To gain parent insight on how to improve messaging and communication between teachers, the school system, and families as SPS prepares for the 2021-2022 school year.

**Key Findings**

- **Inconsistencies:** How schools and teachers communicate with families varies widely by school, and even within a school, making it hard for caregivers to get the information they’re looking for regarding their child.
- **Technology:** Families on top of emails, mobile apps, and PowerSchool feel more connected to their child’s school but access to knowledge about these many platforms is lacking.
- **Language:** More language support and translation services need to be available to families. Non-English-speaking families feel they are often seen as uninterested when what they are missing are ways to engage with schools meaningfully in the language they feel most comfortable using.
- **Transparency:** Families want to see more transparency from the district about plans, Board of Ed decisions, and from teachers about issues relating to their child. Parents who consider themselves “engaged” felt finding the desired information took a lot of effort.

**Recommendations**

- **Improve Language Access:** Ensure all materials are translated into multiple languages and make translation services available to families when engaging with schools at events like parent/teacher conferences or with the district at things like Board of Education meetings or central office.
- **Link Information & Upcoming Events:** Parents generally liked and mentioned Dr. Lucero’s weekly message. Using this platform to expand the information provided to parents in language that is easily understood would reach a lot of families.
- **Communication Handbook:** Use teachers and administrators along with parents to help draft communication guidelines that help streamline and standardize school and parent communication.