



City School District of New Rochelle

Embracing Diversity...Driving Success

9th Grade Re-registration
House 4 Cafeteria
New Rochelle High School

July 2 – August 22, 2018

Vision



To conduct a successful re-registration of incoming 9th grade students by being responsible, flexible and supportive to the expected 730 + families who will participate in the process.

Report



I) Site Dynamics

II) Staffing the Center

III) Scheduling

IV) Family Outreach and Support

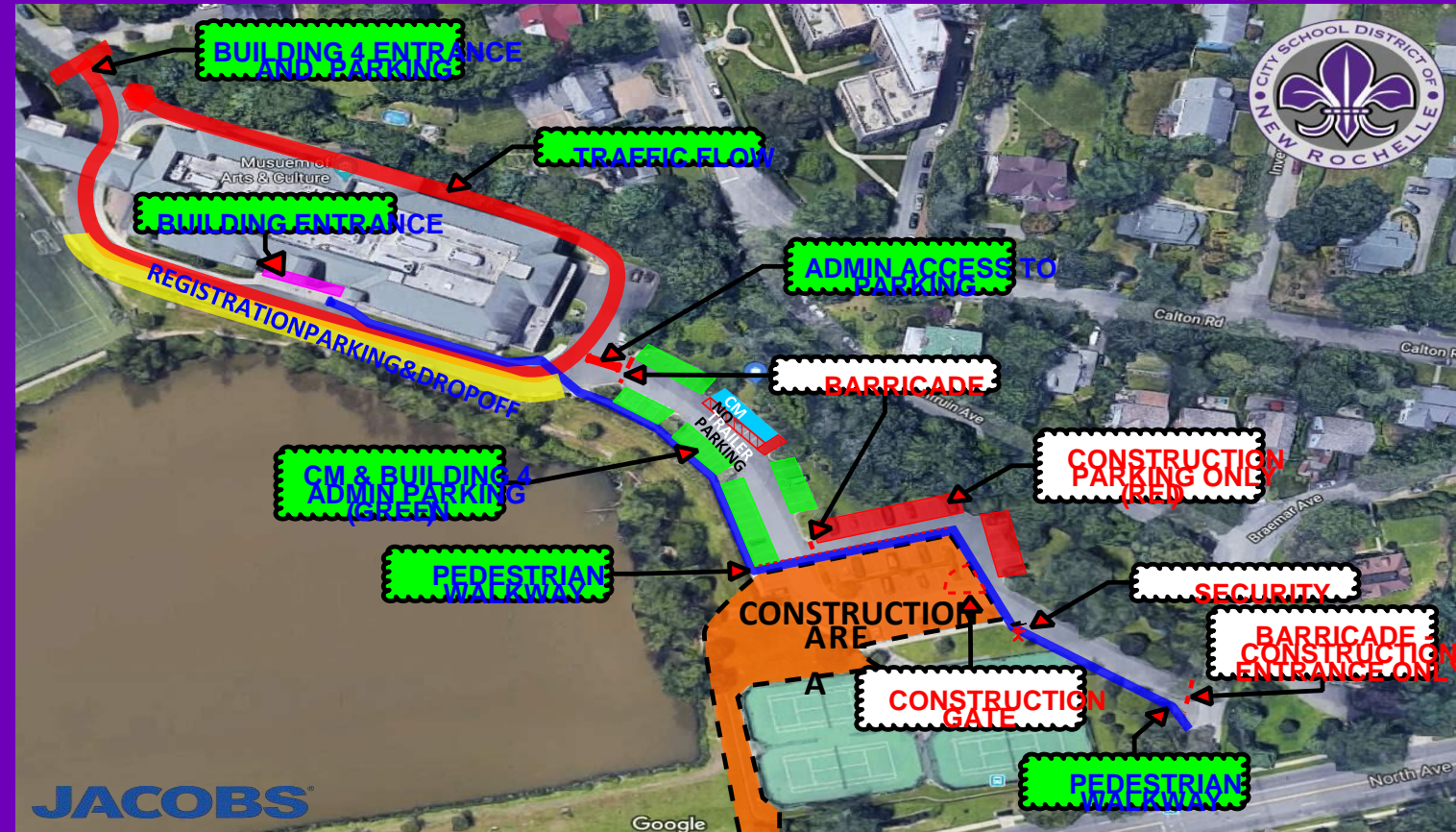
I. Site Dynamics



Location: House 4 Cafeteria, NRHS Campus

Location Challenge: Parts of NRHS campus are an “active construction zone”; some areas are cordoned off from public use.

Solution: District Facilities Team created a pedestrian walkway, and installed directional signs. NRHS security will also be on-site to direct and, if necessary, escort families to the House 4 Cafeteria.



Registration Center Logistics



- 3 intake stations
- Spaced for privacy and confidentiality
- A registrar at each station
- Dedicated / secure laptop, scanner, and copy machine
- Seating area



Verification Process



- Each registrar will assess and verify 5 documents needed for successful re-registration:
- Official Photo ID of the parent or guardian registering the 9th grade student
- Official document showing age of child and parental/guardian relationship to the 9th grade student
- 3 proofs of district residency (some examples are):
 - Current, signed Lease Agreement
 - Current Utility Bill
 - Current, Home Mortgage Statement
 - Most recent Income Tax Return
 - Current Pay Stub showing home address
 - Most recent Property Tax Bill

II. Staff



- 4 Registrars
 - 12 month employees
 - 2 Bilingual
 - Proficient in:
 - e-Schools Plus
 - scanning documents
 - updating contact information
 - registering 9th graders plus any school age sibling
- Strong knowledge of residency affidavits & forms

III. Schedule



Re-registration Center

- Day Session: 8:00 am – 12:00 noon, Monday – Thursday
- Evening Session: 6:00 pm – 8:00 pm, Tuesday & Thursday
- Call Back Friday: 8:00 am – 12:00 noon

Re-Registration Process



Operates on a Reservation System:

- Families have been given a specific date and time to register (“registration window”:) 8:00 am – 10:00 am, or 10:00 am – 12:00 noon
- Families unable to register in the day session can register Tuesday or Thursday evening from 6:00 pm – 8:00 pm
- Families will be re-scheduled to complete registration on “Call Back Friday.” Beginning July 13 through August 17, 2018

IV. Family Outreach & Support



The Re-registration experience, in an ideal world, should be responsive and flexible for families:

- First, we divided incoming 9th grade families into cohort or groups of 25 using the 1st letter of last name and a unique identifier
- Second, we set an expectation level of 25 families per day or 100 families over the 4 –day registration week (Monday-Thursday)

IV. Family Outreach & Support (cont'd.)



Third, since we do not live in an ideal world, and since we know registration can be very messy, we created 2 support mechanisms:

The Call Forward Phone Call: Each day, registrars contact the families of students due to register the next day to insure they have the proper information and available forms to register and/or to assist them with any questions they may have. Think of the “Call Forward Call” as a friendly reminder!

The Call Back Phone Call: Registrars contact those families that present incomplete or missing documents or missed their reservation window entirely; registrars call to schedule a “Friday Call Back”. Regrettably, we may have families who remain on our Call Back List throughout the summer. A family that is a continuous “No Show” or “No Contact” will trigger an immediate investigation by the Department of Pupil Services.

Conclusion



Questions and Future Plans

If you have any questions about the process, contact Dr. Coletti at ccoletti@nredlearn.org, or call (914) 727-0129.