



SUBMISSION FORM

All submission forms must include the following information. Separate submission forms must be turned in for each eligible program. **Deadline: July 1, 2021.** Please include this submission form with the electronic entry. If you do not receive an email confirming receipt of your entry within 3 days of submission, please contact [Gage Harter](#).


PROGRAM INFORMATION

County: County of Henrico
Program Title: Creating a School Online Enrollment System
Program Category: Information Technology

CONTACT INFORMATION

Name: Victoria Davis
Title: Public Relations Specialist
Department: Public Relations
Telephone: 804-501-4933 Website: www.henrico.us
Email: dav127@henrico.us

SIGNATURE OF COUNTY ADMINISTRATOR OR DEPUTY/ASSISTANT COUNTY ADMINISTRATOR

Name: Brandon Hinton
Title: Deputy County Manager for Administration
Signature: 

Program Overview

In response to one of the many challenges of the COVID-19 pandemic, Henrico County Public Schools (HCPS) created an online enrollment system to safely and effectively enroll students during school closures. This system used existing resources and gave HCPS an alternative to face-to-face student registration at a time when in-person enrollment was not an option.

Starting in May of 2020, we provided our community with the ability to complete new student enrollments through a public online portal. As of mid-January 2021, we have collected and processed approximately 2,550 enrollments and 1,800 re-enrollments.

Problem/Challenge/Situation Faced by Locality

In March 2020, all school buildings in Henrico County were closed to the public. A planned two-week closure soon evolved into the long-term reality of nine months and counting. Processes that would normally require face-to-face interaction were no longer an option. The school division's process for enrollment had required parents to visit the school to complete student registration. State guidelines required that we accommodate enrollments and re-enrollments for all students, regardless of the pandemic's limitations. HCPS did not have an online enrollment system. Because of a limited budget and a restriction on purchases, we were unable to procure a viable solution to fulfill the need for an online registration option: it was time to get creative and think outside the box.

How Program Fulfilled Awards Criteria

Online enrollment has provided a new and innovative service for all parents and guardians in Henrico County. Before the creation of the online enrollment system, parents were required to come to their child's future school in person to complete the process and often had to return

because of missing documentation. This took precious time out of their day. Online registration enables families to initiate the enrollment process at times convenient for them, while remaining safe during the pandemic.

HCPS' implementation of online enrollment is unique because it leverages existing systems with new processes and programs to enable parents to enroll their students safely. We had to be innovative in our approach to meet the needs of schools and families in completing this vital function for the school division.

How Program Was Carried Out

The Student Information System Department was charged with spearheading solutions to this issue. Numerous meetings were held within the department to decide exactly what parts of the enrollment process were essential. Once the team determined which elements of the student enrollment system were required, a small team of Operational Technology staff was assembled from the Student Information System (SIS), Application Development, and Integrated Data Services teams. Work began toward a solution to the obstacles of student enrollment during a global pandemic. Our objective was to create an online school enrollment solution using existing resources that all Henrico County Public School families could use. Our work began April 29, 2020. The first student was enrolled using our new online system May 18, 2020.

Members of the Integrated Data Services team used their knowledge and experience with the RYCOR Online Forms system, a system that enables parents to access back-to-school forms, field trip forms, etc. They were able to work with the vendor to stretch their software to meet the needs of our school division. Once we had a concrete plan for how we could use RYCOR to collect data, we needed to move on to the task of figuring out how to get the collected data into

our student information system. The Integrated Data Services team worked to prepare a file weekly that would be used for updating the Student Information System Department.

Our Application Development team worked expeditiously to create a process that allowed for the data collected from parents to be imported into our student information system. The process included an opportunity to validate the data prior to import to ensure data integrity. This process was created by our programmers and accessible to selected staff members via a separate user interface.

The Student Information System team trained and supported a small group of “super” registrars in using the new online enrollment system. These registrars essentially created centralized enrollment for our school division. It should not go unnoticed that these amazing registrars did all of this while also continuing to do the work assigned to them at their own schools, with no additional financial compensation.

The Student Information System team worked with the HCPS Department of Communications and Public Relations to communicate to all stakeholders about this new innovative tool for registration. Since many parents were not existing HCPS parents, we used a multipronged approach to communicate, which included both accepted internal methods (voicemail messaging, text messages, and emails) and news releases aimed at local news outlets. The SIS team also created an FAQ document for parents that walked them through how the new process works. All messaging and documentation were also available in Spanish.

Equitable access was always our focus as we developed our online enrollment system. It was a priority to make sure we were creating a process that any member of the Henrico County

community could use. The system could be accessed via a web browser on a computer, tablet or smartphone. If a family opted out of using the online enrollment option, we created an avenue for documents and other enrollment information to be exchanged via email and U.S. Mail, if requested.

Financing and Staffing

The cost of this project was time and talent during a time when everyone's time and talents were being taxed as never before. There was no actual outlay of funds to create, produce and train on this product. If HCPS were to purchase a similar product from an outside vendor or even an integrated product with PowerSchool (our current student information system vendor), the cost would mostly likely be well over \$50,000 for the first year alone. The fact that this achievement was reached with no additional cost to the division is a testament to the staff's resourcefulness involved in its creation.

Program Results

Without this process, HCPS would not have been able to efficiently enroll new students. With the ability to enroll students during the global pandemic, HCPS was able to benefit in the following ways:

- Gained a method to continue enrollments for the 2019-20 school year.
- Was better able to predict overall enrollment for the 2020-21 school year, which aided in planning and budgeting for Henrico County Public Schools.
- Gave parents a safe means of enrolling their students during the pandemic.
- Gave school staff another effective way to communicate with and welcome new families to our school division during uncertain times.

- The system has the ability to maintain data integrity while allowing parents to initiate an enrollment virtually.
- The ability to register kindergartners prior to the start of the 2020-21 school year.
- Gave the school registrars a tool to import enrollment data into the student information system, saving them data entry time during their day.
- As of mid-January 2021, we had collected and processed approximately 2,550 new enrollments and 1,800 re-enrollments.

Brief Summary

With the closing of schools in March 2020, processes that would normally require face-to-face interaction were no longer an option. The school division's process for enrollment had required parents to visit the school to complete student registration. State guidelines required that we accommodate enrollments and re-enrollments for all students, regardless of the pandemic's limitations. HCPS did not have an online enrollment system. Because of a limited budget and a restriction on purchases, we were unable to procure a viable solution to fulfill the need for an online registration option.

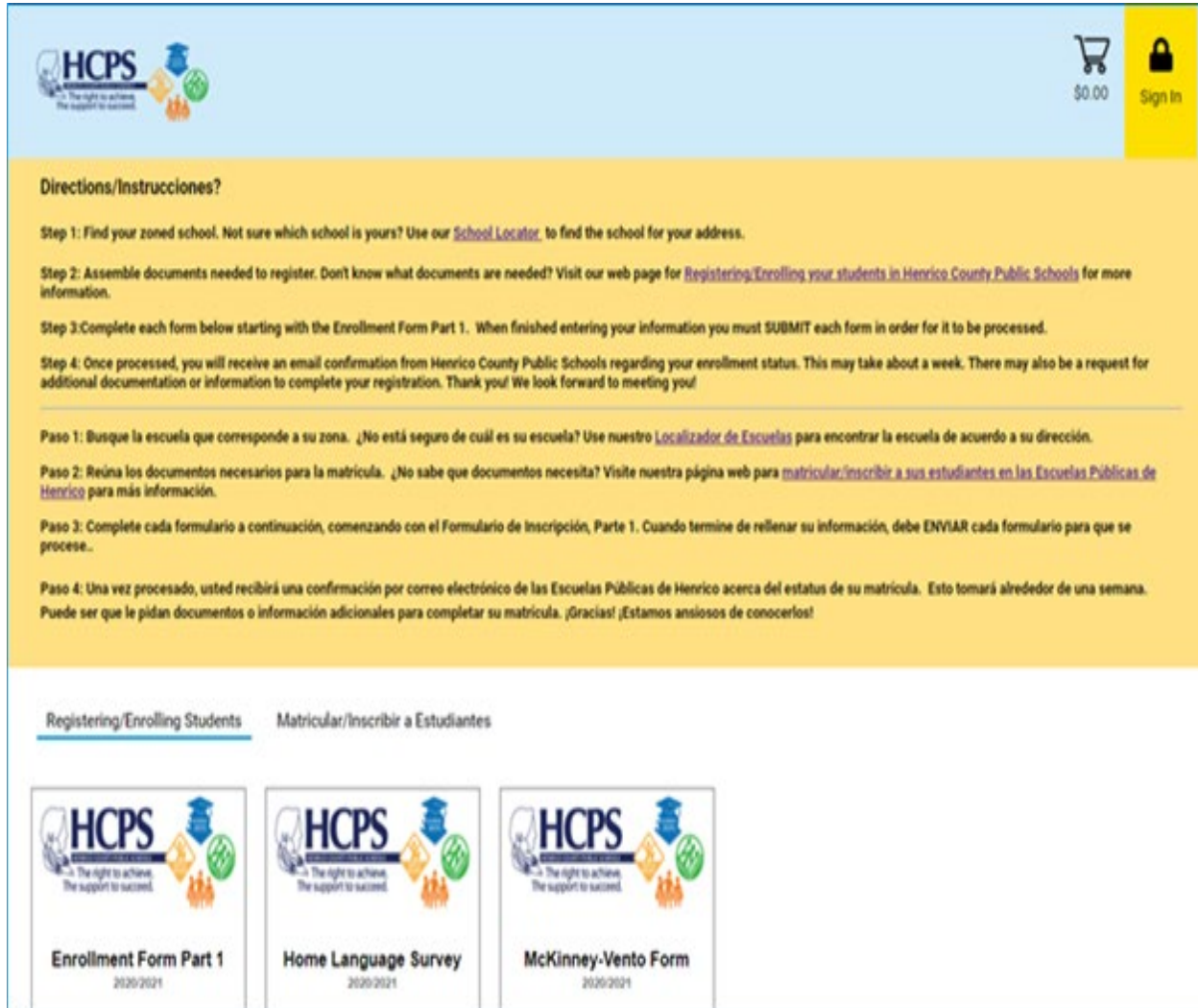
The Student Information System Department was charged with spearheading solutions to this issue. Working with numerous other teams within the school division, work began on April 29, 2020 toward a solution to the obstacles of student enrollment during a global pandemic. The objective was to create an online school enrollment solution using existing resources that all Henrico County Public School families could use. The first student was enrolled using our new online system May 18, 2020.

Online enrollment has provided a new and innovative service for all parents and guardians in Henrico County. Online registration enables families to initiate the enrollment process at times convenient for them, while remaining safe during the pandemic. As of mid-January 2021, we have collected and processed approximately 2,550 new enrollments and 1,800 re-enrollments.

Creating a School Online Enrollment System

Supplemental Material

Main page of HCPS online enrollment system (English):



HCPS
The right to achieve.
The support to succeed.

Shopping cart: \$0.00
Sign In

Directions/Instrucciones?

Step 1: Find your zoned school. Not sure which school is yours? Use our [School Locator](#) to find the school for your address.

Step 2: Assemble documents needed to register. Don't know what documents are needed? Visit our web page for [Registering/Enrolling your students in Henrico County Public Schools](#) for more information.

Step 3: Complete each form below starting with the Enrollment Form Part 1. When finished entering your information you must SUBMIT each form in order for it to be processed.

Step 4: Once processed, you will receive an email confirmation from Henrico County Public Schools regarding your enrollment status. This may take about a week. There may also be a request for additional documentation or information to complete your registration. Thank you! We look forward to meeting you!

Paso 1: Busque la escuela que corresponde a su zona. ¿No está seguro de cuál es su escuela? Use nuestro [Localizador de Escuelas](#) para encontrar la escuela de acuerdo a su dirección.

Paso 2: Reúna los documentos necesarios para la matriculación. ¿No sabe que documentos necesita? Visite nuestra página web para [matricular/inscribir a sus estudiantes en las Escuelas Públicas de Henrico](#) para más información.

Paso 3: Complete cada formulario a continuación, comenzando con el Formulario de Inscripción, Parte 1. Cuando termine de rellenar su información, debe ENVIAR cada formulario para que se procese.

Paso 4: Una vez procesado, usted recibirá una confirmación por correo electrónico de las Escuelas Públicas de Henrico acerca del estatus de su matriculación. Esto tomará alrededor de una semana. Puede ser que le pidan documentos o información adicionales para completar su matriculación. ¡Gracias! ¡Estamos ansiosos de conocerlos!

[Registering/Enrolling Students](#) [Matricular/Inscribir a Estudiantes](#)

Enrollment Form Part 1
2020/2021

Home Language Survey
2020/2021

McKinney-Vento Form
2020/2021

Main page of HCPS online enrollment system (Spanish):

Directions/Instrucciones?

Step 1: Find your zoned school. Not sure which school is yours? Use our [School Locator](#) to find the school for your address.

Step 2: Assemble documents needed to register. Don't know what documents are needed? Visit our web page for [Registering/Enrolling your students in Henrico County Public Schools](#) for more information.

Step 3: Complete each form below starting with the Enrollment Form Part 1. When finished entering your information you must SUBMIT each form in order for it to be processed.

Step 4: Once processed, you will receive an email confirmation from Henrico County Public Schools regarding your enrollment status. This may take about a week. There may also be a request for additional documentation or information to complete your registration. Thank you! We look forward to meeting you!




Paso 1: Busque la escuela que corresponde a su zona. ¿No está seguro de cuál es su escuela? Use nuestro [Localizador de Escuelas](#) para encontrar la escuela de acuerdo a su dirección.

Paso 2: Reúna los documentos necesarios para la matrícula. ¿No sabe que documentos necesita? Visite nuestra página web para [matricular/inscribir a sus estudiantes en las Escuelas Públicas de Henrico](#) para más información.

Paso 3: Complete cada formulario a continuación, comenzando con el Formulario de Inscripción, Parte 1. Cuando termine de rellenar su información, debe ENVIAR cada formulario para que se procese.

Paso 4: Una vez procesado, usted recibirá una confirmación por correo electrónico de las Escuelas Públicas de Henrico acerca del estatus de su matrícula. Esto tomará alrededor de una semana. Puede ser que le pidan documentos o información adicionales para completar su matrícula. ¡Gracias! ¡Estamos ansiosos de conocerlos!

Registering/Enrolling Students Matricular/Inscribir a Estudiantes

 <p>Formulario de Inscripción Parte 1 2020/2021</p>	 <p>Encuesta de Idioma Nativo 2020/2021</p>	 <p>Determinación de Elegibilidad para el Programa McKinney-Vento 2020/2021</p>
---	---	---

HCPS website access for parent access to online enrollment screens:

<https://henricoschools.us/registration/>

FAQ for parents:

<https://henricoschools.us/wp-content/uploads/instructionsforregistering.pdf>

ATTACH: News release PDF introducing program for kindergarten registration (May 18, 2020)



Contact: Andy Jenks
Chief of Communications and Community Engagement
ajenks@henrico.k12.va.us • 804-652-3724

Contact: Chris OBrion
Communications Specialist
csobrion@henrico.k12.va.us • 804-652-3725

Henrico County Public Schools • www.henricoschools.us

News Release

2020-21 registration: Online portal opens for kindergartners, other new HCPS students

Henrico, Va. May 18, 2020 — Registration for the 2020-21 school year is now open for kindergartners, as well as new students in grades 1-12. In order to help slow the spread of coronavirus, HCPS is conducting registration online, rather than in person. Register your new student with his or her school using the new HCPS Online Registration portal.

1. Go to henricoschools.us/registration/, where you'll find a link to the registration portal, as well as instructions and information about the documents you'll need to register your student.
2. Click the button to go to the HCPS Online Registration portal.
3. Complete the three forms available in the portal:
 - Enrollment Form (parts 1 and 2).
 - Home Language Survey.
 - McKinney-Vento Homeless Assistance Act screening form.
4. Upload the additional documents spelled out on our registration page.
5. Submit your registration to your school online.

For more information, as well as answers to frequently asked questions, go to henricoschools.us/registration/.

Information is also available in Spanish at henricoschools.us/registro-de-estudiantes/.

If you need to find the school your child will attend, use the HCPS School Locator by going to henricoschools.us/school-locator/.

###