

PTCNET SURVEY RESULTS - 2020

Topic: Re-enrollment for 2020-2021	Date conducted: 04/04/2020
Number of responses: 8	Submitted by: Kathy Burns

School #	What approaches is your school taking for re-enrolment given the Covid-19 Pandemic?
1	<p>We only ask them if they are returning, but provide them a variety of responses that are based on certain conditions, such as:</p> <ul style="list-style-type: none"> • Yes I will return, I do not see any unforeseen issues with my return • Yes I will return, but it is dependent on my employment contract. • Yes I will return, but it is dependent on the recovery of the economy that is tied to my financial situation. etc. <p>The link to this question would be embedded in a letter from the Director that is strategically written to address the commitment to our families to deliver a high quality education regardless if we need to continue online or can return to campus."</p>
2	"We went ahead with our re-enrolment as usual. Our board agreed to a new policy about the refund of the deposit which normally would be non-refundable.
3	For families who felt unable to commit (given the current situation) we have extended the re-enrolment deadline until May 1.
4	"We have also tried to stick to our regular re-enrolment process, but have extended the deadline for payment of fees by a fair amount of time. This is to try and relieve at least a little pressure that a number of our families are feeling at this time.
7	<p><i>We will use these decisions as general guidelines, but we expect that some exceptions will be made due to extraordinary circumstances etc. (but we hope not many!)</i></p> <ol style="list-style-type: none"> 1. <i>Will we be charging the normal late withdrawal fee (25% of the next year's school fees) for families who have re-enrolled and then decide to leave before school starts in August? We will reduced the charge from 25% to 10%.</i> 2. <i>If a new family decides to pull out (having paid the registration fee) are we going to reimburse them the registration fee payment? Also, are we going to charge them for 25% of the next year's school fees as per the enrolment contract? The same question also applies to our current families. We will reduce the charge from 25% to 10% for those families who pull out after the May deadline but we will not reimburse any registration fees.</i> 3. <i>If a family has signed up to start at the beginning of the new school year, but then have to postpone (due to complications around COVID-19) until later in the school year, will be charge them the whole year's fees or just as of point of entry? We will only charge from point of entry</i> <p><i>If a current family who has withdrawn and then decides to stay at our school for a short period of time (because the timeline for their move has been modified), will we ask them to pay 50% of the school fees (as per the Early Withdrawal clause on the Re-enrolment and Fees policy) or will we only charge them for the amount of schooling their children have had. Any families who have withdrawn and then ask us to reenrol their children for a short period of time (whilst visas are confirmed etc.) will be told that we can reenrol their children, but they have to commit to staying at Our School until October break. They will then only charged for that period to time.</i></p>
8	<p>We have transitioned to online interviews and assessments in the last two months. We don't feel that we need for every applicant, we book these on an "as needed" basis.</p> <p>For High School:</p> <ul style="list-style-type: none"> • Interview with a HS counselor and parent proctored ACS assessment (writing sample and math assessment). • We have one student taking the online TOEFL to see if we can gauge her English level as WIDA does not have a remote option. <p>For Middle School:</p> <ul style="list-style-type: none"> • Interview with a MS counselor or the MS Principal • ACS proctored MAP screening assessment online (math and reading), ACS writing sample assessment • If MAP is not possible, our Director of Student Support Services will offer an ACS assessment

	<p>For upper Elementary School</p> <ul style="list-style-type: none"> • ACS proctored MAP screening assessment online (math and reading), ACS writing sample assessment • If MAP is not possible, our Director of Student Support Services will offer an ACS assessment <p>For KG1, KG2 and Grade 1</p> <ul style="list-style-type: none"> • Brigance • For Grade 1 sometimes we use ACS assessments as well. <p>Please note that we are finding that online admissions visits are a struggle with children who are 3 years old and the younger 4-year-olds. Although we have appreciated the opportunity to trial the Brigance online, I believe we will revert to in-person meetings with these families in the future.</p>
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School #	Are you receiving questions from parents about tuition and if so, how are you handling those questions?
3	We will reimburse our community for their lunch fees and bus fees, but presently we are not offering any tuition discounts for this school year.
5	We have decided on a board level to NOT lower the fees."
6	Tuition reduction has not been offered to requests where families just want reduction because the learning moved virtual. Financial reasoning for tuition fee reduction is dealt with on individual basis, but the requests are so far not significant.

"Emerging Themes from Admissions Conversations"

- Concerns about admissions inquiries from new families.
- Families and companies are having to postpone decision-making for next school year due to current uncertainty.
- Re-enrolment is higher in secondary than in primary.