



## FREQUENTLY ASKED QUESTIONS

### CONTINUOUS ENROLLMENT

#### **What is Continuous Enrollment?**

Historically, more than 90% of our families re-enroll for the upcoming school year. Continuous enrollment simplifies the enrollment process for these families. Students are continuously enrolled from the time of their initial enrollment through high school graduation. Using this method saves time and energy for families as well as Red Lion faculty and staff.

#### **Why does re-enrollment matter?**

Continuous enrollment allows Red Lion to make solid plans for staffing, programs, materials, curriculum, and facility use based on the associated tuition income. Planning in advance permits us to allocate tuition dollars wisely and provides the best education possible for our students.

#### **What will re-enrollment look like for the upcoming school year?**

In December, all families will receive a communication reminding them that their children will be automatically enrolled at Red Lion for the upcoming school year. Tuition and fees will also be provided at this time. Families with students in preschool through twelfth grade will be assessed the continuous enrollment fee. The continuous enrollment fee is less than the normal enrollment fee and reserves a seat for each child.

#### **How will the continuous enrollment fee be charged and collected?**

The continuous enrollment fee will be charged and collected through FACTS over the course of three months, February, March, and April. Payments for the continuous enrollment fee will be collected through FACTS on the same day as each family's normal monthly payment.

#### **How do I enroll a new student?**

We welcome new students, especially siblings! There are three easy steps. Families who enroll a sibling will be charged the continuous enrollment fee not the higher new student enrollment fee.

1. Complete the online application: <https://rcs-de.client.renweb.com/oa/login.cfm?memberid=633>
2. Expect a call from a member of the Admissions Department within 24-48 hours
3. Confirm your online application and ask any specific questions you may have

## **What if a family is considering an educational change for the upcoming school year?**

Although it is our hope that every student will continue their education at Red Lion from initial enrollment through high school commencement, we understand that sometimes an educational change needs to be considered. If it becomes necessary for your family to prayerfully consider educational options, please know that Red Lion desires to come alongside you and assist in working through your thoughts and concerns. We understand the struggle families go through when considering a change in schooling for their children. Each individual family is precious to our larger school family. Before making a final decision, Red Lion kindly requests that families speak with one of our administrative staff members.

Families who will not be participating in continuous enrollment for one or more of their children must provide written notification by 10:00 p.m. on January 15 via the email address [optout@reachschools.online](mailto:optout@reachschools.online). Families who do not notify Red Lion in writing prior to this date will be responsible for paying the re-enrollment fee.

## **What if our family does not participate in continuous enrollment and then decides to re-enroll their children?**

Families who do not participate in continuous enrollment and then decide to re-enroll their children later will be charged the new student enrollment fee published on the tuition and fee schedule.

## **FACTS**

### **What is FACTS?**

FACTS is the financial management system used by Red Lion Christian Academy for tuition and fee assessment and collection. FACTS offers flexible, online payment services for families and is required for enrollment. During the initial enrollment process families setup, a FACTS account, select payment options, and enter a preferred payment method. After the FACTS account is setup and submitted by the family, Red Lion will finalize the account enabling families to view balances and payment amounts.

### **How do families make changes to their FACTS account?**

If you need to change information such as an address, phone number, email address, or bank information, visit <https://online.factsmtg.com> or contact FACTS customer service at 866-412-4637. Families may also make a payment online or over the telephone using either of these options. If you want to discuss changing the payment date or payment amount, contact the Business Office at [lhelton@reachschools.online](mailto:lhelton@reachschools.online).

### **Financial Assistance**

Financial assistance applications are handled through a third-party agency. The agency gives a recommendation to the school, and the school awards or declines financial aid based on this recommendation and a family interview. Contact the Business Office to receive a link to the online financial aid application.

### **Financial Concerns**

Families with specific financial concerns should visit the Business Office. Meeting in person with the Business Manager is the best way to handle individual circumstances and stay in good standing.