

## Application Statuses: 9.19.19

### Achiever Guardian Application Statuses

- Incomplete
- New
- Flagged
- In Review
  - Application
    - Pass
  - Interview
    - Invited
    - Scheduled
    - Pass
  - Orientation
    - Invited
    - Scheduled
    - Pass
  - Group Tutoring
    - Invited
    - Scheduled
- Accepted
  - Waitlist
  - Available

### Achiever Guardian Application Statuses Explained:

Name of Status	Action Taken by Applicant	Action Taken By the System &/or User
New	Applicant has submitted a completed application.	The system sends an email and text/push notification to the applicant notifying them that their application is under review.
In Review: Application	Nothing at this time. The Coordinator is reviewing the application.	<p>The Admin User assigns the Applicant to a Coordinator User and the Coordinator is notified.</p> <p>This caused the system to change the Applicant's status to "In Review: Application"</p> <p>The Coordinator reviews the application and has the ability to change the applicant's status.</p>
In Review: Application → Pass	Nothing happens to the Applicant at this time.	Coordinator assigns an applicant a "Application → Pass" Status.

		<p>Nothing happens at this time, but the coordinator will be able to bulk change these “Application--&gt;Pass” applicants to the “Interview → Invited” status.</p> <p>The Applicants who do not “pass” this stage are manually switched to the “Flagged” Status by the Coordinator. (see bottom of chart for info regarding Flagged status)</p>
In Review: Interview → Invited	<p>Applicant receives an email &amp; text/push notification, to schedule a phone interview with EJ Staff.</p> <p>If applicant does not respond to email or text, he/she receives a phone call to schedule a phone interview with EJ Staff.</p>	<p>Coordinator selects the “Interview → Invited” status in bulk within the “Application → Pass” Status applicants.</p> <p>This sends an email &amp; text/push notification to the applicant to schedule a phone interview within the system.</p> <p>If a time is not scheduled within a week, the system sends an email/push notification reminder to schedule time.</p> <p>If applicant does not respond to email or text, he/she receives a phone call to schedule a phone interview with EJ Staff.</p> <p>The Applicants who do not “pass” this stage are manually switched to the “Flagged” Status by the Coordinator. (see bottom of chart for info regarding Flagged status)</p>
In Review: Interview → Scheduled	The Applicant (or Coordinator) has scheduled a phone interview time within the system	<p>The system automatically changes the status to “Interview → Scheduled” once the applicant schedules an interview.</p> <p>Note: The Coordinator also has the power to schedule an interview for the AG Applicant within the system.</p> <p>The Coordinator is notified that</p>

		<p>the Applicant has scheduled the interview.</p> <p>The system sends an email and text/ push notification reminder of scheduled time to applicant 48 and 24 hrs prior to scheduled time.</p>
In Review: Interview → Pass	The applicant has completed the phone interview within the specified time frame.	<p>The Coordinator changes the status to “Interview → Pass”</p> <p>Staff reviews and uses a rubric to assess the applicant, compare answers and leave notes on applicant within the software.</p> <p>The Applicants who do not “pass” this stage are manually switched to the “Flagged” Status by the Coordinator. (see bottom of chart for info regarding Flagged status)</p>
In Review: Orientation → Invited	Applicant receives conditional acceptance phone call from EJ Staff and offers information about mandatory orientation.	<p>Coordinator selects the “Orientation → Invited” status in bulk within the “Interview → Pass” Status applicants.</p> <p>This sends an email &amp; text/push notification with information regarding orientation sign-up to the applicant to within the system.</p> <p>Staff calls applicants. Call script contains information to sign-up for their mandatory Orientation.</p> <p>The Applicants who do not “pass” this stage are manually switched to the “Flagged” Status by the Coordinator. (see bottom of chart for info regarding Flagged status)</p>
In Review: Orientation → Scheduled	The AG Applicant has talked with an EJ coordinator and an orientation time has been scheduled within the system.	<p>The system automatically changes the status to “Orientation → Scheduled” once the orientation has been scheduled.</p> <p>Either the Applicant or</p>

		<p>Coordinator) has signed up for mandatory Orientation.</p> <p>The Coordinator is notified that the Applicant has scheduled the orientation. They are added to the program calendar so the coordinator can also see the capacity of the orientation/how full the time slot is.</p> <p>The system sends an email and text/ push notification reminder of scheduled time to applicant 48 and 24 hrs prior to scheduled time.</p>
In Review: Orientation → Checked in	<p>Conditionally Accepted Achiever Guardian attends their Orientation and has full access to their account. During Orientation, the Achiever Guardian and Achiever complete profile information, profile picture/Avatar, Achiever class schedule, prize verifications, and set tutoring availability. The Achiever cannot select a tutor at this time.</p>	<p>Upon Check In at Orientation, the system changes the status to "Orientation → Checked In"</p> <p>The system gives the AG account full accessibility. This includes entering school schedule, completing tutoring availability, and verifying prize accessibility. Additionally, the Achiever now has full access to their account (excluding choosing a tutor, as they are on the waitlist). The Achiever can gain points when they start group tutoring.</p> <p>The system allows the Achiever account to create a profile. They cannot choose a tutor.</p> <p>The Applicants who do not "pass" this stage are manually switched to the "Flagged" Status by the Coordinator. (see bottom of chart for info regarding Flagged status)</p>
In Review: Orientation → Pass	<p>Conditionally Accepted Achiever Guardian has arrived on time and completed orientation with Achiever and provided all necessary documentation (financial, student schedule, student report card, and</p>	<p>Staff reviews AG documentation that was brought to the orientation and leaves notes on applicant within the software.</p> <p>The Coordinator changes the status to "Orientation → Pass" if</p>

	Achiever Agreement).	<p>all documentation has been received.</p> <p>The Applicants who do not have all documentation do not “pass” this stage and are manually switched to the “Flagged” Status by the Coordinator. (see bottom of chart for info regarding Flagged status)</p>
In Review: Group Tutoring→Invited	Conditionally Accepted AG is notified via email that their account is now active and receive instructions on how to sign up for their required group tutoring sessions.	<p>Coordinator selects the “Group Tutoring → Invited” status in bulk within the “Orientation → Pass” Status applicants.</p> <p>This causes the system to send an email &amp; text/push notification to the applicant to sign up for Group Tutoring via link. The AG must sign up for all 3 time slots at once and they must be within a 3 week time slot of each other.</p> <p>If times are not scheduled within a week, the system sends an email/push notification reminder to schedule time.</p> <p>The Applicants who do not “pass” this stage are manually switched to the “Flagged” Status by the Coordinator. (see bottom of chart for info regarding Flagged status)</p>
In Review: Group Tutoring→ Scheduled	Conditionally Accepted AG has scheduled their 3 mandatory group tutoring sessions.	<p>The system automatically changes the status to “Group Tutoring → Scheduled” once the applicant schedules all 3 group tutoring sessions.</p> <p>The Coordinator is notified that the Applicant has scheduled the group tutoring sessions. They are added to the program calendar so the coordinator can also see the capacity of the group tutoring session/how full the time slot is.</p> <p>The system sends an email and text/ push notification reminder</p>

		<p>of scheduled times to applicant 48 and 24 hrs prior to scheduled times.</p> <p>The System tracks the Achiever's attendance throughout group tutoring. Once the Coordinator receives the notification that the Achiever has completed the first two sessions, they review the notes from the Activist Leaders and decide next status based on notes. The Coordinator can flag applicants here.</p> <p>The Applicants who do not "pass" this stage are manually switched to the "Flagged" Status by the Coordinator. (see bottom of chart for info regarding Flagged status)</p>
Approved → Waitlist	<p>Accepted Achiever has arrived on time, completed all 3 group tutoring sessions.</p> <p>They are on the waitlist and will continue to sign up for group tutoring sessions where the Achiever will automatically earn points for attendance.</p>	<p>Upon checking into the 3rd group tutoring session (as long as there are no flags on the account), the Applicant's status automatically changes to "Approved → Waitlist"</p> <p>This causes the system to send an email &amp; text/push notification to the AG/Achiever that they are officially accepted, however they are on the waitlist and will need to continue to sign up for group tutoring sessions. A link provided to do so within the system</p> <p>-</p>
Accepted → Available	<p>Officially accepted Achiever Guardian/Achiever have completed their account by uploading a profile picture/choosing an Avatar, filling out contact and profile information, and adding tutoring availability to the account.</p> <p>Achiever can select tutor.</p>	<p>Coordinator selects the "Approved → Available" status for the Achiever.</p> <p>This causes the system to send an email &amp; text/push notification to the Achiever that they are officially accepted and can find a tutor.</p>

		<p>If the Achiever does not select a tutor within a 24 hours, the system sends an email/push notification reminder to select a tutor.</p> <p>After 48 hours, a notification is sent to the Coordinator that the Achiever has not selected a tutor.</p> <p>The Achiever/AG can still has the ability to sign up for group tutoring when paired. However, we want to encourage the Available Achiever to find a tutor/get paired.</p> <p>The EJ Staff facilitates selection as necessary by communicating with Achiever Guardian about number of available Activists, locations, etc.</p>
Flagged	These applicants will be sent a denial email when the Coordinator bulk marks them as denied.	<p>Inadequate applicants are flagged by the system and or Coordinator User during different stages of the application process.</p> <p>Flagged applicants can be restored to any of the statuses upon reviewal.</p> <p>Flagged applicants can be bulk denied.</p> <p>Only the Admin can bulk deny flagged applications (by selecting all or certain applicants.)</p>
Denied	Applicants may be denied for failing to meet any of the requirements to complete the stages listed above. This status should only be activated by an Admin.	<p>Only Admin can deny applicants.</p> <p>Denied applicants can be restored to any of the statuses upon reviewal.</p> <p>Denied Applicants: Software sends denial email to applicant.</p>
Incomplete	Applicant has not finished the application. They will receive a	The System automatically puts incomplete applications into this

	<p>notification following application creation.</p>	<p>category. The Coordinator can review these applicants and request documentation/notify them.</p> <p>The system sends an email and text/ push notification reminder to complete their application 1 and 2 weeks after application creation.</p> <p>One month after account creation, incomplete applications are deleted automatically.</p>
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