

# **Frequently Asked Questions for Attendance Office**

## **ATTENDANCE OFFICE**

### **Absences and Sick Notes**

**A. My student was marked absent by the teacher/sub, but my student was in class.**

**What should I do?**

- a. Advise your student to speak to their teacher. If that fails, email your student's teacher. The Attendance Office cannot make changes to attendance without a teacher completing an Attendance Correction form.

**B. My student was out for a school related event, and their teacher marked them absent. Do I need to call the attendance office to let them know?**

- a. No, once we receive the School Function form from the sponsor of the event, we will correct the student's attendance.

**C. My student had a medical appointment. Do I need to get a note from the visit? a.**

Yes. Handwritten notes and verbal statements for doctor's visits are not accepted by the Attendance Office.

- b. A Healthcare Provider Note must be provided to properly excuse the absent.

**D. Where do I turn in a sick note?**

- a. Sick notes should be submitted to the Attendance Office via:

- i. Email [Vangomez@dallasisd.org](mailto:Vangomez@dallasisd.org)
- ii. Fax (972) 925 -1501
- iii. In Person: Attendance Office

1. Please follow the instructions in the Attendance Office

**E. Do I need to call the campus to inform them my student will be out for the day?**

- a. No, please email the attendance office on the date the student returns so that all days missed are included in the same email with the reason

[Vangomez@dallasisd.org](mailto:Vangomez@dallasisd.org).

- b. PLEASE DO NOT SUBMIT MULTIPLE EXCUSE NOTE FOR THE SAME ABSENT

**F. My student attends Career Institute and was out sick or for an appointment. Do I need to send a note to that campus as well?**

- a. Yes, please email your note to [vangomez@dallasisd.org](mailto:vangomez@dallasisd.org) and (972)-502-7000 [dlaswell@dallasisd.org](mailto:dlaswell@dallasisd.org) (ONLY FOR STUDENTS WHO ATTEND CAREER

INSTITUTE)

### **Enrollment and Official Records**

**A. Am I required to re-enroll my student every year?**

- a. Yes. Follow this link to complete enrollment for each school year.

<https://choose.dallasisd.org/login>

**B. How do I speak to my student's registrar?**

- a. The registrar is available to speak with parents/guardians in person by appointment only. Please call (972) 925 -1508 to make an appointment.

**C. How can I edit my student's emergency contact/pick-up list?**

- a. Must come in person to complete and bring parent ID.

**D. I need an official document for my student, like a VOE, transcript, etc. Where can I get these documents?**

- a. Records must be requested online or by email [MMireles@dallasisd.org](mailto:MMireles@dallasisd.org) in the Attendance Office. This process may take from 24hrs to 48hrs to complete. Please keep this turnaround time in mind when requesting records.

**Student Release**

- A. Students are expected to stay at school from the time they arrive until the end of the school day at 4:30 PM.
- B. If a student has to leave early, a parent/guardian must come to the main entrance and sign out at the Attendance Office, present the proper identification, and check the student out of school.
- a. Pickup Times
- i. 10:00 AM - 3:45 PM
- ii. If your student has an appointment or needs to leave early be sure to arrive before 3:45 PM, pickups after 3:45 PM will have to wait till the school Bell Rings at 4:30 PM.
- C. If you designate a person to pick up your child, the designer must present a picture ID and must be listed on your child's contact information.

**Leaving Campus**

**A. If my student drives, are they able to leave campus for a doctor's appointment?**

- a. Under 18: No, if the student is under the age of 18 the parent MUST sign the student out in person.
- b. 18 and over: Please send an email to [vangomez@dallasisd.org](mailto:vangomez@dallasisd.org)

**i. Pickup Information:**

1. Parent ID
  2. Student Name
  3. Student ID
  4. Grade
  5. Reason for early release
  6. Time the student needs to be release
- c. Please send request before 10:00 AM day of the Appointment

**GRADES**

**A. Who do I speak with regarding a failing grade?**

- a. You should contact the student's teacher or the student's counselor.

**B. How can I contact my student's teacher?**

**C. I emailed my student's teacher and they haven't responded in over a week? a.**

When you send an email to a teacher, always copy your student's Assistant Principal on the email to ensure timely communication.

**D. Who is my student's Assistant Principal?**

- a. Follow the link and click on the pictures for information on Assistant Principals.

<https://www.dallasisd.org/Page/7316>

- b.
- **Veronica Leal**  
9th grade Assistant Principal  
[Vleal@dallasisd.org](mailto:Vleal@dallasisd.org)
  - **Rodney Withaker**  
10th Grade Assistant Principal  
[Rowhitaker@dallasisd.org](mailto:Rowhitaker@dallasisd.org)
  - **Isaiah Jay Carter**  
11th & 12th grade Assistant Principal  
[iscarter@dallasisd.org](mailto:iscarter@dallasisd.org)
  - **Ryan Davenport**  
P-TECH Assistant Principal  
[rdavenport@dallaasisd.org](mailto:rdavenport@dallaasisd.org)

## **COUNSELING OFFICE**

### **A. Who do I contact to change my student's schedule?**

- a. School counselors are in charge of student schedules. Please contact the student's counselor at (972) 925-1524 to make an appointment.

Contact Ms. Ferguson [bascott@dallas.org](mailto:bascott@dallas.org) (972) 925 -1524

### **B. How many credits do I have?**

- a. School counselors are in charge of class credits. Please contact the student's counselor at (972) 925- 1524 to make an appointment.

### **C. What is my class rank?**

- a. School counselors are in charge of class rank. Please contact the Counseling Office at (972) 925-1524 to make an appointment.

## **NURSE**

### **COVID-19 Isolation & Quarantine**

#### **a. How do I report that my student tested positive for Covid?**

- i. Report to the school nurse at [emgeeslin@dallasisd.org](mailto:emgeeslin@dallasisd.org) (972) 925-1526 or (972) 925 -1594.
- ii. After completing the form, the school nurse will contact you about a return-to-school date.

#### **b. My student was exposed to Covid. Do they need to stay home from school?**

- I. Call the nurses office to report a student exposure to Covid to the school nurse.  
(972) 925-1526
- ii. After completing the form, the school nurse will contact you with a

return-to-school date.

**c. Will my student have excused absences for missing school due to Covid? i.**

Absences due to Covid are not counted against students. Please ensure you have completed the Covid Report Form (linked above) to have your student's absences excused for quarantine/isolation.

**TECHNICAL ASSISTANCE**

**A. Computer**

**a. How do I get a computer?**

i. Please email Ms.Muskin (972) 925-1558 or email [mmuskin@dallasisd.org](mailto:mmuskin@dallasisd.org)

**b. My student can't access their computer. Who do I contact about technical issues?**

i. Can get in contact calling (972) 925-5630

**c. I can't get into my parent portal. Who do I contact about parent portal issues?**

i. Call the attendance office and they can reset your password or provide you with assistance (972) 925-1542.

li.can get in touch with Ms.De Paz (Parent Instructor) (972) 925-1511

[jmdepaz@dallasisd.org](mailto:jmdepaz@dallasisd.org)