

Welcoming School District Standards



Key Elements of a Welcoming School District:

 Friendly

 Responsive

 Inclusive

 Helpful

 Student-Centered

 Teamwork

All students, staff, and families deserve to feel seen, safe, connected, and included.

- **Welcoming Visitors:** The front office is the gateway to your school. Greet visitors warmly and assist promptly. Even if on the phone, acknowledge visitors right away to let them know you'll be with them. Ensure visitors sign in using Raptor if accessing areas beyond the office.
- **Offices and Public Spaces:** Protect confidentiality while showcasing school pride with student achievements and diverse, inclusive displays. All media requests go through the Communications and Community Engagement Department. Use multilingual signage and have key resources available in paper form. Keep spaces clean and welcoming.
- **Positive and Helpful Interactions:** Build strong relationships with students, families, and colleagues. Take a proactive approach to problem-solving, stay informed about campus events, and follow up on questions or concerns.
- **Phone Communication:** Answer calls professionally, announce your name, and provide helpful information. Prioritize visitors over phone calls, and return voicemails within two workdays. Use available tools to address questions and assist non-English speakers.
- **Emails:** Respond to emails within two workdays, keeping messages clear and concise. Proofread for accuracy and include a detailed email signature. Use "Reply All" and CC sparingly. Ensure your email signature includes your name, role, school/department, phone number, office hours, and school logo.
- **Website (Virtual Front Office):** Update weekly to ensure content is current, accurate, and engaging. Highlight events and success stories, and ensure contact and family information is accessible. Remind families the website can be translated. Contact Communications & Community Engagement Department for website support.
- **ParentSquare Communication:** Send warm, concise messages targeted to the right audience. Encourage app use for two-way communication and regularly update family contact information to ensure delivery. Use Posts for most communications, ideally sent weekly, and include early out schedules. Limit Smart Alerts and Urgent Alerts to time-sensitive matters.
- **Challenging People and Situations:** Assume positive intent and stay calm in difficult situations. Out of control visitor? Contact Safe Schools at (916) 294-9012 or School Resource Officer.