

# Alameda County Student Transit Pass Program

## School Administrator How-To Guide

Please do not distribute this how-to guide. This document is for Site Administrators only

### SCHOOL ADMINISTRATOR RESPONSIBILITIES



1. Market the STPP



4. Replace Clipper Cards



2. Enroll Students



5. Deactivate Clipper Cards



3. Distribute Clipper Cards

### HOW TO USE THIS GUIDE

Use this step-by-step guide to administer the Student Transit Pass Program (STPP) at your school. If you have further questions about how to use this guide, reach out to your school liaison for support: **Emily Roach**, [ERoach@nelsonnygaard.com](mailto:ERoach@nelsonnygaard.com) or **(510) 506-7583**

If you have questions related to active student transit applications or passes, please submit them through the Change and Request form. STPP staff will resolve the issue or reach out to you if your request requires additional information.

- **Change and Request Form:**  
[https://STPP.formstack.com/forms/changeandrequest\\_lavta](https://STPP.formstack.com/forms/changeandrequest_lavta)
- **Password: STPP2021**

### PROGRAM AT A GLANCE

#### What is the pass?

Eligible students get a FREE Youth Clipper card that provides unlimited free rides on LAVTA. Students can add cash value to the Clipper card for 50% off BART fares and youth discounts on other transit systems that use Clipper.

#### Who is eligible?

Students are eligible for the program if they meet the requirement below:

- Registered at and attending a participating STPP school (visit <https://www.alamedactc.org/programs-projects/studentpass/> to view list of participating schools).

#### How do students apply?

We encourage all students to apply with the online form. However, if a student is unable to access the internet, a paper application is available. *An application must be signed by a parent or guardian.*

#### How are applications verified?

Applications need to be verified by you before a STPP Youth Clipper Card can be created. See page 4 for detailed instructions.

# SCHOOL ADMINISTRATOR RESPONSIBILITIES



## 1. Market the STPP

As the STPP site administrator, we encourage you **to promote the STPP to students, families, and staff** throughout the school year. You can download marketing materials from the Student Transit Pass website: <https://www.alamedactc.org/programs-projects/studentpass/> (navigate to the *Site Admin Resources* tab). We recommend you share these materials through available channels, such as:



- Newsletters
- Social media
- Email listservs
- Mailers and/or orientation packets
- School website and/or online portal



## 2. Enroll Students

### Online Application (primary application)

- For quick and easy access, here are the links to the online application for schools in your district. **Please use the marketing materials provided above to share the application link with students.**
  - Andrew N. Christensen Middle: [https://STPP.formstack.com/forms/lvjud\\_christensen](https://STPP.formstack.com/forms/lvjud_christensen)
  - Del Valle Continuation High: [https://STPP.formstack.com/forms/lvjud\\_delvalle](https://STPP.formstack.com/forms/lvjud_delvalle)
  - East Avenue Middle: [https://STPP.formstack.com/forms/lvjud\\_eastave](https://STPP.formstack.com/forms/lvjud_eastave)
  - Granada High: [https://STPP.formstack.com/forms/lvjud\\_granada](https://STPP.formstack.com/forms/lvjud_granada)
  - Joe Michell: [https://STPP.formstack.com/forms/lvjud\\_joemichell](https://STPP.formstack.com/forms/lvjud_joemichell)
  - Junction K-8: [https://STPP.formstack.com/forms/lvjud\\_junction](https://STPP.formstack.com/forms/lvjud_junction)
  - Livermore High: [https://STPP.formstack.com/forms/lvjud\\_livermorehigh](https://STPP.formstack.com/forms/lvjud_livermorehigh)
  - Vineyard Alternative: [https://STPP.formstack.com/forms/lvjud\\_vineyard](https://STPP.formstack.com/forms/lvjud_vineyard)
  - William Mendenhall Middle: [https://STPP.formstack.com/forms/lvjud\\_mendenhall](https://STPP.formstack.com/forms/lvjud_mendenhall)
- **Verify applications every week before Friday** by checking:
  - Students' enrollment at your school
  - Student ID
  - Date of birth

Go to pages 4-6 for detailed instructions about how to verify applications. **Clipper cards cannot be created until applications are verified!**



### Timeline for Submitting and Processing Applications

**School Year Launch (Aug-Sept)** - Applications will be processed on an ongoing basis and cards will be delivered to the school before the end of the fall semester.

**Post-Launch (Oct-May)** - The link to the online application will remain active throughout the entire school year. During the school year, applications will be processed weekly on Friday and cards will be shipped to the school within two weeks for distribution.

*Please be aware that processing paper applications requires additional time.*



### 3. Distribute Clipper Cards

All new Clipper cards will be shipped to school. **Store cards in a safe, locked location while awaiting pick up by student.** If a student is distance learning or periodically attending school in-person during the COVID-19 pandemic, please coordinate with the student and their family to determine the best way to distribute their card.



CLIPPER

**If a student already has a Clipper card,** the STPP pass will be loaded onto their existing card.

*Students need to indicate on application if they already have a Clipper card.*



**Encourage students to set up an online account for their Clipper card at [www.clippercard.com](http://www.clippercard.com).**

*It is easier to replace lost or stolen cards when Clipper cards are registered.*



### 4. Replace Clipper Cards

**If a student loses a Clipper card,** follow the instructions on the **Change and Request Form** to request a replacement card. You can find the link and password to this form at the top of the first page of this guide.



**Replacement cards will be shipped to the school.**



### 5. Deactivate Clipper Cards

**Clipper cards need to be deactivated when a student graduates or transfers to a non-participating school.** To deactivate a card, fill out the **Change and Request Form** and follow the instructions to deactivate. You can find the link and password to this form at the top of the first page in this guide.

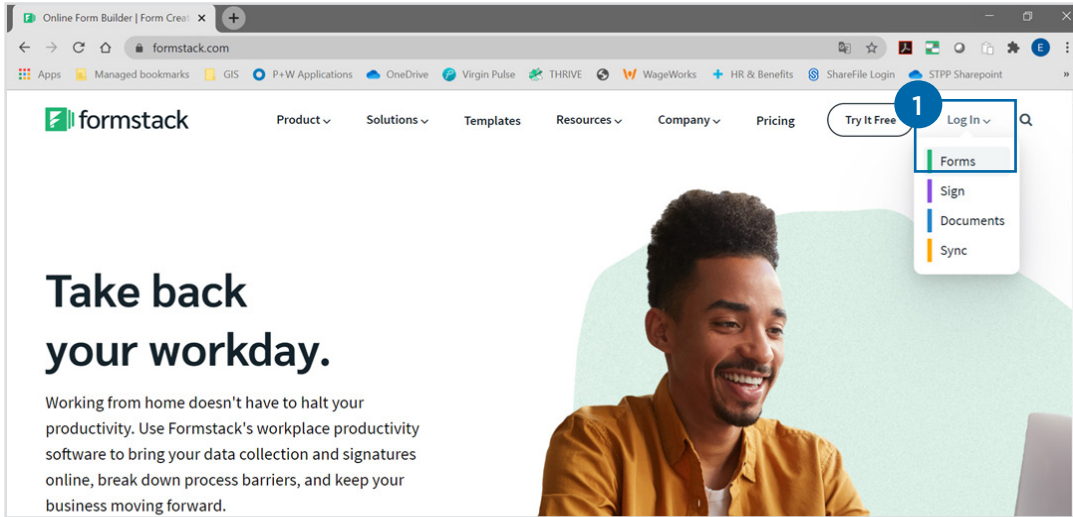
### Questions?

- Please submit questions related to the transit passes through the Change and Request Form (you can find the link and password to this form at the top of the first page in this guide). STPP staff will reach out to you if your request requires additional information.
- Troubleshooting - You will receive a link via email once a month to a master list with student status (enrolled/deactivated) and card serial number.
- For general questions about the STPP, please direct them to:  
Kate Lefkowitz at Alameda CTC at [klefkowitz@alamedactc.org](mailto:klefkowitz@alamedactc.org) or 510-208-747.



# HOW TO VERIFY APPLICATIONS ONLINE

As the STPP Site Administrator, you need to verify applications. STPP Youth Clipper cards cannot be created for students until their enrollment, student ID, and birth date are all correct and confirmed. *Please follow these step-by-step instructions.* [Click here](#) to watch a tutorial video.



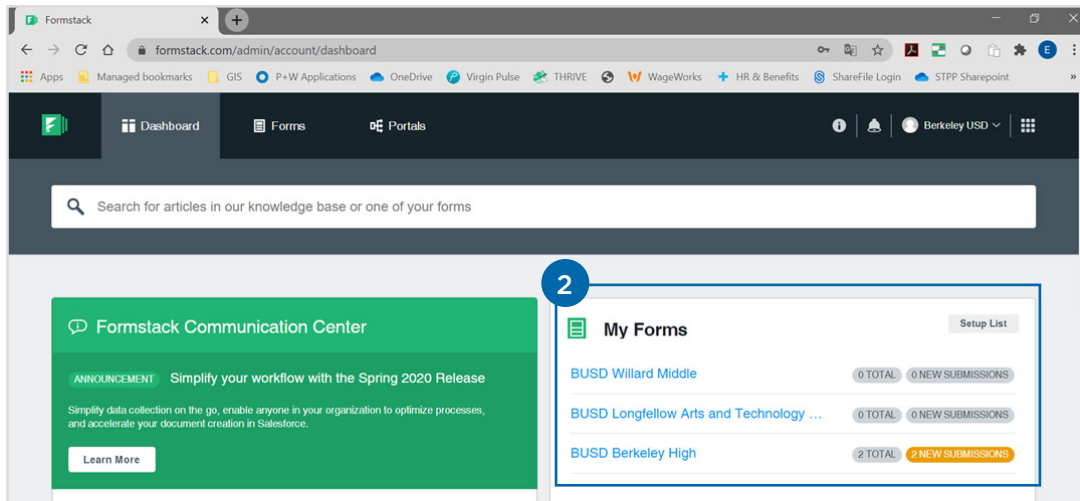
## 1 VISIT FORMSTACK.COM AND LOG IN

Go to [formstack.com](https://formstack.com)

- Hover mouse over **Log In** drop-down in upper right
- Click **Forms**
- Log in using these credentials:

**Username:** [stppLVJUSD@alamedactc.org](mailto:stppLVJUSD@alamedactc.org)

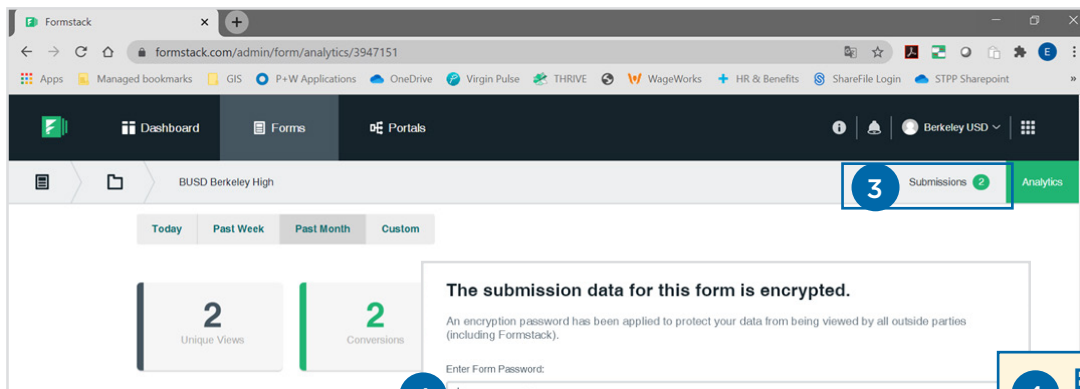
**Password:** LVJUSD2021#!



## 2 SELECT YOUR SCHOOL'S FORM

After logging in:

- Select your school's form from the **My Forms** list



## 3 NAVIGATE to the Submissions tab

## 4 ENTER PASSWORD

To view submissions, please enter the password for your individual school provided to you via email by the STPP team. If you cannot find your password, please reach out to Emily Roach, [eroach@nelsonnygaard.com](mailto:eroach@nelsonnygaard.com) or (510) 506-7583.

## 5 VERIFY SUBMISSIONS

A table will appear that includes a list of students who have applied for a Student Transit Pass at your school. Review the accuracy of the student information for all new submissions (that have not yet been approved).

Confirm the following information is correct and complete:

- School**—confirm student is enrolled at your school
- Student ID Number**—confirm ID number is correct and matches school records
- Date of Birth**—confirm date of birth is correct

If all information is correct, go to **7** on the next page to **Approve/Deny** applications.

Approval Status	Date Submitted	Student Name	School Name	Student ID Number	Student Date of Birth
Approve Deny	2020-06-30 16:42:13	Sasha E Tenenbaum	Berkeley High	398592	Apr 25, 2005
Approve Deny	2020-06-30 16:41:09	Dana Rubin	Berkeley High	12345	Mar 03, 2007

## MAKING CORRECTIONS

To edit the student information, follow the below steps:

Hover over and click on the student name for the application that needs to be changed **6a**.

To make changes, click “Edit” (see **6b**).

Make any changes to student information needed.

**Save your work** (see **6c**).

To return to the list of students, click on “Back to All Submissions” (see **6d**).

After all changes have been made, click APPROVE **6e**.

## CORRECTIONS WINDOW



# APPROVE/DENY SUBMISSIONS

## 7 APPROVE

Approve or deny the application by clicking on the green “**Approve**” **7a** or red “**Deny**” **7b** button in the “Approval Status” column.

If all of the information reviewed in Step 5 is correct and complete, **APPROVE** the application.

If a student does not attend your school, **DENY** the application. A pop-up box will appear that asks you, “Why are you denying this submission?” You do not need to provide an explanation. Go ahead and click “Deny Submission.”

The screenshot shows a web interface for managing submissions. At the top, there are tabs for 'Submissions' (2 submissions), 'Partial Submissions' (0 submissions), and 'Charts'. Below the tabs, there are filters and actions: 'All Submissions', 'Create Custom filter', 'Import data', 'Sharing', 'Data Encryption Enabled ON', 'Approvers', and a search bar. A 'Filtered by: All Submissions' section is visible. Below that, there are options to 'Mark All As', 'Export All', and 'Delete All'. A table with 2 rows and 7 columns is shown. The columns are: 'Approval Status', 'Date Submitted', 'Student Name', 'School Name', 'Student ID Number', and 'Student Date of Birth'. The first row shows 'Approve' and 'Deny' buttons, '2020-06-30 16:42:13', 'Sasha E Tenenbaum', 'Berkeley High', '398592', and 'Apr 25, 2005'. The second row shows 'Approve' and 'Deny' buttons, '2020-06-30 16:41:09', 'Dana Rubin', 'Berkeley High', '12345', and 'Mar 03, 2007'. Callouts 7a and 7b point to the 'Approve' and 'Deny' buttons in the first row. At the bottom right, it says 'Rows per Page: 25' and 'Showing 1-2 out of 2'.

Approval Status	Date Submitted	Student Name	School Name	Student ID Number	Student Date of Birth
<b>Approve</b> <b>Deny</b>	2020-06-30 16:42:13	Sasha E Tenenbaum	Berkeley High	398592	Apr 25, 2005
<b>Approve</b> <b>Deny</b>	2020-06-30 16:41:09	Dana Rubin	Berkeley High	12345	Mar 03, 2007

## 8 VERIFICATIONS COMPLETE!

Once you approve an application, the approval status will include an orange dot and text that says, **Approved by Me**. If you deny an application, the approval status will include a red dot and text that says, **Denied**.

Approval Status
● Approved by Me
● Denied