

[SIGNING IN AT HTTPS://RESERVATION.PCSB.ORG](https://reservation.pcsb.org)

Q. Why won't my username and password work?

A. There are several different possibilities:

- You are trying to sign in using your child's account information and not the parent username and password (p.username).
- You need to reset your password. You can do this at any Pinellas County School by bringing in a photo ID and requesting a password reset.
- It may be your browser. The Student Reservation System works best in Chrome and Firefox browsers.

- You may need to clear your computer's internet cache. Your browser has a folder where certain items are downloaded for future use and/or saving some time when downloading webpages. This is known as a cache or temporary internet files. This cache has been known to interfere with SRS' application program. Just clicking the refresh button will not work because it will just reload using the old files from the cache. You need to bypass or clear your cache to be able to sign in and apply.
 - Clearing the Cache:
 - Google Chrome:
 - Click the **Tools menu** (three dotted lines in the upper-right corner).
 - Select **History**.
 - Select **Clear Browsing Data** from the left-hand side. Set the **Time Range** set to **All Time**. Check-mark **Cookies and other site data** and **Cached images and files** and select **Clear Data**.
 - If you are on a Windows computer, close and re-open Chrome to save your changes. If on an Apple computer, go to the **Chrome** menu on the top menu bar and select **Quit** for the changes to take effect.
 - Microsoft Edge for Windows 10
 - Click the **Tools menu** (three dotted lines in the upper-right corner) and open the **Settings** menu.
 - Click **Privacy, search, and services** on the left-side menu.
 - Under the section **Clear** browsing data, Click **Choose** what to clear.
 - Select **Cookies and other site data** and **Cached images and files**.
 - Click **Clear Now**.
 - **Close** Microsoft Edge completely for your changes to take effect.
 - Safari for Mac OS
 - Click on **Safari** on the top menu bar.
 - Click **Preferences**.
 - Click the **Privacy** tab.
 - Click **Manage Website Data**.

- Click **Remove All**.
- Click **Remove Now**.
- Go to the Safari menu on the top menu bar.
- Select **Quit** to close Safari and save your changes.

It may be that you are trying to apply using a cellphone or tablet. SRS works best on a desktop computer. If you do not have one, you can go to any PCS school or the Student Assignment Office for application help.

If you notice an error, you can contact your school or the Student Assignment Office at 727.588.6210 or StudentAssignment@pcsb.org

STUDENT INFORMATION CONCERNS

Q. Why can't I find my student's application when I enter my child's name and date of birth? Only "new student" appears, but my child is currently enrolled in Pinellas County Schools.

A. This might happen for several reasons:

- You might have misspelled or entered the wrong date of birth, or it is incorrect in the system. Double check how you entered your child's information or contact the school for the 10-digit Local Student ID # (found on your child's report card if currently enrolled in a Pinellas County school). Use the Student ID # instead of typing in the name and date of birth.
- You are using a cellphone or tablet. Sometimes the fonts do not translate well into the Student Assignment System. This happens especially with names with apostrophes, hyphens, or suffixes. Enter the Local Student ID # and it should work.
- You accidentally removed the application when you reviewed your application during the initial application period.

SPECIAL ASSIGNMENT REQUESTS (SAR)

Q. What is a Special Assignment Request (SAR)?

A. Special Assignment Requests allow families to choose an educational option other than their neighborhood/zoned school provided the school has available seats. SARs can be made for a non-zoned, non-DAP school during the Initial Application Period of April 1–15 or during the Late Application Period of April 26–July 15. To apply, go to <https://reservation.pcsb.org>.

Q. Are seats offered for every grade?

A. No. Most schools only have seats available at some, not all, grade levels. Grade levels that have 5 or more available seats will have 20% of those seats offered as SARs.

If there are no seats available or more people applied than there are seats, any student not selected via the computer randomizer will be placed on a wait list. As seats open, Student Assignment will call and offer seats to parents on the wait list.

Q. Is transportation provided for SARs?

A. No. If granted a SAR, you will need to transport the child to and from school.

Q. My child's IEP states curb-to-curb transportation will be provided, so will my child receive curb-to-curb transportation if granted an SAR?

A. No. Curb-to-curb transportation is only provided to zoned schools. By accepting a SAR, you would not receive curb-to-curb transportation.

Q. When we be notified?

A. Grades 1- 12 will receive notification by the last day of school. Kindergarten notification will be sent mid-June to give zoned students time to enroll and have more accurate enrollment and capacity values.

CAPACITY

Q. How does the district determine capacity/ available seats?

A. PCS uses Functional Capacity to determine seat availability.

Q. What is Functional Capacity?

A. Functional Capacity is the number of spaces available at a given school based upon State and District guidelines for room usage, staffing model, and class size amendment rules and provisions listed in PCS School Board Policy.

Q. What provisions are listed in PCS School Board Policy?

A. The following are taken into consideration when determining Functional Program Capacity: density of population; demographic patterns and planned residential property development; permanent program capacity of school facilities, the Florida Inventory of School Houses (FISH) specifications, plans, elements, and commitments contained in the school district educational facilities plan and the long-term work programs and capital outlay plan; programs located at the school including, but not limited to, Exceptional Education Students (ESE), English for Speakers of Other Languages (ESOL), Pre-Kindergarten, Gifted, Science Labs, Technology/Computer Labs, Speech/Language, Occupational/Physical Therapy, Art/Music; transportation patterns;

educational offerings; placement of District application programs and schools; the school's staffing model, the guiding principles of the Assignment Plan.

Q. When is a school considered “Overcapacity”?

A. Schools with a Functional Program Capacity of over 95% will be classified as Overcrowded.

Q. Can parents request a school that is considered “overcapacity”?

A. Parents may request seats at any school, but essentially no or very few (siblings) choice seats will be awarded at schools designated as Overcrowded.

Q. When is a school considered as “Having Available Seats”?

A. Schools with a Functional Program Capacity of less than 95% will be classified as Having Available Seats at Some Grades.

Q. Are ALL available seats open for Special Assignment Requests?

A. No. Twenty percent of available seats will be awarded through choice at the grades that have 5 or more open seats during the Special Assignment Request (SAR) process. The district will hold up to 5 seats per grade level for families moving into the zone.

Likewise, seats will be awarded to out-of-county residents through the Special Attendance Permit (SAP) process at schools and grades that have available seats year-round.

Q. Will the Board ever consider rezoning/ changing the grids assigned to a school?

A. It is possible. The Board seeks to minimize the rezoning of residential grids to the extent reasonably possible. The aspirational goal is that, unless necessitated by school closings, a student will not be rezoned more than once at each of the elementary, middle, and high school levels.

LOTTERY RESULTS

Q. Is the lottery purely random or are factors (like geography/zip code) factored in?

A. The “lottery” is a computer-based randomizer. There are several weighted priorities which impact offers: sibling, military, foster care, and court-ordered custody changes.

Q. When we be notified?

A. Grades 1- 12 will receive notification by the last day of school. Kindergarten notification will be sent mid-June to give zoned students time to enroll and have more accurate enrollment and capacity values.

Q. Will I receive any official written notification if my child is accepted into one of these programs?

A. It depends on the information you include in the application. If you supply an email address on the application, you will receive an email notification. If you supply a phone number, you will receive a phone call. If you supply both, you will receive both an email and phone call.

Q. What happens if we applied for a SAR, but we got invited to a DAP program in the meantime and want to keep the DAP seat?

A. The Student Assignment Office will reach out to those families whose next year's assignment codes indicate they accepted a DAP seat. You will be given a choice to keep the DAP seat or accept the SAR seat.

You can also contact Student Assignment at 727.588.6210 or StudentAssignment@pcsb.org and ask to have your SAR application removed.

Q. What if we changed our mind about a SAR between the application and the results period?

A. Just call Student Assignment at 727.588.6210 and inform them you would like to remove your SAR application. If you receive notification of being granted a SAR and you do not want it, please just contact Student Assignment, and let them know you want to decline.

Q. If I am granted a SAR, can I change my mind and try to get into a zoned school instead?

A. You may, but there is no guarantee that a seat would be available in the zoned school. Students entering kindergarten, sixth, or ninth grade are assigned to their zoned school in most cases. Students in other grades will be assigned based on seat availability.

Q. Does accepting an SAR affect the student's ability to later decide to attend their zoned school?

A. No. At any point, you can choose to decline the SAR seat and attend the zoned school if there is capacity at the zoned school. If there is not capacity, Student Assignment works with transportation to find the closest school with capacity. If it is more than 2 miles away, transportation is provided.

RESPONDING TO NOTIFICATION

Q. Do we need to respond to the notification call or email?

A. It depends. You will receive one of two types of notifications. One is if you are on a wait list and not currently being granted a seat. The other is if you are being granted the SAR.

You would only need to respond if you were granted a SAR and do not wish to accept it. You will need to contact Student Assignment at 727.588.6210 or StudentAssignment@pcsb.org to let them know you wish to decline the SAR seat.

Q. If I accept an invitation, can I change my mind and try to get into a zoned school instead?

A. You may, but there is no guarantee that a seat would be available in the zoned school. Students entering kindergarten, sixth, or ninth grade are assigned to their zoned school in most cases. Students in other grades will be assigned based on seat availability.

Q. What if I find out I have a low wait list number? Can I choose a different school?

A. During the Late Application Period (April 26 – July 15), you can apply for a different school.

PRIORITY CLAIMS/ PREFERENTIAL TREATMENT

Q. Why didn't I get the sibling priority that I claimed?

A. There could be several reasons why your claim was not granted:

- The sibling is rising (5, 8 or 12 grade) and will not be in the program with the sibling next year
- You did not put the student id # in the application

Q. How does "Preferential Treatment" work?

A. Per School Board Policy 5120.01, preferential treatment is given to:

- Dependent children of active-duty military personnel whose move resulted from military orders
- Students who have been relocated due to a foster care placement into another school zone

- Students who move to another school zone due to a court-ordered change in custody due to separation or divorce, or the serious illness or death of a custodial parent

Families who claimed and Student Assignment verified preferential treatment, will receive the first SAR offers after sibling priorities are awarded.

Q. I have a younger sibling to a student in 5th, 8th or 12th grade do I get a sibling priority?

A. No. To receive a sibling priority, both students need to be in the same school next year. In the case of a rising 5th, 8th, or 12th grader the older sibling will be out of the school and in a different school during the next school year, so a sibling priority would not be granted.

Q. What if one sibling got invited and the other does not?

A. In some cases when there are seats for one or more siblings, but not all, Student Assignment will reach out to the family. The family will be asked if they wish to place the ones with seat availability or keep them on a wait list until seats are available for all their siblings to attend the same school.

Q. Is there a sibling priority for multiple births?

A. Not specifically. There is a sibling priority attached to SARs.

Q. To receive the military preferential treatment, do I need to do anything other than select that option in the application?

A. Please submit a copy of your Active-Duty transfer orders that brought you to this county during the 2021-22 school year or will be bringing you to the area for the 2022-23 school year. You can email a copy to StudentAssignment@pcsb.org.

WAITLISTS

Q. Are waitlist numbers updated on the portal?

A. No. Wait list numbers are maintained via the Student Reservation System. You can contact Student Assignment (727.588.6210 or StudentAssignment@pcsb.org) to find your wait list number. Please do not continue to call for updates. When seats become available, you will be contacted to see if you still wish to accept an SAR seat.

Q. How can I check my waitlist numbers?

A. Student Assignment periodically monitors the wait list and school capacities to make offers if seats become available. If this occurs, you will be contacted. Please do not continue to call for updated numbers. You will be contacted if space becomes available.

Q. How long can my child stay on a wait list if no invitation is received?

A. Applicants stay on the wait list for the school to which they apply until an offer is made.

Q. If I have one DAP choice and get put on a wait list, should I apply for the Special Assignment Request for the high school I want in April?

A. You can apply for a Special Assignment Request (SAR). If you are granted the SAR, you would attend the traditional side of the school. You would remain on the DAP waitlist and have the chance of being offered a seat in the program.

Q. What can I do if I have a question or problem with the application acceptance process?

A. If it is a technical question about the online system, parents may contact the Tech Help center at (727) 588-6060 or email help@pcsb.org. For all other questions, call Student Assignment, (727) 588-6210 or email StudentAssignment@pcsb.org.

TRANSPORTATION

Q. Is transportation provided if a SAR is granted?

A. No. Transportation is not provided. You would be responsible for getting your child to and from school each day in a timely manner.

Q. Let's say one of my children is in a DAP program that gets transportation and the other gets a SAR for the same school. Why wouldn't they both get transportation?

A. Transportation is not provided for SARs. So even though one child receives arterial transportation due to being in a DAP program, the other child would not receive transportation. As part of the SAR application, you sign an acknowledgement that transportation will not be provided. You would be responsible for getting the one child to and from school each day in a timely manner.

LATE APPLICATION PERIOD

Q. I forgot to apply. When can parents submit a "LATE" application?

A. Parents can submit a "LATE" application beginning April 26, 2022.

Q. Is it a random lottery for the Late Application Period like it is for the Initial?

A. No. The Late Application Period is time sensitive. As you apply, you are placed at the bottom of the wait list (if there is one). Additions are placed in day/ time order, so if you apply earlier in the Late Application Period, you will have a better wait list position.

Q. Can I change my selections?

A. Yes, you can change your selection anytime during the application periods.

If you do not a SAR during the initial application period and wish to select a different school, you can make changes during the Late Application Period.

- You may log in and make changes to the application beginning April 26, 2022.
- If parent makes any changes to existing selections, application will be considered a "Late" application and student will be moved to bottom of current waitlists for all selections.

OTHER

Q. If my son gets into and accepts a district program, how do I get my daughter into the same high school (but not in a program) that is not their zoned school? Logistically, we would like them to both go to the same high school.

A. You can apply for a Special Assignment Request for your daughter. This allows students to attend a non-zoned, non-DAP school provided the school has available seats.

To apply go to <https://reservation.pcsb.org> and look for the Special Assignment Request tab. It will appear starting April 1, 2022. The Initial Application Period for SARs is April 1 – 15, 2022. This is also a randomized computer program. Results will be shared before the end of the school year for grades 1 – 15 and by mid-June for KG.

Q. If I am not a Pinellas County resident, when will I find out my results?

A. Out-of-County residents need to complete a Special Attendance Permit. SAP applications are handled by the Student Assignment Office and are on a different timeline. Notification will occur in the summer after the SARs are granted as by law, Pinellas County residents are given preferential treatment. Please call Student Assignment, 727.588.6210, for more information about the SAP process.