

Service Records FAQs

1. Will someone in Human Resources contact my previous employers for my service records?

No. It is your responsibility to contact your previous employers to either send us your service record, or for you to send them a form to have filled out for your experience.

2. How can I send my service record to you?

You may hand deliver them to the JISD Administration building or mail them to the following:

*Human Resources, Attn: Heather Pannill
Joshua ISD
310 E. 18th Street
Joshua, TX 76058*

Please note: Districts with electronic file cabinets may email digital service records directly to pannihh@joshuisd.org at Joshua ISD. A service record with a digital signature is only valid for the intended recipient as recorded on the service record. A digital version that includes information from previous employing districts is acceptable if the most recent school district is the designated recipient of the information from the previous districts. The digital service record will not be official if the recipient is the educator; however, upon request the district will provide a copy to the educator in accordance with the TEC, §21.4031(b).

3. Do I need to contact each of my previous schools for a service record?

Yes. We will need original service records from each school district. However, your current district should already have these on file, but please check with them first.

4. I worked at a charter school and it has closed, how do I obtain my service record?

If the charter school was not taken over by another charter or school district, then you will need to contact the [Region 13 Educational Service Center](#) and use their Programs & Services option to submit a Charter School Records Request.

5. If my service my service record is not turned in before the first payroll is processed, will I get back pay once I turn in my service record.

Yes. You will be paid on a step '0' until your service records are received and verified. Once your service records are verified, you will receive the correct salary based on years of experience on your following paycheck.

6. My service record shows '0' for my first year of service even though I have completed that first year. Why isn't it changed to a '1'?

The service record reflects the service that you begin the year with. The next year will reflect that you begin that year with 1 year of completed service.

7. Who do I contact if I believe there is an error on my service record?

You must contact the district you believe made the error.

8. How can I find out how many years of service I have towards retirement?

You must contact the [Teacher Retirement System of Texas](#) for information about retirement.