



Enrollment Application Troubleshooting and FAQ

Thank you for your interest in Compass Charter Schools!

Don't see the issue that you are experiencing here, please do not hesitate to contact our Enrollment Department at 877-506-8631 and press 1 for Enrollment in the directory.

What should I have prepared prior to completing the enrollment application?

You do not need to have any documents prepared prior to completing the enrollment application. Be prepared to spend about 20 minutes answering general questions about your scholar (student), your contact information, your scholar's previous school information, etc.

We do recommend learning about the programs that we currently offer such as our [Online](#) and [Options \(homeschool\)](#) programs. Click on the links to learn more!

Student Email Address (Step 1)

You may be wondering why a student (scholar) would need an email address at a certain age. The student email address is a necessary component to create a unique username for each enrolling scholar's Parent Scholar Portal. This portal is where a scholar can log in and access their courses. (Note: Not all scholars will use the Parent Scholar Portal for this purpose).

- ★ **Enrolling multiple students?** Remember scholars need to have different email addresses. If you do not have another email address for each additional scholar to use, you can select "I do not have an email address." This will allow you to create a username instead.

Preferred First Name (Step 2)

If your scholar has a preferred first name (other than their given birth name), please enter it here. If not, enter their given birth name.

Authorized Contacts (Step 3)

In Step 3, you will add the parent and/ or legal guardians of the scholar who has educational rights. If you are enrolling multiple scholars, you may use the same email address for yourself. However, you may not use the same email address for another contact person in this section.

- ★ **Responsible Party-** The responsible party is considered the Learning Coach. Our school shares important updates throughout the school year and this person is the primary contact throughout the school year.

**Date First Enrolled in a California School (Step 4)**

Our school collects this data for state reporting purposes. This can be a rough estimate of when your scholar first enrolled into a California public school specifically.

- ★ Date First Enrolled in a U.S. School- This also can be a rough estimate of when your scholar first enrolled in a public school in the United States.

Validation Code (Step 5)

The validation code is sent to the student email address from Step 1 of the enrollment application. If you do not see it in your inbox, please check your spam or junk folder as it may sometimes get lost there.

If you created a username rather than providing an email, you will not receive a validation code.

I am interested in the Options (homeschool) program and attending one of the listed approved learning centers. How do I indicate that in my scholar's application?

Under Step 5 of the application, there should be a marketing survey where you can select one of the following learning center vendors such as Orange County Learning Center, Fundamental Foundations, or American Learning Centers. If you do not see the learning center listed, select "Other" and write the name in the description box.

We do also recommend that when you submit your required enrollment documents, in the body of your email you mention that you are interested in one of those specific learning centers.

What should I prepare to submit after completing the enrollment application?

Check out our Enrollment Checklist [here](#). These documents can be emailed to enrollment@compasscharters.org or faxed to 1-855-265-0608!