



Boerne ISD Enrollment & Registration Frequently Asked Questions

Q: What is Skyward

A: BISD uses the Skyward application as its school management software. Parents and guardians create a Skyward account and can access information for each of their students using their Skyward account. That includes checking student grades, attendance, cafeteria funds, and other important school-related information. Creating a Skyward account and enrolling your student is the first step to having access to their information using this management tool.

Q: What do I need before I begin?

A: **All new students, including Pre-k and Kindergarten....** New students need Parent/Guardian Photo ID (with current physical address), Documentation of Child's Date of Birth (Birth Certificate, Passport, Hospital Certificate, Adoption Records, Military ID), student's Social Security Card, Immunization Records, current Proof of Residency, and last attended school information. **(Sample picture of tile below)**



A: **Returning students....**Parents will login to their *current Skyward Family Access* account and locate the new tiles for 2020-21 student registration to complete the process. **(Sample picture of tile below)**



Q: Why do I need to go through the enrollment process for a returning student?

A: To verify student information already present in Skyward is accurate and to be made aware of updated policies and procedures in the district. **Student schedules cannot be generated until this is complete.**

Q: What is the timeline for online registration?

A: 2020 school year Online Registration opened March 2020. Returning families are encouraged to complete online registration as soon as possible. Online registration for new families is open and accessible throughout the school year.

Q: How do I know if my student qualifies for Pre-K?

The Texas Education Agency established qualifying factors for PreK: [General Prekindergarten FAQ](#)
Once eligibility has been confirmed by your student’s campus, online registration will need to be completed and required documents provided. Due to varying aspects of this program not all students attend pre-k at their home zoned campus.

Q: When I register my student at a campus, are they guaranteed to attend that campus?

A: Due to district rezoning, enrolling in a campus does not ensure your student will attend that campus. Registrars will follow up with families once the registration process is complete and their campus is confirmed.

Q: How do I enroll as a parent/guardian who has never had a student in the district?

A: First create a Skyward Family Access Account. **(The link can be found on the district’s main website and all official social media pages (Facebook, Twitter, and Instagram)).** After creating your account, complete the “New Student Enrollment 20-21” Form. Use the same newly created Skyward account for every student you need to enroll in the district--multiple accounts are not necessary. Please follow the pictured instructions titled “How to Enroll a Student” to help you create a parent account and add students. This link is located under Families > Parents > 2019-2020 Online Registration > Instructions > [Enrolling and Registering Instructions](#)

Q: I have an existing student in the district and I need to add a new student. Do I need to create a new Skyward Account?

A: No, you will need to add the new student to your existing Skyward account. To do this, sign into Skyward Family Access, click the drop-down menu next to the Home Icon and select “New Student Enrollment 20-21”. Do this for every student you need to add to your account.



Q: Is it possible to begin the process, save my work and come back later to complete the registration?

A: Yes, the registration saves automatically. Be sure to navigate to the “Complete & Next” icon to save the work on your current page

Q: What if I do not have a computer or internet access?

A: The district has public computers stationed in the lobby of Central Office at 235 Johns Road.-if absolutely necessary, hard copies are available from campus registrars.

Q: Am I able to enroll a new or returning student using my mobile phone and the Skyward application?

A: We recommend that you do not complete this process using a mobile phone as not all features are available on the app. Desktop computers are available in the main lobby of the BISD Central Office located at 235 Johns Road, that you may use during normal business hours.

Q: What if my student participates in a special program? For example: Gifted and Talented, Dual Language, LEP, ESL or receiving accommodations under SPED, 504, IEP.

A: Please make sure to select the appropriate fields in the online registration form, mention to school personnel, and provide copies of the documents if you have them available.

Q: How long do I have to complete registration?

A. Returning families are encouraged to complete the online registration process as soon as possible. Online enrollment for new families is open and accessible throughout the school year. Remember, your application will display “in-progress” until you select the SUBMIT button at the end of the application process.

Q: Who do I contact if I am experiencing problems enrolling online?

A: Every campus registrar is trained and ready to answer specific student questions. If the registrar is unable to solve a particular problem they will relay the issue to the correct person who can best find a solution. When campus offices are closed for summer break and registrars are unavailable, contact Central Office at (830) 357-2000.