Mass Drop All Classes for a Family/Student

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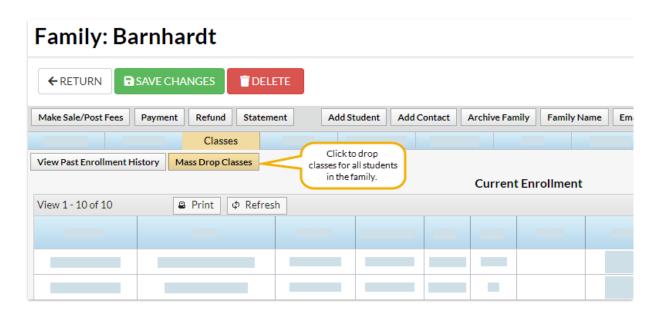
Permissions control the ability for your Users to see certain data and take specific actions. Before moving forward review **User Permissions for Mass Drop All Classes**.

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.

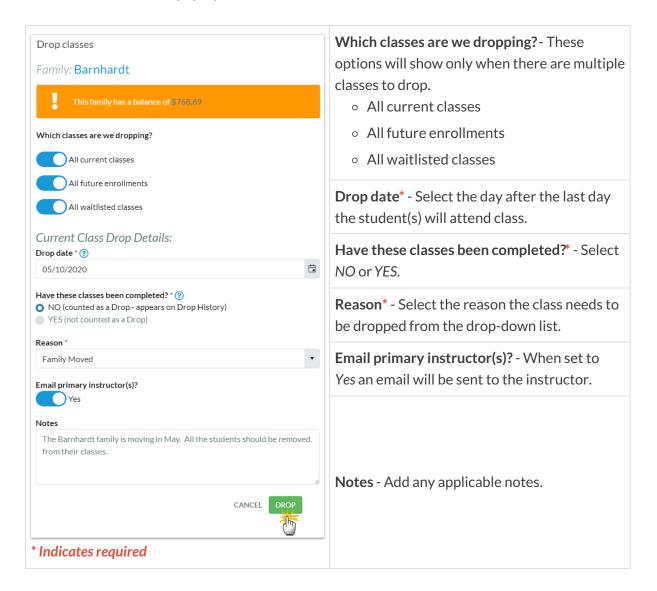
- right properties of the properties of the student and properties of the same family at one time.
- Remove waitlisted classes and future enrolled classes in the same workflow.
- 🖈 After classes are dropped all reports and class details are automatically updated.

Drop All Classes for a Family

1. Go to Families > List Active Families > Select a family > Classes (tab). Or use the global search above the menu bar.



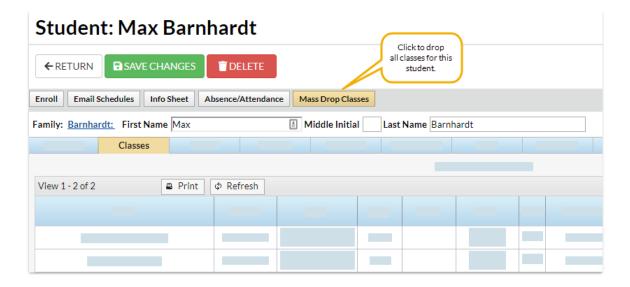
- 2. Click the Mass Drop Classes button.
 - o If there is a family balance on the account an orange warning message displays.
 - Click the account balance link to open Search Transactions and view an itemized list of outstanding unpaid transactions. Review outstanding fees and determine if action needs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



4. 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

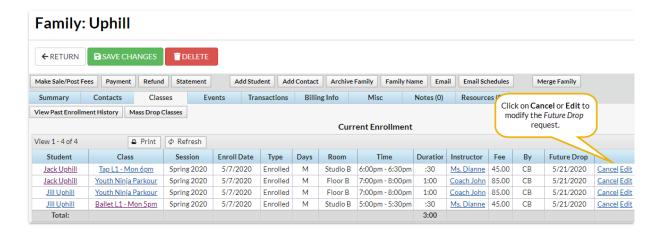
Go to Students > List Active Students > Select a student and click the Mass Drop Classes button. Follow the same process as above to drop all classes for the student you selected.



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 Tools > Edit Settings > Organization Defaults > Class Settings > Prompt to Update Fixed Fee with Enrollment Changes to YES. 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.

