



PowerUPs

Enrollment: Support Process

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Agenda

- 1 Project Timeline Overview
- 2 Additional Considerations
- 3 Contacting Support





Project Timeline Overview

New Student Enrollment

1. Kickoff Call
2. Form & Workspace Revisions
3. Form & Workspace Sign-Off
4. Form & Workspace Testing
5. Data Delivery Mapping
6. Data Delivery Testing
7. Go-Live Sign-Off
8. Form Launch!



Returning Student Enrollment

1. Kickoff Call
2. Form & Workspace Revisions
3. Form & Workspace Sign-Off
4. **Data Import Process**
5. Form & Workspace Testing
6. Data Delivery Mapping
7. Data Delivery Testing
8. Go-Live Sign-Off
9. Form Launch!



Kickoff Call

Step 1

- District will meet with support to determine a project timeline, set due dates, and discuss any questions or concerns
- Support will come prepared with a "kickoff packet" to share with your district
 - Contains everything you need to get started with your Enrollment projects
- After the call, support sends follow-up email with project notes
- Critical that your key Enrollment stakeholders are present on this call.
 - Important project milestones/goals will be established.

Form & Workspace Revisions

- Provide support with any changes needed on your Enrollment forms
- Changes could be aesthetic or functional
 - Additions
 - Modifications
 - Removals
- Support will complete changes via Customer Portal cases in accordance with their SLA
- Configure Localization, School Locator, Appointment Management or any other add-ons

Form & Workspace Sign-Off

- Support sends sign-off communication to your district
- District responsible for reviewing all changes made and providing feedback as needed
- Once revisions are reviewed and approved, district will provide formal sign-off on all form elements



Data Import Process (Returning Only)

- This cannot be started until ALL form changes are completed/signed off on by your district
- Support will then complete your data import and notify your district
- Review imported data
 - This is primarily your district's responsibility
 - Support will also review the data and check for common issues
- District will formally sign-off on the data import process

Form & Workspace Testing

- Support opens a testing case
- Support provides testing instructions to your district
- Support completes form testing & submit internal QA
- District completes form testing per testing instructions
- If anything looks incorrect or isn't functioning as intended, please let support know during testing, so it can be addressed.
- Once testing is complete, district will confirm with support

Data Delivery Mapping & Testing

- Support opens a data delivery case and provides district with a Data Mapping spreadsheet
- District provides support with all delivery change requests via the Data Mapping spreadsheet
- Support implements any changes needed to your data mapping
- District works with support to test all data delivery elements/troubleshoot errors before providing sign-off that all data looks accurate and is coming through properly

Go-Live Sign-Off & Form Launch!

- Support opens a Go-Live Sign-Off case
- District reviews instructions provided in the go-live case and provides responses to support stating you're ready to launch
- Once support receives this communication, they'll send your district your LIVE form links and you'll be off & running!
- Post your live links on your district website (or wherever parents will go to complete online enrollment)



Additional Considerations

Additional Considerations

- Add-ons / extra features
 - Localization, School Locator, Appointment Management, etc.
 - Configured during Form Revisions phase of project
 - Will always add time to the project timeline (this should be planned for during the kickoff call)
 - Will always require additional testing (also should be planned for during kickoff)
- Single Sign-On (SSO) / Parent Portal (PS SIS only)
 - If your district is utilizing single sign-on via the PowerSchool Parent Portal for Enrollment, you'll need to make sure to receive an updated plugin from support during your Enrollment project
 - Usually, SSO plugins are updated immediately following the revisions sign-off
 - Support won't enable access to your forms via the Parent Portal until after launch



Contacting Support

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- <https://help.powerschool.com/t5/Enrollment-Administrator/Creating-an-Enrollment-Tasks-and-Support-Cases/ta-p/100803>

Upcoming Events

- Next Enrollment PowerUp-
 - Thursday, February 29 at 1pm EST



Thank you!