Enrollment Process FAQ's

Q: **How does a parent add a sibling to their existing account in DCW?**

A: Follow these steps:

Navigate to your Daycare Works account using your credentials.

1. Go to the "Personal" tile.

2. Choose "Add New Student."

3. Complete the required fields and save.

4. Return to the main menu and click on "Registration."

5. Wait a few moments for the next step to load.

6. Select "Online Enrollment" and register the child.

7. You will be prompted with questions to fill out, then submit.

Q: **How do I add staff members in the CD portal?**

A: Follow these steps:
1. Click on the "Enroll Family" button.

2. In the enrollment box, specify that you are enrolling a staff member.

3. Fill out the required fields, including the approved start date and approved schedule.

4. Ensure to indicate that the enrollment is for a staff member.

5. Save the information to trigger the DCW link email to be sent.

Q: **How do I ensure that the family I enter in the CD portal will receive a DCW link?**

A: To ensure families receive a DCW link:

1. Copy the email address from the tour information on your calendar or from the tour confirmation email you received.

2. Paste the email address into the portal.

3. The email address serves as the unique identifier and must match the tour.

4. This process helps convert the tour result and ensures that the family receives the DCW link for enrollment.

Q: **Why is it necessary to enter the tour results immediately after the tour?**

A: Entering tour results immediately after the tour is crucial for several reasons:

1. Timeliness: Promptly entering tour results ensures that families receive timely follow-up and information about enrollment, fostering a positive experience.

2. Organization: Keeping tour results up-to-date helps maintain an organized record of prospective families, making it easier to track and manage enrollment progress.

3. Communication: Prompt entry allows for efficient communication with families, addressing any questions or concerns they may have and facilitating the enrollment process.

4. Accuracy: Recording tour results immediately reduces the risk of errors or omissions, ensuring that all necessary information is captured accurately for follow-up and enrollment.
   Best Practice: Copy and Paste the email address into the portal.

Q: **How do I know if a tour is scheduled as a virtual tour?**

A: You can identify a virtual tour by checking the tour notes in the tour confirmation email you receive and add to your center calendar. If the tour is virtual, you will see the words "virtual tour" clearly mentioned in the tour notes. This designation helps ensure that you are prepared to conduct the tour online rather than in person.

Q: **What is the process for Transferring a family to another center**?

A: Transferring a family process:

1. The Current Center Director will contact the CD at the center that the family wants to transfer to and verify they have availability (you can also look at the availability tracker)

2. The Current Center Director will add the family onto the portal "Enroll a Family" and select the center to transfer to and enter the Program notes: approved start date, schedule, and any subsidy information.

3. Supply the Family with the Transfer code (BPUSTRANSFER24) to waive the Reg. Fee and Deposit.

4. Inform the family that when they register at the new center they will need to create a new Connect ID. (they can use the same email address)

5. Transfer the first-day registration forms to the new center if the forms are less than a year old.

6. Notify billing of the withdrawal date and transfer reason.

Q: **Why is it important that I keep the enrollment availability tracker up-to-date and include accurate available space information?**

A: It's crucial to maintain an updated enrollment availability tracker with accurate available space information for several reasons:

1. Transparency: Providing families with real-time information about available space helps manage their expectations and reduces misunderstandings during the enrollment process.

2. Efficiency: Accurate availability information enables efficient scheduling of tours and enrollment appointments, minimizing wait times for families and streamlining the enrollment process.

3. Planning: Keeping the tracker updated allows administrators to plan staffing, resources, and programming effectively based on enrollment trends and capacity.

4. Compliance: Ensuring accurate space availability information helps maintain compliance with regulatory requirements and licensing standards, demonstrating transparency and accountability in enrollment management.

Q: **Why is it so important to enroll on-site after a tour?**

A: Enrolling on-site immediately after a tour is essential for several reasons:

1. Commitment: It solidifies the family's commitment to the enrollment process, reducing the likelihood of them exploring other options.

2. Convenience: It provides a convenient opportunity for families to complete

3. paperwork, ask questions, and finalize enrollment details while the center and tour experience are fresh in their minds.

4. Efficiency: Enrolling on-site streamlines the enrollment process, minimizing delays and ensuring timely placement for the child.

5. Follow-up: It allows for immediate follow-up on any outstanding questions or concerns, fostering clear communication and a positive enrollment experience for the family