

Families' FAQs

What type of attendance information is listed?

The text messages and mailings include both excused and unexcused absences, for remote and classroom attendance, to help families keep track of the total days missed.

What is the date range for the attendance information?

The dates listed are from the student's first day through about a week before the text is received or the date listed on the mailing.

Where do you get this data?

This data comes directly from the school's daily attendance system and is what is on file for your student.

Is this a truancy letter?

No, these are not truancy notices. The mailings are designed to inform families about their student's absences, and encourage them to help their student attend class daily.

Do I need to take further action after receiving a text or mailing?

No, the texts and mailings are a helpful resource for families. Families can follow the prompts in the text messages to connect to district resources if they need support. The mailings have resources listed that families can call for assistance as well. If you would like to stop receiving these messages, you can text stop to opt out. To stop receiving attendance reports, call the phone number at the bottom of your report and enter your opt out code.

My student needs additional resources. Is there any way you can connect me to additional district resources?

We can provide you with a number to communicate with additional district resource offices. Please call the family support phone number at the bottom of the report for additional information.

I don't think my attendance looks accurate.

If you have any questions about the days your student has been absent, visit your school's family portal or call your school.