

Reopening Schools: NEW Student Registration Options and Protocol

Updated: 08/6/20

As we prepare to begin another school year, this doc is our guidance for how to assist our families with **NEW to AISD** student registration and being mindful of various inequities across our population with regards to how families can complete this process for registering their children. Therefore, we are offering several options in our efforts to support families with this task. The goal is to make the experience positive and welcoming to our families by providing consistent messaging and service across all campuses. A [banner](#) for 'curbside' assistance has been placed at each campus to facilitate interactions between families and the campus.

The table at the end of this document shows the number of **NEW to AISD** students that were registered the 1st week of school in the 2019-2020 school year. If your campus allowed families to perform online registration at your campus, then you need to see the total number of students to obtain your guesstimate on the number of families that might try to 'in-person' appear at your campus that week. Since families will not be allowed to enter the campus, these protocols should be followed to ensure that your campus and families remain safe.

Key dates:

- June 30-August 20:✓ Registration packets can be mailed by contacting support at 414-9187
- July 13:✓ Banners 48" x 96" ordered for campuses in English & Spanish
Principal Weekly to campus administrators detailing plan for registration
Principal Weekly for campuses to designate 'owner' of the Let's Talk campus app
- July 16:✓ Campus clerks learn about the plan info via 'Breakfast with Brenda' ZOOM meeting.
CARES sends campus numbers for banners to Holly.
Resting Building Initiative lifted by M Segura. **Employees eligible to Work on campuses** per guidance and following protocols.
- July 20-23:✓ Let's Talk configured and set up by CARES team for campus access, including messaging for families.
- July 23:✓ Communications begin advertising event and options
CARES Department will provide training and text-based consistent communication practices to ensure equitable and exceptional experiences via ZOOM for elementary campus front office staff
"Helping you to feel happy while keeping you healthy!"
Registration training provided to front office staff by Student Data Management (SDM)
- July 27-28:✓ CARES Department will provide training and text-based consistent communication practices to ensure equitable and exceptional experiences via ZOOM for secondary campus front office staff
- July 23rd-August 3:✓ Banners installed at campuses
- August 3-6:✓ In-Person registration event at each AISD campus
- August 10 and later: Campuses should continue to use this curbside method to continue

registration and to perform transactions with families as needed.

Mailed Packets

- Packets can be mailed (**up until August 20th**) by request when calling 512-414-9187 or emailing registration@austinisd.org and processed per procedures established at: <https://docs.google.com/document/d/1u3k1XSCHdfOm5eL2hj3Gd-f8ijFrAkyMxKEQlqvb2Zw/edit#heading=h.v975jzgkzoyw>
- Supporting documentation mailed to campus or emailed to registration@austinisd.org.

In Person Registration

Official Registration Days (August 3, 4, 5 & 6)

Dedicated registration (packet pickup) days designated by the district for families to physically travel to the campus to obtain and return a registration packet, to deliver documentation, and for the campus to make copies of necessary paperwork. The intent of this process is for NEW student registration, although returning students' families may also appear to deliver documentation for changes such as custody orders, address, etc. that may need to be collected. At this time, families are NOT allowed entrance into the buildings.

AISD Communications will help with messaging of this event

- Hours will be 9-11am and 1-3pm each day.
- Families should stay home if not healthy
- Include documents to bring
- Campuses to assist with communication
- Families expected to wear a mask and remain in their vehicle at all times

Packet Contents

- Disposable ink pen
- [Cover letter](#)
- [Registration forms](#) (listed below).
 - SR290A - Student Registration and Data Verification Form, 2 pages
 - SR290B - Student Registration Permissions and Approval Form, 2 pages
 - Student Health History (and Summary of Health Services), 3 pages
 - AISD Telemedicine Form, 9 pages
 - TB Questionnaire, 1 page
 - Austin ISD Income Verification Form, 1 page
 - Student Residency Questionnaire, 1 page
 - Employment Survey, 1 page
 - Human Sexuality Letter, 2 pages
 - FERPA Notice, 1 page
 - Meal Application (not available until mid/late July)
 - If PK: PK application, 1 page
 - Home language Survey, 1 page
 - Family Reopening Survey, 1 page
- Other desired 'campus specific' information

Curbside Registration Process (including 1st day of school)

Families arriving at the campus requesting to register their child for school should be processed in the manner listed below.

- All campuses will have gloves, masks, and sanitizing wipes on site starting mid-to late July. Campus personnel can request PPE from their head custodian.
- Campus should have packets (both English and Spanish) ready to hand out to families (including a disposable pen).
- Campuses may use our AISD print shop to pre-print these packets if needed by contacting [Jeffrey Rodriguez](#) and making appropriate arrangements.
- All communication should be digital (or phone) and **not face-to-face** (see Let's Talk below)
- Continued messaging is for family to complete either:
 - online registration from home (if possible)
 - or-
 - Paper packet
- In-person families will fall into one of the following groups:
 - Need to pickup and or return a registration packet
 - Need to turn in documentation ONLY [including paperwork completed before arriving, online registration already completed before arriving, or documentation required for proof of eligibility].
- Suggested options for the curbside process at the campus when delivering packets or retrieving documentation are below. Feel free to develop the process that works best for your campus personnel and logistics.
 - If passenger side is empty, pass documentation through passenger window
 - Pass documentation to family by placing documentation in a basket or box (similar to Chick Fil A drive through)
 - Have a table (next to/or on curb) where family can retrieve or place documents on when they drive by the facility.
 - Ask family to open the trunk and place/retrieve documentation in/from the trunk of the vehicle
 - Place a dropbox where families can deposit documentation (which may mean it is retrieved by campus, copies made, and then parent notified to retrieve it from table/trunk/vehicle once copies are made)
 - Place a table next to the pickup/drop-off line and stand across the table - requiring the family to reach out the window to retrieve it - thus distancing you more from the vehicle.
 - Place a table outside with one clearly labeled English and one clearly labeled Spanish packet on it. When family notifies you they have arrived to obtain one, direct them (via text) to drive to that table and retrieve the appropriate packet. When the family has left, replace the language version they have retrieved from the table.

Walk Up service for families physically at the campus who are unable to text, arrive without being in vehicle to occupy a registration spot, and/or unable to online register

- Campuses with availability to perform this ‘walk up’ service are allowed to advertise and provide this service during the August 3-6 registration days.
- Expectation is for this service to be provided during the 1st week of school at all campuses.
- Campus signage should be made and visibly posted for families to know where to stand or where to go without having to have much human interaction and should indicate for families to stand a minimum of 6’ apart and in line outside the facility. Campus signage should also include an option to online register from the family home.
- Find a campus location (outside of a building) where *up to 3 families* can congregate (social distancing) to fill out registration forms. Then a route should be planned to reduce the chance for additional human contact while families are walking to and from this location.
 - Tables with minimal chairs should be set up for each of the families. Tables and chairs should be cleaned after each family exits the worksite.
 - Cleaning supplies should be available
 - Packet (English or Spanish) should be distributed to the family (including a disposable pen).
 - Upon completion of the paperwork:
 - Families should return paperwork to the campus representative.
 - Families should wait outside until copies are made, originals returned, and confirmed complete.
 - August 18 and later, families of students in grades 3 and below should remain at site (outside) and separated from others to the greatest extent possible until the student has been entered into the system and scheduled into a homeroom.
 - August 18 and later, families of students in grades 4 and higher should be requested to wait outside once documents are received, copies made, originals returned, and confirmed complete.
 - A campus representative should admit the next family to the workstation once it has been cleaned.

Families that need to complete registration and wish to register online at a campus:

- Notify family that online registration is not available at the campus but can be performed wherever the family can access a computer with internet access.
- Families can complete the packet at the campus or at home and return in-person following procedures listed in this document.

Let's Talk

- Will be the platform to allow on-site communication with families regarding the need to pick up packets or drop off documentation.
- Texts from families are sent to this software for campus clerks to respond. Additional individuals from the campus may also assist with this digital correspondence as needed. Contact [Darla Caughey](#) for training.
- Banners placed at campuses will reflect the phone number for families to text for curbside assistance.
- Correspondence between the family and campus personnel regarding registration should be entered into this system to assist with effective communication, speedy customer service, logging requests and responses, and to assist with the safety and security of all when conversing about student registrations.
- Once the family contacts the campus (via text), the campus person ([following safety protocols](#)) should respond to fulfill the request (documentation and or packet exchange).
- If a family needs a packet, the family messaging is to complete the paperwork, repeat the text option described in this section, and return the packet and or documentation once complete.
- Inform family to wait (social distancing) until copies have been made/scanned.
- A campus representative should retrieve packets/documentation, quickly scan/copy documentation, and return originals to parent/guardian.
- [Campus new text numbers](#)

Total Registrants 1st Week of 2019-2020 School Year

These totals below should be used to gauge the estimated number of students whose families might attempt to enroll during the first week of school.

LOC_NAME	TOTAL	ONLINEREG	ON SITE REG
Austin ISD Child Dev Ctr	311	15	296
Akins High	48	32	16
Allison Elementary	67	8	59
Anderson High	80	77	3
Andrews Elementary	71	17	54
Austin High	78	56	22
Austin State Hospital	11	0	11
Bailey Middle	33	26	7
Baldwin Elementary	144	135	9
Baranoff Elementary	207	204	3
Barrington Elementary	88	38	50
Barton Hills Elementary	62	62	0
Becker Elementary	82	74	8
Bedichek Middle	23	19	4
Blackshear Elementary	82	52	30
Blanton Elementary	128	97	31
Blazier Elementary	107	81	26
Boone Elementary	109	85	24
Bowie High	91	74	17
Brentwood Elementary	137	131	6
Brooke Elementary	37	12	25
Brown Elementary	45	16	29

Bryker Woods Elementary	71	56	15
Burnet Middle	59	12	47
Campbell Elementary	29	26	3
Casey Elementary	84	54	30
Casis Elementary	143	130	13
Child Care Centers	12	0	12
Clayton Elementary	125	124	1
Cook Elementary	87	43	44
Covington Middle	50	37	13
Cowan Elementary	122	99	23
Crockett High	27	11	16
Cunningham Elementary	81	76	5
Davis Elementary	171	166	5
Dawson Elementary	54	26	28
Dobie Middle	28	2	26
Doss Elementary	182	181	1
Eastside Memorial HS at Johnston	10	1	9
Galindo Elementary	82	34	48
Garcia YMLA	20	3	17
Gorzycki Middle	30	25	5
Govalle Elementary	41	8	33
Graham Elementary	78	72	6
Guerrero-Thompson Elem	128	23	105
Gullett Elementary	107	76	31
H. T.	1	0	1
Harris Elementary	87	24	63

Hart Elementary	88	87	1
Highland Park Elementary	123	122	1
Hill Elementary	183	176	7
Houston Elementary	78	29	49
International High	90	90	0
JJAEP (Juvenile Justice Educ Pro	1	0	1
Jordan Elementary	113	16	97
Joslin Elementary	47	43	4
Kealing Middle	41	38	3
Kiker Elementary	217	212	5
Kocurek Elementary	122	100	22
Lamar Middle	66	58	8
Langford Elementary	68	11	57
LASA High	26	26	0
LBJ High	21	2	19
Lee Elementary	87	80	7
Linder Elementary	49	13	36
Lively Middle	43	39	4
Mainspring Schools	18	1	17
Maplewood Elementary	108	64	44
Martin Middle	16	3	13
Mathews Elementary	78	70	8
McBee Elementary	63	27	36
McCallum High	65	53	12
Menchaca Elementary	136	69	67
Mendez Middle	14	2	12

Metz Elementary	34	25	9
Mills Elementary	159	124	35
Murchison Middle	47	38	9
Navarro High	44	42	2
Norman Elementary	13	6	7
Northeast High	22	7	15
O. Henry Middle	28	21	7
Oak Hill Elementary	158	158	0
Oak Springs Elementary	31	23	8
Odom Elementary	66	59	7
Ortega Elementary	54	9	45
Overton Elementary	89	3	86
Padron Elementary	126	13	113
Palm Elementary	57	13	44
Paredes Middle	26	22	4
Patton Elementary	157	139	18
Pease Elementary	38	32	6
Pecan Springs Elementary	58	13	45
Perez Elementary	78	28	50
Phoenix Academy	14	0	14
Pickle Elementary	100	52	48
Pillow Elementary	112	35	77
Pleasant Hill Elementary	68	22	46
Reilly Elementary	66	53	13
Richards Sch Young Women Leaders	8	6	2
Ridgetop Elementary	62	61	1

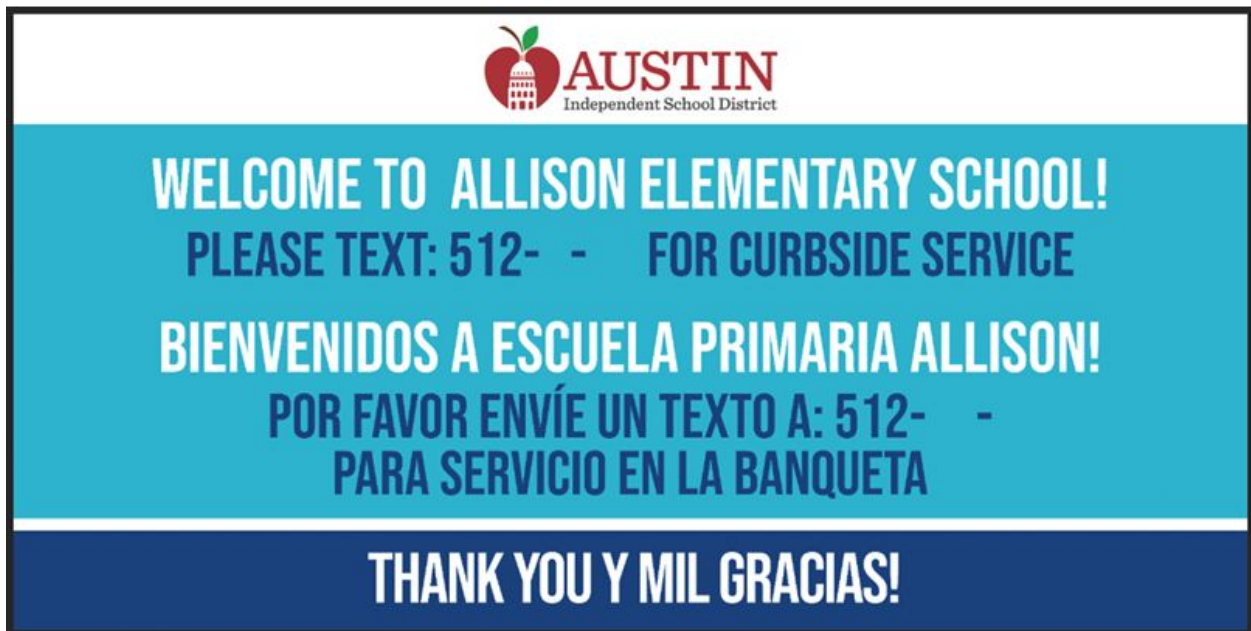
Rodriguez Elementary	87	34	53
Rosedale	7	0	7
Sadler Means YWLA	11	3	8
Sanchez Elementary	55	11	44
Sims Elementary	33	23	10
Small Middle	38	31	7
St Elmo Elementary	70	57	13
Summitt Elementary	145	129	16
Sunset Valley Elementary	101	92	9
Travis County Day School	1	0	1
Travis County Juvenile Deten Ctr	4	0	4
Travis Heights Elementary	89	46	43
Travis High	31	8	23
Uphaus Early Childhood Ctr	178	33	145
Walnut Creek Elementary	94	49	45
Webb Middle	26	2	24
Webb Primary Center	33	5	28
Widen Elementary	73	7	66
Williams Elementary	65	57	8
Winn Elementary	32	5	27
Wooldridge Elementary	102	33	69
Wooten Elementary	81	16	65
Zavala Elementary	23	9	14
Zilker Elementary	86	78	8

Collaborators:

- Alexandra Copeland (Health)
- Brenda Richmond (MIS)
- Darien Clary (Sustainability)
- Darla Caughey (CARES)
- Holly Day (Construction Mgmt)
- James Alexander (CARES)
- Keya Wallace (Health)
- Leslie Vela (Operations)
- Linda Coronado (Service Center/Housekeeping)
- Michelle Bynum (SDM)
- Richard Hamett (Planning)
- Tiffany Knudtson (Communications)

Also coordinated with Lisa Bush, Monica Gonzalez, Salimah Shamsuddin (Refugee Support), Mary Alvarez

Banner



<https://docs.google.com/document/d/1rdUE1SmvztVJZxtKk-x1t5OswzjqhbEGAJNjJABA2NA/edit?usp=sharing>