Mass Drop All Classes for a Family/Student
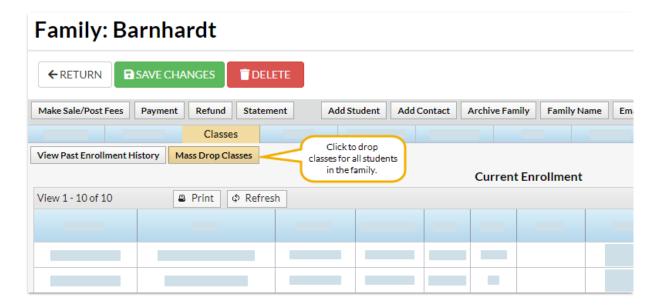
Permissions control the ability of your Users to see certain data and take specific actions. Before moving forward review **User Permissions for Mass Drop All Classes**.

Mass Drop Classes functionality allows you to drop all classes for students in a family (*Family* record) or for a single student (*Student* record) when the drop date, drop reason, and drop notes are the same.

⭐ Drop all classes for an individual student and/or all the students in the same family at one time.

⭐ Remove waitlisted classes and future enrolled classes in the same workflow.

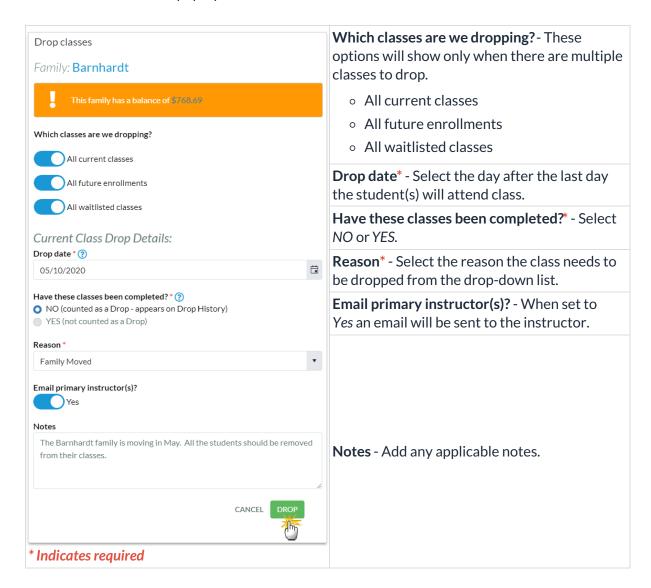⭐ After classes are dropped all reports and class details are automatically updated.

Drop All Classes for a Family

1. Go to **Families** (menu) > **All Families** > Select a *family* from the list. Or use the global search above the menu bar to locate the family.
2. Go to the **Classes** (tab).

3. Click the **Mass Drop Classes** button.
   - If there is a family balance on the account an orange warning message displays.
   - Click the account balance link to open *Search Transactions* and view an itemized list of outstanding unpaid transactions. Review outstanding fees and determine if action needs to be taken.
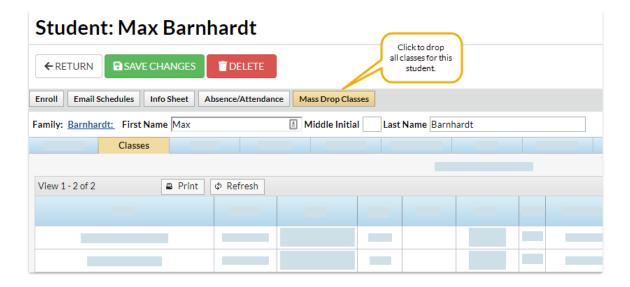
4. Select the criteria in the pop-up window:

Drop classes
 	
Family: **Barnhardt**
 	
! This family has a balance of $768.69
 	
Which classes are we dropping?
 	
🔵 All current classes
🔵 All future enrollments
🔵 All waitlisted classes
 	
Current Class Drop Details:
Drop date * ⍰
05/10/2020 🗓
 	
Have these classes been completed? * ⍰
🔘 NO (counted as a Drop - appears on Drop History)
⚪ YES (not counted as a Drop)
 	
Reason *
Family Moved ▾
 	
Email primary instructor(s)?
🔵 Yes
 	
Notes
The Barnhardt family is moving in May. All the students should be removed from their classes.
 	
CANCEL **DROP**
 	
* Indicates required
	Which classes are we dropping? - These options will show only when there are multiple classes to drop.
	
	    ○ All current classes
	    ○ All future enrollments
	    ○ All waitlisted classes
	
	Drop date* - Select the day after the last day the student(s) will attend class.
	
	Have these classes been completed?* - Select *NO* or *YES*.
	
	Reason* - Select the reason the class needs to be dropped from the drop-down list.
	
	Email primary instructor(s)? - When set to *Yes* an email will be sent to the instructor.
	
	Notes - Add any applicable notes.

5. Click **DROP.** Dropped classes for the family move down to the *Past 10 Enrollments* section. When there are fixed fees associated with a family a new window will open. See **Update Family Fixed Fees** below.
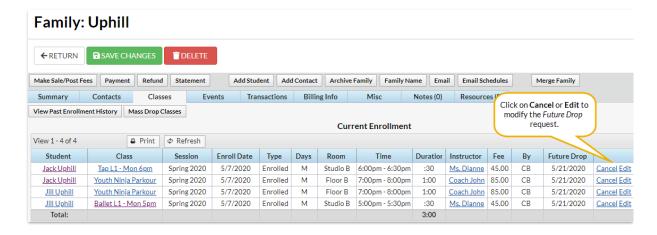
Drop All Classes for a Student

From the *Students (menu) > All Students,* select the student and click the *Mass Drop Classes* button. Follow the same process as above to drop all classes for the student you selected.

Cancel or Edit Future Drop Requests

When a Mass Drop has been scheduled for a future date, you can *Cancel* or *Edit* the information from either the *Family* record or the *Student* record.

- Click *Cancel* and the future drop class request will be removed and the class remains active.
- Click *Edit* to modify the *Drop from Class* request. Change the *Drop Date*, *Drop Reason*, or update *Notes*. The future drop date remains unless you cancel the request. If there are fixed fees on the account, you will be prompted to *Update Fixed Fee*.

Update Family or Student Fixed Fees

If there are fixed fees on the account, a window will open once all classes have been dropped or scheduled.

Note: Set *Prompt to Update Fixed Fee with Enrollment Changes* to YES, located under the *Gear (icon) > Settings > General > Organization Defaults (left menu) > Class Settings (section)*. Otherwise, the *Fixed Fee* window will not open after classes are dropped.

There are two options for **Family Fixed Fees**:

- *Remove any fixed fee from the selected family* - enable this option and the fixed fee is removed from

the account.

- *Retain the fixed fee for the record*- keep the fixed fee as shown or change the amount as needed. The family fixed fee can be posted when you **Post Tuition Fees** to the family's account.**Note:** If there is a student fixed fee on the account, a pop-up window will open and prompts you to either leave the student fixed fee in place or remove the student fixed fee.

Update family fixed fee

(optional) You may update this fixed fee.

👍 The family fixed fee will post when using Post Tuition Fees.

AMOUNT

100.00

EXPIRES

MM/DD/YYYY

FIXED FEE CATEGORY 1

Music Lessons

OR

Remove any fixed fee from selected family

Enable to remove any fixed fees.

CANCEL   UPDATE