

COMMUNITY LEARNING CENTER SCHOOLS BOARD MEMBER ELECTRONIC COMMUNICATION POLICY

The CLCS Board and the staff recognize that electronic communication among Board members and between Board members, administration, and members of the public is an efficient and convenient way to communicate and expedite the exchange of information and to help keep the community informed about the goals, programs, and achievements of the organization and its schools. The basic lines of communication will be through the Executive Director and the Board President or designee. Board members will acknowledge the receipt of any inquiries/concerns from community members received and delegate any official response to the Executive Director or Board President as appropriate. It will be the responsibility of the Executive Director to summarize and explain all public inquiry/concern responses to the Board at regularly scheduled Board meetings. Board members shall exercise caution so as to ensure that electronic communications are not used as a means for the Board to deliberate outside of an agendaized Board meeting.

A majority of the Board shall not, outside of an authorized meeting, use a series of electronic communications of any kind, directly or through intermediaries, to discuss, deliberate, or take action on any item that is within the subject matter jurisdiction of the Board. (Government Code 54952.2)

Examples of permissible electronic communications concerning district business include, but are not limited to, dissemination of Board meeting agendas and agenda packets, reports of activities from the Executive Director, and reminders regarding meeting times, dates, and places.

Board members shall make every effort to ensure that their electronic communications conform to the same standards and protocols established for other forms of communication. A Board member may respond, as appropriate, to an electronic communication received from a member of the community and should make clear that their response does not necessarily reflect the views of the Board as a whole. Any complaint or request for information should be forwarded to the Executive Director in accordance with Board bylaws and protocols so that the issue may receive proper consideration and be handled through the appropriate district process. As appropriate, communication received from the press shall be forwarded to the designated CLCS spokesperson.

In order to minimize the risk of improper disclosure, Board members shall avoid reference to confidential information and information acquired during closed session.

Board members may use electronic communications to discuss matters other than district business with each other, regardless of the number of members participating in the discussion.

Like other writings concerning district business, a Board member's electronic communication may be subject to disclosure under the California Public Records Act.

PROTOCOLS

Example #1: Concern regarding a School Staff Member

- Public Concern Example

I am concerned that a facilitator who my child says is not able to handle classroom management. As a result, my child says that the facilitator is often frustrated and spends a significant amount of classroom time and energy on those learners who are often acting out or taking other learners off task. I have met with the facilitator twice but nothing seems to change.

- Generic Board Response

Thank you for contacting me. It is essential that learners have a successful learning experience so I will contact the (appropriate) Lead Facilitator to investigate the situation that you described in your email. The Lead Facilitator will contact you within 48 hours. If you are not satisfied with how the issue is resolved, please contact me again.

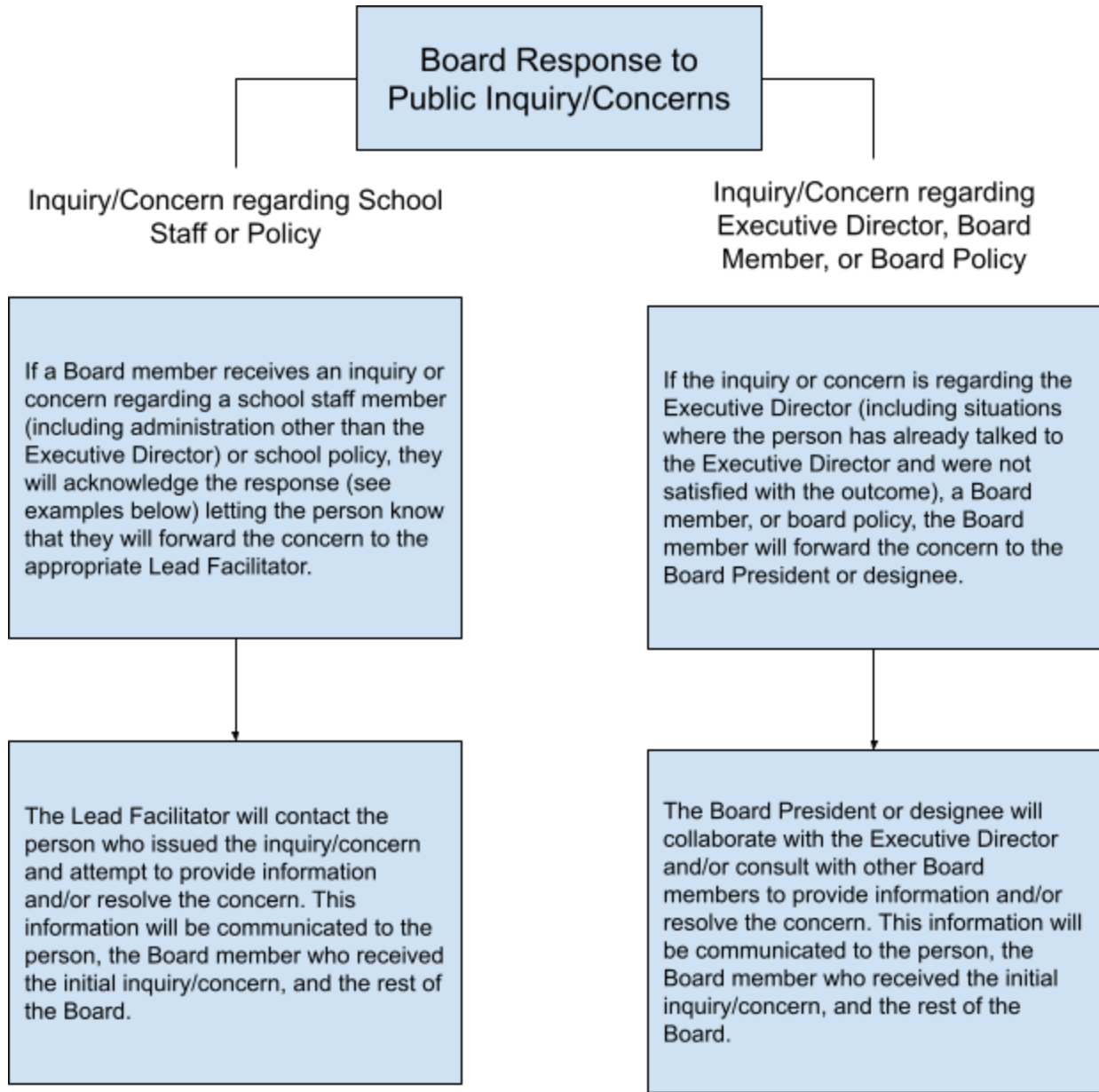
Example #2: Concern regarding the Executive Director

- Public Concern Example

I have a complaint against the Executive Director. Despite the fact that I have contacted them several times about an important issue regarding my child, I have not heard back from them. Also, when I met with them two weeks ago, they did not advocate for my child and continually took the facilitator's side. This is similar to an experience that I had with them last year.

- Generic Board Response

Thank you for contacting me. I will forward your concern to the Board President and have them get back to you within the next 48 hours in an attempt to resolve your concerns, as it is essential that CLCS staff and Board members have close and timely communication with our families. If they do not get back to you within that time frame, please contact me again.



Policy Approved: April 2022