

# Ravenna Integration

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As of July 12, 2021, this "Learn Veracross" site has been deprecated. It will remain live at least through October 1, 2021, but will no longer be updated. All knowledge content has moved to the new [Veracross Community](#). Please update your bookmarks.

[Here is the new version of this article in the Veracross Community.](#)

## Overview

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Ravenna Solutions is a third-party admissions processing service that handles everything from initial inquiry through final admission decision. It can be an attractive option for some schools because it uses a common application, allowing families to apply to multiple Ravenna schools with a single application. Veracross integration with Ravenna pulls data nightly into your school's Veracross database, meaning that all admissions information about those admission candidates is available in Veracross. Having that information in Veracross allows for running all necessary admissions reports and can provide families with a smooth transition to Veracross' Online Enrollment module.



The integration currently syncs data from three years: the current school year, the next school year, and the year after the next school year.

## Integration Process

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A full Ravenna account is required to get the API token, which is what Veracross needs to receive information from Ravenna. Demographic data (people, households, and relationships), inquiry records, application records, application checklist items and completion statuses, and admissions decisions are all brought into Veracross from Ravenna via nightly scripts. This nightly sync both inserts new information into Veracross if it was entered into Ravenna's system and also updates data that existed in both systems but was changed in Ravenna during the day. Some fields on the admission candidate record are ONLY populated upon initial record creation (see below).

Note that Ravenna integration involves an annual remapping because Ravenna changes its Step IDs, which correspond to Veracross checklist items.

For pricing and configuration, talk to your Veracross Account Manager.

## Mapping

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## Household Mapping

Veracross will insert new household records into the database from Ravenna unless it finds an existing household record using the following criteria:

- The Veracross household Legacy ID field matches the Ravenna household ID
- The Data Source is set to “Ravenna: Household”

The mapping checks against both normal household records and records that were previously merged. If it does not find a match, a new household record is created. Some fields on the household record are synced ONLY upon initial record creation. Those fields include:

- Household Name
- Address 1
- Address 2
- City
- State
- Postal Code
- Country
- Phone

## Admission Candidate Mapping

Veracross will insert new admission candidate (child) records into the database from Ravenna, unless it finds an existing person record using the following criteria:

- An existing Veracross Legacy ID field matches the Ravenna ID
- An existing Veracross person record exists where the Legacy ID is the Ravenna ID
- The Data Source is set to either “Third Party: Ravenna” or “Ravenna: Applicant”

Alternatively, it checks for cases where the first name, last name, and date of birth match data flowing from Ravenna, where the person’s role is Applicant, Prospect, or Admission Lead. As with households, the mapping checks against both normal person records and records that were previously merged. If it does not find a match, a new person record is created. Some fields on the admission candidate record are ONLY populated upon initial record creation; they are not synced from Ravenna to Veracross after initial record creation. Those fields include:

- First Name
- Middle Name
- Last Name
- Preferred Name
- Date of Birth

- Gender
- Current Grade
- Year Applying For
- Grade Applying For
- Resident Status Applying For
- Legacy Details
- International
- Ethnicity

## Parent Mapping

Veracross will insert new parent records into the database from Ravenna unless an existing person record is found using the following criteria:

- The person's Veracross Legacy ID matches the Ravenna ID
- The Data Source is "Ravenna Parent [1/2]"

As with households and admission candidates, the mapping checks against both normal person records and records that were previously merged. If no matching record is found, the system creates a new person record. Some fields on the parent records are synced **ONLY** upon initial record creation.

Those fields include:

- Name Prefix
- First Name
- Middle Name
- Last Name
- Name Suffix
- Preferred Name
- Email 1
- Mobile Phone
- Work Phone
- Employer
- Occupation
- Job Title

## Parent Relationship Mapping

Relationship records between the parents and the admission candidates are created based on the relationship defined in Ravenna's data. If the relationship does not match a standard Veracross relationship, the relationship defaults to "Other."

## Sibling Mapping

Veracross will insert new sibling records into the database from Ravenna unless an existing person record is found using the following criteria:

- The person's Veracross Legacy ID matches the Ravenna ID
- The Data Source is "Ravenna Sibling"

As with households, admission candidates, and parents, the mapping checks against both normal person records and records that were previously merged. If no matching record is found, the system creates a new person record. Some fields on the sibling records are synced **ONLY** upon initial record creation. Those fields include:

- Name Prefix
- First Name
- Middle Name
- Last Name
- Name Suffix
- Preferred Name
- Date of Birth
- Current Grade (migrated as notes)

## Sibling Relationship Mapping

Relationship records between the siblings and the admission candidates are created based on the relationship defined in Ravenna's data (either brother or sister). If the relationship does not match a standard Veracross relationship, the relationship defaults to "Unspecified Relative."

## Admission Candidate Current School Mapping

Veracross will create a new organization membership record in the database for the admission candidate's current school unless an existing organization membership record is present. The system uses the following criteria to identify an existing record:

- The Veracross Legacy ID is either "Ravenna's Current School ID" or the "Ravenna ID"
- The Data Source is either "Ravenna: Current Schools" or "Ravenna: Current Schools (Other)"

As with other records, the mapping checks against both normal organization records and records that were previously merged. If no matching record is found, the system creates a new organization membership record. Some fields on the organization and organization membership records are synced **ONLY** upon initial record creation. Those fields include:

- Organization Name (on organization record)
- Relationship (on organization membership record)

## Other Admission Record Mapping

The system also syncs data on the following tables and/or fields:

- Admission History Records
- Inquiry Records
- Application Records
- Admission Checklist Items
- Application Status/Admissions Decision (both of these concepts are tracked in the same field in Veracross)
- Enrollment Decision

Admission History records give schools the ability to have individual records for each year a candidate applied. These records also provide tools for changing various fields on the Veracross admission portal, including admissions decision letters. With mapped Ravenna data, Admission History records will be created with the following fields:

- Year Applying For
- Grade Applying For
- Resident Status Applying For
- Admission Source (set to “Ravenna”)

Inquiry records are records of a candidate’s initial contact with the school. The Ravenna mapping will generate an inquiry record in Veracross for the candidate if one does not already exist.

Once the candidate fills out an application record in Ravenna and Ravenna’s *application\_status* value for that application is either Applied, Complete, or Forms Complete, a corresponding application record will be created in Veracross with the status of “Pending Review.”

As the candidate completes Ravenna Steps, if these steps have been mapped to Veracross Admissions Checklist items, then the corresponding checklist item will be updated using the following logic:

- Add Notes from the Ravenna Step, if they were added in Ravenna
- Update the Completion Status and Date Completed if the Step is completed in Ravenna
- Unrequire Veracross checklist items and add notes if the Step status is listed as “Waived”

If the Ravenna application indicates that the candidate is requesting Financial Aid, Veracross will set the Requesting Financial Aid field to Yes.

Eventually, the candidate's application will have a status of Complete in Ravenna. At that time, Veracross Application Status/Admissions Decision will be set based on the following logic:

- If a school-defined application status mapping exists for the *Ravennadecision* field, and a Ravenna *decision* has been chosen, set the Veracross application status according to that mapping.
- If there is no school-defined status mapping for the *decision* field, or a *decision* has not yet been selected the following will occur:
  - When the Ravenna *internal\_status* is set to Not Ready, set the Veracross application status to Not Ready for Review.
  - When the Ravenna *internal\_status* is either Decisions or Reading, set the Veracross application status to In Process.
  - If none of those statuses match, set the Veracross application status to N/A
  - If the Ravenna status changes to Withdrawn, change the Veracross application status to Withdrawn.

Schools may also receive/track some or all of accepted or waitlisted candidates enrollment decisions in Ravenna. This decision will be mapped to the Veracross Enrollment Decision field according to the following logic. If the Ravenna *application\_status* is Complete and the Veracross Enrollment Decision has not already been set, update the Veracross Enrollment Decision based on the intersection of the Ravenna *decision\_response* and the Veracross application status category:

- If the Veracross category is Accepted and the *Ravennadecision\_response* is Yes, change the Veracross Enrollment Decision to Accepted Offer.
- If the Veracross Category is Accepted and the *Ravennadecision\_response* is No, change the Veracross Enrollment Decision to Declined Offer.
- If the Veracross Category is Waitlist and the *Ravennadecision\_response* is Yes, change the Veracross Enrollment Decision to Waitlist Accept.
- If the Veracross Category is Waitlist and the *Ravennadecision\_response* is No, change the Veracross Enrollment Decision to Waitlist Decline.

## Role Mapping

Veracross will update the candidate's role from Prospect to Applicant once an application record exists. In addition, the candidate's role will change from Prospect to Prospect – Cold if the Ravenna status is Withdrawn AND no application has been created. Lastly, parents of the candidate will have their roles changed in tandem with the candidate role changes.

## Profile Code Mapping

Veracross will create profile codes for a number of values from Ravenna that are tied to the candidate based on a true value. Please note that the profile codes will not be removed if the value changes to false in Ravenna. Profile codes that may be added include the following:

- Is Board
- Is Faculty
- Is International
- Is Legacy
- Is Matriculating

## Data Sync Log

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Veracross will insert a record to the Admission History Log table every time the sync is run for an admissions candidate. This record will have an event type of “Ravenna Sync,” and the system will store the raw information received from the Ravenna API on the log record in the Formatted Data field.

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