



FREQUENTLY ASKED QUESTIONS REGARDING METRO'S 2020 - 2021 ENROLLMENT

GENERAL ENROLLMENT

QUESTION: *Is there anything new in the 2020-2021 online enrollment?*

ANSWER: Online enrollment will be done through our new Student Information System (SIS), Veracross. We hope that you will find the Veracross enrollment to be more streamlined and easier to navigate. As this is a new system, you may experience a slightly longer time to complete in order to verify or populate demographic information including important student health information.

QUESTION: *How have split families been handled in 2020-2021 enrollment?*

ANSWER: Veracross offers more options for split families than our previous SIS. As a default, birth parents have been set up to be required to both sign the enrollment form/contract. If you would like your account set up differently, please email businessoffice@metroca.com.

QUESTION: *Can I enroll all of my children at the same time?*

ANSWER: Yes. However, if you have additional children that have not completed the application process to be accepted for enrollment (e.g., recommendations have not come through for all your students), they will not be able to complete their enrollment process until they have obtained acceptance by the Admissions department.

QUESTION: *What if the "grade next year" for my student is incorrect?*

ANSWER: Please contact Help Desk at helpdesk@metroca.com so that we can update our records for the grade in which your student will be enrolled for the 2020-21 school year. DO NOT complete the online enrollment form if the "grade next year" is incorrect.

QUESTION: *What if the demographic information for my student is incorrect and I am not able to correct it online?*

ANSWER: Please email all corrections for demographic data such as clarifying relationships for extended family and any other changes to enrollment@metroca.com. Please go ahead and submit the contract and pay the deposit prior to sending corrections.

QUESTION: *Why do I see my Class of 2020 student in the Health Information section of the Family Updates?*

ANSWER: All current students are included in the Health Information. However, you are not required to update the health information for your Class of 2020 student in order to complete this section of re-enrollment.

QUESTION: *What is the Spanish Immersion Program?*

ANSWER: The Spanish Immersion program is a proven method of educating children by immersing them in the Spanish language, so they become bilingual. In a language immersion program, the classroom environment becomes the setting for language acquisition through subject content instruction, educational discourse, and social interactions. Metro will be partnering with add.a.lingua, an organization distinguished by their excellence in dual-language immersion education in Christian schools across the country for Spanish Immersion for Pre-Kindergarten and Kindergarten for the 2020-21 school year. For more information see the Spanish Immersion FAQs on the enrollment page of the parent portal.

QUESTION: *How do I know when I have completed the online enrollment process for my student?*

ANSWER: Once you have completed all the steps of enrollment including paying the required deposit, you will receive an email within approximately 15 minutes.

FINANCIAL ENROLLMENT

QUESTION: *What has changed in tuition rates for the 2020-21 school year?*

ANSWER: Tuition rates did increase for the 2020-21 school year as they have historically. The 3.5% increase will enable Metro to remain competitive in the marketplace with compensation and benefits for Metro faculty and staff, to expand educational programs, and to enhance educational excellence. Metro's tuition rates are set after much consideration and prayer and represent the actual cost incurred to provide educational services for a student. The Enrollment Team also sent an email to all families on February 7, 2020, with insight regarding the process of setting tuition rates. If you have additional questions regarding the tuition rate process, contact Tracy Myers at 918.745.9868, Ext.165.

QUESTION: *Can I pay my tuition with my credit card?*

ANSWER: Yes. You may pay your tuition via credit card, but you will also incur a credit card processing fee. As always, you may pay your tuition via e-check without any fee. Please wait until you receive an e-mail notifying you that your invoice has been posted to your account before you pay the balance. Any returned payments (credit card or e-check) will incur a \$45 fee plus processing fees, if applicable.

QUESTION: *Are there new fees with the new system?*

ANSWER: Yes. Veracross uses VCPay for their payment management system. There is a \$30 VCPay registration fee as well as a payment plan fee that ranges from \$10-\$50, depending on the payment plan selected. These fees will be required to be paid to Veracross at the time of enrollment. To offset this increase in payment due at enrollment, Metro has reduced the amount of the enrollment deposit due at this time. The enrollment deposit amounts for 2020-2021 are as follows:

- P3 and PreK \$200.00
- Kindergarten through 12th grade \$350.00
- Spanish Immersion program \$450.00

QUESTION: *What are some features of VCPay?*

ANSWER: You will find many useful features in VCPay. You can save credit cards and bank accounts for later use. It also allows users to pay using saved accounts during checkout.

QUESTION: *Can I include my contribution to the Endowment or Annual Appeal in my payment plan?*

ANSWER: You may make a \$250 endowment contribution per student on the contract which will be billed according to the due dates of the payment option selected. If you would like to contribute a different amount, please contact the Advancement Department at advancement@metroca.com. Your contribution to the endowment is 100% tax deductible.

Please be aware that each student's contribution is processed separately. Therefore, if you wish to donate \$500 to the Endowment fund, and you have two students at Metro, you can select the \$250 endowment donation for each of your two students.

Contributions to the Annual Appeal are not an option on the 2020-2021 contract this year. You will receive more information regarding how to participate in the Annual Appeal in Fall 2020.

QUESTION: *What is the Lunch Bunch?*

ANSWER: Lunch Bunch is an opportunity for families to help other Metro families. Lunch Bunch funds will be made available to qualifying families in need of lunch assistance throughout the year.

If you would like to contribute to the funding of the Lunch Bunch program, you may make a tax deductible contribution on the enrollment contract. If you would like to contribute a different amount other than those listed in the enrollment contract, please contact our Advancement Department at advancement@metroca.com.

If you are interested in applying for Lunch Bunch assistance, further details will be included in the Weekly Happenings at a later date.

QUESTION: *How do I pay for my deposit to complete the enrollment?*

ANSWER: At the end of your enrollment process, you will be allowed to pay for your student's deposit two ways: By **E-Check**, which will automatically draft your account for the \$350 deposit per student (\$200 for P3 or PreK or \$450 for Spanish Immersion) or **credit card** (VISA, MasterCard or Discover are accepted). **Please note that your student's enrollment will not be complete until the enrollment deposit has been received and cleared the bank.**

QUESTION: *How will I know how much I owe?*

ANSWER: In the contract section of the online enrollment process, you will see the tuition for your student's upcoming grade along with the associated fees – some fees are required; others are optional but you must select yes or no to each fee before submitting the contract. Additionally, in the policies and agreements section you will be asked questions which may make you eligible for certain discounts towards your tuition, including employment as clergy or whether you are an alumni of Metro. Within 2–3 weeks after you have completed the enrollment process, you will receive an email from the Metro Business Office notifying you that your invoice is available and providing instruction to view your invoice. Please verify the information on the invoice and submit your questions to the Metro Business Office. The invoice will be your document to pay the school based on your payment method selected. You may mail a check to the Business Office or pay via e-check or credit card via VCPay.

QUESTION: *What if I want to make changes to the original contract for services to be received such as add/drop DIC services, add/drop Spanish Immersion, change in part-time/full-time status, etc?*

ANSWER: You may email businessoffice@metroca.com regarding the change requested. An amendment to the respective contract will be created and a notification sent to you requiring you to re-sign the contract. You will not need to complete a new contract. Please note that changes from part-time/full-time status or Spanish Immersion resulting in a credit to your account must be made in accordance with the withdrawal policy below in the Due Dates to Remember section.

QUESTION: *How can I pay my tuition?*

ANSWER: **Lump Sum:** The balance of the annual tuition (less deposit) is due on or prior to June 1. Payment can be made in cash, check, credit card or other certified funds. Funds must be received in the business office on or prior to the June 1 deadline to avoid late fees of \$125 per student per month. A VCPay plan fee of \$10 is applicable and due at enrollment.

Two-Payment Option (60/40): Sixty percent (60%) of tuition and fees must be received in the Business Office on or before June 1. The remaining forty percent (40%) of tuition and fees will be due on or before September 1. Payment in full must be received on or before September 1 to avoid late fees of \$125 per student per month. The Metro convenience fee for this payment option is \$150 per student. A VCPay plan fee of \$20 is applicable and due at enrollment.

Four-Payment Option (40/20/20/20): Forty percent (40%) of tuition and fees must be received in the Business Office on or before June 1. Another installment of twenty percent (20%) of tuition and fees will be due on or before September 1. The third installment of twenty percent (20%) of tuition and fees will be due on or before December 1. The final twenty percent (20%) will be due on or before March 1. Failure to make any payment by the due date will result in late fees of \$125 per student per month. The Metro convenience fee for this payment option is \$300 per student. A VCPay plan fee of \$35 is applicable and due at enrollment.

Monthly Payment Option: Twelve (12) monthly equal payments to be made to Metro via auto draft beginning in June. ACH draft agreements must be finalized and received by the Business Office prior to May 1 if selecting this payment option. Payments will automatically be drafted each month either on the 1st or the 15th as selected by the financially responsible party. Failure to make payment by the due date will result in a late fee

of \$50 per student per month until payment is received. The Metro convenience fee for this payment option is \$450 per student. A VCPay plan fee of \$50 is applicable and due at enrollment.

Early Childhood Payments: For students in grades P3 and PreK, ten (10) equal monthly payments can be made via bank drafts to Metro beginning in July. Otherwise, payment is due in full on or prior to June 1. ACH draft agreements must be finalized and received by the Business Office prior to May 1, if selecting this payment option. There is no convenience fee for this payment option.

QUESTION: *What if I would like to do different payment methods for my students?*

ANSWER: You may select a different payment method for each of your children. Simply indicate on the enrollment form for each student which payment method you are selecting for that respective student.

QUESTION: *Is tuition assistance available?*

ANSWER: Tuition assistance is available for those families with a demonstrated financial need. You may get further instruction starting February 20 on how to apply for tuition assistance and start the online application process on the enrollment page of the PCR parent portal. Please look in the Weekly Happenings for information regarding tuition assistance. Online applications for tuition assistance must be completed April 1st. The Tuition Assistance Grant Committee reviews all applications and makes awards based upon financial need. Notification of awards will be made in mid-April. **Please note that tuition assistance is not available for part-time students or for students enrolled in our P3 program.**

Metro has been blessed by donations to the Opportunity Scholarship Fund (OSF) which are used to fund our tuition assistance program. Recipients of tuition assistance must meet OSF guidelines for eligibility which can be found on the Opportunity Scholarship Fund website.

Your 2019 tax return will be a required document for your tuition assistance application. Please make sure that you have completed your taxes in time to submit your tuition assistance application by April 1st. If your current financial situation is not accurately reflected in your 2019 tax return, please contact Tracy Myers below for additional instructions.

If you have any questions regarding tuition assistance, you may contact Tracy Myers at extension 165 or tmyers@metroca.com.

DUE DATES TO REMEMBER

QUESTION: *What is the last day I can enroll my returning child(ren)?*

ANSWER: If you have a returning student, the last day to complete online enrollment and guarantee a slot for your student is Monday, February 17th. Completion of online enrollment includes multiple steps including household update, agreement with policies, contract submission, enrollment in VCPay, and payment of deposit. Open enrollment for new families and students begins March 1st. If you fail to enroll your student by February 17th, re-enrollment will be based upon availability.

QUESTION: *Where can I find all important accounting and admissions dates?*

ANSWER: These dates are included at the bottom of the academic school calendar. You may find the academic school calendar on the parent portal as well as the front of the school directory. The important dates included are withdrawal dates as well as payment dates.

QUESTION: *What is the last day that I can withdraw without forfeiting my tuition?*

ANSWER: Students withdrawing after July 1 will be responsible for first quarter tuition and all fees. Students withdrawing after September 15 will be responsible for first semester tuition and all fees. Students withdrawing after December 1 will be responsible for first semester and third quarter tuition and all fees. Students withdrawing after February 15 will be responsible for tuition and fees for the full year. **Please note that all enrollment deposits are non refundable and non transferrable.** Forfeited deposits are not eligible for tax deductible recognition.

PARENT TEACHER FELLOWSHIP

QUESTION: *What is the Parent Teacher Fellowship (PTF)?*

ANSWER: PTF is a volunteer organization working to enhance the spirit of community and support Metro faculty, staff and students. It includes grade representatives who organize events and provide class communications as well as new family representatives who welcome new families and help them learn the ropes. PTF also includes a host of other volunteers who do everything from staffing the teacher workroom to organizing mom in prayer meetings to beautifying the campus. PTF hosts a variety of events designed to bring families together. Joining PTF is as simple as paying the yearly family dues.

QUESTION: *What are birthday treats?*

ANSWER: Birthday Treats are treats you can purchase for your student that will be delivered on their birthday. If your student's birthday does not fall during the delivery period of August 15 through May 15, it will be delivered on their half birthday.

QUESTION: *What are the class social fees for 6th through 12th grade students?*

ANSWER: Class social fees are collected each year to help offset expenses for social events such as each grade's Back to School party, end of the year party, special events such as 5th quarter for high school students, etc. Any unused fees are carried over to the next year for that class. A parent volunteer treasurer is responsible for managing the funds for each grade.

SUPPORT

QUESTION: *What if I am having technical difficulties in completing re-enrollment?*

ANSWER: Please email helpdesk@metroca.com if you are having technical difficulties. You can expect a response within one business day during business hours of 8:00 am and 4:00 pm.