

## 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, students enter their number onto a keypad. At LHS, students 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. Please [click here](#) for instructions on setting up an account and making a payment.

### **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?**

At the elementary schools, a low balance notice will be emailed or sent home in your student's home folder. At the middle and high schools, the cashiers will inform the students on the lunch line when their meal balance is below \$5.00.

You can also have a low balance notification sent to you via email and/or posted to your Family Access wall when your student's Food Service balance is under \$5.00.

To set a low balance notification, login to Family Access. On the top right corner, click My Account. Scroll down to Email Notifications. Check the box that says 'Receive Notifications when Food Service Balance is under \$5.00'. You can opt to receive an Email, Wall Message or both. Click Save in the top right corner.

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

If a student's account runs out of funds, he/she may receive additional meals as follows:

- Elementary Schools: Up to -\$10.25
- Middle School: Up to -\$6.75
- Lincoln High School: No additional meals or charging allowed

If a deposit has not been made by the time the account reaches these limits, school meals may be discontinued until a payment is made.

**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 will automatically be given a refund if no siblings are left in the District. Families with students who pay full price can choose to either receive a refund or donate the remaining funds to the Student Meal Donation account if no siblings are left in the district.