



Jackson Heights Online Enrollment Frequently Asked Questions

1. Why is Jackson Heights USD 335 utilizing online enrollment?

There are several reasons. First, this process will save time both for parents and USD 335 staff. Second, it will allow a majority of parents to enroll at a time and location of their own convenience. Finally, it will decrease transcription mistakes as parents will be able to input student information directly in to PowerSchool.

2. What if I don't have access to the internet or the ability to enroll online?

Jackson Heights will still offer an in-person enrollment day where parents will be able to attend in person and enroll. The process, however, will still be online. USD 335 will provide a computer and support in creating a PowerSchool account and completing the online enrollment process on site.

3. Where can I get technical help with the process?

The step-by-step guide in this document should answer a majority of questions. If problems arise, please email Technology Director Vern Andrews (vern.andrews@jhcobras.net) or Assistant Principal Joel Hesed (joel.hesed@jhcobras.net).

4. Can I use the PowerSchool app for the enrollment process?

No. You must be logged in to your PowerSchool account on a web browser. This web browser can be on your phone or tablet, however.

5. How long do I have to enroll?

Online enrollment is currently open.

6. My student's parents are divorced. Do both parents login to enroll the student online?

No. Any parent with PowerSchool access to a student is able to provide information for enrollment. PowerSchool records the name of the parents entering information on the student's behalf.

7. I have more than one student in the district. Do I need to enroll each student separately?

Yes. Fortunately, online enrollment provides the user with all of the information currently in PowerSchool. For many forms, verifying that information has not changed and approving the data that is already there is the only step that will be needed.

8. My student is new to the Jackson Heights district. Do I still need to enroll online?

Yes. You will be provided with an access code for your student when you inform us of your decision to enroll a student for next year. You will be unable to add this student until the end of the current school year. Once we have rolled over to the appropriate year, you will be able to access your student.

9. I'm an out-of-district student. Are there any additional steps for me?

Yes. As in the past, you will need to complete an out-of-district waiver form.