

AMSA Communication Protocol for Families, Students, and Staff

Effective and consistent communication with families is important in establishing relationships and can play a key role in student success and accountability.

What are the best practices of AMSA teachers when it comes to communicating directly with parents? (*Direct communication can be defined as a personal email or phone call.*)

- AMSA families can expect a response to emails and/or phone calls within 48 hours (2 business days)
- If a family receives an email from an AMSA teacher or administration and we do not receive a response, the school will follow up with a phone call within a week.
- All email communications and telephone conversations will maintain a professional tone
- Communicating positive messages regarding student's performance or behavior is always appreciated and good practice
- Copy counselors and/or Deans of Students on emails regarding behavioral, emotional or academic concerns is recommended

Which academic concerns merit a direct communication with families?

- If a student has 2-3 consecutive assignments missing OR the teacher is concerned about work habits and impact on grade
- Any major assignment missing (project, research paper, etc.)
- A grade of D or below after consistent performance at that level (this should occur throughout the term, not just at academic warning time)
- When a student appears that they are at risk for ending the term with an "incomplete"
- If the student is in danger of failing a class for the year
- It is good practice to contact parents when students exhibit outstanding performance or improvement

Which behavioral, emotional and social concerns merit a direct communication with families?

- Repeated classroom disruption and/or marked change in student affect (in consultation with School Counselor)
- When a detention is issued (teacher/admin/Saturday)
- Plagiarism/cheating (see handbook for clarification)
- When there's marked improvement in classroom behavior or participation

When is it advisable to request a direct, face-to-face meeting?

- When other means of communication have been unsuccessful
- When a student is struggling in multiple classes (behaviorally or academically), the School Counselor will arrange a face-to-face meeting.
- If the student is in danger of failing a class

Posting Upcoming Assignments - Google Classroom:

- As of the 2021-2022 school year, all teachers will use Google Classroom as the main platform to post upcoming assignments and announcements.

Posting Report Card Grades on PlusPortals:

- All grades need to be updated on PlusPortals every two weeks.

Questions?

- Please utilize the flow chart below if you wish to initiate communication regarding your student's classroom experience.

