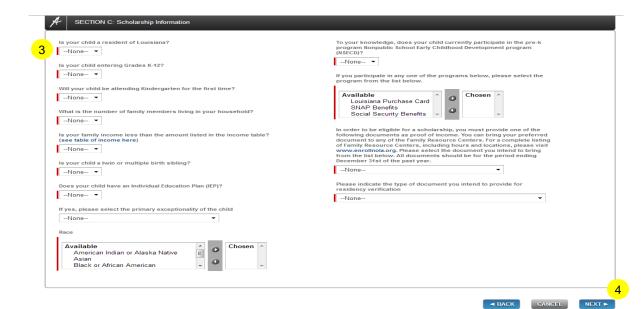


Create Application: Path 1

If the parent has indicated he/she would be interested in determining eligibility for a scholarship, you will:

- Indicate "Yes" in Section B
- Click "Next"
- Enter the information requested to determine eligibility in the scholarship section
- When finished entering information, Click "Next"





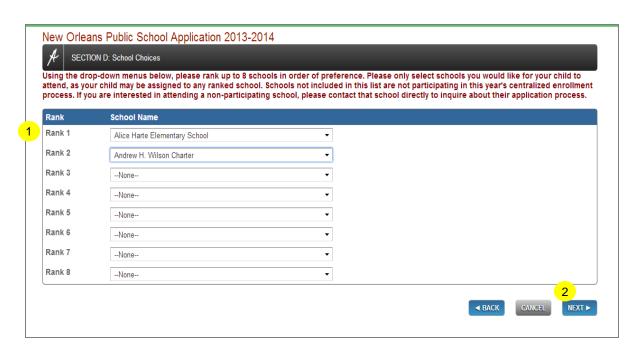




Create Application: Path 2

Both students who wish to apply for other schools and students who wish to determine eligibility will utilize this section:

 In the School Choices Section, click on the drop down for each rank and select the school that the parent has indicated



When finished entering up to 8 selections, "Next"

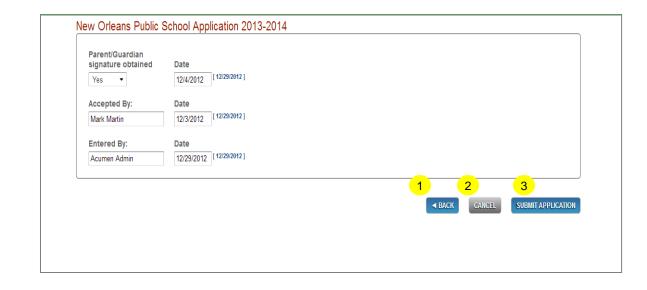


- Using the drop down, indicate "yes" if the parent signed the application and "no" if it is unsigned
- 2) Populate the date
- 3) Indicate who accepted the application from the parent by typing in the name of the individual and the date
- 4) Indicate the name of the person entering the application data into the system and the date here
- 5) Click "Submit Application"



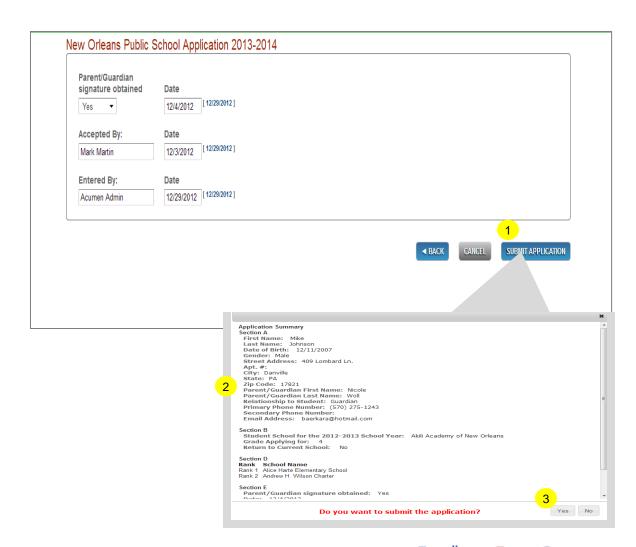


- If you wish to return to a previous page, click "back"
- 2) If you do not wish to keep the application you have started and wish to delete any record of it, click "cancel" Please note, clicking cancel will result in loss of any data entered
- 3) If you are finished with the application and would like to submit, click "Submit Application"





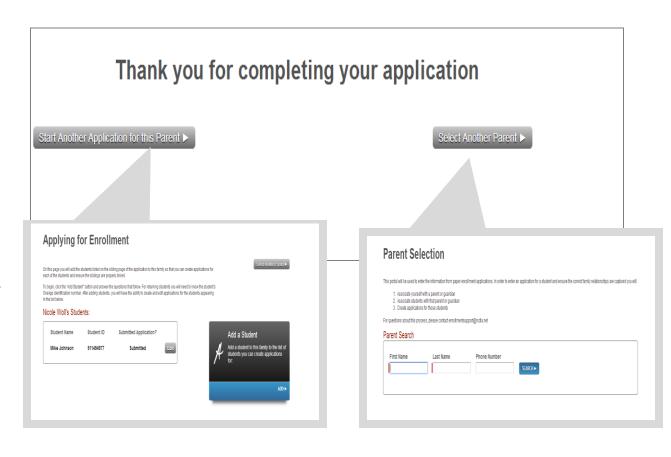
- 1) If you are certain that you have finished editing/filling out the application and that all information is complete, you should click "submit application"
- 2) You will receive a pop-up with all of the information you have entered asking you if you are sure that you would like to submit
- After verifying the information, click "Yes" (an email will be sent to the parent)





Submit Application

- After completing an application, you can:
- 1) Click "Start Another Application for this Parent" to return to this parent's student list <u>or</u>
- Click "Select Another Parent" to return to the parent search page





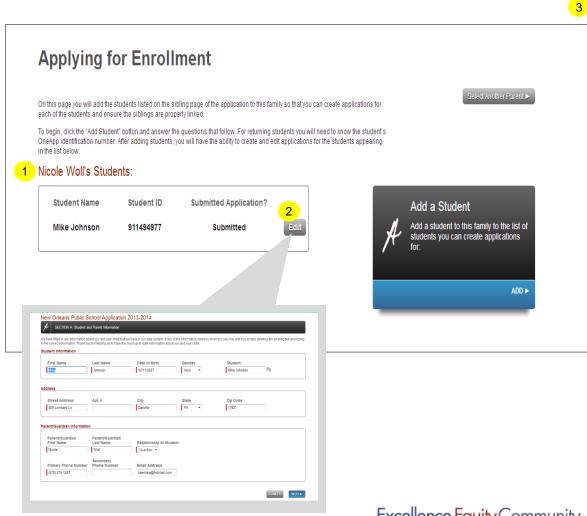


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View or Edit a Submitted Application

- 1) To view or edit a submitted application, locate the application you wish to view by returning to the parent's student list
- 2) Click "Edit" to return to the submitted application
- 3) Edit fields and click through to <u>resubmit</u> or cancel to exit the application without editing





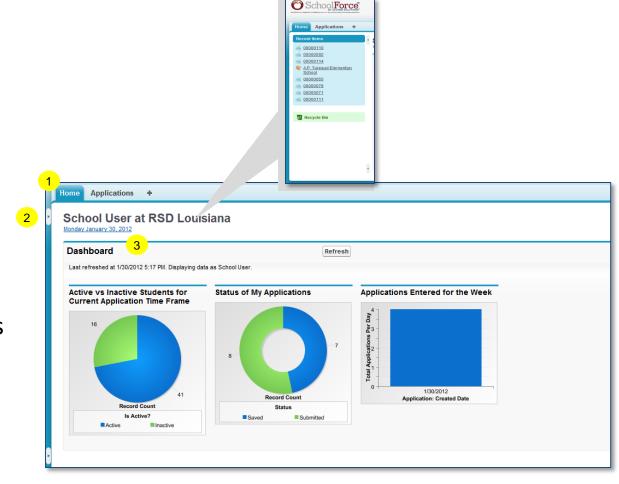


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Dashboard & Recent Items

- Click "Home" to view your dashboard and recent items
- On the far left, click the small gray arrow to display recently viewed items
- 3) Dashboards on your homepage include:
 - Active vs. inactive students
 - Status of applications
 - Applications entered for the week





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Next Steps

Families:

- Access online Applications here: http://enrollnola.org/
- Submit completed application and/or eligibility documentation to schools

Schools:

- Market schools to families to maximize the number of applicants
- Review applications and confirm eligibility
- Enter applications into SchoolForce within a 72 hour period
- Hold paper applications until the lottery is run (after which schools may destroy student applications)
- Review Dashboards regularly to track application demand

• LDE:

- Verify prior school attended
- Send weekly demand reports
- Provide support to schools throughout the process





Policy: User Support

Topic	Contact
Support for Families: • RSD Family Resource Centers • LDE Call Center	 Phone: 877-343-4773 (RSD) or 877-453-2721 (LDE) Email: oneapp@rsdla.net
Support for Families: • ESL Support	 Spanish translation and interpretation services are available through the Family Centers.
Support for Schools:Log-in/Technical SupportPolicy/Process Support	Email: enrollmentsupport@rsdla.net or studentscholarships@la.gov

