



## Re-Enrollment Frequently Asked Questions

**What is our FACTS district code?** MJ-TN

**Can't remember your ParentsWeb user name and/or password?** Go to the ParentsWeb login on renweb.com and click on the "forgot username or password" link. FACTS will email instructions to you. *(the MJCA office is unable to help you with a forgotten username or password)*

**What is the deadline to re-enroll?** The **PRIORITY** re-enrollment deadline for Pre-K – 12<sup>th</sup> grade is **January 31, 2021**. After the deadline, remaining spots will be opened to new applicants.

**How long does it take to re-enroll online?** It should only take 5-10 minutes. Please be sure to verify ALL info and update anything that is missing or needs to be changed.

**How do I pay the re-enrollment fee?** The re-enrollment fee is paid ONLINE at the end of the packet using a credit/debit card, or a check. Your student's re-enrollment is not complete, and a spot is not held for them until the fee is paid and you click "submit re-enrollment packet."

**Is the re-enrollment fee the same thing as the resource fee?** The Resource Fee has been rolled into the total tuition price for 2021-2022.

**How do I know if the re-enrollment went through?** You will get an email confirmation when the process is complete.

**I don't see my child's enrollment packet under Enrollment/Reenrollment.** FACTS automatically assigns only one parent the re-enrollment responsibility. Typically that responsibility is assigned to the mother unless dad has primary custody or the only ParentsWeb account within the family. If you don't see the packet under the appropriate ParentsWeb page, email [admissions@mjca.org](mailto:admissions@mjca.org) for help.

**Is a spot automatically saved for my child for next year?** Only if you re-enroll before the deadline. Current MJCA parents are able to re-enroll their student(s) before the spots are made available to the public. To ensure a spot is held for the 2021-2022 school year, you must re-

enroll by the deadline stated for your child's grade. Can NEW student/sibling applications be done at the same place as re-enrollment on FACTS ParentsWeb? No. You must complete a NEW student application for any student not currently attending MJCA. See the New Student Application Process in Admissions at [mjca.org](http://mjca.org).

**When I log onto my FACTS ParentsWeb account, it does not allow me to click on any buttons or tabs.** Using mobile device: At this time, FACTS re-enrollment will not work on an iPad, smart phone, or Android device. You must use a PC to complete the re-enrollment packet. Using a PC: If you are using a PC and cannot click on the buttons and/or they look "faded out", this likely is a compatibility view issue with your web browser. Instructions on how to correct this are on the ParentsWeb login page. If you do not have access to a PC, we can arrange a time for you to come to the school library to use one of ours.

**Why have a deadline to re-enroll?** It is imperative for planning purposes. Careful planning is necessary to coordinate classes, schedules, and staffing needs. This all has to begin in early Spring in order to be ready for the start of school in August. Knowing how many students to expect is crucial to that planning. For that reason, the re-enrollment fees go up after the deadline. NOTE: If you have a specific financial need that would prevent you from re-enrolling prior to the deadline, please contact Amy Green in our Business Office to discuss the issue with her and possibly avoid late enrollment fees.

**We are undecided about returning next year. Should I complete the re-enrollment packet anyway?** No. Since the re-enrollment fees are non-refundable, you will probably want to wait until you know for sure. If you are waiting to hear about a job transfer/relocation and are concerned about losing a spot, please call the Admissions office. If you have other concerns about returning, please talk to your principal so they are able to address any issues or questions.

**Our family is not returning for the 2021-2022 school year. What do I need to do?** You would log on to your re-enrollment packet, and click the "Will Not Enroll" option, or email [admissions@mjca.org](mailto:admissions@mjca.org) to let us know you will not be returning next year.

For other questions, please email

[admissions@mjca.org](mailto:admissions@mjca.org)