



Enrollment FAQ

How are courses chosen for my students once we are enrolled?

The Academic Placement Services team uses academic records to place students in courses that are the best fit for them.

How do I find out whether or not my child may be eligible to attend?

Check the [eligibility page](#) to find the following:

- Grades offered.
- The age that a child must be to start school in your state.
- The acceptable proof of age documents in your state.
- Any geographical restrictions for attending in your state.
- The acceptable proof of residency documents in your state.
- Restrictions for submitting immunization documentation.
- Types of immunizations (shots) your student must have for enrollment.
- Prior public schooling limitations.
- Supporting documentation.
- Types of documentation that may apply to your student that may need to be submitted.

How does self-enrollment work if I am 18 years old, or older, or am an emancipated minor?

Students who are 18 or over must meet age eligibility requirements in their state. Students must also submit academic documentation of all courses attempted since entering the 9th grade. Academic documentation will be reviewed by a school counselor to determine the student's eligibility to complete the program requirements before meeting the age cap for enrollment. Students who cannot complete the program requirements before meeting the age cap for enrollment are not eligible to enroll. Both emancipated minors and students 18 years and older are required to complete the Parent/Legal Guardian (Caretaker) Acknowledgement (PLCA) form and to provide all

required enrollment documentation before the student can enroll. Emancipated minors must also submit court documentation for their emancipation. Please contact the Enrollment Team at 844-529-8606 for more information.

If I enroll my student, will my student be able to log in at any time to do school work or only during normal school hours?

You will have access to Connexus®, our education management system, at any time of the day including weekends and holiday breaks. This level of flexibility helps you to design a learning day that works best for your family. High school students have a more defined schedule and are required to log in to Connexus at specific times during the day to attend live lessons and participate in activities with classmates.

What is the secret to success at online learning?

Communication is the most important element in succeeding with online learning. If you or your student experience any problems along the way, contact us immediately. Many kinds of support are available for students and families, including enrollment help, computer/technical support, academic assistance, and school counselor support. We are ready and willing to assist you—give us a call or send us a WebMail message. Communication is key throughout your entire experience with online learning.

Why does a virtual or cyber school need documents such as the immunization record to process my student?

Virtual or cyber schools operate like any other public school. Therefore, our schools must comply with the same state regulations. Specific documents are required for all enrolling students.

How do I obtain copies of my student's records from the previous school?

As a parent/legal guardian you may request copies of the student's most recent report card or unofficial transcript, IEP documentation, birth certificate, and immunization record from their file. DO NOT withdraw from your current school or request a complete copy of the student's cumulative file prior to completing the enrollment process, as this information will be requested from the student's previous school upon completion of the enrollment process.

How long will it take to complete the enrollment process?

That depends on you. The sooner you complete online enrollment forms and submit the required documents, the sooner your student will be enrolled.

TIP: Log in to your caretaker homepage daily to review the student's enrollment status and the verification of documents you submit.

What can I do to complete the enrollment process faster?

Our process is streamlined to minimize any inconvenience to you while still meeting state regulations. Refer to the Enrollment Instructions document for some tips to help you keep the process moving.