



Frequently Asked Questions for Main 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?**
- Advise your student to speak to their teacher. If that fails, email your student's teacher. The Main 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 Main Office to let them know?**
- 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?**
- Yes. Handwritten notes and verbal statements for Doctor's Visits are not accepted by the Main Office.
 - A Healthcare Provider Note must be provided to properly excuse the absent.
- D. Where do I turn in a sick note?**
- Sick notes should be submitted to the Main Office via:
 - Fax (972) 502-4401
 - Email: woodrowattendance@dallasisd.org
 - In Person: Main Office
 - Please follow the instructions in the Main Office
- E. Do I need to call the campus to inform them my student will be out for the day?**
- No, Please send a note with your student when they return to campus
 - 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?**
- Yes, please email your note to Mr. Turner poturner@dallasisd.org (ONLY FOR STUDENTS WHO ATTEND CAREER INSTITUTE)

College Visit Absences

- A. Juniors and Seniors - Get two College Visits per School Year.**
- You get one day for traveling and one day for the visit. We will need a note for both dates.
 - Must be on a College Letterhead with Student Name and Date
- B. If you need the day for traveling, your parents can put that in the email when they send the email to woodrowattendance@dallasisd.org with the college letter. If you have flight tickets or other evidence of travel, please share those as well.**

Enrollment and Official Records

- A. Am I required to re-enroll my student every year?**
- 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?**
- The registrar is available to speak with parents/guardians in person by Appointment Only. Please call (972)-502-4409 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.
- b. By email A - L Ramos juramos@dallasisd.org or M - Z Torres ashletorres@dallasisd.org

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 the QR Code outside the Main Office. This process may take up to 5 - 7 business days to complete. Please keep this turnaround time in mind when requesting records. Follow the link to request records: <https://forms.gle/PaD6VTmswm3DxMiq7>

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 Main 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.
 - a. Please send an email to juramos@dallasisd.org and ashletorres@dallasisd.org to give gives permission to release your student Designate Person

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. Seniors: 18 and over: Please send an email to Mr. Wood swood@dallasisd.org, Mrs. Torres ashletorres@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

Attendance For Credit (AFC)

- A. **Who do I speak to about AFC (Attendance for Credit)?**
 - a. Please call (972) 502-4409 to get more information on AFC.
- B. **Does my student owe hours for AFC?**
 - a. If you're unsure whether your student owes hours for AFC, please check our website or the AFC Remind, where we've posted a link to a document listing student ID numbers along with the classes and corresponding hours owed.
 - b. If your student is not on the list, they do not owe any hours for AFC at the time. We encourage you and the student to continue to check WEEKLY! As updates are made weekly.



- c. If your student owes hours, they should plan to attend AFC sessions until their hours are completed.
- C. I was not aware that my student owed hours for AFC and there are not enough sessions left. What should I do?**
 - a. Students are called down to the Main Office periodically and given an official information sheet on AFC. Students are made aware of their AFC requirement and parents should speak with their students regarding hours owed.
- D. My student did not make up all of their hours for Spring 2026. What should I do?**
Speak to your student counselor
- E. When will Semester 1 (Fall 2026) AFC start?TBD**

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?**
 - a. Follow the link to PowerSchool. This is where you can find your student's teachers and counselor. <https://www.dallasisd.org/domain/27179>
- 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/domain/27177>

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) 502-4419 to make an appointment.
- B. How many credits do I have?**
 - a. School counselors are in charge of class credits. Please contact the student's counselor at (972) 502-4419 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) 502-4419 to make an appointment.

TECHNICAL ASSISTANCE

- A. Computer**
 - a. **How do I get a computer?**
 - i. Please email Ms. Henry at: doheny@dallasisd.org
 - b. **My student can't access their computer. Who do I contact about technical issues?**
 - i. Link: <https://disd.service-now.com/sp?id=index> or call (972) 925-5630
 - c. **I can't get into my parent portal. Who do I contact about parent portal issues?**
 - i. Call the Main Office and they can reset your password or provide you with assistance (972) 502-4409.