

## **New Student Frequently Asked Questions**

- 1. My children have never attended a Mabank ISD school at any time. How may I enroll my children in a Mabank ISD school?**

Your children are considered “New Students” and will need to enroll under the “New Student” section. You will be able to choose your own user name and password. Please remember to keep these secure.
- 2. My children are former Mabank ISD students but did not attend a Mabank ISD school last year. This coming school year they will be returning school to Mabank. What do I need to do to register them?**

Please contact Marsha Sanchez at [mlsanche@mabankisd.net](mailto:mlsanche@mabankisd.net).
- 3. My children were enrolled in Mabank ISD last year, but withdrew before the end of the year. What do I need to do to register them?**

Please contact Marsha Sanchez at [mlsanche@mabankisd.net](mailto:mlsanche@mabankisd.net).
- 4. I currently have students enrolled in Mabank ISD but I have a new student to register. What do I do?**

Login to Family Access, you will see a New Student Enrollment button at the top of the menu on the left side of the screen. Follow the prompts once you have selected the New Student Enrollment button.
- 5. When will the online system be available for me to use?**

The online system is available throughout the calendar year, 24 hours a day, 7 days a week, for new student enrollment. Any parent/guardian of new students may complete the online forms at any time at their convenience. A notification of your enrollment request will be sent to the registrar as soon as you complete the online registration process.
- 6. How much time do I need to complete the online forms?**

It will take approximately 25 minutes to enter the parent/guardian information and then 20 minutes per child for new students. You will be able to save your work at any time and return later at your convenience to finish the application.
- 7. Will my information be secure?**

Yes. The information is uploaded through a secure, encrypted website. However, you must click on the log out button at the end of your session. You must also remember to keep your user name and password secure.
- 8. I do not have a computer and/or internet access at home. Can I still enroll my child?**

Yes, you may use any computer with internet access at any location. Alternatively, you may use any available computer with internet access to complete an application (such as a friend or family member). Beginning in August, we will have computers available for use on campus. We will have staff that can assist you.
- 9. When and where can I go for help with on-line enrollment?**

Beginning in August, we will have computers available for use on campus. We will have staff that can assist you.
- 10. Once I complete the enrollment forms online, am I finished with the enrollment process?**

No, you must upload the required documentation through the enrollment portal prior to submitting the application. If you submit the application prior to uploading the documentation you may bring it to the MISD admin building to Marsha Sanchez or take it to the campus registrar in August.
- 11. What if I do not want to submit anything online? Will there be on-site paper enrollment in August?**

No. The enrollment forms must be entered online and verified by campus personnel before the student may be officially enrolled. You may complete the online forms at any location with a computer with internet access. If you need assistance, we will have computers and staff available on each campus in August.