

AMSA Communication Protocol for Families, Students, and Staff

Effective and consistent communication with families is important in establishing relationships and can play a key role in student success and accountability.

What are the best practices of AMSA teachers when it comes to communicating directly with parents? (*Direct communication can be defined as a personal email or phone call.*)

- AMSA families can expect a response to emails and/or phone calls within 48 hours (2 business days)
- If a family receives an email from an AMSA teacher or administration and we do not receive a response, the school will follow up with a phone call within a week.
- All email communications and telephone conversations will maintain a professional tone
- Communicating positive messages regarding student's performance or behavior is always appreciated and good practice
- Copy counselors and/or Deans of Students on emails regarding behavioral, emotional or academic concerns is recommended

Which academic concerns merit a direct communication with families?

- If a student has 2-3 consecutive assignments missing OR the teacher is concerned about work habits and impact on grade
- Any major assignment missing (project, research paper, etc.)
- A grade of D or below after consistent performance at that level (this should occur throughout the term, not just at academic warning time)
- When a student appears that they are at risk for ending the term with an "incomplete"
- If the student is in danger of failing a class for the year
- It is good practice to contact parents when students exhibit outstanding performance or improvement

Which behavioral, emotional and social concerns merit a direct communication with families?

- Repeated classroom disruption and/or marked change in student affect (in consultation with School Counselor)
- When a detention is issued (teacher/admin/Saturday)
- Plagiarism/cheating (see handbook for clarification)
- When there's marked improvement in classroom behavior or participation

When is it advisable to request a direct, face-to-face meeting?

- When other means of communication have been unsuccessful
- When a student is struggling in multiple classes (behaviorally or academically), the School Counselor will arrange a face-to-face meeting.
- If the student is in danger of failing a class

Posting Upcoming Assignments - Google Classroom:

- All teachers will use Google Classroom as the main platform to post upcoming assignments and announcements.

Posting Report Card Grades on PowerSchool:

- All grades need to be updated on PowerSchool every two weeks.

Questions?

- Please utilize the flowchart below if you wish to initiate communication regarding your student's classroom experience.

If there's an issue in your child's classroom, it's important to contact the classroom teacher directly first.



If you are unable to resolve the issue with the classroom teacher or if the problem continues, please contact the Department Chairperson for further assistance.



If additional assistance is required, please contact AMSA's Principal to set up a meeting.