

PowerSchool School Choice Permit Training FAQ's:

Q. What if our school is not accepting permits?

A. A school must still verify, process, and approve applications, and then send out results emails regularly.

Q. What if our parents don't have access to a computer?

A. Some schools have workstations for parents to online enroll and do permits.

Q. My parent says they never got a confirmation email when they submitted their application. Where'd it go?

A. It might have ended up in their SPAM folder as junk email. The email is from PowerSchool.

Q. I forgot my password.

A. Click the "I Forgot My Password" link on the login page.

Q. Can I edit the address or student information?

A. Edits done in the Submission Workspace do follow through to the School Choice Workspace, although many fields cannot be edited, such as the school choices and grade levels. Pencil w/red circle and slash? No edits.

Q. How do I answer the "busing" field?

A. If a student lives within (inside, not outside) the mileage range of each School Choice 1, Choice 2, or Choice 3, (1.5 for elementary, and 2.0 for MS/HS), the answer is "yes" for that particular record. Use Edulog's Webquery when possible. The first school of choice needs to answer the bus distance question for all school choices. Google maps is great, too.

Q. Can you explain the "Employee" field?

A. Students who have a parent or guardian that works for Jordan School District, may have priority when applying for a permit.

Q. I am receiving DLI and ALPS permit requests. What do I do?

A. Only applications of students living outside a school boundary should be in the School Choice permit system, although there are exceptions for siblings of DLI and ALPS. (See Section C – The Lottery) Communicate the difference between DLI or ALPS programs vs. boundary permits, and discard the application if needed.

Q. I cannot find an application in Submission Workspace; perhaps I discarded it? How do I find it?

A. The filters. PowerSchool saves the previously used filter every time you log in. If you previously searched for duplicate records, the next time you log in, you will be on the same filtered search, duplicate records. Discarded records will not show under "All Submissions". They are filtered separately under "Discarded".

Q. Can I recover a discarded record?

A. Yes, just make sure your View is set to "Discarded" to find the record.

Q. I just cannot get the Approval button to come up in the Submission Workspace.

A. Make sure any field that says "Verified" at the end has a value. "N/A" may be used as necessary to populate the field. Is the record polished? Is there a duplicate needing to be resolved? Was the record locked for Administrative Approval?

Q. How do I deny a permit application?

A. There are no automated "denial" emails. You will need to communicate with parents the way you always have, and then discard the record. It is best to communicate with the parents before you discard the record. If a mass results email is sent, the parents may get a notification that their application has been removed.

Q. I have a parent who insists that their "situation" warrants a permit above all the others. Can I have the district approve this?

A. "The District" will just send the parent back to the school. We do not override any school decisions.

Q. How long do we give parents to accept or reject a seat?

A. *That is up to the school administrator. When the lottery is ran, it's best to give parents just 2 weeks to accept a seat (especially if you have others patiently waiting.)*

Q. Can the parent/guardian see the notes?

A. *The applicant cannot see the notes, but please be professional. These notes can be subpoenaed by the court.*

Q. Yikes! Mass emails make me nervous. Do I have to use them?

A. *Not at all. There are "single send" message icons next to each student's record.*

Q. The permit approval process has already made it to Skyward, but now the parent does not want the permit. What do I do?

A. *If it is for the current year, use the revoke custom form once a student's permit has reached the School Path screen. Manually remove the Reason Code (until the process is automated), and offer another seat.*

If it is for next year, just remove the code.

Answers to the latest QUESTIONS (Feb. 2020)

Q. How can I tell if a result has been communicated to the parent, or the parent has communicated to us?

A. *In School Choice Workspace, do not go directly to your school. Under "Students", select "Processed". Once the list of students appears, set the necessary filters to find the student. Click the folder on the right with the magnifying glass. If there is no folder, there has been no correspondence with the family.*