



To: Dr. Allan Markley
From Steve Shelton
Re: Residency Verification and Enrollment Process
Date: October 1, 2021

After interviewing surrounding school district's and reviewing their residency verification and enrollment process, it was determined that our processes are very similar but improvements can be made. Additionally, an after action review was held with Ms. Shirley Earley, Ms. Melissa Tebbenkamp, Mr. Kevin Easley, Dr. Marlene DeVilbiss and myself. It was determined we will take the following steps to improve the residency verification and enrollment process:

- Hire a significant number of seasonal workers who will commit to work the entire residency verification and enrollment process. In the past we have used district employees who were available during the summer months. Those workers must return to their school year positions at the Residency Department's peak demand time. This left the Residency Department understaffed during a time when many residents were attempting to process their paperwork.
- Open the window of time residents can begin the residency verification and enrollment process. This will allow our staff more time to process paperwork as well as target marketing efforts to our families who have not completed the process.
- Improve efficiency by streamlining the process. Families will only be required to complete items that are required to verify residency. Over time, other items and steps have been added to the process. Those items and steps will be completed after residency has been verified and students are permitted to attend school.
- Improve elements of the electronic platform used by the Residency Department. Our technology department will work with Tyler Technology to improve the settings and interface between the steps required to complete residency verification and enrollment.

In conclusion, our team recognizes the need to better serve our community. We are committed to making significant improvements by allocating more resources, streamlining the process and improving the "behind the scenes" workings of the electronic system.

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