



Tour Result Entry – Quick Reference Guide

1. **Tour Wants to Enroll** – All enrollments except siblings and returning children

Use if:

- Confirmed start date
- Approved schedule

Automatically initiates:

- Start of the enrollment process
- Client Services (Enrollment Team) is being notified
- DCW registration link being sent to the family

Special Notes:

- If no tour occurred or you are looking to resend the registration link to a family, please indicate “No Tour” in the “Name of the person who gave the tour” field.

Returning Child or Sibling?

- Use “Enroll a Returning Child or Add a Sibling”
- Must use the existing DCW account; registrations on new accounts will be rejected

2. **Tour Undecided**

Use if:

- The family is not yet ready to enroll
- The center needs time to confirm that they can accommodate the child's needs, or there are special circumstances that prevent the center from being able to initiate enrollment despite availability

Automatically initiates:

- If the family is the undecided one, Client Services (Enrollment Team) is tasked to follow up with the family
- If the center is the undecided one, Client Services (Enrollment Team) will coordinate with the center

Ready to proceed with enrollment?

- Submit “Tour Wants to Enroll” and indicate “No Tour” in the “Name of the person who gave the tour” field.

3. **Tour No Show**

Use if:

- The tour was scheduled, and the family did not attend

Automatically initiates:

- Follow-up email to the family
- Client Services (Enrollment Team) is tasked with following up with the family



4. **Tour Waitlisted**

Use if:

- Program is full
- Future start date - we cannot guarantee their requested future start date
- Future start date- family not ready to commit to enrollment
- Staffing challenges - we need to hire before we can enroll

Additional Notes:

- Will not send families a link to register
- Managing the waitlist is done in collaboration with Client Services (Enrollment Team). If you need to offer space or remove a family from the waitlist, please contact Client Services (Enrollment Team).

5. **Tour Cancelled**

Use if:

- The tour was cancelled by the family or the center

Automatically initiates:

- A follow-up email
- Client Services (Enrollment Team) to follow up

Additional Notes:

- If they walk in after the cancellation, you can submit a new tour result (no need to rebook the tour in the system)
- If you connect with the family and they would like to reschedule you can do so through the portal

6. **Family Enrolled Before Tour**

Use if:

- The family completed enrollment before their scheduled tour

Questions?

Reach out to Client Services (Enrollment Team) for help with any exceptions or system-related issues.