

## **New Enrollment Information:**

At Little Strokes we offer 2 different sessions per year - School Year and Summer - to provide greater flexibility in scheduling. Once your swimmer has registered for a specific class, they will stay enrolled in that class for the session unless they'd like to change classes or cancel their enrollment. Occasionally an instructor's schedule may change, and we will work with those families to find an appropriate class. Since lessons are continuous, we no longer charge per session, but instead charge per month. Monthly costs are calculated based on the number of each day of the week each month. Tuesday might have 4 classes and Wednesday might have 5. After the 20th of the month, your credit card on file will be charged for the upcoming month. If you would like to take a break from lessons, we need to know at least one month ahead of time to be sure to remove any upcoming credit card processing. No refunds will be given for cancellations with less than a month's notice.

*Enrollment for school year sessions will be carried over from one school year to the next (if you remain enrolled through June 10<sup>th</sup>, 2023), but summer registration will be open and schedule changes are encouraged. If you are able to move to a morning class in the summer, we appreciate it. You will need to register for summer lessons even if you are enrolled in school year lessons.*

### ***The wristband weeks for 2023 are:***

March 10-16, June 4-10, August 25-31, and December 14-20

### ***The dates lessons will be closed in 2023 are:***

January 1, 2, 16. March 17-26. April 9. May 27-31. June 1-2. July 4, 24-30.  
September 1-5. October 31 PM. November 20-26. December 21-31.

### ***Session dates:***

School Year 2022-2023 runs from September 6, 2022 through June 10th, 2023

### ***Cost per Class:***

Parent/Tot - \$18, Age Group - \$27, Swim Team - \$28, Private Lesson - \$81

## **Frequently Asked Questions:**

### ***What is your make-up policy?***

At least 7 days' notice is required for any planned absences, and each swimmer is allowed 2 unplanned absences per year for illness or other unexpected events, provided we are notified before the absence. A makeup lesson will be put on your account for family-generated absences as listed above; once you reach 2 unplanned absences no makeups will be provided. Credits will not be given for these family-generated planned and unplanned absences. Additionally, we are unable to provide you with a makeup lesson if you contact us after you've already missed your lesson.

If Little Strokes cancels lessons because of inclement weather, instructor illness, or chemical issues, etc. a makeup lesson will be placed on your account the following day or shortly thereafter. These Little Strokes-generated makeup lessons can be turned into credits within 60 days of the makeup lesson.

*Please note that makeup lessons and credits will be posted the following day or shortly thereafter, not immediately on the same day. Thanks for your cooperation & understanding!*

***Please log into your parent portal to report an absence or schedule a makeup.***

### **What is your severe weather policy?**

Closures for severe weather will be determined on a case-by-case basis instead of following the Waunakee Community School District as we have up until now. With classes every half hour, we have more flexibility than school districts, so we will no longer follow their closures. We do not close for lightning. If the pool is closed due to the weather, we will notify everyone affected by text and email. If time allows, we will post the closure on Facebook. You can send an email or stop at the desk the next week and we can schedule a makeup for the weather cancellation, or you can use the parent portal to find a makeup spot on your own. **Please note that makeups and credits are posted in Jackrabbit the day following the closure or soon after, not immediately on the day of the closure.** Credits can be given upon request.

### **Why do you require a non-disposable swim diaper instead of something like Little Swimmers?**

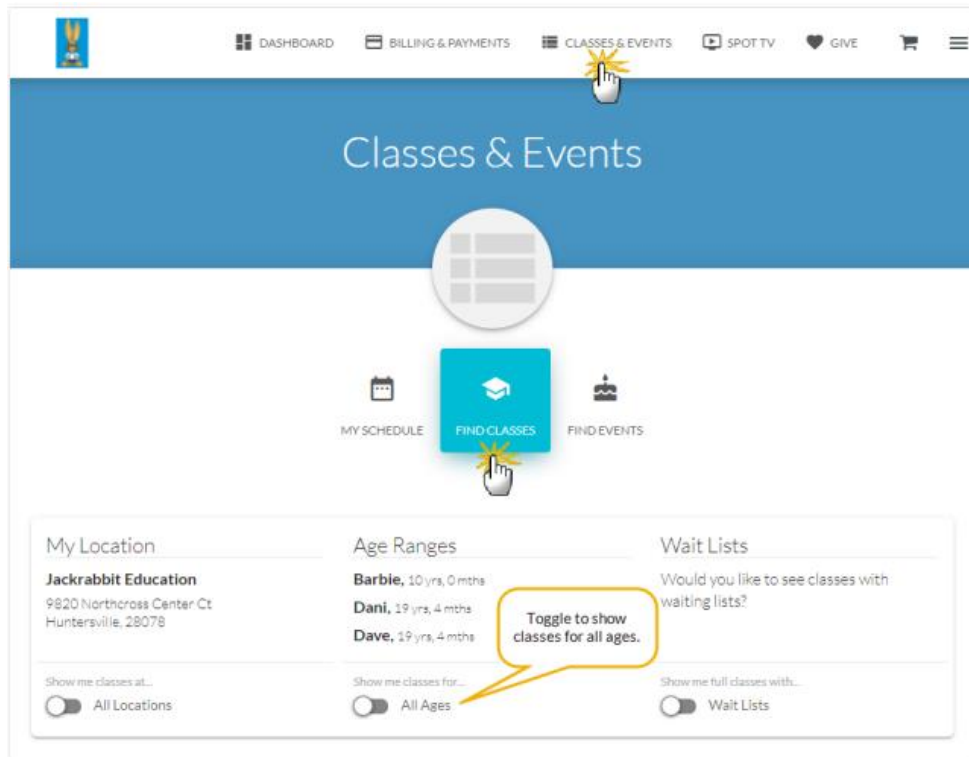
The material used to absorb water in disposable swim diapers such as Little Swimmers clogs our pool filters. We find that reusable, non-disposable swim diapers work better to keep fecal matter contained while keeping our pool free of fillers and waste. Non-disposable swim diapers are required for any children not yet potty-trained and are available for sale at the front desk. Non-disposable swim diapers also fit more snugly around the legs and waist.

Up to 24 pounds - \$10.00

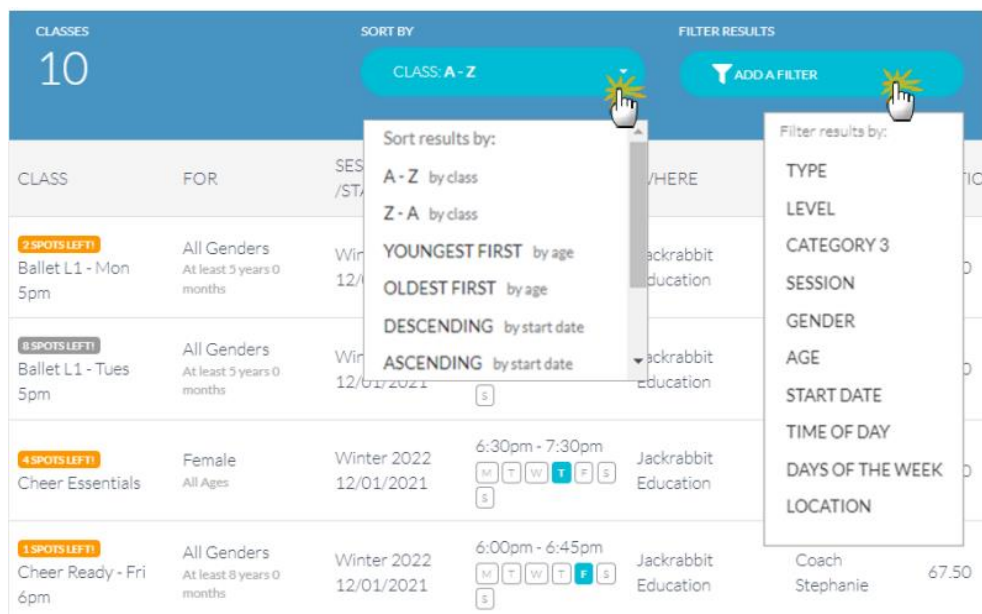
Over 24 pounds - \$15.00

## Parent Portal - Enroll a Student into a Class

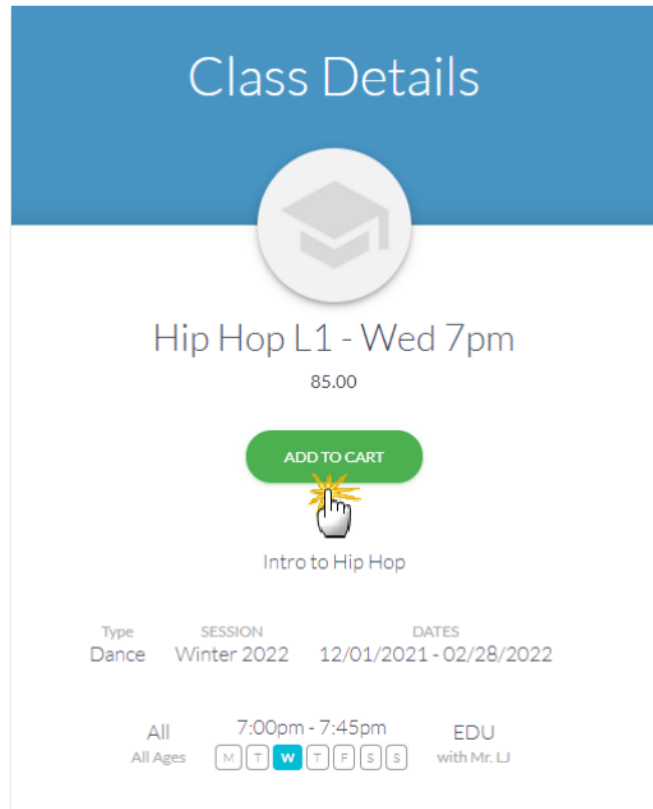
From the Parent Portal Dashboard, parents can enroll their students into classes using the Classes & Events option in the top menu to access the Find Classes page (the right sidebar menu can also be used). When opened, the page is automatically filtered for the age ranges of the students in the family's record. With this, the only classes displayed are those with minimum and maximum age restrictions the students fall into. The filter can be removed to show all classes regardless of the age settings by toggling the Show me classes for... button to All Ages. In addition, classes at multiple locations and waitlists can be displayed.



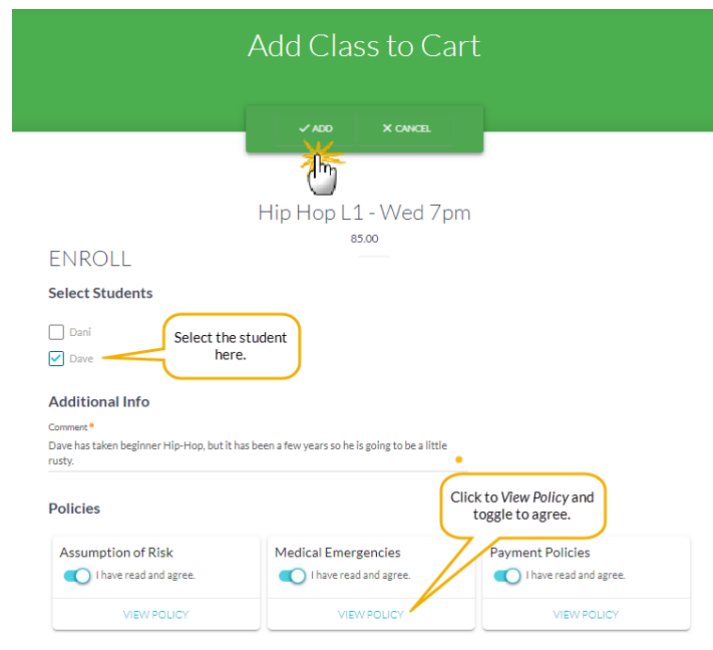
The class listings can be further filtered and sorted to narrow down the results.



When the parent selects a class from the list, they are taken to the Class Details page where information about the class is displayed.



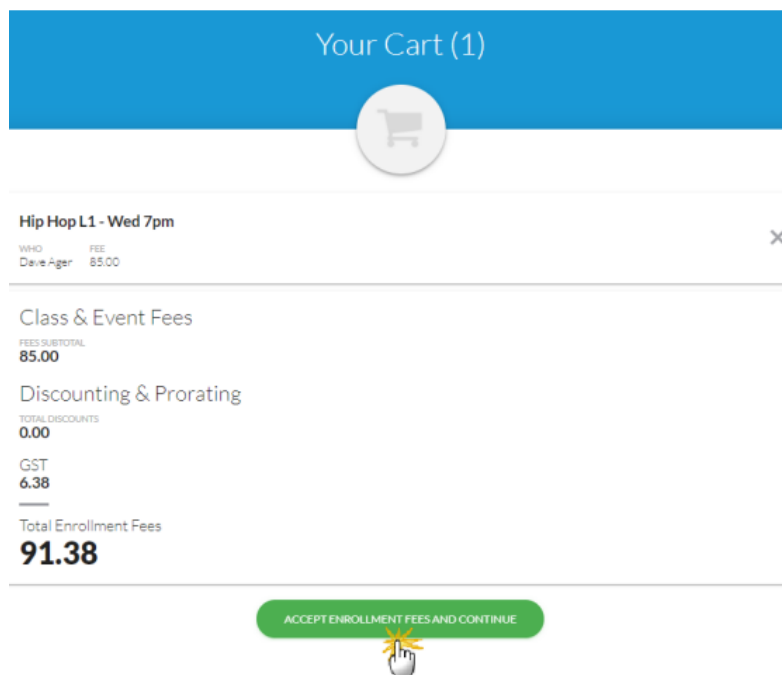
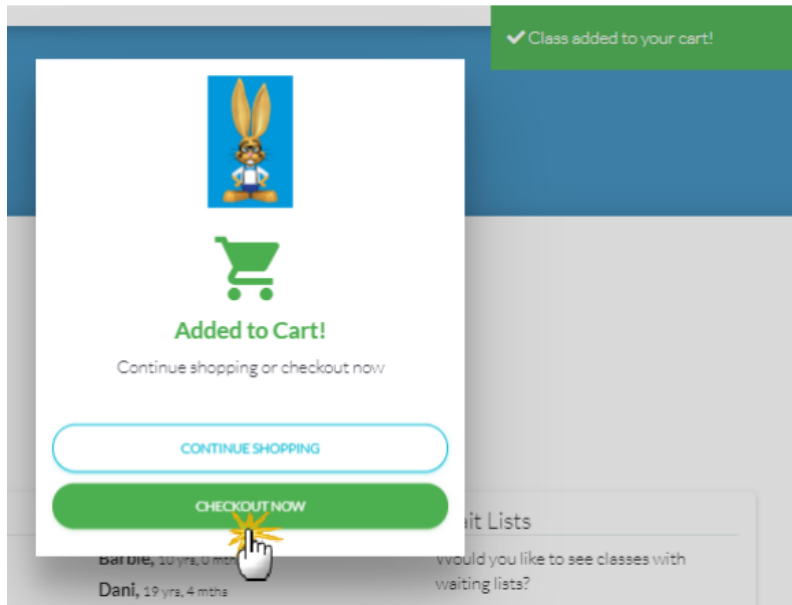
If they wish to enroll a student in the class, click the Add To Cart button. This opens the Enroll page where the parent can select the check box next to one or more students' names. They can optionally add information they feel is relevant in the Additional Info > Comments section. Legal policies related to the selected class (when applicable) will show at the bottom of the window. Click the View Policy link to see the details of the policy and toggle to agree to the policy. All policies must be agreed to before moving to enroll in the class. To select the class the parent will click Add.



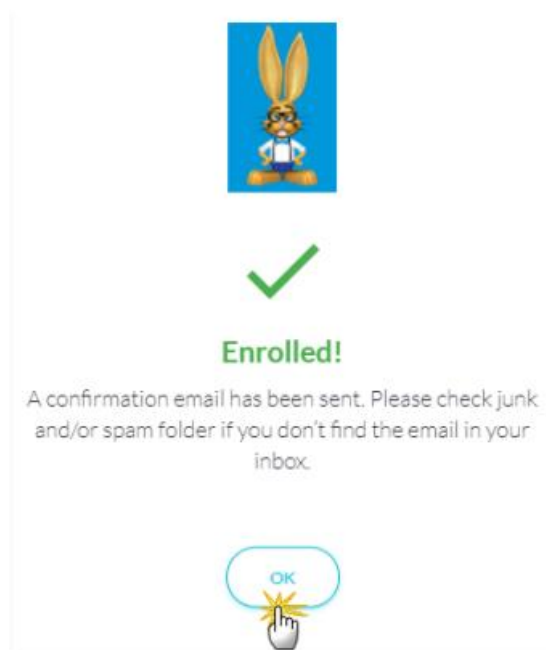
A confirmation that the class has been added to their cart will display in a pop-up. Next, there is an option to Continue Shopping (enroll in additional classes) or to Check out Now and complete the enrollment.

*Adding a class to the cart does **NOT COMPLETE** the enrollment. The class is added to the cart and the parent can continue to shop for additional classes or go to checkout. Classes added to the cart do not 'hold a spot' for the student. The class will stay in the shopping cart until the parent clicks on the cart to complete the enrollment process. Classes can be removed from the cart but can't be edited or changed in the cart.*

Click on *Check out Now* to advance to the next screen and complete the enrollment.



The Parent Portal enrollment is viewable from the Family record> Misc tab >View Registrations. It is also logged in Reports(menu) > Find Reports > Families/Students > Recommended tab > Parent/Customer Portal Log.



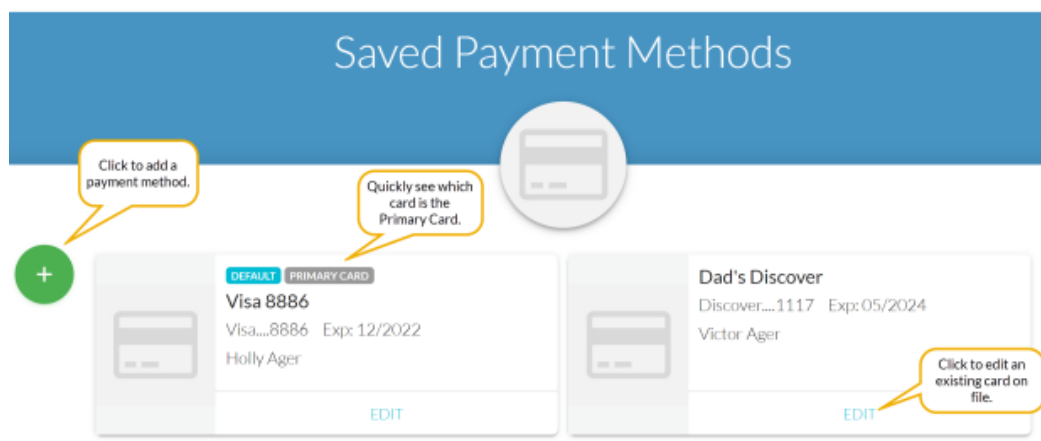
## **Manage Credit Cards in the Parent Portal**

### **Add a Credit Card**

1. Log into the Parent Portal, click on Billing & Payments on the Dashboard or from the right sidebar menu.
2. Click Saved Payment Methods under Quicklinks.
3. Click the button to add a credit card.
4. Enter the card information.

**Note:** If only one card is saved, it automatically becomes the Primary Card on file. If more than one is saved the parent must choose a Primary Card.

5. Click SAVE. The credit card is now listed on the Saved Payment Methods page.



## ***Edit a Credit/Debit Card***

1. Log into the Parent Portal, click on Billing & Payments on the Dashboard or from the right sidebar menu.
2. Click Saved Payment Methods under Quicklinks.
3. Click EDIT to open the Edit Credit/Debit Card window.
4. Update the card as needed and click Save.

**Edit Credit/Debit Card**

✓ SAVE X CANCEL

**CARD INFO**

Discover Mastercard VISA

Card Nickname  
Dad's Discover

Make primary?  
ON

Click Make primary?  
to make this card the  
Default on the account.

**Existing card info**

Dad's Discover  
Discover...1117 Exp: 05/2024  
Victor Ager

**Update card info**

Name on Card Card Number

Exp Month Exp Year  
select select

**Billing Address**

Address 1 Address 2  
123 Main Street Apt. 4

City State Zip  
Huntersville NC 28078

## ***Delete a Credit/Debit Card***

1. Log into the Parent Portal, click on Billing & Payments on the Dashboard or from the right sidebar menu.
2. Click Saved Payment Methods under Quicklinks.
3. Click EDIT to open the Edit Credit/Debit Card window.
4. Click the Delete Card button and confirm that you want to delete the card by clicking the Yes, Delete button.

A confirmation will briefly display.

## Schedule Absences in the Parent Portal

### **Schedule an Absence from the Student Record**

Parents can schedule absences for an individual student from within the student's record in the Parent Portal following these steps:

1. Go to the Student record in the Parent Portal.
2. Select Absences.
3. Click Schedule Absences.

*\*The Schedule Future Absences- Step 1 window opens with the Students field pre-filled with that student's name.*

4. Select the date(s) the student will be absent.
5. Optionally, add a Reason for the absence.
6. Click Next Step.

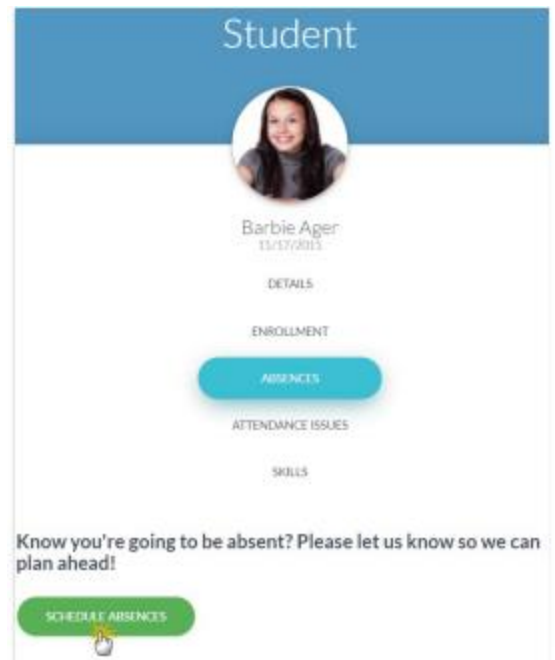
*\*The Schedule Future Absences- Step 2 window opens displaying the student's name and date(s) they will be absent.*

7. Use the check boxes to select individual classes the student will be absent from, or use Check All Classes to select them all at once.
8. Click Submit.

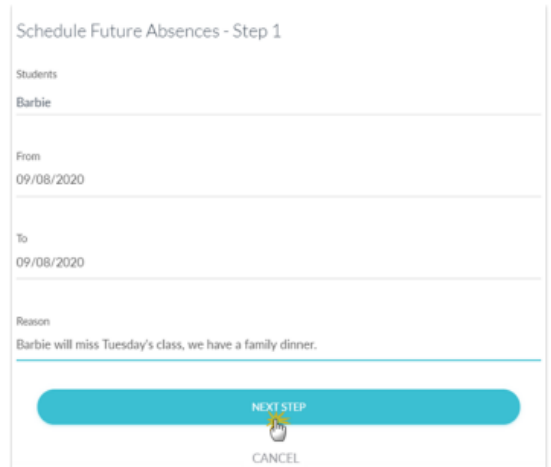
*\*A message will confirm the absence was saved successfully and the portal will now be open to the Absences page.*

*\*The View Schedule Impacts link opens a window with a listing of the classes the student will be missing.*

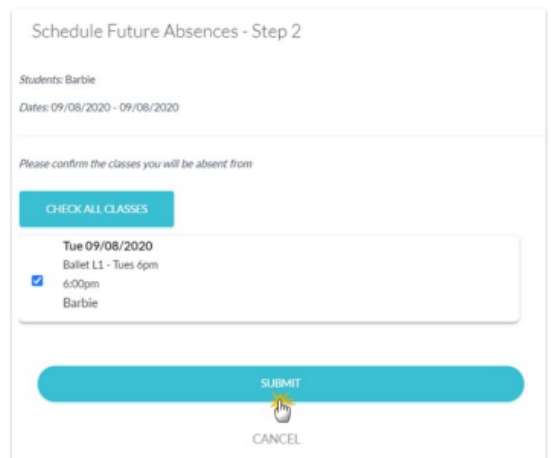
*\*If the absence is eligible, a makeup can be scheduled using the Schedule Makeup link in the schedule impacts window.*



The screenshot shows the 'Student' record page for Barbie Ager, born 11/17/2013. The page has a blue header with the word 'Student' and a circular profile picture of Barbie. Below the picture, the name 'Barbie Ager' and birth date '11/17/2013' are displayed. There are several menu items: 'DETAILS', 'ENROLLMENT', 'ABSENCES' (highlighted with a blue button), 'ATTENDANCE ISSUES', and 'SKILLS'. At the bottom, there is a message: 'Know you're going to be absent? Please let us know so we can plan ahead!' and a green button labeled 'SCHEDULE ABSENCES' with a hand cursor over it.



The screenshot shows the 'Schedule Future Absences - Step 1' form. It has a title 'Schedule Future Absences - Step 1'. The 'Students' field is pre-filled with 'Barbie'. The 'From' date is '09/08/2020' and the 'To' date is '09/08/2020'. The 'Reason' field contains the text 'Barbie will miss Tuesday's class, we have a family dinner.' At the bottom, there are two buttons: 'NEXT STEP' (highlighted with a blue button and a hand cursor) and 'CANCEL'.



The screenshot shows the 'Schedule Future Absences - Step 2' form. It has a title 'Schedule Future Absences - Step 2'. The 'Students' field is pre-filled with 'Barbie' and the 'Dates' field is pre-filled with '09/08/2020 - 09/08/2020'. Below this, there is a message: 'Please confirm the classes you will be absent from'. There is a blue button labeled 'CHECK ALL CLASSES'. Below that, there is a table with the following information: 'Tue 09/08/2020', 'Ballet L1 - Tues 6pm', and '6:00pm'. There is a checked checkbox next to the '6:00pm' row. The name 'Barbie' is listed at the bottom of the table. At the bottom of the form, there are two buttons: 'SUBMIT' (highlighted with a blue button and a hand cursor) and 'CANCEL'.



## Schedule an Absence from the Absences Page

Parents can schedule absences for multiple students at once from the Absences page in the Parent Portal following these steps:

1. Go to the Absences page in the Parent Portal
2. Select Submit an Absence.

*\*The Schedule Future Absences- Step 1 window opens with the option to select which students will be absent.*

3. Click into the Students field to select the students who will be absent.
4. Select the date(s) the students will be absent.
5. Optionally, add a Reason for the absence.
6. Click Next Step.

*\*The Schedule Future Absences- Step 2 window opens displaying the student names and date(s) they will be absent.*

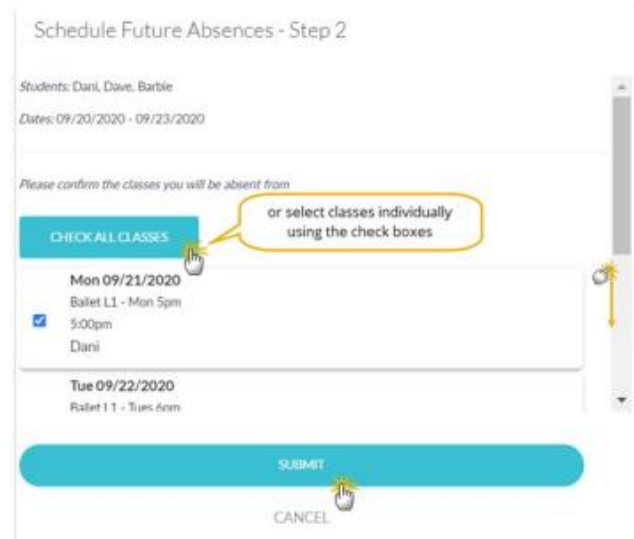
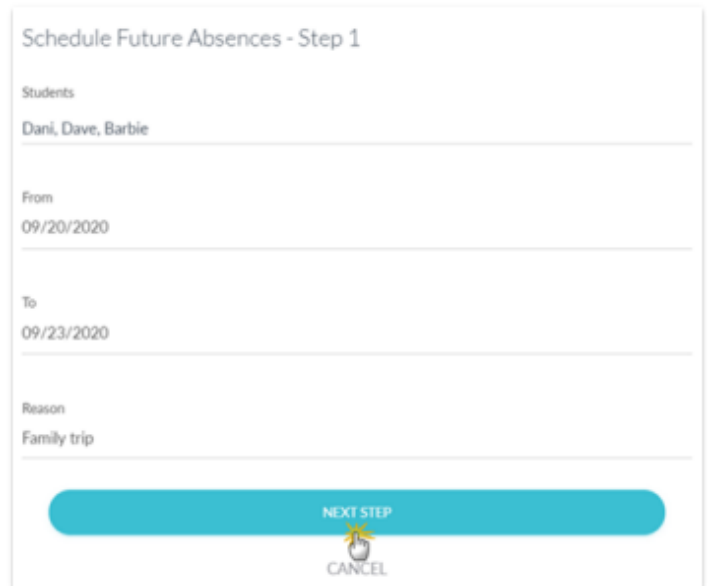
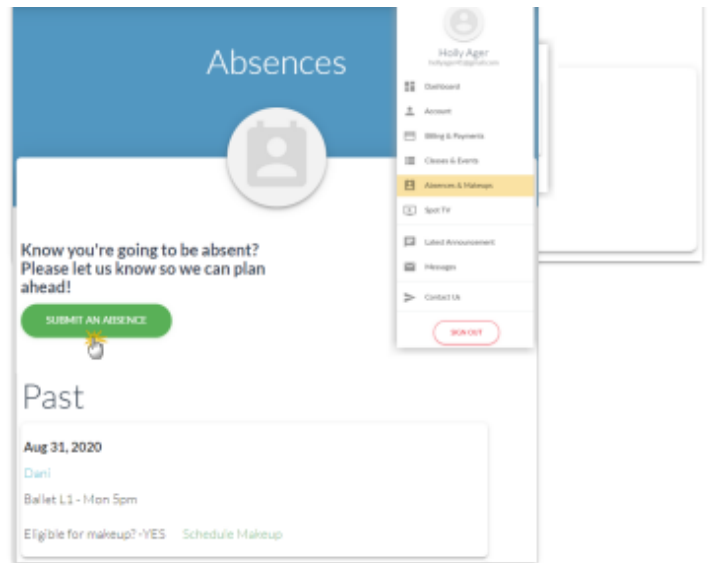
7. Use the check boxes to select individual classes the students will be absent from, or use Check All Classes to select them all at once.

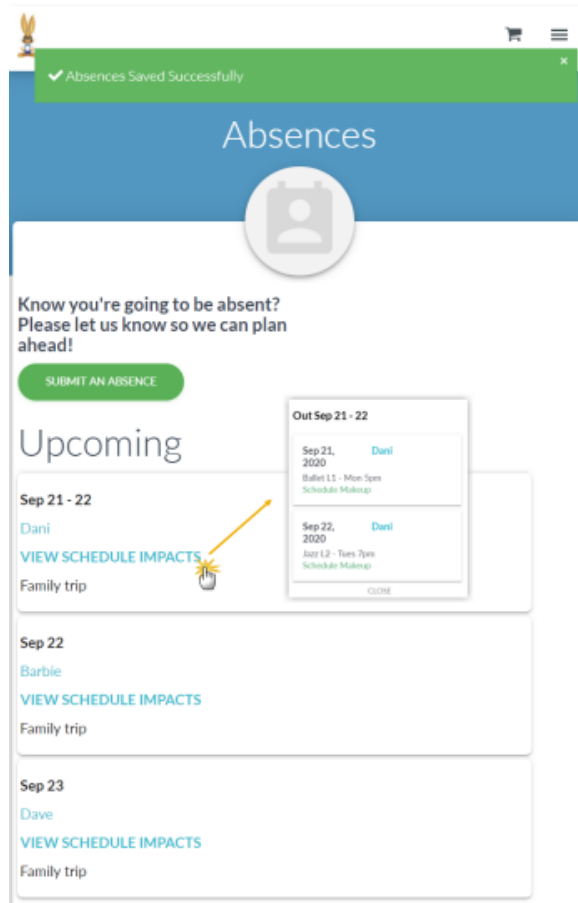
8. Click Submit.

*\*A message will confirm the absences were saved successfully.*

*\*The View Schedule Impacts link for each student opens a window with a listing of the classes they will be missing.*

*\*If the absence is eligible, a makeup can be scheduled using the Schedule Makeup link in the schedule impacts window.*



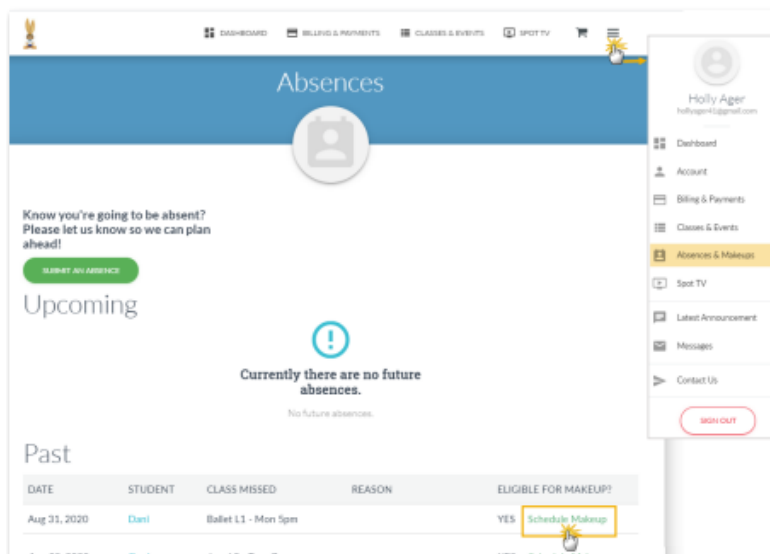


## **Schedule Makeups in the Parent Portal**

### **Schedule a Makeup for a Past Absence**

Parents can schedule makeups from the Absences & Makeups page in the Parent Portal following these steps:

1. From the Menu, select Absences & Makeups.
2. In the Past section, locate the absence to be made up and click Schedule Makeup.



A window opens with the absence information, the student's name, and the available makeup classes (max of 100 classes displayed).

3. Click to Select the desired makeup class.

4. Click Submit.

*Note: The system performs a final check to be sure the class is still available. If the class is no longer available a message "This class is no longer available for a makeup" pops up and the Select button is disabled. A different class will need to be selected.*

*\*If a Makeup success message has been created in the Parent Portal Absence & Makeup Settings, it will display to confirm the submission of the makeup.*

5. Click OK to return and close out the window


**Makeup for:**  
Aug 31, 2020      **Dani**  
Ballet L1 - Mon 5pm

**Available Makeups**

**Tue Sep 22, 2020 @ 6:00pm**  
Ballet L1 - Tues 6pm  
Jackrabbit Education w/ Ms. Dianne  
**SELECTED**

**Tue Sep 29, 2020 @ 6:00pm**  
Ballet L1 - Tues 6pm  
Jackrabbit Education w/ Ms. Dianne  
**SELECT**

**SUBMIT**  
**CLOSE**



**Makeup Scheduled**

Your makeup has been successfully scheduled! Please make a note of your makeup class date and time. We require 3 days notice if you need to cancel the makeup.

**OK**

## Schedule a Makeup for an Upcoming Absence

When an absence has been submitted in the Parent Portal, the parent is returned to the Absences & Makeups page, and the scheduled absence appears in the Upcoming section.

1. Click View Schedule Impacts to see the classes that will be missed due to the absence.

*\*A window opens with the absence information and the student's name.*

2. Click Schedule Makeup.

A window opens with the absence information, the student's name, and the available makeup classes (max of 100 classes displayed).

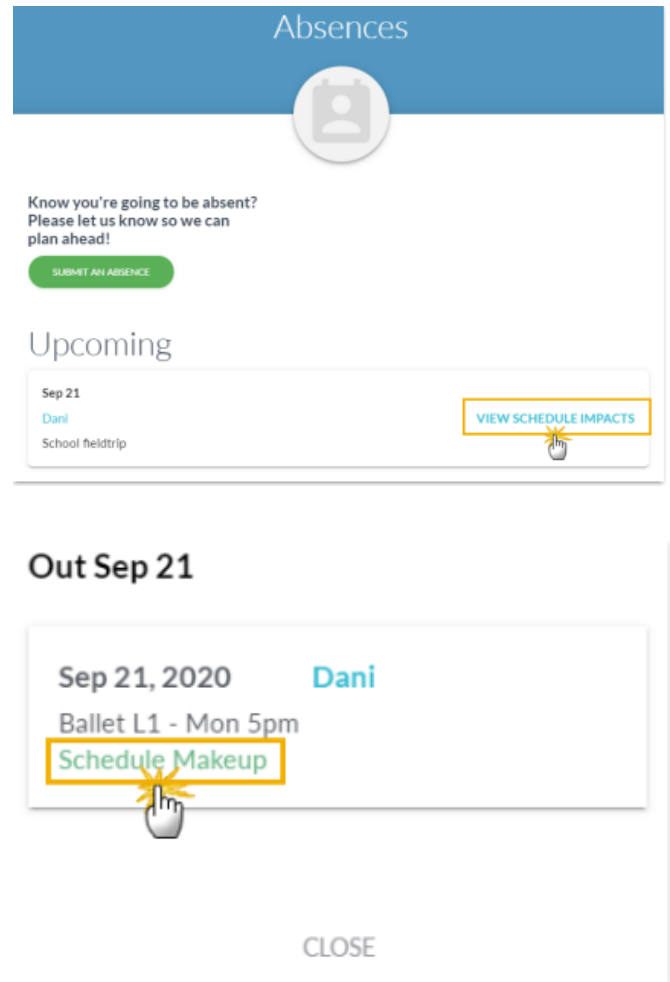
3. Click to Select the desired makeup class.

4. Click Submit.

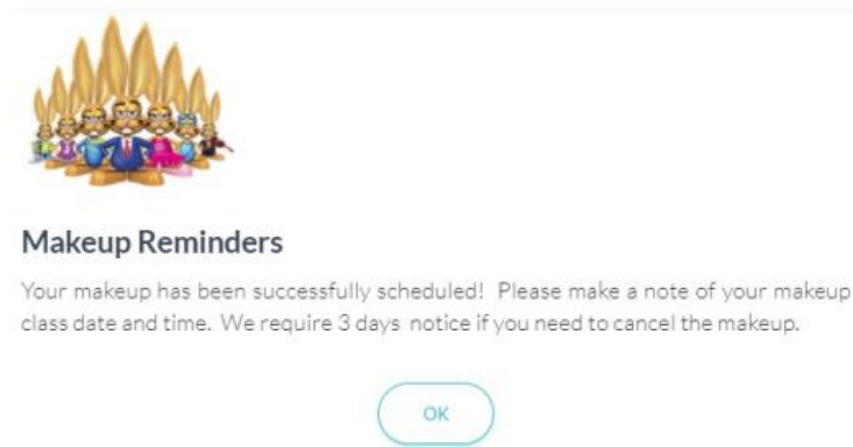
*Note: The system performs a final check to be sure the class is still available. If the class is no longer available a message "This class is no longer available for a makeup" pops up and the Select button is disabled. A different class will need to be selected.*

*\*If a Makeup success message has been created in the Parent Portal Absence & Makeup Settings, it will display to confirm the submission of the makeup.*

5. Click OK to return close out the window.



The screenshot shows the 'Absences' section of a parent portal. At the top, there's a blue header with the word 'Absences' and a user profile icon. Below the header, a message reads: 'Know you're going to be absent? Please let us know so we can plan ahead!' with a green 'SUBMIT AN ABSENCE' button. The 'Upcoming' section lists an absence for 'Sep 21' for 'Dani' with the reason 'School fieldtrip'. A yellow box highlights the 'VIEW SCHEDULE IMPACTS' button. Below this, the 'Out Sep 21' section shows a list of available makeup classes. One class, 'Sep 21, 2020' for 'Dani', 'Ballet L1 - Mon 5pm', has a yellow box around the 'Schedule Makeup' button, which is being clicked by a mouse cursor. At the bottom right of the window, there is a 'CLOSE' button.



The screenshot shows a success message window titled 'Makeup Reminders'. It features a cartoon illustration of a group of diverse children standing in front of a large bonfire. Below the illustration, the text reads: 'Your makeup has been successfully scheduled! Please make a note of your makeup class date and time. We require 3 days notice if you need to cancel the makeup.' At the bottom center of the window is a blue 'OK' button.