

Glenburn School
Communication Expectations

Update 10/21/25 (date of board meeting)

The intention of this document is to set common expectations for communication with families, staff, administration, and the wider community. The administration, staff, and board developed these expectations and will hold themselves to the same standards indicated.

Objective #1 Communication Plan

1A - Staff Expectations:

- A. Staff will keep Google Classroom and/or “Thrillshare - Rooms” up to date. For example, teachers will outline assignments, give long-term project information, provide needed materials, and so on.
- B. School Gmail must be checked at least twice a day (AM & PM) and responded to or acknowledged within 24 hours; except for weekends, vacations, or when a staff member is on leave.
- C. All emails addressed to “Glenburn Announcements” require special attention. These contain important information pertaining to all staff and should be read prior to other messages.
- D. Phone messages must be checked once a day and a response made within 24 hours, except for weekends, vacations, or when a staff member is on leave.
- E. Written communication to families involving changes of schedule, special events, field trips, and/or potentially controversial topics must be reviewed and approved by the administration 24 hours prior to it being sent home.
- F. Staff will check their mailboxes once a day.
- G. Staff will review Monthly Newsletters, and Google Docs for Monday’s “Week of” and the daily “Today’s Happenings” for calendar events pertinent school information.
- H. Staff will maintain up-to-date digital Synergy grade books as applicable.
- I. When a teacher has a concern regarding a child's academic or behavioral pattern contact with the parent should be made and documented. Initial contact should be by phone whenever possible. Within a reasonable amount of time documentation through “Thrillshare - Rooms” and/or School Gmail should be made for your/our record. Ongoing concerns need to be referred to the office with your documentation.
- J. Each time a student has been absent approximately three times for any reason, homeroom teachers will make contact with that student’s family. This is intended to be a positive outreach and not a blame/shame communication. (Scripts can be provided if needed.)
- K. Communications regarding positive experiences with children need also be made with parents.

1B - Administration Expectations:

- A. School Gmail must be checked at least twice a day (AM & PM) and responded to within 24 hours, except for weekends and vacations.
- B. Administration will provide a written communication to staff of changes to upcoming events via School Gmail and/or Google Docs.
- C. Communication from teachers to parents involving changes of schedule, special events, field trips, and/or potentially controversial topics will be reviewed and approved by administration and returned to staff within 24 hours of receipt.
- D. Phone messages will be checked at least once a day and a response made within 24 hours, except for weekends and vacations.
- E. Administration will communicate upcoming events, or changes to upcoming events, via School Gmail and/or Google Docs.
- F. Administration will be responsible to make sure daily updates are communicated to staff for “Week of” and “Daily Happenings” in Google Docs.
- G. If the administration wants a response to an email, it will be indicated in our communication.
- H. Administration will direct staff to appropriate resources when challenges arise.

- I. The Administrative team will communicate consistent expectations for students.
- J. Administration will provide technology-based professional development to staff and parents on applicable platforms as scheduled, requested, and/or needed.

1C - Family Expectations:

- A. Families can expect that phone or email messages to a staff member will be responded to within 24 hours, except on weekends, vacations, and in the event that a staff member is on leave. If no response is received from the staff member within that timeframe, please contact the school office and/or Principal.
- B. All student-to-parent and parent-to-student communication during the school day must pass through the school office.
- C. When a concern or question arises regarding your child, first communicate with the teacher via email, phone call, or at an appropriate time in person. If you need to meet personally with a teacher please schedule a time to meet that is mutually agreeable.
- D. Parents are responsible for checking the modes of communication listed in Objective #2.
- E. Parents are responsible for providing the Principal's office with up-to-date contact information or any significant changes that could impact their student.
- F. Parents will contact the school when their child(ren) is going to be absent, tardy, or there is a change in dismissal plan.
- G. The School Department understands that social media is a powerful tool for communicating within a community. However if parents have concerns about the school, rather than speculate in an online chat forum, please do us the courtesy of bringing your questions and/or concerns directly to us. Misinformation can create complications that are counterproductive to the running of the school and may take time away from what an administrator's first priority is: our children.

Objective # 2 Methods of Communication:

The Glenburn School will support and update the communication methods listed below on a continuing basis. Parents should use these methods of communication to stay informed of school elements and events;

- A. "Thrillshare - Rooms"
- B. School website: glenburnschool.us
- C. School Facebook Page; This is for School Information delivery to the community, and not for any two-way communication. www.facebook.com/glenburnelementary
- D. Front Roadside electronic sign
- E. Newsletter: Monthly electronic newsletters are emailed and available on the School Website. Paper versions are sent home with students and available in the office upon request
- F. Google for Education
 - a. Google Classroom
 - b. Google Meets
 - c. Google Docs
 - d. Google Drive
 - e. Gmail
 - f. Google Calendar
- G. Synergy, Glenburn's Student Information System
 - a. Attendance
 - b. Gradebook
 - c. Registration
 - d. Communication Log
 - e. Health Records
- H. Phone
- I. Automated emergency phone/text notification

Objective # 3 Communication Implementation Processes:

In the event that a family member has a concern regarding the communication expectations, please reach out to Glenburn staff/administration in the following order:

- 1. Contact the staff member
- 2. Contact the Principal
- 3. Contact the Superintendent
- 4. Contact members of the School Board

