

Lesson #8 - Class Enrollment Management

Track Online Registrations

There are several ways to stay informed of all new online registrations:

- You or your staff will receive an email notification.
- On the Executive Dashboard, the Key Metrics widget features an Online Registrations metric. Select the metric to open the Online Registrations report. This metric and the report are filtered based on your selected Dashboard Settings.



- Go to *Reports (menu) > Find Reports > Classes/Enrollments (left menu) > Enrollment (tab) > Online Registrations* and run a custom report based on the Location and Date Range of your choice.

Complete the Registration/Enrollment Process

"What do I do once a new family registers/enrolls online?"

Scenario A: If your settings are such that class Tuition fees are automatically posted during enrollment then you will need to:

1. Verify the family, student(s), and enrollment information was entered correctly/completely.
2. Wait for cash or check payment OR if you are using ePayments, you can process the payment now or any time, by using the *Payment/Credit* button on the family page. This is not an automated feature - you must initiate the process to hit their credit card or bank account.

Scenario B: If your settings are such that class Tuition fees are NOT posted during enrollment (because you use Post by Hours or Discounting), then you will need to:

1. Verify the family, student(s), and enrollment information was entered correctly/completely.
2. Post the appropriate tuition fee(s) by using the *Make Sale/Post Fees* button on the family page OR in bulk by using *Transactions > Post Tuition Fees* using your standard discounting structure (and use the Duplicate Tuition Fee Detection filter as to not post duplicate fees to those who have already had tuition fees posted for the current billing period). You may also need to manually adjust this posted fee if you need to pro-rate.
3. If you are using ePayments, you can process the payment now or any time, by using the *Payment*

button on the family page. This is not an automated feature - you must initiate the process to hit their credit card or bank account.

Key Metrics on the Executive Dashboard

The **Key Metrics** widget on the Executive Dashboard offers a quick view of enrollment and registration information. Each metric links to a detailed report.

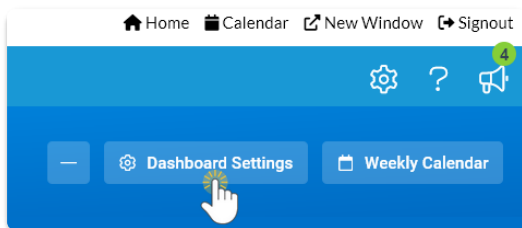
- ★ Identify areas that need attention at a glance.
- ★ Get instant insights into enrollment and registration trends.
- ★ Make informed decisions with detailed linked reports.



Permissions determine what data your Users can access and what actions they can perform. Before proceeding, review [User Permissions for Key Metrics on the Executive Dashboard](#)

Customize Your Key Metrics Widget

To customize Key Metrics, click the **Dashboard Settings** button at the top of the Executive Dashboard.



The Dashboard Settings have three sections related to the Key Metrics: Enrollments, Drops, and Registrations.

▢ [Enrollments & Drops](#)

▢ [Registrations](#)

Widget Wisdom - Understand and Interact

The Key Metric widget offers various interactive components. Some provide a deeper dive into your data, while others enable customization of your Executive Dashboard display.

The screenshot shows a dashboard titled "Key Metrics" with three columns: "Enrollments & Drops", "Actives", and "Registrations".

Enrollments & Drops		Actives		Registrations	
Enrollments	195	Active Families of 193	119	Portal Enrollments last 7 days	0
Enrollment Percentage	50.65%	Active Students of 276	144	Online Registrations	0
Total Drops last 10 days	5	Active Classes of 58	46	Class Registrations to be processed	41
		Active Instructors of 13	10		

Callouts in the image:

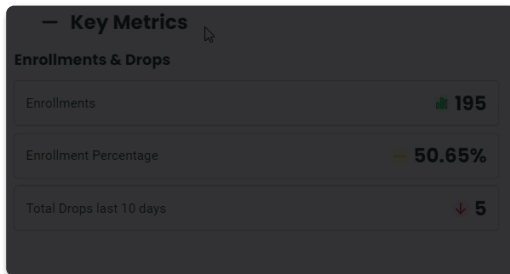
- "Collapse or expand the widget." (points to the minus sign next to "Key Metrics")
- "Click to open a detailed corresponding report." (points to the "Active Families of 193" metric)
- "Use the Move Widget icon to drag and drop the widget anywhere on the Executive Dashboard." (points to the three-dot menu icon)

- Click on any metric to open the corresponding report; for example, click on **Active Families of ##** to open the List Active Families report or select the **Class Registrations to be processed** metric to open the [Process Class Registrations](#) report.



Your choices in the Dashboard Settings filter the reports you access through the Executive Dashboard. For example, if you set the *Total Drops in the Last X days* to 10, clicking on the Total Drops last 10 days metric will show a report reflecting drops from the last 10 days.

- Hover over the **Enrollments** metric to reveal two links:
 - View Enrollments opens the Enrollment Snapshot 1 report.
 - View Category 1 Chart opens a chart showing Category 1 enrollments.



- Collapse or expand the widget using the \ominus or \oplus next to Key Metrics.
- Use the **Move Widget** icon to drag and drop the widget anywhere on your Executive Dashboard to customize your view. Your chosen layout will be retained each time you visit.

Process Class Registrations Report

The **Process Class Registrations** report allows you to review all registrations and class enrollments including those coming in through Online Registration, from the Parent Portal, and those done from within Jackrabbit. Additions to waitlists are also displayed.

- ★ Streamline registration workflow and improve efficiency.
- ★ Review pertinent information and process registrations and class enrollments from a centralized

location.

- ★ Identify families who did not have fees posted with their registration or class enrollment.
- ★ Find Parent Portal enrollments and post fees accordingly.

Note: The date range for this report is limited to 60 days.

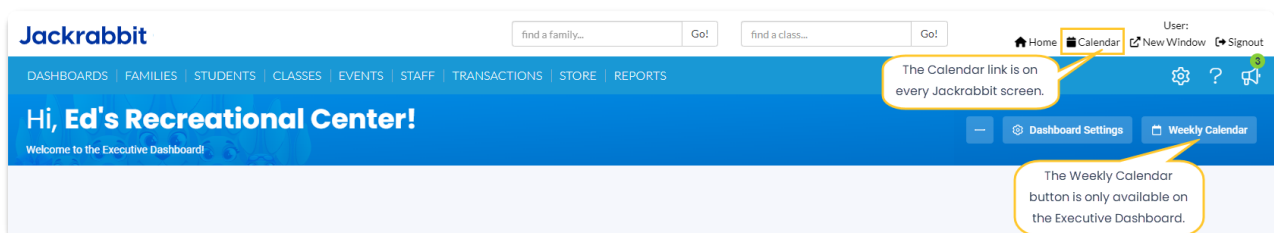
[Expand/Collapse All](#)

- ▢ [Access the Process Class Registrations Report](#)
- ▢ [Report Results](#)
- ▢ [Process New Class Registrations](#)

The Classic Weekly Class Calendar

The Weekly Calendar button on the Executive Dashboard opens a calendar view of your classes by week. This is your class command center and allows you to manage almost all areas of your classes from one screen! **Note:** The Classic Weekly Class Calendar is for internal use only, it is not available to your families.

You'll also have access to the Classic Weekly Class Calendar using the Calendarlink above the blue menu bar on all screens in Jackrabbit.



The Classic Weekly Class Calendar, along with daily, monthly, and room views, shows only your class offerings. The [Activity Calendar](#), however, gives you a full view of both classes and events. You can easily access it using the Weekly Calendar button or the Calendar link. If you're still transitioning to the Activity Calendar, you might see the Classic Weekly Class Calendar by default; select the Activity Calendar button to switch.

Classic Weekly Class Calendar Features

The Classic Weekly Class Calendar opens in a new window and displays a week-long calendar of classes.

Criteria
Class Status: Active

Refresh Change Criteria Add Class Day View Room View Print Settings Close ? Help

Prev 8/10/2020 Next Show Students on Hover: Show Full Classes:

12 Classes

Tip: Double Click on a Time Slot to Add a New Class

	Monday 8/10/2020	Tuesday 8/11/2020	Wednesday 8/12/2020	Thursday 8/13/2020	Friday 8/14/2020
All Day					
9am :00					
10am :00					
11am :00					
12pm :00					
1pm :00					
2pm :00					
3pm :00					
4pm :00					
5pm :00	Ballet L1 - Mon 5pm (3) (1)				
:15					
:30					
:45					
6pm :00	Tap L1 - Mon 6pm (6) Tumbling L2 - Mon 6pm (2)	Ballet L1 - Tues 6pm (5) Tumbling L1 - Tues 6pm (2) (1a,0m)			Cheer Ready - Fri 6pm (4)
:15					
:30				Cheer Essentials (7)	
:45					
7pm :00	Adult Ninja Parkour (6) Youth Ninja Parkour (7)	Jazz L2 - Tues 7pm (4) (1a,0m)	Tumbling L3 - Wed 7pm (1) (1a,0m)		Hip Hop L2 - Thurs 7pm (3)
:15					
:30					

1. Calendar Criteria and display buttons allow you to customize your calendar view.

- When first opened your Classic Weekly Class Calendar will bring up the current week's schedule with no criteria selected (no filters applied, all classes showing).
- Use the **Prev** and **Next** buttons, or the **date field**, to change the week you are viewing.
- The currently selected criteria are displayed.
- Use the **Change Criteria** button to edit those selections.
- Use the **Add Class** button to quickly add a class. You can also add a class by clicking into a specific time slot.
- Click the **Settings** button to change the time range that your calendar displays. Set this to your facility's opening and closing time.
- Select **Show Students** to add the enrolled students' names to the class information that displays when you rest your mouse pointer over the class on the calendar (hover without clicking).

Hip Hop L2 - Thurs 7pm (3) (as of 8/13)	
Days: Thu	Open 3
Time: 7:00pm-7:45pm	Size 3
	Max Size 6
Instructor: Dianne H.	Wait List 0
Location: EDU	Future Drops 0
Room: Floor C	Future Enrolls 0
Fee: 67.5	
Category: Dance	
End Date: 8/31/2020	
Students:	
1. Ezra Lovell	
2. Livy Wallace	
3. Cindy Zackmann	
<input type="button" value="Enroll Existing Students"/> <input type="button" value="Register New Students"/>	

- The **Show Full Classes** checkbox defaults to checked to display full classes as well as classes with openings. Clear the checkbox to hide classes that are full which makes it easier to find a class with an opening to enroll a student in.
2. Click the [link](#) on a date to look at the daily view. The display criteria you have selected will also be applied to that daily view. For more information on the daily view see our Help article [Class Calendars and Schedules](#).
 3. Review the summary information for each class on the calendar at a glance. Click the [link](#) for quick access to the class record.
 - Class name
 - Number of openings (#)
 - Number of future drops #FD
 - Number of future enrolls #FE
 - Number of absences for that day (#a)
 - Number of makeups for that day (#m)
 4. Accurate enrollment counts are displayed in real-time! A full class (0) that has a future drop scheduled for the following week will accurately reflect that opening (1) when you advance the Classic Weekly Class Calendar to that date.

More Classic Class Calendar Actions

- Double click into any **opentime slot** to add a class. The *Add Class* window will open with the start date and time for the slot that you clicked into pre-selected; these values can be edited. You can also use the *Add Class* button in the Criteria section to open the *Add Class* window with no pre-selection made.
- Click a [link](#) for any of *Future Drops*, *Future Enrolls*, *Absences*, or *Makeups* to open a window with more detail including student names.
- Click **Enroll Existing Students** to enroll an existing student into the class or click **Register New Students** to open the *Registration Form* to add a new family and enroll a student in the class. If the class is full you will see CLASS FULL and a **Waitlist** button to click to add a student to the class waitlist. Once the waitlist is also full the button will drop off and you will only see CLASS FULL.
- When the *Show Students* checkbox (in the criteria/settings section) is **not** checked private lessons (max size = 1) will display with the enrolled student's name. If *Show Students* is checked the calendar will display the class name and openings information (0) and the enrolled student's name will appear in the class information window that displays when you hover over the class.


- Classes can display color-coded by Category 1 if you assign colors to your Category 1 drop-down values in the *Drop-Down List Editor* (*Gear icon > Settings > General > Drop-down Lists*). When darker colors are chosen the text display will change to white. This makes it easy to distinguish between the different types of classes you offer!

6pm	:00		Int Tumbling - Tues 6pm (1)	
	:15			
	:30	Beginner Tumbling (1)	Pointe (1)	
	:45			
7pm	:00	Dolphin - Mon - 7pm (3)	Advanced Tap (3)	Advanced Jazz (0)
		Swim Kids L9 - Mon - 7pm (6)		

Expand/Collapse
All

Frequently Asked Questions



The Classes Weekly Class Calendar can be also be accessed from the *Classes (menu) > All Classes*. Click the **Filtered Calendar** (icon)  and select **Weekly** from the drop-down list. The Classic Weekly Class Calendar opens in a new window.

Add a Class from the Classic Weekly Class Calendar

Adding a class from the Classic Weekly Class Calendar is a great way to build your class schedule as it offers a visual of open time slots. Use the *Change Criteria* button to customize the calendar view, for example for only a specific room or a specific instructor. Learn more about the powerful Weekly View calendar in our Help Center article [The Classic Weekly Class Calendar](#).

1. Click **Weekly Calendar** on the *Executive Dashboard* to view the *Calendar* and change the criteria if needed.
2. Click the **Add Class** button or double click a **time slot** on the calendar where you want to add the class.

Criteria
Class Status: Active

Refresh Change Criteria Add Class Day View Room View Print Settings Close ? Help

Prev 1/17/2022 Next Show Students on Hover: Show Full Classes:

0 Classes

Tip: Double Click on a Time Slot to Add a New Class

	Monday 1/17/2022	Tuesday 1/18/2022	Wednesday 1/19/2022	Thursday 1/20/2022
All Day				
5am :00				
6am :00				
7am :00				
8am :00				
9am :00				
10am :00				
11am :00				
12pm :00				
1pm :00				
2pm :00				
3pm :00				
4pm :00				
5pm :00				
6pm :00				
7pm :00				
8pm :00				

Add Class

Enter Class Name*

Location* EDU Room:

Instructor

Session

Class Start Date* 1/19/2022 End Date mmm/dd/yyyy Registration Date mm/dd/yyyy

Days Mon Tue Wed Thu Fri Sat Sun

Start Time* 02:00pm End Time* 03:00pm Duration 1:00

Has a Registration Fee

Tuition Fee Max Size 8 Max Wait 8

Tuition Billing Method*

Tuition Billing Cycle*

Prorate Tuition

Category 1* Category 2 Category 3

Policy Groups
None
Dance Classes
Default Policies
Special Events
Summer Camps
Swim Classes

Description

Display on Website Yes Allow Portal Enrollment Yes

Allow Online Registration Yes Allow Trial Enrollment No

SAVE CANCEL

Fields are pre-filled based on the time slot that was clicked on the calendar.

Adjust class end time as needed.

3. Enter the class details in the *Add Class* window. At a minimum, you must enter all required (*) information. **Note:** If you select a *Session* for the class, and you have defined the start/end dates for the session in your drop-down list editor, you may get a *Potential Date Conflict* pop-up window. This is simply to alert you that the date you have used as the class start date (the date you clicked on the calendar) falls outside of the session's defined start/end dates. You can opt to leave the current dates or use the new session dates.
4. Click **Save**.

After the class is created you will be given the option to *Add Another Class*, *View Calendar*, *Enroll* (an existing student), or *Quick Reg* (add a new student).

List Classes with Openings

The **Openings** report provides you with a list of classes that display your classes that have openings. In addition, there is a **% Full** column that displays a graphic representation of how full your classes are. This report can be found under the *Classes (menu) > Class Reports > Openings*.

Some of the columns contain clickable links that open additional information.

Openings Results

← RETURN

View 1 - 49 of 49 Print Export Refresh 7 columns hidden Show/Hide Columns Restore Columns


Status	Class	Session	Dates	MtgDays Times	% Full	Category1, Cat2, Cat3	Open	Size Max	Mk-up	Wait	Tuition
Search	Search	Search	Search	Search	Search	Search	Search	Search	Search	Search	Search
Active	Advanced Tumbling - T/Th - 6:00	2020	1/1/2020 - 12/31/2020	TuTh 6:00pm-7:00pm	<div style="width: 100%;"></div>	Cheer Advanced	6	$\frac{2}{8}$		0	145.00
Active	Advanced Tumbling - T/Th - 7:00	2020	1/1/2020 - 12/31/2020	TuTh 7:00pm-8:00pm	<div style="width: 100%;"></div>	Cheer Advanced	5	$\frac{3}{8}$		0	145.00
Active	Allstars Youth	2020	1/1/2020 - 12/31/2020	MF 6:00pm-7:00pm	<div style="width: 100%;"></div>	Cheer Advanced	6	$\frac{2}{8}$		0	215.00
Active	Allstars Youth Fall	2020	1/1/2020 - 12/31/2020	MTuWThF 1:30pm-2:30pm	<div style="width: 100%;"></div>	Cheer Beginner	5	$\frac{3}{8}$		0	225.00
Active	Tumbling 101	2020	1/1/2020 - 12/31/2020	F 7:00pm-8:00pm	<div style="width: 100%;"></div>	Cheer Beginner	1	$\frac{7}{8}$		0	185.00
Active	Tumbling 101	2020	1/1/2020 - 12/31/2020	MTuWThF 3:30pm-4:30pm	<div style="width: 100%;"></div>	Cheer Beginner	4	$\frac{4}{8}$		0	165.00
Active	Ballet - Beg - F	2020	1/1/2020 - 12/31/2020	F 5:00pm-6:00pm	<div style="width: 100%;"></div>	Ballet Beginner	3	$\frac{5}{8}$		0	100.00

Student Attendance Report

Jackrabbit can be set to [track absences or attendance](#) (days attended). The **Student Attendance** report is available regardless of what your system is set to track and allows you to see important attendance metrics quickly and easily! **Note:** Only students who are enrolled in classes will appear in this report.

Get to this report from the **Students** menu > **Student Reports** > **Student Attendance Report**.

- ★ See how often students attended or missed classes during the session.
- ★ Award students, assess instructor effectiveness, and review the current session schedule for class popularity.
- ★ View attendance details showing which students were late for class, left class early, or were only observing the class that day. Identify any patterns and address the situation by sending an email directly from the report results.

In addition, you have the option to create an individual student attendance report from the **Students** menu > **All Students** > click the row menu  > **Absence/Attendance**. This opens the Student Attendance Report and will generate a report for the selected student.

Search Criteria

The Student Attendance Report can be generated for a single date or a range of dates.

The **Attendance Filter** is a great way to search for students with a specific number or percentage of absences or attendance. Identify students who qualify for a perfect attendance award by setting the **Attendance Filter** to either **# Absences**, which is equal to, 0, or **% Attended**, which is equal to 100.

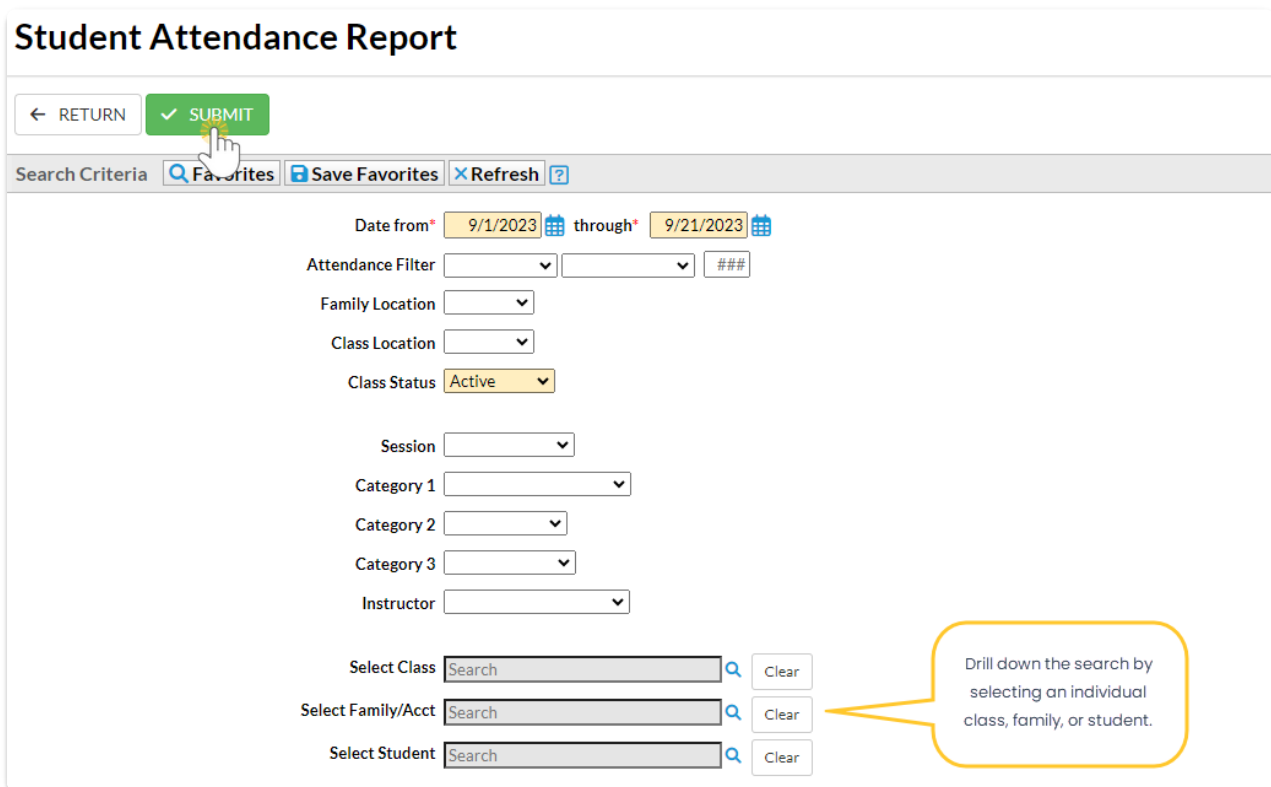
If you have [multiple locations](#) in your system, use the **Family Location** criteria to drill down to only

those students in Family records with a specific location or the **Class Location** criteria to look at only students enrolled in classes at a specific location.

Other search criteria allow you to search for students enrolled in classes with a specific:

- Class Status (Active, Archived, Inactive)
- Session
- Category 1, 2, or 3
- Instructor

You can also use search fields to select a specific Class, Family/Acct, or Student.



Student Attendance Report

← RETURN ✓ SUBMIT

Search Criteria 🔍 Favorites 📌 Save Favorites 🔄 Refresh ?

Date from* 9/1/2023 through* 9/21/2023

Attendance Filter [] [] [##]

Family Location []

Class Location []

Class Status Active

Session []

Category 1 []

Category 2 []

Category 3 []

Instructor []

Select Class [Search] 🔍 Clear

Select Family/Acct [Search] 🔍 Clear

Select Student [Search] 🔍 Clear

Drill down the search by selecting an individual class, family, or student.

Display Settings

There are three display settings that affect your report results:

- **Show Attendance Issues** - select this checkbox to see which students were marked Late, Left Early, or Observing when attendance was taken in the Staff Portal.
- **Show Class Details or Student Summary**
 - **Show one row per student per class**- each class the student is enrolled in shows on a separate row with the attendance details for that specific class.
 - **Show one row per student**- shows 'the big picture' for each student and combines the attendance details for all classes they are enrolled in into one row in the report.
- **How do you want to count the number of days the classes met** - there are two options to calculate the number of days a class met:
 - **Use class start and end dates** - The Class Start and End Dates are used to figure out what

days the student could have attended. This is how most people will run this report.

- o **Ignore class start and end dates**- The Class Start and End Dates are ignored, only the overall days the student attended this same class are considered. This is useful if you have perpetual classes where you change the Class Start Dates frequently.

Display Settings

Show Attendance Details

See if students were marked Late, Left Early, or Observing during Staff Portal attendance **Show Attendance Issues**

Show Class Details or Student Summary **Show one row per student per class**
 Show one row per student

How do you want to count the number of days the classes met **Use class start and end dates**
 Ignore class start and end dates

The Report Results

The report is sorted by family name as the default, but you can click on the column header of any column to re-sort the results based on that column. The results can be further customized with the ability to show or hide columns of information, sort columns, or modify column widths.

- Use the **Email** button to create an email to the families in the report results. Select the **Email All** checkbox to include all families or select only some families using their checkbox. A record of this email is kept in the Family record on the Misc tab > View Sent Emails for 365 days.
- There are many columns of information available in the report results. Customize your report with the **Show/Hide Columns** button; select only the information important to you.

Student Attendance Report Detail

← RETURN
EMAIL

View 1 - 50 of 251
Print
Export
Refresh
7 columns hidden
Show/Hide Columns
Restore Columns

Student	Class	Instructor	# Days Classes Met	# Absences	# Attended	% Attended	Email All
<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input checked="" type="checkbox"/>
Hunter Campbell	Little Otters - Beg - Th	Kendra B.	3	0	1	<div style="width: 33%;"></div>	<input checked="" type="checkbox"/>
Tamara Goodwin	Little Otters - Beg - Th	Kendra B.	3	0	1	<div style="width: 33%;"></div>	<input checked="" type="checkbox"/>
Tiffany Law	Little Otters - Beg - Th	Kendra B.	3	0	1	<div style="width: 33%;"></div>	<input checked="" type="checkbox"/>
Travis Powell	Little Otters - Beg - Th	Kendra B.	3	0	1	<div style="width: 33%;"></div>	<input checked="" type="checkbox"/>
Tony Whitman	Little Otters - Beg - Th	Kendra B.	3	0	1	<div style="width: 33%;"></div>	<input checked="" type="checkbox"/>
Olivia Fisher	Guppies - Beg - T/Th	Kendra B.	6	0	1	<div style="width: 16.6%;"></div>	<input checked="" type="checkbox"/>
Louise Kelly	Guppies - Beg - T/Th	Kendra B.	6	0	1	<div style="width: 16.6%;"></div>	<input checked="" type="checkbox"/>
Lisa McMurry	Guppies - Beg - T/Th	Kendra B.	6	0	1	<div style="width: 16.6%;"></div>	<input checked="" type="checkbox"/>
Audra Post	Guppies - Beg - T/Th	Kendra B.	6	0	1	<div style="width: 16.6%;"></div>	<input checked="" type="checkbox"/>

Days Classes Met, # Absences and # Attended

A brief description of the columns in the report results:

<p># Days Classes Met</p>	<p>This is the number of times the class met during the time frame used when you created the report. This number may differ between students because it takes into account a student's enrollment date and drop date. If you have added any Closed Dates, these are also factored in. The # Days Classes Met is also affected by the report Display Option setting How do you want to count the number of days the classes met.</p>
<p># Absences</p>	<p>When taking attendance in the Staff Portal, this is the number of times the student was marked absent (during the time frame used for the report).</p> <ul style="list-style-type: none"> • If your system is set to track absences, and you are not using the Staff Portal for attendance, this is the number of times an absence was recorded for the student in the Class record (during the time frame used for the report). • If your system is set to track attendance, and you are not using the Staff Portal for attendance, the Absences column will show zeros.
<p># Attended</p>	<p>When you are taking attendance in the Staff Portal, this is the number of times the student was marked present (during the time frame used for the report).</p> <ul style="list-style-type: none"> • If your system is set to track attendance, and you are not using the Staff Portal for attendance, this is the number of times attendance was recorded for the student in the Class record (during the time frame used for the report). • If your system is set to track absences, and you are not using the Staff Portal for attendance, the # Attended column will show zeros.



When taking attendance in the Staff Portal, the total # Absences and # Attended should be added to the total # Days Classes Met. If this isn't the case, it is an indication that there is incomplete attendance. Use the [Incomplete Portal Attendance Report](#) to find the classes that need attention.

In addition to being accessible from the **Reports** menu, the Student Attendance Report can also be generated from the Student and Class records using the **Absence/Attendance** button.

When generated from the Student record, the search field for Select Student is automatically filled with the student name in the search criteria.

When generated from the Class record, the search field for Select Class is automatically filled with the class name in the search criteria.

Absences-Makeups Report

When Jackrabbit is set to track absences, you will find the **Absences-Makeups** report under the **Students** menu > **Student Reports**. Absences marked in the Staff Portal will be reflected in this report.

Regardless of the way you **record absences** in Jackrabbit, this report provides you with the following:

- ★ See who was marked absent and is eligible for a makeup class.
- ★ Review students who have makeup classes scheduled and the dates of those classes.
- ★ View the Makeup class expiration date (if applicable).
- ★ Review the student's attendance for scheduled makeup classes.

Search Criteria

Use the Search Criteria to define the report results. For this example, select a date range to see which students were absent for specific classes. Set *Eligible for Makeup* to **Yes** and click **Submit**.

The screenshot shows the 'Absences-Makeups Report' search criteria form. At the top, there are 'RETURN' and 'SUBMIT' buttons. Below that is a navigation bar with 'Search Criteria', 'Favorites', 'Save Favorites', and 'Refresh' options. The form fields include: 'Location' (dropdown), 'Absence Date from' (8/1/2023) through 'Absence Date to' (8/31/2023), 'Absence Note' (text input), 'Absence for Class Category 1' (dropdown menu with options: Art, Ballet, Birthday Party, Charitable Donations, Cheer), 'Absences for a specific Class' (search input with 'Clear' button), 'Absence for Instructor' (dropdown), 'Eligible for Makeup' (Yes), 'Makeup Date from' (mm/dd/yyyy) through 'Makeup Date to' (mm/dd/yyyy), 'Select Makeup Class' (search input with 'Clear' button), and 'Select Student' (search input with 'Clear' button). A yellow callout box points to the 'Absence for Class Category 1' dropdown with the text: 'Use the **Ctrl** key (**Cmd** for Mac) to select multiple categories. Leave blank to select all.' At the bottom, there is a 'Submit' button with a hand cursor icon pointing to it.

- Leaving a field blank is the same as saying "all". For example, leaving Absence for Class Category

1 blank will provide the data for all Category 1 classes.

- Some fields allow multiselection. Use the **Ctrl** key (**Cmd** for Mac) to select multiple values.

Report Results

The report results display the students absent from class in the selected timeframe. These columns provide absence and makeup information:

- **Elig?** - indicates a student is eligible for a makeup class for the missed class.
- **Note** - if a note was created in the Staff Portal it will be shown in this column.
- **Makeup Date** - if a makeup class was scheduled, it will be listed in this column.

Absences-Makeups Report

← RETURN EMAIL

View 1 - 3 of 3 Print Export Refresh 8 columns hidden Show/Hide Columns Restore Columns

Student	Class Name	Category 1	Instructor	Absence Date	Note	Family Primary Phone	Elig.?	Makeup Exp. Date	Makeup Date	Makeup Attendance	Makeup Class Class Time	Email All <input type="checkbox"/>
Search	Search	Search	Search	Search	Search	Search	Search	Search	Search	Search	Search	
Janet Best	Ballet 1C - F - 6:00	Ballet	Heather B.	8/18/2023	Sick	Best (999) 999-5819	Yes	8/31/2023				<input type="checkbox"/>
Janet Best	Tumbling 101 - F	Cheer	Amy S.	8/18/2023		Best (999) 999-5819	Yes	8/31/2023				<input type="checkbox"/>
Tyree Bailey	Advanced Tumbling - T/Th - 6:00	Cheer	Amy S.	8/24/2023	Sick	Bailey (999) 997-6257	Yes	8/31/2023	8/29/2023		Karate 3 - T/Th - 6th - 8th 10:00am-10:45am	<input type="checkbox"/>

Use this button to **Show/Hide Columns** in the report.

In addition, you can see if a student was absent or present for the Makeup class and if there is a Makeup Expiration Date, these will be displayed if the columns are shown. An email to all or selected students can be sent directly from this report. A history of this email is kept in the *Family* record, *Misc* tab > *View Sent Emails* for 365 days.

The *Absences* tab on a *Class* record shows which students were absent from the class, the date of the absence, and the number of absences.



Staff members can *Schedule Future Absences* in the Staff Portal. Click on *Absent* select the *Schedule Future Absences* option and complete the steps. Refer to [Take Attendance in the Staff Portal](#) for more information.

Understand Enrollment Types

In the *Student record* > *Classes* tab you will see the enrollment type for the class. The drop-down list can be edited on the Drop-down List Editor page (*Gear icon* > *Settings* > *General* > *Drop-down Lists* > *Student* > *Enroll Type*). Some Enrollment Types (reserved) are the ones that Jackrabbit has created and

cannot be deleted. You can create additional ones that match the needs of your business.

Enrollment Type	Description
Enrolled	If the student is currently enrolled in an <i>Active</i> class, their <i>Enroll Type = Enrolled</i> and Class(es) appear in the <i>Current Enrollment</i> section of the student's <i>Classes</i> tab.
Drop	The student did not complete the class. The student was dropped before the class was completed using the <i>Drop</i> link. This is considered a 'true drop' and will appear on the <i>Drop History Report</i> . If a student is dropped from a class, the class appears in the <i>Past Enrollment</i> section of the student <i>Classes</i> tab. Note: <i>It's important to archive classes (rather than drop students from class after it ends) so that reports will only display 'true' drops. See Archive Classes.</i>
Transfer	A student is considered transferred when they have been moved from one class to another. This creates a <i>Past Enrollment</i> record, but this is not considered a drop. It is treated as a <i>Transfer</i> and does not negatively reflect on the school/class/teacher and is excluded from the drop reports.
Trial	The ability to enroll in a class as a trial is a per-class option. When a student enrolls into a class on a trial basis, their <i>Enroll Type = Trial</i> . See Trial Enrollment .
Trial-Enrolled	If a trial student enrolls in a class, it is good practice to change the student <i>Enroll Type to Trial-Enrolled</i> . See Trial Enrollment .
Waitlist	<p>The student has been placed on the class waitlist. Technically, they are not enrolled in the class and a staff member must enroll them. Refer to Enroll a Student from a Waitlist for more details.</p> <p>The class will be listed in the Student record in the Waitlist section.</p>

[Sample Student Record > Classes Tab](#)

Student: Barbie Ager

SAVE CHANGES DELETE

Enroll Email Schedules Info Sheet Absence/Attendance Submit Absences Mass Drop Classes Statement

Family: Ager First Name Barbie Middle Initial Last Name Ager

Summary Classes Events Medical Feedback Skills/Levels Sizes Absences Misc Notes Resources (0)

Current Enrollment

View 1 - 3 of 3 Print Refresh

Class	Session	Type	Days	Room	Time	Durat	Instructors	Fee	Enroll Date	Enrolled By	Future Drop
Cheer Ready - Fri 6pm	Winter 2023	Enrolled	F	Floor B	6:00pm - 6:45pm	:45	Stephanie A., William W.	75.00	12/1/2022	helpcenter	Transfer
Tumbling L1 - Mon 6pm	Winter 2023	Enrolled	M	Floor A	6:00pm - 6:30pm	:30	Livy W.	70.00	12/1/2022	helpcenter	Transfer
Ballet L1 - Tues 6pm	Winter 2023	Trial	Tu	Studio B	6:00pm - 6:30pm	:30	Dianne H., William W.	70.00	12/1/2022	helpcenter	Transfer

Waitlist

View 1 - 1 of 1 Print Refresh

Class	Session	Entered On	Days	Times	Open	Current Size	Max Size	Wait	Future Drop	Future Enroll	Instructor	Notes
Hip Hop L2 - Thurs 7pm	Winter 2023	1/17/2023 3:09:05 PM	Th	7:00pm - 8:00pm	1	5	6	1			Dianne H.	Waitlisted - StudentEn

Past Enrollment

View 1 - 30 of 30 Print Refresh

Class	Session	Instructors	Enroll Date	Enrolled By	Type	Drop Date	Reason	Dropped By	Comp?	Notes
Ballet L1 - Tues 6pm	Summer 2022	Dianne H., William W.	6/1/2022	helpcenter	Enrolled	11/16/2022	Copy Session-Drop	helpcenter	yes	
Tumbling L1 - Mon 6pm	Summer 2022	Livy W.	6/1/2022	helpcenter	Enrolled	11/16/2022	Copy Session-Drop	helpcenter	yes	

Enrollment Type is column.

Did the student complete the class?

In the *Past Enrollment* section (*Student Classes* tab), the **Comp?** column indicates whether the student completed the class (**Yes**) or did not complete the class (**No**).

Enrollment Detail Report

The Enrollment Detail Report is extremely powerful and allows you to create multiple reports based on current and historical class enrollment. You can find this report under the *Students (menu) > Student Reports > Enrollment Detail*.

- ★ Spot enrollment trends effortlessly, enabling you to discover whether scheduling more popular classes will boost revenue.
 - ★ Check enrollment by sessions, such as the summer session, to recognize seasonal trends.
 - ★ Monitor retention by student or instructor.
 - ★ Customize your report using the *Show/Hide Columns* button. Select from over 35 columns of available data.
 - ★ ...and so much more!!!
-

Expand/Collapse
All

- ▢ Filter Students Using Search Criteria
 - ▢ Select Display Settings
 - ▢ Report Results
 - ▢ Compare Enrollment from Session to Session
 - ▢ Analyze Retention by Instructor
-

Enroll History Report

The **Enroll History** report provides you with a list of students and the date each student was placed into a class, based on the filters (Search Criteria) you select.

You can find this report under the **Students** menu > **Student Reports**.

- ★ Generate a report of previously enrolled students who have not enrolled in a new class.
 - ★ Identify inactive students using the filter for **Current Student Status**.
 - ★ Send an email to all, or select students directly from the report results, including archived students in the Lead File (after 11/11/2015).
-

Search Criteria

Filter your list of students using any or all of the available Search Criteria, and Jackrabbit will compile a report of who meets ALL of the criteria chosen. In this example, we have selected a **Current Student Status of Inactive**.

- Set a time frame in the Search Criteria.
 - Hold down the shift key to select all, or **Ctrl** to select more than one from the drop-down lists.
-

Enroll History Report

Search Criteria

Search Enrollment history using search criteria below.
 Tips: Also check out the new Enrollment Detail Report which has many more options. To identify non-returning students (retention), set Current Student Status='Inactive'.

Location: (Select one or more by holding the CTRL key)

Room:

Enrolled From Date: Through Date:

Enroll Type (How Student was Enrolled): (Use to differentiate trials, transfers, etc from standard enrollment.)

Enrolled in Session:

Class Category1:

Class Category2:

Class Category3:

Enrolled in Class:

Instructor(s):

Enrolled by User ID:

Current Student Status:

Hold down the shift key to select all or **Ctrl** to select more than one from the list.

Select **Inactive** so identify students who are no longer enrolled.

Report Results

Review the results and use the checkbox in the last column to select the students to email. Click the *Email* button to quickly generate an email to all or the selected students in the report. A history of this email is kept in the *Family* record, *Misc* tab > *View Sent Emails* for 365 days.

- Use the active links in the report to go to a Class or Student record.
- **Show/Hide** the columns as needed. In this example, 8 columns are hidden.
- Report results can be further customized with the ability to sort columns, and modify column width.

Enroll History Report

Use this button to **Show/Hide Columns** in the report.

Click the top checkbox to select all to email.

View 1 - 13 of 13 **8 columns hidden**

Enroll Date	Class	Class Days	Class Start Time	Class End Time	Category1	Session	Student First	Student Last	Active	Billing Contact Email	Email All
6/1/2023	Adult Tap - Mon 3:30pm	M	3:30pm	4:30pm	Dance	Summer 2023	Gina	Evans	No	tayevans@email.com	<input checked="" type="checkbox"/>
6/1/2023	Ballet L1 - Mon 7pm	M	7:00pm	7:30pm	Dance	Summer 2023	Gina	Evans	No	tayevans@email.com	<input checked="" type="checkbox"/>
5/1/2023	Adult Tap - Mon 3:30pm	M	3:30pm	4:30pm	Dance	Spring 2023	Gina	Evans	No	tayevans@email.com	<input checked="" type="checkbox"/>
5/1/2023	Ballet L1 - Mon 6pm	M	6:00pm	6:30pm	Dance	Spring 2023	Gina	Evans	No	tayevans@email.com	<input checked="" type="checkbox"/>
5/1/2023	Ballet L1 - Tues 6pm	Tu	6:00pm	6:30pm	Dance	Spring 2023	Leslie	Brown	No	jbrownsemail@email.com	<input checked="" type="checkbox"/>
5/1/2023	Ballet L1 - Tues 6pm	Tu	6:00pm	6:30pm	Dance	Spring 2023	Lena	Campbell	No	kcampbell@email.com	<input checked="" type="checkbox"/>
5/1/2023	Sea Otters - Mon 5pm	M	5:00pm	5:30pm	Swim	Spring 2023	Lena	Campbell	No	kcampbell@email.com	<input checked="" type="checkbox"/>
5/1/2023	Tap L2 - Mon 7pm	M	7:00pm	8:00pm	Dance	Spring 2023	Lena	Campbell	No	kcampbell@email.com	<input checked="" type="checkbox"/>

Note: Although archived families are included in this report, if there is no email address for the family in the Lead File, they must be restored to the main system, add the email address, and re-archive the

family.



Jackrabbit defaults to tracking absences rather than attendance. If you are set up to track by attendance, this report gives you the option to view the *Last Date Attended* by the students. Refer to [Track Absences or Attendance](#) for more details.

Drop History Report

The **Drop History** report lists students who have dropped classes in the time frame designated in the Search Criteria. You can also run this report to show students who have transferred or completed classes.

This report can be found under the **Students** menu > **Student Reports**.

- ★ Run the report to identify future staffing needs.
 - ★ Email to all, or select families directly from the report results, including archived families.
 - ★ Includes students archived to the Lead File (after 11/11/2015) in the report results.
-

Search Criteria

To find the classes students dropped, use the **Search Criteria**.

- Select a time frame in the Search Criteria.
 - Search for a specific class using the **Search** link (**Dropped from Class**).
 - Select **Drops Only**, **Completed Class**, or **Transfers** from the drop-down menu for **Show Drops**.
 - Hold down the shift key to select all **Show Drops**, or **Ctrl** to select more than one from a list.
-

Drop History Report

← RETURN SUBMIT

Search Criteria Favorites Save Favorites Refresh

Class Location

Show Drops

- Drops Only
- Completed Class
- Transfers

Dropped From Date Through Date

Class Category1

Class Category2

Class Category3

Class Session

Dropped from Class

Drops in classes with Instructor

Class Room

Enroll Type

Enrolled by User ID

Drop Reason

Drop User ID

Current Student Status

Hold down the shift key to select all; or **Ctrl** to select more than one from the list.

To search for students scheduled to drop a class, select the **Dropped From Date** and leave the **Through Date** blank.

Report Results

Review the results and use the checkbox in the last column to select the students to email. Use the *Email* button to quickly generate an email to students in the report. **Show/Hide** the columns as needed. In this example, 9 columns are hidden.

- Use the active links in the report to go to a Class, Family, or Student record.
- Click the **Email All** checkbox to select all the students to email.
- Use the **Show/Hide Columns** button to change the columns.

Drop History Report

← RETURN

View 1 - 8 of 8 9 columns hidden

Drop Date	Class	Instructors	Family	First Name	Student Last Name	Email	Drop Reason	Enroll Date	Days In Class	Email All
8/11/2023	Ballet L1 - Tues 6pm	Dianne H., William W.	Miller	Candace	Miller	cmiller@email.com	Changed Class	7/11/2023	31	<input checked="" type="checkbox"/>
8/11/2023	Hip Hop L1 - Wed 7pm	Dianne H.	Miller	Candace	Miller	cmiller@email.com	Changed Class	7/11/2023	31	<input checked="" type="checkbox"/>
7/7/2023	Adult Tap - Mon 3:30pm	Dianne H., William W.	Evans	Gina	Evans	tavevans@email.com	Changed Class	6/1/2023	36	<input checked="" type="checkbox"/>
7/7/2023	Ballet L1 - Mon 7pm	Dianne H., William W.	Evans	Gina	Evans	tavevans@email.com	Class Too Easy/Hard	6/1/2023	36	<input checked="" type="checkbox"/>
8/23/2023	Tap L2 - Mon 7pm	Dianne H.	Narcieq - ARCHIVED	June	Narcieq - ARCHIVED	evj@jackrabbitech.com	Admin Error	8/23/2023	0	<input checked="" type="checkbox"/>
8/23/2023	Tumbling for Tots - Mon 3:30pm	Livy W.	Narcieq - ARCHIVED	June	Narcieq - ARCHIVED	evj@jackrabbitech.com	Admin Error	7/26/2023	28	<input checked="" type="checkbox"/>
7/7/2023	Cheer Ready - Fri 6pm	Stephanie A., William W.	Newman	Lindsev	Newman	pnewman@email.com	Changed Class	6/1/2023	36	<input checked="" type="checkbox"/>
7/7/2023	Tumbling L3 - Wed 7:30pm	Livy W.	Zackmann	Cindy	Zackmann	szackmann@email.com	Changed Class	6/1/2023	36	<input checked="" type="checkbox"/>

Use this button to **Show/Hide Columns** in the report.

Click the top checkbox to select all to email.

Note: Although archived families are included in this report, if there is no email address for the family in the Lead File, they must be restored to the main system, add the email address, and re-archive the family.



A history of emails sent from this report is kept in the *Family* record, *Misc* tab > *View Sent Emails* for

365 days.

Enrollment Snapshot Reports

The Enrollment Snapshot 1 and 2 reports are not historical and only look at **current enrollment at the time the report is generated**. Each creates, in different formats, a snapshot of the current enrollment and includes current revenue (current size x tuition fee) vs. the maximum revenue (max size x tuition fee).

This report is intended to be a quick "snapshot" of your enrollment multiplied by the tuition fee. Any discounts, prorating, fixed fees, etc. are not included in the calculations of this report.

For a detailed look at class or event revenue, we recommend using the [Class/Event Revenue Summary Report](#).



Transfers that have taken place within the selected date range can inflate the enrollment number as it will show as enrollment on the initial class and the transferred class.

Jackrabbit		Enrollment Snapshot 1										
Return												
View 1 - 5 of 5 + Show All Print Export Refresh Show/Hide Columns Restore Columns												
	Category1	Session	Days	Class	Tuition Fee	Curr Size	Max Size	% Full	Future Enrolls	Future Drops	Cur Rev.	Max Rev.
	Dance	<input type="text" value="Search"/>		<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>		<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>
1	Dance	Winter 2017	T	Barre - Tues - 6:30pm	95.00	3	3	<div style="width: 100%;"></div>	0	0	285.00	285.00
2	Dance	Winter 2017	Sa	Beg. Jazz - Sat - 12:30pm	95.00	5	8	<div style="width: 62.5%;"></div>	0	0	475.00	760.00
3	Dance	Winter 2017	M	Intro Ballet - Mon - 6pm	95.00	6	7	<div style="width: 85.7%;"></div>	0	0	570.00	665.00
4	Dance	Winter 2017	M	Int Jazz - Mon - 4pm	95.00	7	8	<div style="width: 87.5%;"></div>	0	0	665.00	760.00
5	Dance	Winter 2017	W	Int. Jazz - Thurs - 7pm	95.00	1	5	<div style="width: 20%;"></div>	0	0	95.00	475.00
						22	31				2,090.00	2,945.00

Enrollment Snapshot 2

Class Name	Category2	Tuition	Curr % of Size	Max Cat1 Size	Current Revenue	% of Cat1	Max Revenue	Curr/Max
Location: JRHC								
Category: Dance								
Category2: Advanced								
Total for Category2:	Advanced		3	3	285.00		285.00	
# of Classes:	1	Category2 % of Total:	14%					
		Category2 Enroll %:	100%					
Category2: Beginner								
Total for Category2:	Beginner		11	15	1,045.00		1,425.00	
# of Classes:	2	Category2 % of Total:	50%					
		Category2 Enroll %:	73%					
Category2: Intermediate								
Total for Category2:	Intermediate		8	13	760.00		1,235.00	
# of Classes:	2	Category2 % of Total:	36%					
		Category2 Enroll %:	62%					
Total for Category:	Dance		22	31	2,090.00		2,945.00	71%
# of Classes:	5	Category % of Total:	100%			100%		
		Category Enroll %:	71%					
Total for Location:	JRHC		22	31	2,090.00		2,945.00	
# of Classes:	5	Location % of Total:	100%			100%		
		Location Enroll %:	71%					
Grand Total:			22	31	2,090.00		2,945.00	
# of Classes:			5					
Enrollment %:			71%					

QUIZ - Lesson #8 - Class Enrollment Management

When you have worked through all of the articles outlined in the lesson, select the Take the Quiz button to be taken to the Lesson #8 Quiz where you can test your understanding of the concepts in this lesson. You will be asked to enter an email address for quiz results to be sent. The quiz includes Review questions.

Quiz #8 - Class Enrollment Management

[TAKE THE QUIZ](#)

Number of Questions	Total Possible Points	Points Needed for an "A"	Points Needed for a "B"	Points Needed for a "C"
13	13	11	10	9

[Return to Supervisors and Managers Menu to continue to next lesson](#)

[Click here for in-depth training on using reports in Jackrabbit and enrollment reports](#)

[Click here to provide feedback for this lesson](#)
