



Elmira City School District

# Centralizing Student Registration with Informed K12

**Problem:** Registration at Elmira City School District was frustrating for everyone involved. Parents and families with multiple children were required to register students individually at each building.

**Outcome:** The Informed K12 platform is now the central location for registering all Elmira City School District students, regardless of grade level. Parents and families do not have to travel to enroll students from one building to another.

“With Informed K12, when a registration is completed online,  
**I'm able to enroll the child in half an hour**, and they can be in a seat 24 to 48 hours later”

Shauncey Lowe  
Central Registrar, Elmira City School District

## The Problem

Shauncey has worked at Elmira City School District as Central Registrar since 2019, enrolling hundreds of students. She understands that student registration is an incredibly important process and often some of the first interactions families have with their new district.

Before Informed K12, registration was handled at each individual school site with paper forms. If families needed to enroll multiple students at different schools, they would travel from building to building to complete enrollment. Families often shared the same documents with different schools, like the ones necessary for proof of residency.

**“Registration is their first interaction with the district, and we want that to be a positive experience so that we can set the tone for a long, successful relationship.**

**They’re our customers, and we want them to be as happy and content as possible.”**





Delays in registration caused frustration for teachers and principals at school sites. District precedent is to give teachers 24 to 48 hours notice when placing students in the classroom. **It could take families days and even a week to complete registration** because they had to travel to the district to hand in missing information or finish incomplete paperwork. Students then have to wait an additional two days before they finally have a seat in a classroom.

## The Journey: Trial and Error

Shauncey was determined to find a solution and contacted several nearby districts, hoping to discover a digital registration system. However, she found that most were still using paper-based methods. Elmira City School District then tried adding iPads in the central office to streamline registration, but families still had to come in to share physical documents.

Eventually, the district partnered with a company to digitize student registration. Shauncey worked with developers to create new forms and workflows, but the company provided little hands-on support, leaving her with "self-guided training videos" for assistance. The initial success was short-lived.

After years of trying various solutions, Shauncey was not satisfied with the state of student registration. She would not give up on finding a solution to streamline communication between the district and prospective families. The district needed a solution where:

- families could complete student registration from any device
- documents with personal information could be shared securely
- they could keep the look and feel of existing forms

*Thankfully, she didn't have to look too far to discover a solution.*

## The Solution: Centralized Information for All

When Shauncey learned that all registration could be centralized on the Informed K12 platform, she knew she had found a solution for the district. She was also excited to discover that Informed K12 could keep the look and feel of the district's registration forms.

With Informed K12, registration information could still be shared with school sites, but more quickly. Approvers and authorized administrators have visibility into the workflow of each form on the Informed K12 platform. Even before a student's registration is complete, administrators at each school site can view the registration status.

"We're married to our forms. Our forms are very important to us. **They're either state forms or forms we have developed through the years**, and we're not willing to deviate from them much."

Shauncey Lowe  
Central Registrar, Elmira City School District

# Easy Access, Email Updates, and Route Visibility

Elmira City K-12 Enrollment Packet (2023-2024)

YOUR FULL NAME / SU NOMBRE COMPLETO

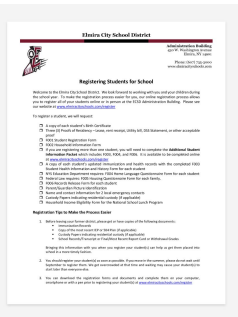
Cherise Johnson


YOUR EMAIL / SU CORREO ELECTRÓNICO

cherise@informedk12.com

Enter to receive confirmation of submission.

Go to form / Ir al formulario



 **InformedK12** formerly Chalk

FORM IN REVIEW

Hi Cherise Johnson,

Your form 'Cherise Informed K12 Enrollment Packet (2024-2025)' for Nathan - Miller was successfully submitted and is now waiting for review. You can review your form and check on its status at any time through the button or link below:

Access Your Form



## View Route

13

Step 1  
**Initiator**

1

Step 2  
**Office of the Registrar**  
1 approver

2

Step 3  
**Clerical Review**  
6 approvers

0

Step 4  
**Medical Review**  
4 approvers

# Optimized Processes for a Stronger District–Family Relationship

Shauncey now has the support she needs to keep the district's "customers" happy and solidify a long, healthy relationship with them. During the district's implementation, Shauncey and other project leaders were assigned to work with a dedicated Informed K12 team member. **The Informed K12 team had the district's student registration forms up and running in a matter of days.** At the same time, Shauncey and other district administrators went through hands-on training to learn how to create and manage forms independently.

"We already have our registration packet for 2024–25 up and running, ready to launch because it was easy to switch things out and change a few fields. "

Shauncey and her team have continued to utilize the Informed K12 platform for processes outside of student registration. From Enrollment Verification Requests to Change of Address forms, the district is always prepared to support its best customers, the students and families of Elmira City School District.



# 80%

Reduction in Registration Time