

Davis Junior High School Communication Process Flowchart

How to Effectively Communicate with Davis Junior High School Officials

Parents are often discouraged when they attempt to communicate with school officials only to be referred to others in order to resolve a problem their child may be experiencing in school. To prevent that frustration, parents should become informed about the "**Communication Process Flowchart.**" This sequence is in place to assist parents on where to begin their communication regarding their problem or concern.

Most parent and community questions are easily and completely answered by communicating directly with the staff member closest to the situation. As you move further along the flowchart, the staff is less directly involved and usually needs additional time to research the situation before they can give you an answer. If you do not hear back from the person you have contacted within **two (2) business days**, it is appropriate to reach out to them again before moving along to the next level of the flowchart. We do not expect your questions or concerns to go unanswered for a long period of time. Each situation should first be addressed at whatever level the initial action was taken with appeals moving on to the next level on the "**Communication Process Flowchart.**" The easiest way to communicate is via e-mail while a phone call is the next preferable way.

Davis Junior High Communication Process Flowchart

Area of concern	First Level	Second Level	Third Level	Fourth Level	Fifth Level
Instruction/Curriculum	Teacher	Counselor	Assistant Principal	Principal	Board Office
Athletics	Coach	Davis Athletic Director	Principal	District Athletic Director	Board Office
Special Education	Teacher	Special Education Staff	Counselor	Principal	Board Office
Student Concerns/Guidance/Health Related Concerns	Teacher	Counselor	Assistant Principal	Principal	Board Office
Classroom Discipline	Teacher	Counselor	Assistant Principal	Principal	Board Office
Non – Classroom School Discipline	Teacher	Counselor	Assistant Principal	Principal	Board Office
Classroom Concerns	Teacher	Counselor	Principal	Board Office	
Scheduling Concerns/Changes* (See Below)	Teacher*	Counselor	Principal	Board Office	
Transportation	Bus Driver	Assistant Principal (Discipline)	Transportation Supervisor	Board Office	

Scheduling Concerns/Changes* – In order to process a schedule change, parents must first have met with the teacher and put a plan in place to support the struggling student. If after several weeks, the student is still struggling, it would be appropriate to move to the second level.

Please note - Classroom questions concerning your child should be addressed with your child’s teacher before contacting the counselors and/or school administration. Allow for **two (2) business days for a response.** If no response is received from a teacher during that time, send a second email or phone call to that teacher.

Please note that compliments or acknowledgements of positive events can be directed to everyone along the chain. All of us appreciate hearing that there is something good that has happened. We all look forward to a wonderful school year with few complaints!

SCHOOL INFO - COMMUNICATION GUIDELINES AND PROCEDURES

As part of an ongoing effort to foster effective communications between parents and staff at Davis, school officials developed the following communication guidelines. The goal is to establish a set of reasonable expectations and behaviors for parents and staff. These guidelines will be reviewed on a periodic basis and adjusted as necessary.

UPDATE YOUR CONTACT INFORMATION

It is important that the school has current phone numbers and addresses on file in our school data system. If you move or change your phone number, it is imperative that you notify the school and update your emergency contact information. Please visit the office to update a form.

CONTACTING TEACHERS OR STAFF

Best mode: email/phone

Parents wanting to meet with or contact a teacher should email the teacher. If email is not possible, parents can either call 586.797.2700 or visit the main office to request a meeting. Phone messages are checked every day.

Please allow for two (2) business days for a response. If no response is received from a teacher during that time, send a second email or phone call to that teacher before moving to the next level on the flowchart.

CONTACTING SCHOOL ADMINISTRATION

Best mode: email/phone

Parents requesting a meeting with or wanting to contact an administrator should use email. If email is not possible, parents can either call 586.797.2700 or visit the main office to request a meeting. **Parents that have not followed the “Communication Process Flowchart” will be directed to the appropriate level based on the circumstances.** Phone messages are checked regularly.

Please allow for two (2) business days for a response. If no response is received from an administrator during that time, send a second email or phone call before moving to the next level on the flowchart.

Please note - Classroom questions concerning your child should be addressed with your child’s teacher before contacting the counselors and/or school administration.

Guidelines for Parent Communications to Teachers and Staff

The purpose of this document is to serve as a general guide for ensuring effective communication from parents to teachers, staff and administrators. Communication refers to both the sending and receiving of information, such as email and notes, and verbal communications such as telephone conversations and face-to-face meetings. In order to ensure a successful exchange of information, it is important that all parties follow a few key principles.

Maintain Respectful and Open Communication

- Always use a respectful and polite tone.
- Request, don't demand.
- Be ready not just to provide information, but to listen to teacher/staff observations and perspectives.
- Enter the exchange with an open mind and assume a shared best interest for your child.
- Be prepared to work collaboratively to solve problems.
- Threats and/or inappropriate language will not be tolerated toward staff members.

Confidentiality

- Recognize that confidentiality may limit information that can be shared from school to parents, including consequences for other students' behaviors.

Time to Respond to Communications

- Teachers will make every effort to respond as soon as possible to parent communications, with the understanding that the teaching day sometimes precludes immediate responses.
- Teachers and staff may need some time to collect needed information before responding.

Whom to Contact

- Most communications of classroom concerns should be directed at first to your child's teacher.
- If you have an issue with a particular staff member, first try to address those concerns with that staff member directly.
- If you have discussed with your child's teacher and the issue has not been addressed to your satisfaction, then move to the next level.
- Please recognize that it is both the policy and the value of our school that we operate with openness, collaboration and the shared best interest for every student.