



Hisar School Communications Policy

September 2018

HISAR SCHOOL COMMUNICATIONS POLICY

Policy Statement

Hisar School is committed to providing a safe, inclusive and supportive learning and working environment where open communication, respect, transparency, fairness and positive relationships are valued and promoted. To serve this aim, this policy outlines the main principles and means of internal and external communication of Hisar School with all its stakeholders and in accordance with the Hisar Educational Foundation Board Policy.

Objective

Objective of the policy is to implement effective communication within the school, with the Board of Management, parents and the greater community, so as to maintain a good academic, professional, social and personal environment. This will promote the efficiency and contribute to achieving the strategic objectives of the school.

Communication Principles

Hisar School communication will be planned and executed in line with the below principles;

1- Integrity:

- Embracing truthfulness and trust
- Avoiding alternate facts
- Identifying and avoiding fake news

2- Transparency

- Honesty and transparency in communication that supports meaningful, long-term relationships with all stakeholders.

3- Protection

- Protection of privacy and personal data
- Protection of confidential information in a manner that is consistent with the expectations of the community, professional standards and legal obligations

4- Impartiality

- Objectivity, nonpartisanship and fairness

5- Respectfulness:

- Overseeing equity and understanding
- Proper consideration dedicated to the individual needs and characteristics of recipients
- Not using communication to discriminate, bully, harass or offend in any way
- Free from disparaging remarks about religion, ethnicity, gender preferences, appearance and other non-work related matters.
- Courteous and appropriate for a work place
- Complying with professional standards and legal obligations.

6- Commitment:

- Contribution to a positive, productive and harmonious school environment
- Aiming for a successful development of students and school community

Effective Communication

As Hisar School seeks for quality and strives towards providing excellence in all its services, news and activities will be reported from the School in a timely and open manner to the stakeholders. Student and faculty achievement in all areas are valued at Hisar. Thus, with Hisar being an exemplary academic institution, its communication policy not only to recognize the success of Hisar members but it also contributes to the higher quality academic life conveying the results to the greater community

As a result, communication process at Hisar School was expanded to adhere to the following:

- Make sure effective, informative and relevant communication occurs between all members of the school community
- Maintain processes for open and honest communication amongst all members of the school community
- Ensure all communication is efficiently optimised, properly and timely targeted
- Approach all communication in a holistic way
- Provide clear, positive and fair processes and guidelines which allow issues or concerns to be aired and resolved in a timely, effective and respectful manner.

Hisar School adopts and applies the following values and principles in all of its communication environments and problem solving processes without compromising the quality of education.

- i. It is essential to establish and maintain effective communication with parents. In the case that any unusual behavior is observed within the school, related parents are informed. Parents are also expected to share and confirm the information with school as the most accurate source of information.
- ii. Protection of personal data is essential. Observations and evaluations of the student's behavior are shared only with the student's family. Necessary actions are taken to ensure no comments are made that would lead to labelling of the students.
- iii. In case of social conflicts, all students are treated equally and fairly. Utmost care is given to ensure that conflicts are resolved between the parties involved and that no allowances are made for the third parties to a right of defense.

iv. It is ensured that verified statements are used, avoiding comments and speculation that may directly or indirectly harm the children.

Hisar School believes in and encourages an inclusive interaction and communication is established between parents and the school for the sake of the students' development. Through effective cooperation with parents, we wish to further strengthen our learning environment by empowering our students to act with love, respect and trust for their personal growth.

Stakeholder Analysis

Internal Stakeholders	External Stakeholders	
	Local	Broader
Students	Neighboring Schools (government and private)	Wider Community
Parents	Eyüp Municipality	Media
Staff	Neighbors	Relevant State Government Departments
Prospective Families		NGOs
Prospective Staff		Peer Schools in Turkey
Alumni		Peer Schools abroad
		Universities in Turkey
		Overseas Universities

a- Students

An open communication between students and the School will motivate the students learning process and support them to have a more gratifying education life at Hisar School.

Means of Teacher-to-Student communication:

- Emails
- One to One Meetings - as required
- Notes and Permission Slips - as required
- Hisarnet portal as required
- Reports
- Student Handbook

b- Staff: Administration/ Faculty/ Support

Hisar School staff is aware of the fact that they are the school's most important communicators and that they must seek effective ways to communicate information to students, parents and the community about educational programs, events, policies and opportunities.

Means of Staff-to-Staff communication :

- General Assemblies
- Teacher meetings – vertical integration
- Teacher meetings within related schools
- Hisar Weekly
- Emails- specific staff and staff groups
- Seminar Weeks
- Social Get Togethers
 - Teacher's Day Celebration Dinner
 - New Year Celebration Dinner
 - Academic year-end Dinner

c- Parents: Current and future parents

An open and effective two-way communication between parents and the School will enhance student learning and success as well as supporting the long term quality of the communication process.

Means of Teachers-to-Parents communication:

- Emails
- Parent & Teacher Meetings
- Coffee Chats
- One to One Meetings - as required
- Notes and Permission Slips - as required
- Website as required
- Hisarnet portal as required
- Reports
- Parent Handbook

Means of Parents-to-School communication:

- Emails to:
 - Teachers
 - Student Affairs Office
 - Administrator
- Phone call to
 - Student Affairs Office
 - Administrators

- Informal and formal scheduled face to face meetings
- Absenteeism notifications
 - E-mail/ Phone call to Student Affairs
 - Written notes
 - Verbal - face to face

d- Alumni

Hisar School, having recently celebrated its 20th year, needs to foster the alumni relations as a part of a robust alumni cultivation plan.

Means of School-to-Alumni communication:

- Newsletter
- Website
- Homecoming & Reunion activities
- University Evenings

e- General Public/ Broader Community

For Hisar to achieve its main goal of being exemplary with its achievements and contributions to education on a global scale, it need to be in a harmonious communication with broader community and public.

Means of School-to-School & Local/ Broader Community communication:

- Website
- Monthly E-Newsletter
- Official Social Media Channels - managed in line with Hisar Social Media Policy
- Strategic Plan
- Annual Report
- Open Houses for prospective parents
- School Brochure
- Media statements
- News in public channels & newspapers
- Advertising / brand development / promotional materials
- Formal and informal meetings with professional forums, community groups and NGOs.

Guidelines for Means of Communication

Mode	Scope	Audience	Prime Accountability
Website	<ul style="list-style-type: none"> Current, user friendly, and informative. Strategic plan available Annual reports and business plan available. Information on schools and course descriptions available School Handbook available. 	Internal and external stakeholders	Institutional Development Office
Newsletter	<ul style="list-style-type: none"> Issued every week of each month Includes weblinks E-mail 	Staff, students, parents, alumni, former staff and parents, HEV Board of Directors & Trustee, donors, friends of Hisar	Institutional Development Office
Publications: School Magazine	<ul style="list-style-type: none"> Issued by-annual 	Staff, students, parents, alumni, former staff and parents, HEV Board of Directors & Trustee, donors, friends of Hisar	Institutional Development Office
Official Social Media Channels	<ul style="list-style-type: none"> Managed and updated with current news in line with the social media strategy 	Staff, parents, wider community	Institutional Development Office
Hisarnet Portal	As per system requirements	Staff and parents	IT Department
E-mails	<ul style="list-style-type: none"> Teacher –parents contact 	Parents & staff	School Administration & Institutional Development Office
General Media	School Communication Policy must be followed.	Broader Community	Institutional Development Office
Face to Face with Parents	<ul style="list-style-type: none"> Parent Teacher Meetings Morning Coffee Chats One to one meetings when necessary 	Parents	Teachers, Administration
General Assemblies	<ul style="list-style-type: none"> General School Assemblies minimum 4 times a year General Assemblies held within schools 	Staff	General Director & Administration

Open Houses	<ul style="list-style-type: none"> Open Houses held for all schools' prospective parents several times within the year 	Prospective parents	Admissions Office & Administration
Homecoming & Reunions	<ul style="list-style-type: none"> Homecoming held each year during spring A Reunion is organized once a year to celebrate 10th graduation year of alumni 	Alumni, former staff	Alumni Association & Institutional Development Office
Advertising / brand development / promotional materials	<ul style="list-style-type: none"> All should be developed in line with the Hisar School Brand Image Guidelines and Communications Policy 	Parents, prospective parents, broader community	Institutional Development Office