



# CROSSINGS CHRISTIAN SCHOOL

## DEVELOPING CHRIST-CENTERED SERVANT LEADERS

### RE-ENROLLMENT FAQs

- **HOW DO WE RE-ENROLL THIS YEAR?** WE WILL BE RE-ENROLLING AND MAKING TUITION PAYMENTS THROUGH RENWEB/FACTS FOR THE UPCOMING YEAR.
- **WHEN DO I NEED TO RE-ENROLL TO SAVE MY CHILD'S SPOT?** RE-ENROLLMENT OPENS ON DECEMBER 15, 2020 AND ENDS AT NOON ON FEBRUARY 3, 2021. ANY SUBMISSIONS DONE AFTER FEBRUARY 3, 2021 WILL AUTOMATICALLY BE MOVED TO THE WAITLIST AND A SPOT CANNOT BE GUARANTEED.
- **WHERE DO I FIND THE LINK?** LOG IN TO YOUR RENWEB/FACTS ACCOUNT. YOU WILL FIND A TAB ON THE LEFT HAND SIDE OF THE PAGE FOR APPLY/ENROLL. CLICK ON THAT TAB, CLICK ENROLL/RE-ENROLLMENT. THIS WILL BRING UP THE LINK TO RE-ENROLL.
- **WHAT IF I DON'T HAVE THE LINK?** IT MAY BE SET UP UNDER YOUR SPOUSE'S EMAIL. CHECK WITH YOUR SPOUSE TO SEE IF THEY CAN LOG IN AND COMPLETE THE RE-ENROLLMENT.
- **WHAT IF I HAVE CHILDREN IN DIFFERENT GRADES?** YOU WILL NEED TO COMPLETE THE FORMS FOR EACH CHILD. YOU WILL SEE A SCREEN THAT WILL LIST EACH OF YOUR CHILDREN. ONCE YOU COMPLETE ONE CHILD, YOU MAY START THE NEXT.
- **I CAN SEE MY CHILD LISTED BUT IT DOESN'T HAVE A LINK.** IF YOU HAVE CHILDREN IN MULTIPLE BUILDINGS/SCHOOLS, YOU WILL NEED TO SWITCH OVER TO THE OTHER SCHOOL FOR THE LINK. YOU CAN FIND THIS IN THE UPPER RIGHT HAND CORNER OF YOUR HOME SCREEN. IF IT SAYS CROSSING LOWER SCHOOL AND YOUR OTHER CHILD IS IN MIDDLE, YOU WILL NEED TO CHANGE TO MIDDLE SCHOOL. PLEASE NOTE, THIS WILL BE THE GRADE/SCHOOL YOUR CHILD WILL BE IN FOR THE 2021-2022 SCHOOL YEAR.
- **WHAT DOES IT MEAN "WILL NOT ENROLL?"** THIS IS FOR STUDENTS THAT WILL NOT BE RETURNING TO CROSSINGS FOR THE 2021-2022 SCHOOL YEAR.
- **WILL I HAVE TO PAY MULTIPLE RE-ENROLLMENT FEES?** NO, THERE IS ONLY ONE \$400 FEE PER FAMILY.
- **CAN I STILL MAKE MY PAYMENTS BY CREDIT CARD OR ACH?** YES, THE OPTIONS ARE THE SAME.
- **HOW DO I SET UP A PAYMENT PLAN FOR TUITION IF I SPLIT THE COSTS WITH THE CHILD'S OTHER PARENT?** YOU WILL SET UP YOUR TUITION PLAN AS NORMAL THROUGH THE RE-ENROLLMENT PROCESS. THEN EMAIL BUSINESS@CROSSINGSSCHOOL.ORG WITH THE DETAILS AND WE WILL CREATE ANOTHER PAYMENT AGREEMENT. PLEASE MAKE SURE YOU INCLUDE THE PERCENTAGE FOR EACH PARENT IN YOUR EMAIL.
- **WILL ALL MY PAYMENTS GO THROUGH FACTS NOW?** YES! IF YOU HAVE DROP IN BEFORE/AFTER CARE, SPORTS FEES, LOST BOOKS OR ANY OTHER ANCILLARY BILLING, THIS WILL BE BILLED TO YOU VIA FACTS. YOU WILL HAVE THE OPTION TO SET UP TO PAY IT WITH YOUR NEXT TUITION PAYMENT OR CHOOSE TO PAY IT ON THE SPOT. THIS PAYMENT OPTION IS NOT AVAILABLE FOR FIELDTRIPS, T SHIRT SALES, EVENTS, OR ANY OTHER ACTIVITY FEES AT THIS TIME.
- **HOW WILL I KNOW IF MY RE-ENROLLMENT IS COMPLETE?** ONCE YOU HAVE COMPLETED ALL OF THE FORMS, YOU WILL SEE GREEN CHECK MARKS NEXT TO EACH STEP ON THE LEFT OF YOUR SCREEN. YOU WILL COMPLETE YOUR TUITION PAYMENT PLAN, PAY THE ENROLLMENT FEE AND YOU WILL RECEIVE AN EMAIL SAYING IT IS COMPLETE. ALL STEPS MUST HAVE A GREEN CHECK MARK TO BE COMPLETELY ENROLLED.
- **WHERE DO I APPLY FOR FINANCIAL AID?** THIS PROCESS WILL ALSO BE THROUGH FACTS. YOU WILL NEED TO CREATE A USER NAME AND PASSWORD AT [HTTPS://ONLINE.FACTSMGT.COM/AID](https://online.factsmgt.com/aid) YOU WILL SEE A BUTTON "START APPLICATION". STEP BY STEP INSTRUCTIONS CAN BE FOUND ON OUR WEBSITE [WWW.CROSSINGSSCHOOL.ORG](http://WWW.CROSSINGSSCHOOL.ORG) UNDER ADMISSIONS TAB THEN FINANCIAL AID.
- **WHAT IS THE DEADLINE FOR APPLYING FOR FINANCIAL AID?** YOU MUST HAVE COMPLETED YOUR APPLICATION AND FILED YOUR 2020 TAXES BY APRIL 15, 2021 TO QUALIFY. IF YOU FILE FOR AN EXTENSION FOR YOUR 2021 TAXES YOU WILL NOT QUALIFY FOR FINANCIAL AID.
- **WHAT IF I NEED HELP?** IF YOU HAVE A PROBLEM WITH RE-ENROLLMENT, YOU MAY CONTACT US AT BUSINESS@CROSSINGSSCHOOL.ORG.
- **WHAT IF I HAVE A QUESTION ABOUT MY TUITION PLAN/PAYMENTS?** YOU CAN CALL THE FACTS HELPLINE AT 1-866-441-4637.
- **ONCE WE ARE FINISHED RE-ENROLLING, HOW DO I LOG IN TO SEE MY PAYMENT PLAN? OR MY ANCILLARY BILLINGS?** IN THE FAMILY PORTAL WHEN YOU FIRST LOG IN THERE WILL BE AN OPTION ON THE LEFT HAND SIDE FOR FAMILY. CLICK THE DOWN ARROW AND THERE WILL BE A CHOICE CALLED BILLING. WHEN YOU CLICK ON BILLING THERE WILL BE A BLACK BOX ON THE SCREEN THAT SAYS "GO TO FACTS."