



The Academy Communication Pathway

Pursuing Truth, Wisdom, Excellence

Mission Statement: The Academy serves our students to develop college ready, exemplary citizens by promoting excellence in academics, character and relationships.

Purpose

The purpose of this procedure is to foster effective communication between The Academy and our community by providing a means to address issues at the most appropriate levels possible. This procedure implements a level of equity in conflict resolution by providing a protocol for use by all stakeholders, and allows for a level of transparency by clearly listing the guidelines for communication throughout The Academy. The expectation is that The Academy administration, faculty, staff, students, and parents will engage in professional communication practices using this document as outlined pathways as a protocol.

1.0 Definition. Communication pathways are the guidelines used to ensure a common understanding of the expectations for communication. The Academy recognizes the importance of appropriate communication pathways. The Academy will maintain a web page and update it regularly, with information on events and issues of importance to the community. The Academy web page will be the definitive place for official news. Information concerning school operation, school closing, school activities, school emergencies, and other information necessary for the effective operation of The Academy will be posted and updated on the web page. Secondary communication media such as email announcements, phone dialer messages, Academy App, and newsletters will also be used to augment information dissemination as needed in an effort to ensure adequate and timely communication of events.

2.0 Social Media. It is not the intention of The Academy to use other social media such as Facebook and Twitter as a means of official communication between the school and our community. The Academy will use these other “social” media outlets as a way to publish more informal accounts of activities at The Academy. Pictures and accounts of social events, club happenings and other Academy activities may be posted. These “social” media are in no way intended to be used for official communication between school and community. Official communication with the school (administration or teachers) must be through more traditional means such as phone calls and email and not via “blog” responses and postings in a social media environment.

3.0 Parents. Communication between parents and the school is vitally important to the proper operation of the school. Often misunderstandings can arise when events in the classroom are interpreted through the eyes of our students. Effective communication pathways can reduce or eliminate the impact of these events. The following are provided as a guide for communication within the school and between the school and our community.

1. Parents or community members with questions or concerns should make every

attempt to contact the appropriate teacher first. Contact may be via phone call, email, or meeting with the teacher. Teacher email addresses are available on the Academy website by clicking on the Staff Directory link. Teachers will make every attempt to respond to email and phone messages within 48 hours of receipt.

2. If parents or community members have questions that do not involve specific teachers, or if concerns have not been satisfactorily met after contacting the appropriate teacher contact the level Principal if appropriate resolution was not reached. If not satisfied with the level Principal resolution, contact the Executive Admin Manager who can be reached via email or by calling the office at 303-289-8088. The pathway will go through the Dean of Students, the Assistant Principal, or the Elementary, Junior High or High School Principals as appropriate.
3. In the event concerns are still not satisfactorily met, parents or community members have the option to present their concerns to the Academy CEO. It is important that community members make every attempt to resolve issues with the teachers or level Principal at The Academy. In the event resolution is not possible, community members should contact the Executive Admin Manager to arrange a meeting with the CEO.
4. The next step in the chain would be to address The Academy Governing Board. The Academy Board is committed to resolving issues in a mutually satisfying fashion. It is important for The Academy community to remember The Academy Board members will not address issues as individuals, but will refer issues brought to their attention to the pathway described above. The Academy Board sets vision and establishes policy for The Academy. The Academy Board will not address items of a procedural nature. Issues that involve procedures should be resolved using the steps outlined above. The Academy Board may be addressed in two different ways:
 - a. Formal presentations may be made to the Board during the regularly scheduled Board meetings as part of the Board's agenda. Again, the Board addresses issues of policy; therefore, presentations will be entertained when addressing specific Academy Policies and not procedures. Typically, *policy* issues are those that explain "who" at The Academy handles situations and "why" The Academy takes specific actions. Issues that are related to "how" issues are handled or "what" action was taken are typically *procedure* questions. The Academy Board has delegated to The Academy administration the authority to set procedures for school operation and issues of this nature will be handled using the steps outlined above. Arrangements for *Policy* type presentations and discussion shall be routed through The Academy CEO for inclusion in the Board agenda. Responses from the board will be delivered in writing via the Board Secretary. If deemed appropriate by the Board, phone calls and/or email (copying all board members) may also be used as an additional method of communicating information, but written responses will still be provided.
 - b. Communication with the Board may also be accomplished during the regular

public comment session of the Board meeting. These comments will be limited to 3-5 minutes as determined by the Board. No appointment is needed. Those choosing to communicate with the Board in this manner will sign-up at the beginning of regularly scheduled board meeting. Those communicating with the Board may present information or ask questions; however, no expectation can be made for immediate answer or resolution due to the collaborative processes of the Board. After due diligence, the Board will provide written responses as deemed appropriate and may also use the additional methods presented above.

4.0 Teachers. Teachers are the single most important piece of the education equation.

Workload requirements and daily responsibilities can often become overwhelming in an academic setting. Effective communication pathways are important to establish a standard expectation for all teachers whenever possible.

1. When responding to parent inquiries, teachers should make every attempt to respond within 48 hours of initial contact. The method of response is at the discretion of the teacher. Teachers need to be aware of sensitive or confidential issues that may require communication methods other than email or phone messages.
2. When communicating with other staff members, teachers are expected to remain professional at all times and apply the same 48-hour expectation as above.
3. If at any time, staff members have questions concerning how to address a particular issue or the potential escalation of a situation, they should contact their level Principal for support.
4. In the event staff members have an issue with an administrator, they should contact a separate administrator or the CEO for support. If staff members are unable to get resolution at this level, they may seek guidance from the Governing Board using the same pathways outlined above.

5.0 Staff. The contribution of staff members to The Academy is vital to the effective operation of the school. Day-to-day operations at the school can become extremely hectic and chaotic at times. Effective communication pathways are important to establish a standard expectation for all staff when engaged in the course of their duties.

1. Parent inquiries or other calls to the school outside a staff member's regular duties shall be referred to the Executive Admin manager as described above.
2. When responding to inquiries, staff should make every attempt to respond within 48 hours of initial contact. Staff members need to be aware of sensitive or confidential issues that may require communication methods other than email or phone messages.
3. When communicating with other staff members, it is important to remain professional

at all times and apply the same 48-hour expectation as above.

4. If at any time, staff members have questions concerning how to address a particular issue or the potential escalation of a situation, they should contact their supervisor, the Executive Admin manager, or their level Principal for support.

6.0 Administration. It is the responsibility of The Academy Administrators to guard and protect the image and reputation of The Academy by creating a climate of transparency and cooperation through the effective use of communication pathways. Often, the Administration is perceived as the first point of contact and may be the most recognizable resource at the school. However, it is important that everyone understand the importance of maintaining effective communication pathways to prevent confusion that can be created from inconsistent information dissemination sometimes found from multiple sources.

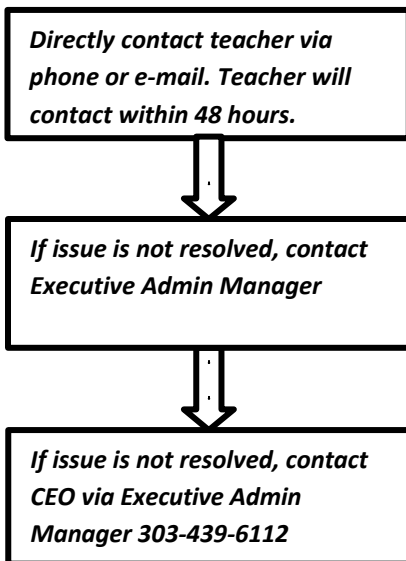
1. The Academy Administrators will remain continually aware of the importance associated with their positions and the impact they have on happenings in the school. As such, Administrators will maintain a professional demeanor at all times.
2. Administrators will strive to abide by the 48-hour expectation when responding to communication requests.
3. Administrators will continually work to resolve issues at the most effective level possible, in accordance with the communication pathways. This includes referring parent concerns to the appropriate teachers and staff concerns to the Executive Admin Manager first whenever appropriate.
4. Administrators will make themselves available whenever possible for contact at whatever level is required and will communicate with each other to maintain a common, unified vision and direction for the school.
5. Administrators will make every effort possible to resolve every issue, no matter the source, with the utmost professionalism and to the mutual satisfaction of all parties concerned to the greatest extent possible.

7.0 Board. The Academy Governing Board members play an important role in establishing and maintaining the overall vision and direction of The Academy. It is important that Board members recognize the influence they have on operations merely by their presence. This affect is often complicated by their dual roles as parents. Effective communication pathways will establish the guidelines to allow smooth operations by eliminating complications created by Board members' various roles at The Academy.

1. Board members will make every effort to be aware of their influence based on their position and will communicate clearly with faculty, staff and administration when asking questions or working on projects as Board members in a Board capacity. Consideration shall also be given to reminding faculty, staff and administration when NOT acting in this capacity.

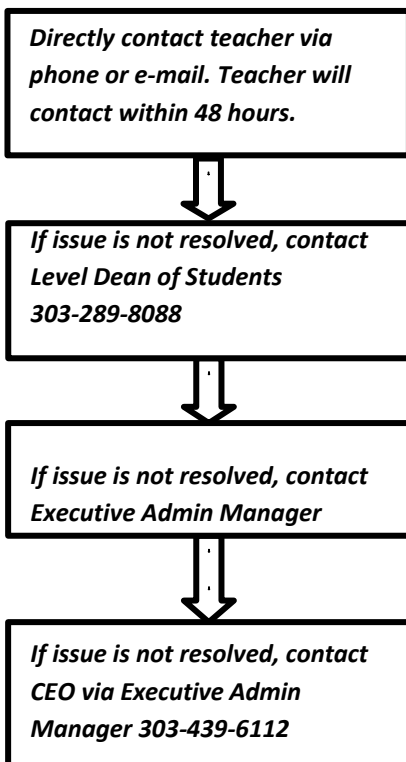
2. Board members must abide by Open Meeting laws, and will not discuss Board or public business in groups of three or more unless the meeting has been duly posted.
3. Communications sent from The Academy Administrators to members of the Board will be copied to all members of the Board to help maintain transparency.
4. Board members will refrain from engaging in discussions with other stakeholders on school issues or concerns with the exception of referring the issue to the appropriate place in the communication pathways.
5. Board President and The Academy CEO will meet regularly to discuss topics of action or concern to facilitate communication between the Board and the community. The meetings may be in person, via phone call or email. Care should be given when using email to make sure confidential or sensitive issues are not discussed when using that media.
6. Those parties interested in communicating with the Board may arrange to formally address the Board during regular session. Again, the Board addresses issues of policy; therefore, presentations will be entertained when addressing specific Academy *policies* and *not procedures*. As described above, *policy* issues are those that explain “who” at the Academy handles situations and “why” Academy takes specific actions. Issues that are related to “how” issues are handled or “what” action was taken are typically *procedure* questions. The Academy Board has delegated the authority to Academy administration to set procedures for school operation and issues of this nature will be handled using the steps outlined above. Arrangements for *Policy* type presentations and discussion shall be routed through the Academy CEO for inclusion in the Board agenda. Appointments to do so may be arranged via e-mail or phone call to the Academy CEO. Responses from the board will be delivered in writing via the Board Secretary. If deemed appropriate by the Board, phone calls and/or email may also be used as an additional method of communicating information, but written responses will still be provided.
7. Communication with the Board may also be accomplished during the regular session public comment portion of the Board meetings. These comments will be limited to 3 – 5 minutes as determined by the Board. Those communicating with the Board may present information or ask questions, however, no expectation can be made for immediate answer or resolution due to the collaborative processes of the Board. After due diligence, the Board will provide written responses as deemed appropriate and may use the additional methods presented above.

Classroom Issue(s)



The Executive Admin Manager will refer the issue to the Dean of Students, Assistant Principals, Elementary Principal, Junior High Principal, or High School Principal as appropriate.

Discipline



The Executive Admin Manager will refer the issue to the Assistant Principals, Elementary Principal, Junior High Principal, or High School Principal as appropriate.

Bullying Concerns

Please report bullying concerns/issues through any of the following methods:

Contact Counselor, Notify Level Dean, Level Principal

If issue is not resolved, contact CEO via Executive Admin Manager 303-439-6112



Activities / Athletics

Directly contact sponsor or Coach



If issue is not resolved or you cannot get information, contact the Director of Activities/Athletics



If issue is not resolved, contact Level Principal



If issue is not resolved, contact CEO via Executive Admin Manager 303-439-6112

If the issue is still not resolved, the CEO will make arrangements to refer the issue to the Academy Board as appropriate.

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Policy Questions

***Contact CEO via
Executive Admin Manager***

***If questions still remain, the CEO will make
arrangements to refer the issue to the Academy Board
as appropriate.***