**Frequently Asked Questions**

**Q:** How old must I be to attend The Goodwill Excel Center?
**A:** We accept students 18 - 50 years of age. Students in that age range with or without a GED are encouraged to apply.

**Q:** What county do I have to live in to be able to attend the Excel Center Austin Campuses?
**A:** Students must reside in Travis, Williamson, Hays, Bastrop, Burnet, Blanco, Fayette, Gonzales, Mason, Llano, Gillespie, Lee, Caldwell, DeWitt, or Lavaca County.

**Q:** What county do I have to live in to be able to attend the Excel Center Austin Virtual Campuses?
**A:** Students must live in the state of Texas.

**Q:** How do I apply?
**A:** Get started by visiting [bit.ly/GWExcelForm](http://bit.ly/GWExcelForm) and completing the enrollment interest form. An Excel representative will contact you to set up your school Skyward account and assist with completing the online enrollment application. After your application has been completed, it will be reviewed by the Excel team who will then notify you via email that your application has been approved. If you have any questions during the enrollment process, please contact one of our Student Experience Coaches:

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<thead>
<tr>
<th>American YouthWorks, South Austin, and Statewide School</th>
<th>Norwood Campus</th>
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<tbody>
<tr>
<td>Ashley Stephens</td>
<td>Carolina Ralston</td>
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<tr>
<td>512.682.9286</td>
<td>512.682.9149</td>
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<tr>
<td><a href="mailto:ashley.stephens@excelcenterhighschool.org">ashley.stephens@excelcenterhighschool.org</a></td>
<td><a href="mailto:carolina.ralston@excelcenterhighschool.org">carolina.ralston@excelcenterhighschool.org</a></td>
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**Q:** Can I apply in person by filling out the application?
**A:** No. Our application is online and can only be completed online. However, if you need access to a computer, we have computers available on campus for use.

**Q:** May I still apply even though school has already started?
**A:** Yes, students may apply at any time during the year and start at the beginning of any term (there are five terms in the school year). To be able to start at the next term, you must apply two weeks before the term’s start date.

**Q:** When will I receive notification of acceptance?
**A:** Once you complete your online enrollment application, you will be contacted by the Excel team to schedule New Student Orientation.
Q: When does each term begin?
A: A new term begins every 8 weeks. To view our school calendar, click [here](#).

Q: How long is each term?
A: Each school year has 5 terms that last approximately 8 weeks long.

Q: What is New Student Orientation?
A: Students residing in Austin and surrounding counties must attend orientation at one of our campuses. Orientation provides incoming students the opportunity to tour school facilities, meet teachers, life coaches, and staff members, complete online registration, and finalize scheduling of your first term. Students in our Statewide School will attend a virtual orientation on Google Meet. Orientation is mandatory before starting school.

Q: What do I need to bring to New Student Orientation?
A: Please bring your ID or birth certificate, social security card, two documents for proof of residence (utility bill or mortgage/lease agreement), and transcript. You do not have to provide documents if you submitted them on your application.

Q: What if I’m unable to get a copy of my transcript and/or identity documents?
A: Our staff will work with you to find the necessary documents and recreate your transcripts.

Q: Is New Student Orientation Mandatory?
A: Yes, all new students are required to attend orientation. Orientation provides important information for all new students to be adequately prepared for the first day of school.

Q: How much does it cost to attend The Goodwill Excel Center?
A: The Goodwill Excel Center is a [FREE](#) public charter school.

Q: Do I need a certain amount of credits to be eligible for enrollment?
A: No. Any individual who has completed the 8th grade may apply.

Q: Will my classes be online or virtual?
A: All new students residing in Travis County and surrounding counties must take in-person classes for their first term with us, even if you are a returning student. After your initial term, you may be eligible for virtual classes. For more info, click [here](#) or contact one of our Student Experience Coaches.

Q: How many credits do I need to graduate from the Excel Center?
A: We graduate students on the Texas Foundations Plan, which requires 22 credits. You can find more information [here](#).

Q: Will my credits transfer from previous high schools and out-of-state high schools?
A: Yes, although all credits may not transfer. It is highly encouraged to request your transcript from the last high school you attended before attending orientation.

Q: How can I go about retrieving my transcript from my last previous high school?
A: Contact your last previous high school via phone or email. Many schools offer the opportunity to submit a Transcript Request Form on their website.

Q: How can I get a sealed copy of my Excel Center transcript?
A: Fill out a transcript request form with our receptionist. A registrar will complete your request within two weeks, and you will receive a sealed copy.
Q: **What is the class size?**  
A: Classes range in size from 5 – 35 students. All classes are different and are based upon the individual needs of our students.

Q: **What are the hours of The Goodwill Excel Center?**  
A: Class schedules vary. Generally, The Goodwill Excel Center is open from 7:30AM – 9:25PM Monday – Thursday and 7:30 AM – 3:30 PM on Friday. The lobby office hours are Monday – Friday from 8AM – 4PM.

Q: **Are there accommodations for ESL students or students with disabilities?**  
A: Yes, our facility is fully ADA-compliant and accredited by CARF. Additionally, our staff includes a Director of Special Education and an ESL Teacher and is prepared to meet the many needs of our students. For more info, contact the Director of Special Programs at 512.531.5546.

Q: **How long will it take for me to graduate?**  
A: Each student’s plan is unique and based upon their credits and the year they entered 9th grade. Life Coaches and staff will work to ensure that all Texas graduation requirements are met.

Q: **Does the Excel Center provide transportation?**  
A: Yes, on a student’s first day of school, they are eligible to receive a 31-day bus pass from their Life Coach.

Q: **How many hours/days is a child able to stay in the childcare center?**  
A: The Exploration Center, our accredited childcare center at the Norwood Campus, is open during daytime classes from 8AM – 4PM. Children up to the age of 5 may attend. A separate online application must be submitted for each child enrolling. Space is limited. For more info, contact the Director of Family Services at 512.531.5504 or visit the Exploration Center page [here](#).

Q: **Will I be able to earn an industry certification as well as a high school diploma?**  
A: Yes, we provide the opportunity for all students to complete coursework at the Goodwill Career & Technical Academy (GCTA) that can lead to earning industry-recognized certifications. Life Coaches assist students with career pathway planning, and the option to earn certifications is available to all students.