



# Insider Guide to Registration

## FAQs, Myths vs Facts and Tips and Tricks on CJ Registration

We acknowledge our registration process is complicated. With almost 300 classes and a variety of genres and levels, signing up for a class can feel like a daunting task. This Insider Guide will help clarify some common misconceptions as well as provide tips and tricks for navigating registration and finding class options for your students.



## Frequently Asked Questions



### How do I figure out what class(es) my student should take?

The beauty, and challenge, of our program is that there isn't a hard-and-fast answer to this question. The first step is to determine what kind of classes your student enjoys taking. If his eyes light up when he sees the Wall Trampoline routine perform in the Summer Show, or she keeps talking about the Bungee Trapeze, then a great way to start is to look up the pre-requisites for those acts in our [Class Finder](#). The Wall Trampoline class has its pre-requisite of "By invitation only; previous training in Trampoline, Vault Mini Tramp, Acrobatics, and/or Team Acro, and space availability." The student should look at the Trampoline, Vault Mini Tramp, Acrobatics, and Team

Acro classes to see if he meets those pre-requisites. If so, starting to train in one or more of those acts will begin the journey toward one day achieving the Wall Trampoline act. If the student is brand new to our program and doesn't know what she wants to specialize in yet, check out our Experience classes: they give a chance to try a variety of acts throughout the course of the session.

### How do I know if my student can move up?

Most often, a student moves up when the coach recommends it. Class move up recommendations are given in your registration email when the coach knows a spot is open and your student is ready to fill it. There are times, however, we have to wait until after the registration deadline to determine where space may be available. If a spot opens up during our review process (i.e. a student decides not to return to an act), the coach will help determine which student is next eligible to move into the open spot, and staff will help to communicate that to the family. In some cases, a coach recommendation is not necessary to move up and the age of the student may be what determines the ability to transition into another act. For example, students who turn eight after two years of performing in Side by Side and/or Star are now eligible to begin training in Multiple Trapeze. This is something the family can choose to request but isn't something the coaches will necessarily recommend.



### How do we let the coaches know if my student has interest in a "by invitation only" class?

We offer a "wish list" option in the online system that allows students to record acts that they would love to be in but may not have been given a formal recommendation to take.

Sometimes students will go ahead and put the class in their list of class requests and pay for them as part of the online registration, but if the student isn't eligible or the team is already established and cannot take any new students (such as Triangle Trap or Duo Trap), this can result in added time to the enrollment process for the staff and money unnecessarily spent upfront for a request that cannot be fulfilled. The wish list is a better place to record your student's interests in "by invitation only" classes for us to review.



## How often does the class schedule change throughout the year?

The class schedule released in late-August/early-September for the Fall Session typically stays the same through the Winter and Spring Sessions. Possible reasons a class would change include coach adjustments or rigging complications resulting in a time change. We also may adjust the schedule to include class options added as we move through the year, like a new Side by Side hour or a non-performing Hoops class. The Summer Session is when the schedule makes a big change again, as the focus of the Summer Show acts take precedence. The next time the schedule is released for Fall, it will include major changes again, as a new academic year is starting and new class options will be revealed.



## What if my student has previous training from another dance, gymnastics, or performance program?

If your student already meets the listed pre-requisites for an act, you can request the higher level act and note the previous training in the registration notes. However, most students who join our program with skills already gained from another facility are usually best-served by contacting the staff and inquiring about options. Depending on the age and/or skill level of your student, we may suggest either a placement evaluation where a coach can work with the student for a short time and provide feedback of recommended classes for the student's skills, or a meeting with Artistic Director Betty Butler or Creative Assistant Coordinator Rachel Butler to talk through the program and your student's previous experiences to determine how to proceed with registration.

## Why does it take so long to get a confirmation after my registration is submitted online?

Every class request entered online goes through a review process before enrollment is completed. While we do have some classes that are only based on age requirements, we do have a priority placement status for students returning to the same class they were taking in the previous, concurrent session. In other words, a student who was in Multiple Trapeze 0100 in the summer session will get priority placement into the Multiple Trapeze 0100 class again for the fall session over a student who took Acrobatics during the summer and is now trying to start Multiple Trap 0100 in the fall. Registration for higher level classes is more complicated. Space availability is always a concern, as are students' skill-levels and readiness for acts. We carefully review class requests with our coaches to determine appropriate placements. Given that we have around 3,000 class requests each session, it will be at least a week after the online submission deadline before confirmations will begin to be sent. If your student takes more than one class, that time frame can be longer as we work through each act's levels and requests.

## What do I do if the class my student is eligible for doesn't work for our schedule?

Some classes have only one hour they are offered, such as Spanish Web 0100 or Triple Trap 0300. Only the students enrolled in that one class train at that level. Some acts, like Multiple Trapeze 0100 have as many as eight hours available for choices. The difference is usually due to equipment needs and/or a particular skill set that becomes more specific as the training progresses and therefore cannot accommodate as many students. If your student has been training in an intermediate or advanced level class that is only offered for one hour and you develop a conflict with its timing due to another non-CJ activity, we recommend the following steps:



1. Email [kasey@circusjuventas.org](mailto:kasey@circusjuventas.org) as soon as you discover the scheduling challenge. We can talk through options better if we know about the challenge sooner rather than later.
2. Look at the other level options and determine if those hours can work for your schedule instead. One key item of note, however, is that students are more likely to be moved DOWN for scheduling challenges, rather than being moved up. Since safety is key to the success of training, having a student train at a higher level when they aren't capable of it simply due to a scheduling conflict isn't in the best interest of the student or the other students in the class.
3. Or, plan ahead - if your student is in an established team like Triangle, Hammock, or Triple Trapeze where the mix of the students together on the equipment is tantamount to the success of the act, it is better to let CJ staff know sooner rather than later if you have a particular schedule conflict that cannot be adjusted. If we have the parameters in mind when working on the complicated matrix of making the schedule, we can avoid scheduling something that isn't feasible for the student. In the end, we can only work within the bounds of the CJ programming and sometimes students have to choose which activity will take priority for their timing, but we are much better able to consider the options if we know about them BEFORE the schedule is completed and released. In the future, email Kasey at [kasey@circusjuventas.org](mailto:kasey@circusjuventas.org) by June with your Fall Session conflicts.



# Myths and Facts



**MYTH:** Getting my registration turned in first means I will get all of my requests.

**FACT:** The timing of your online submission is only one factor taken into consideration for placement, and in many cases is one of the last priority markers, not the first. Students returning to the exact same act/level from the previous, concurrent session get to reclaim their spots and have first priority in enrollment. They have up until the deadline to submit their registrations, so they may have a far later submission date but still get priority for placement. The next level of placement priority is to place students who were enrolled during the previous, concurrent session but are making

new class requests. The third level of placement priority are those students who have taken a class or camp with us at some time in the past, though not in the immediate session prior to the one being registered. Remaining spots are allotted to new students who are enrolling for the first time. When multiple students have the same enrollment priority status and all meet the pre-requisites equally, then the submission time stamp is utilized for placing the students into the class in question. Always, the student meeting the pre-requisite age limits and skill sets are key in placement and the coaches are careful to review each student's enrollment for their safety.

**MYTH:** The only way to move up is to ask for a higher level.

**FACT:** Whether you ask for it or not, a student will only get moved up if the coach has recommended and approved the student to do so. Those who ask for the higher level will not get moved up unless the coach says they are the next student best suited for the open spot. If you haven't requested the move up online and the coach thinks your student is right for the spot open, the staff will contact you to ask the student to move up. If you want to list the move up level because that really is your first choice, please make sure to provide a backup plan for the level in which you were before. We also have the classification fields included in the online registration that provide great feedback for the process, and those tell us if you are willing to return to the previous level if needed, or if you won't continue the act if the move up isn't possible. Between the classification direction and the backup class you include, we can move forward with enrollment much more quickly.

## MYTH OR FACT

**MYTH:** If I'm a returning student, I get first dibs on all acts I request.

**FACT:** Only those returning to the same act and level they were enrolled in during the previous, concurrent session have "dibs" on that same class and level. And, that dibs is only upheld until the online registration deadline. After the deadline, a student risks losing the spot to someone else who enrolled on time and meets the pre-requisites.

**MYTH:** The staff are the ones who determine placement in classes.

**FACT:** While the staff certainly manages all of the class requests and are responsible for the process from request to enrollment to confirmation, the coaches and directors are the ones who determine placement. Even the classes that are based on age limits rather than skill still have a review period, and anyone who may not match the parameters in place go through a review with coaches and/or the directors before steps are taken to either let the student know they are not enrolled in the class, or allow the student to be enrolled.

**MYTH:** The moment I submit my requests online, my student is enrolled.

**FACT:** The online registration process is submitting your REQUEST for the classes, not enrolling in them. We go through a very careful review process of all of the class requests and then enroll the student officially after that review. The confirmation we send after the review process lists the classes the student has been enrolled in for the session.



**MYTH: If I've been training in a level for a year, I'm guaranteed to move up.**

**FACT:** Students don't get moved up unless the coach gives a recommendation to do so. Sometimes, students take more than a year to master all of the skills needed for the next level up. There are also some cases where there simply aren't any spots open. While this can be frustrating, students can learn a lot by sticking to training, and continuing to strengthen their skill set despite the course ID number allotted to the class. Coaches are very aware when students work hard and continue to display a good work ethic even when there isn't a spot in the next level up. The coaches will do what they can within the parameters of training time and safety to further the students' training regardless of the class level, and so students can still make the most of their training time if it is extended more than a year in a particular level. Also, this positive attitude and continued effort to train will reiterate to the coach that the student is ready to move up, and as soon as the spot is open, those students are much more likely to get the call for taking it than those who stop working as hard simply because they did not get the next level move up when they had hoped.

**MYTH: I can skip a session and return to the same class/level I was training in before.**

**FACT:** 99% of the time this is not the case. The 1% where this might be possible is in an act like Unicycle where the skill set is very specific and the amount of students enrolled in a level can be more flexible. Most acts, however, have equipment restrictions causing firm caps on classes. Aerial classes are the most challenging for students to skip a session - we back fill the spot that has been opened up and the student who skipped the session no longer has returning status priority. Additionally, students who aren't training for a session are unlikely to keep their skill set, strength, or abilities like they would if they were still training. That phrase "its just like riding a bike" isn't the best comparison with circus classes - maintaining regular training and strength is key to success. Students who skip a session often need to return to a lower level than they were in before and in some cases may not be able to rejoin the act again until a spot opens up in the future.



## Registration Tips and Tricks

**We're always listening to feedback regarding the registration process, and have made some tweaks in order to streamline the experience for our families. Below are many tips and tricks to help you prepare for the online process and navigate through our website.**

**Pre-registration:** Students who have never taken a class or camp at Circus Juventas will first need to complete the pre-registration in order to have an account set up and prepared for entering class requests. The link to do so is: <https://my.circusjuventas.org/Pre-Registration>. CJ staff must manually process these pre-registrations, so we recommend getting this done as soon as possible so that the account is ready to go by the time registration opens. If you are not sure whether or not your student has an account, contact CJ staff before completing a pre-registration.

**Biographical review:** This is a new tweak! We used to include the biographical review as part of entering class requests, and so the process took a bit longer to try to get it all done at once. We have now made biographical forms available at any time for each student in our system so that you can make updates to the record (like tetanus shot date or insurance information) and sign the waivers without waiting until the class details are released. We highly recommend you do this now when all of the schools are gathering similar information in order to make the class registration process as quick as possible. You will need your user ID and password to access this information at: <https://my.circusjuventas.org/>.

**Class Registration Forms:** Another new tweak! This fall, the online class request forms will be divided into the following categories, rather than all together in one form, making it easier for each group to get to their appropriate class options:

- Toddler/Kinder classes for students ages 2-5 by September 1 who are not yet in first grade
- Adult classes for students who are age 22 and older by September 1
- Wings/Out of the Chair classes for students with special needs
- Youth classes for students ages 6-21 by September 1 who are taking level 0000 through 0900 classes
- Summer Show classes for students who are eligible to take level 1000 classes

**What to do if your student takes both youth program and Summer Show classes:** The short answer is to plan to fill out two forms. Yes, we know this means asking you for more of your time. However, we have determined that separating the youth program from the Summer Show classes is valuable for more than one reason - one of which is to help with our continued search for grants. Our youth program is most often associated with development and outreach grants while the Summer Show program is most aligned with performing arts grants. Also, the Summer Show classes have a very different process of enrollment - those students have a higher level of scrutiny and review before classes are enrolled. There are different expectations for participation that are needed, and therefore, a separate form is useful for addressing those differences.

## How to use the website:

Our website has a wealth of information in it. Below are the suggested steps for preparing for registration and the various places on the site for finding what you need.

1. **Look at the class options.** This is best done using the Find a Class page on our website: <http://circusjuventas.org/classes/>. You can use the filters in the left-hand column to narrow down your options based on genre, level, age, and even the day of the week.

a. Please note, the day/time of these options gets updated once the next session's information is available. This means you'll want to look carefully at the header to know which session the information currently reflects. Fall Session details will be released in late August.

2. **Look at the class pre-requisites and age ranges.** On the Find a Class page, you can click on a specific class and see more details about the age range, pre-requisites, performing status, and even the fee type for the class. This is useful information to know about before you start to enter your student's requests online.

a. There is even an "add to class planner" option that lets you move the classes you are interested in to a printable version so that you can have a comprehensive list ready for use when the online registration portal opens.

3. **Determine your student's level progression.** Sometimes trying to figure out when a student should move up or try something new can be less than obvious, so we have the Level Progression page on our website that offers several scenarios of explanation: <http://circusjuventas.org/level-progression/>. While there is not one path that each student follows, these explanations offer the most likely scenarios most students will find themselves in throughout their training tenure at CJ. If you have specific progression questions, ask CJ staff as soon as possible and before registration begins. Once registration opens, it can be difficult to get answers to your questions in time to complete the registration before the deadline.

4. **See the classes in calendar form.** Our Current Class Calendar page (<http://circusjuventas.org/current-class-calendar/>) provides a printable format of the classes within the day/time blocks of a session. Families find this very useful for determining what classes are scheduled at the same time or in close proximity to each other, particularly when trying to schedule multiple family members at various levels of training.

5. **Utilize the Family Portal.** The Family Portal is useful in a multitude of ways, but the biggest one is providing the key dates at a glance (<http://circusjuventas.org/family-portal/>). We even have a linkable Google calendar that you can access through the Family Portal, or directly using this link: <http://circusjuventas.org/news-events-calendar/>

a. Other helpful sections of the Family Portal are:

- i. Current Announcements
- ii. Linking to the online portal where specific enrolled classes, statements, and online bill-pay options are available
- iii. Spring Show and Summer Show performer information
- iv. Volunteer information
- v. Work Study and Scholarship program information
- vi. Merchandise for sale

6. **Complete the online registration.** Once you have prepared for registration, or whenever you are ready to update/verify your student's biographical information, this page of the website (<http://circusjuventas.org/register/>) reminds you of the best steps to complete before jumping to the registration site itself, which is <https://my.circusjuventas.org/>.



Still have questions? Email [Kasey@circusjuventas.org](mailto:Kasey@circusjuventas.org)