

E-mail ... another way of getting in touch

The WPCSD considers email a vital communication tool and recognizes the importance of appropriate email content and timely response.

Occasionally you may need to communicate information, a concern or a question to your child's teacher and/or district administration. Your busy schedule, and often the faculty's may prevent a face-to-face discussion.

Please remember if you choose to send an email message to a member of our professional staff, you may not get an immediate reply. The WPCSD encourages staff members to reply to emails within 48 hours or sooner when possible.

Email Etiquette & Guidelines

- **Please send only non-vital messages via email.** Teachers are generally not online during school hours due to their teaching and meeting responsibilities. Emails are not suggested when an urgent or same day response is required. Instead call the school main office and speak with someone to be sure your message is received and clearly understood.
- **Your child's academic progress, learning expectations, or behavioral issues are best addressed through a telephone conversation or by scheduling a personal conference with your child's teacher.** An email message detailing these matters is not appropriate. However, an email message to request a conference is appropriate.
- **For all medical or health concerns,** please contact your [child's school nurse](#) by phone. An email message to request a conference is appropriate.
- **Please remember that email is not necessarily confidential.** Email messages are not confidential and are considered public documents accessible to other parties under the Freedom of Information Act and other laws. Confidential information should be conveyed by phone or personal contact.

Email Etiquette & Guidelines

- **Ensure the subject is relevant.** This will increase the chance that staff will understand the nature and urgency of your email, rather than leaving it for later.
- **Keep it short.** To facilitate a timely response, try to limit emails to less than 150 words. Clearly and concisely outline your question to help facilitate a prompt response.
- **Include your email signature.** Include your full name and phone number at the end of your email, so it is clear who wrote the email and who should be responded to.
- **Be careful copying others and forwarding emails.** Only send an email to those whom the message is relevant. For privacy reasons, please do not forward anyone's email addresses without their knowledge.
- **Is the information available elsewhere?** Before emailing staff, consider whether the information you are seeking is already available elsewhere, such as on the school website, teacher webpage, and/or school calendar/directory.
- **Be mindful of the appropriateness of your email content.** Always be respectful and constructive. Emails should adhere to the [Code of Conduct](#).

How to Get in Touch

E-mail addresses and telephone numbers can be found on the district's website:

www.whiteplainspublicschools.org

Visit your child's school's webpage to access the staff directory.

When parents and faculty stay in touch students benefit.

#WPPROUD