Enrollment Management – Top Ten Frequently Asked Questions

Why are my contracts not showing?

1. Mailing address complete (Street, City, State, Zip)

2. If you have records without addresses you can deselect the Option Exclude Blank Addresses

3. Does parent have an email?

4. If the address is marked "Do Not Display in My BackPack" the parent will not see a contract.

5. Does parent need MBP account and/or academic access to student?

6. If sending to "Z: address" they must have a web ID and academic access for student

7. Check enrollment status of student and confirm it matches with a status set to display in MBP

8. Check next year grade on student record and confirm it is not blank
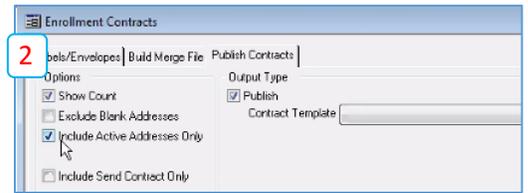
Why is my Accepted student not showing in Enrollment?

This happens when you mark an inquiry record as Accepted. Schools that use API to bring records into Ascendance may also need to check the three tabs below to validate proper data entry.

- **Name tab**: Is there a valid admission year?

   AND

- **Checklist tab:** Is the Application Received date filled in?

   AND

- **Decision tab:** Is the Decision of Accepted assigned to record?

Why is my parent seeing their 12th grader in the enrollment grid in MBP?

- Next year grade for current seniors should be blank
- Next year student group should be Graduate
- Enrollment status should not be one included in MBP, you can remove enrollment status on Graduate records using a Global update

![Ascendance® By Senior Systems, Inc.]

Why can't a parent submit their enrollment contract?

- Check the MBP Profile Update to clear any pending changes. School must approve the pending Profile Updates
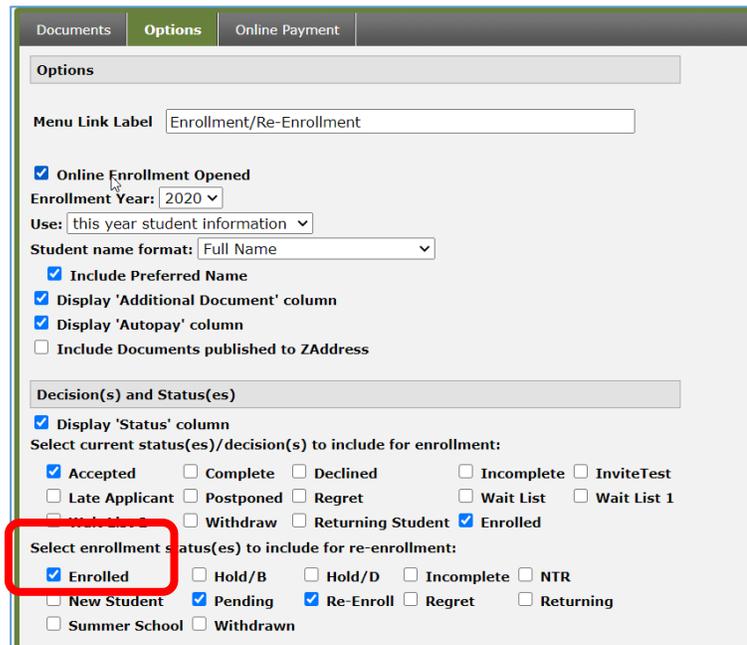
Why do I see a student name in Online Approval Window twice?

- A contract is published/submitted for two households (divorced families)

Why is a contract displaying in both Enrollment & Re-enrollment for a new Student?
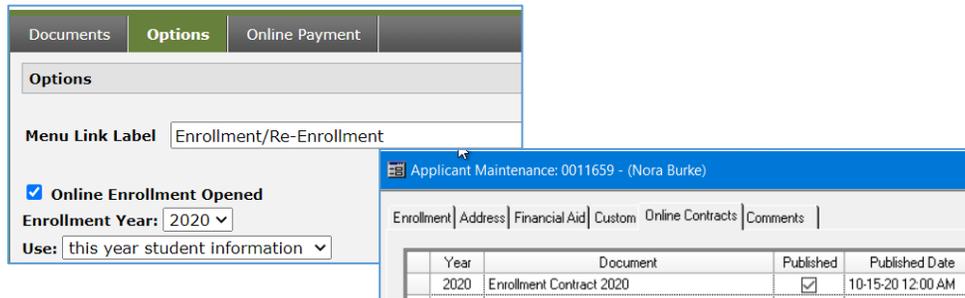**MBP Setup | Online Enrollment | Options**

- Go to Decisions and Statuses section.
- Under the select enrollment status for reenrollment
  - **Un-check Enrolled**
- Click Apply

Why is the contract year showing the wrong year on Student Online Contracts tab?
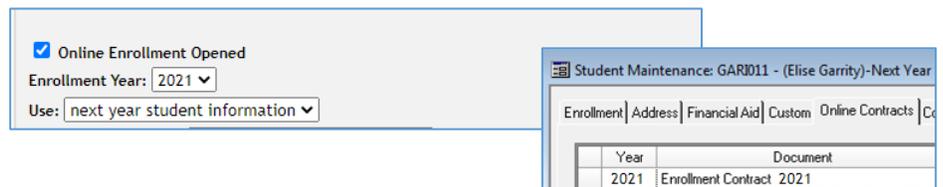
- Check the Enrollment Year in **MBP Setup | Online Enrollment | Options**
  - If you were set to bring in late enrollees MBP then you would be displaying 2020 and using this year student information.   All students accepted for the 2020-2021 Academic year will have the enrollment year of 2020.

  - When you are ready to publish contracts for Fall of 2021 Enrollment Year is set to 2021 and use Net Year Information

Why is the contract displaying the wrong information in merge fields?

- Check that MBP is set to display "Next Year" or "This Year"
- Check the merge field in the contract template is set to merge in "Next Year" or "This Year"
- Check that student "Next Year" grade is correct

Do I have to issue a Web ID to my new families?

- No, parents who created a user account to access Ascendance Online Admissions to apply will automatically see the enrollment link when the contract is published.
  - The user who filled out the application will receive the contract
- Option: Some schools may decide to assign a formal Web ID before offering the contract.
  - This implies that the school will also assign a set of rights using a defined Group

What if a student was withdrawn and wants to return?

Past students already in the database with a student group of Withdrawn. In order to see them in the Enrollment Management you want to modify their **ORIGINAL** student record. This ensures that you do NOT create a duplicate student record and that they student record is complete with information for all years enrolled.

- In Registrar set the student group to display "Withdrawn" and locate the original student record.
  - o Open the withdrawn student record and select Next Year
  - o Change the student group to "Student" – this will make the record visible in Enrollment.
- Update the address information to match what was provided on their new applicant record
- Update the current grade and next year grade to reflect the data for the upcoming school year.
- You can create a decision in Admissions of "Accept Ret" or "Returning" so that these records can be tracked but will not be moved to Enrollment.