## Tool 14: Equitable Enrollment Phone Call Script[[1]](#footnote-1)

Certain practices—which may be found in any public school setting—may discriminate against students with disabilities, English Learners, or other students with additional learning needs during the application and enrollment process. For example, families have reported being told that a school does not offer services for, or is not a “good fit,” or erects other improper barriers for students with disabilities, ELs, or other students with additional learning needs.

Below is a scenario and sample phone call script that authorizers can use to validate charter schools’ enrollment practices. Authorizers can customize the scenario and script to fit their specific needs, such as to indicate that the child does not speak English or to change ages/grades as appropriate. The charter schools that you call may ask to call you back with more information. If possible, authorizers should have a callback number ready that is not easily identifiable as the authorizer.

**Scenario**:

In this scenario, you are the guardian (aunt/uncle) of a 5th-grade (10-year-old) boy who has recently come to live with you. He is your sister’s son and your sister is going through a hard time, so you agreed to care for your nephew. You think he has an IEP or some sort of disability, but you’re not sure what exactly. You think that the school he is in currently isn’t doing enough to serve him, because it seems like his issues (poor grades and disruptive behavior) are getting worse. He is getting counseling at his school, but it doesn’t seem to help. You want to enroll him in the charter school for the next school year.

**Script**:

“Hello, my name is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and I am trying to find out how to get my nephew into your school next year. Who am I speaking to?”

“He is not doing well at his current school. He has a disability and they’re not helping him learn.”

“Does your charter school provide special education? What do I need to do to apply to your school? Do I need to submit anything else with the application? How will I find out if he gets in?”

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| **Equitable Enrollment Phone Call Notes** Charter School Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date of Call: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Name of Caller (real): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Name of Charter School Staff on call: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Possible Violation? Yes / No | Notes on Content of the Call/Possible Violation:  |

1. This tool is based on the Washington DC Public Charter School Board [Mystery Shopping Script](https://dcpcsb.org/sites/default/files/media/file/CCSA%20Best%20Practices%20Booklet_FINAL.pdf). Pearson, S. (March 2014). Best practices and resources. DC Public Charter School Board. Retrieved from <https://dcpcsb.org/sites/default/files/media/file/CCSA%20Best%20Practices%20Booklet_FINAL.pdf> [↑](#footnote-ref-1)