

## Frequently Asked Questions about WRPS Student Meal Accounts

### What type of student meal system is used?

A computerized meal accounting system, Skyward Food Service, is used at all schools. Each student is issued a Personal Identification Number (PIN) that is assigned by the district. At the elementary schools, this number is scanned into the computer when the student makes a meal purchase. At WRAMS and LHS, students enter their number onto a keypad, or they may scan their student ID card. The computer system automatically recognizes any student eligible for free or reduced meals and records the transaction appropriately. There is nothing on the computer screen that indicates a student's pay status. The system works like a checking account where money is deposited into each student's account. When a student makes a meal purchase, the amount is deducted from the account. Parents/guardians are expected to keep the student's account in a positive balance.

### Does my student's ID number change when my student moves to a different school?

No, the same number is used at any school that your student attends in the WRPS district.

### Can my student ring up their meal on another student's account?

No, students may only enter their own PIN; "borrowing" or entering another student's PIN is not allowed.

### How do I make a deposit to my student's meal account?

Deposits can be made either of two ways:

- 1) Sent to the school: Cash or check deposits can be sent to the student's school, with checks payable directly to the school. The deposit is recorded in the student's account using the Skyward system. If a parent/guardian has more than one student attending a school, one check may be written for all students. We ask that all payments be sent in an envelope. When making a meal deposit, please indicate the student(s) first and last name, ID number, grade, and payment amount on the front of the envelope. ID numbers may be written on the check if you prefer. The money will be deposited equally between the students listed unless noted otherwise. If you have students attending several schools, deposits must be made to each school.
- 2) Online: Credit card or checking account payments can be made electronically via *e-Funds for Schools*. You can access this through [Skyward Family Access](#), by clicking on the Food Service tab.

### If I eat lunch at school with my child, can the amount of my meal be charged to their account?

Yes, the meal amount may be subtracted from the student's balance.

### How can I get a copy of my student's meal purchase/deposit history?

This information can be viewed online via [Skyward Family Access](#). Otherwise, you may contact the office at your student's school, and they can provide you with a copy.

**How do I know when my student's meal account balance is getting low?**

Families with students that attend a CEP school will receive an email on Monday nights when their balance is negative. Students at non-CEP schools will receive a low balance text and/or email on Monday and Thursday nights. If you are notified that your student(s)' balance is low or negative and have not been receiving alerts, please let us know.

**Can my student eat if their meal balance is negative?**

Yes. We do not deny students breakfast or lunch if their account is negative. However, families are expected to send payment as soon as possible. Students will not be allowed to charge anything other than one breakfast and one lunch each day to their account while it is negative. Extra milks, entrees or ala carte items will not be allowed.

**My student has money remaining in his/her account at the end of the year. Do I receive a refund?**

No, any funds remaining in a student meal account will carry over to the next school year. Students transferring to a different school within the District will automatically have the account balance transferred to that school.

When students are graduating or moving out of the District, they will be notified if they have a balance remaining in their account. If the student has a sibling in the District, the family can elect to transfer the balance to the sibling's account. Students who qualify for free or reduced priced meals may choose to receive a refund if no siblings are left in the district. Families with students who pay full price can choose to receive a refund or donate the remaining funds to the Food Service Angel Fund account, if there are no longer siblings left in the district.