



COMMUNICATION GUIDE FOR PARENTS



北京顺义国际学校
INTERNATIONAL SCHOOL OF BEIJING



ISB defines its partnership with parents and guardians as a collaborative effort, recognizing that the family is the primary influence on a child's development. This partnership requires active involvement from the school as well as the parents and guardians. Our mutual goal is to support your child's quest for educational success and fulfillment. We can achieve this goal through effective communication and trust, which are the basis of any successful relationship.

This guide sets out how we communicate with families and where families can find the information they need about ISB.



WHAT SHOULD PARENTS DO TO ENGAGE WITH ISB COMMUNICATIONS?

We ask parents to engage with all school communication to remain informed and up to date with what's happening in the community and in our classrooms. Maintaining contact with teachers and homeroom parents, informing ISB of any special needs your child may have, and being aware of and adhering to ISB's policies is important to ensure a strong partnership between school and home. Handbooks and policies around communication, as well as communication guides, can be found on Dragons' Gate.

WHAT'S HAPPENING NEXT WEEK AT ISB?

-- **ISB Weekly** – This is required reading for ALL parents and staff. High School students also receive the ISB Weekly. It is the weekly newsletter which includes important schoolwide and divisional news.

WHERE CAN I READ MORE ABOUT ISB'S PLANS?

-- **From the Head of School** – This monthly letter from the Head of School is required reading for parents and staff as it provides high-level updates. Generally considered the place to find out about the strategic direction/philosophy of the school.

WHERE CAN I FIND THE SCHOOL HANDBOOKS?

-- **Dragons' Gate** – This is the ISB handbook. It houses schoolwide policies and information as well as the Elementary, Middle, and High School handbooks. Logging into Dragons' Gate using your Dragon Account will give you access to all the key areas of information and links to ISB systems like PowerSchool, SchoolsBuddy, Dragons' Exchange.



DRAGONS' GATE



STUDENT PROGRESS: PARENTS CAN KEEP UP TO DATE WITH THEIR CHILDREN'S LEARNING THROUGH TWO ONLINE TOOLS.

-- *Seesaw* – The online learning journal and parent communication tool for Elementary School. Student updates and class news are shared weekly. You can access the information via the Seesaw app.

-- *Dragons' Exchange* – The online learning platform for Middle and High School students. Classroom updates shared once every cycle (five-eight days). You can access this through Dragons' Gate.

Report cards are also sent home once per semester, and parents have the opportunity to meet teachers face to face at our Parent Teacher Conferences, once per semester.



HOW CAN I LEARN ABOUT THE ISB CURRICULUM?

The Curriculum pages on our website provide high-level information. You can also attend our regular Parent Coffees and workshops to learn more about teaching and learning at ISB.

I MISSED A PARENT/ COUNSELOR COFFEE – CAN I REVIEW THE SLIDES?

-- *Parent Presentations* – Couldn't make it to the Head of School Coffee, or a Counselor Coffee? Or just want to review what was discussed? Visit Dragons' Gate for an archive of parent presentations.

WHERE CAN I FIND PHOTOS OF AN EVENT?

-- *Vidigami* – Accessed through Dragons' Gate by logging in with your Dragon Account, this is the ISB community photo album. Build your own albums of your children by tagging them in photos and upload your own photos of ISB events to share with the community.



WHERE CAN I SEE WHAT'S COMING UP AT ISB?

-- *ISB Calendar* – If it's not on the calendar, it's not happening! THE place to find out everything that's going on at ISB, so you don't miss out.



DOES ISB HAVE A WECHAT MINI PROGRAM?

Yes! Dragon Connect is ISB's very own mini program providing easier access to our data portal, PowerSchool. We will also be adding new features to the mini program over the coming months. Scan the code to get connected and you can find instructions on Dragons' Gate (www.isb.cn/dg/life/comms/comms).

HOW DO I REPORT IF MY CHILD WILL BE ABSENT?

To make it easier to report absences for your child, we have added this function to Dragon Connect, our WeChat mini program. Scan the QR code on the previous page to get connected. You can find a Dragon 101 video with instructions at isb.cn/community



ISB FACULTY & STAFF DIRECTORY

WHO SHOULD I CONTACT IF I HAVE A QUESTION/ CONCERN?

For issues related to teaching, learning, and student behavior, the first point of contact should be your child’s teacher or one of the counselors in the division.

For non-instructional questions or concerns, contact the appropriate department.

The diagram below shows who to contact and when. You can access the Faculty and Staff Directory, on Dragons’ Gate, by scanning the Dragons’ Gate QR code on an earlier page.

You can expect an initial response within 24 hours.

	▶ 1	▶ 2	▶ 3	▶ 4
If you have a question about...	Contact this person FIRST	If you feel your question was NOT resolved, contact this person SECOND	If you feel your question was STILL NOT resolved, contact this person THIRD	This is your last resort if you still need help....
Classroom Learning & Teacher Concerns	Subject Teacher/ Homeroom Teacher	Assistant Principal	Principal	Head of School
Social & Emotional, e.g. Friendship Issues, Stress, Sadness, Lifechanges	Homeroom Teacher/Mentor Teacher	Counselor	Assistant Principal	Principal
Behavioral/ Discipline Concerns		Dean of Students		
NON-INSTRUCTIONAL				
Food Services	sodexo.ca@isb.cn	Facility Engineering & Services Director	CFO/COO	Head of School
School Buses	isb.busops@isb.cn			
Facilities	sodexhofm@isb.bj.edu.cn			
Safety & Security	security@isb.cn	Safety & Security Director		
Child Protection/ Safeguarding Concerns	safeguarding@isb.cn	Director of Student Support Services		
COMMUNITY-RELATED				
Communications	communications@isb.cn	Director of Admissions, Marketing & Communications	Head of School	Board of Trustees
Student Activities	activities@isb.cn	Director of Student Activities		
Nurses	esnurses@isb.cn mshsnurses@isb.cn			

WHEN CAN I EXPECT A RESPONSE TO MY EMAIL THAT I SENT TO MY CHILD’S TEACHER/DIVISION?

We aim to respond to all emails within 24 hours of receipt. This may be an initial acknowledgement if your query requires further investigation, but we will let you know.