Saginaw Township Community Schools Communication Plan

Goal: To engage parents, students, and community members in collaborative efforts to promote open and transparent communication.

Purpose

The purpose of this document is to serve as a general guide for ensuring effective communication between parents and teachers, and staff and administrators of Saginaw Township Community Schools. 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 shared protocol.

Confidentiality

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

Maintain Respectful and Open Communication

- Enter the exchange with an open mind and assume a shared best interest for the student.
- Engage using a respectful and polite tone.
- Prepare to listen to each other's observations and perspectives along with providing information.
- Work collaboratively to solve problems.
- Refrain from threats and/or inappropriate language.

Time to Respond to Communication

- Teachers and staff will make every effort to respond as soon as possible to parent communications, with the understanding that the teaching day sometimes precludes immediate responses.

Whom to Contact

- Classroom questions, accolades, issues and concerns should be directed to your child's teacher.
- If you have an issue with a staff member, first address those concerns with that staff member directly and if the subject has not been addressed to your satisfaction, then move to the next level of the flowchart.
- Starting at level one promotes an expedited resolution, as that individual is most familiar with the situation.
- Please recognize that as a school, we operate with openness, collaboration and the shared best interest for every student.
- The Saginaw Township Board of Education invites and encourages input and open communication through public comment at every board meeting. Board members also welcome direct communication.*
- **Families that have not followed the "Communication Process Flowchart" will be directed to the appropriate level based on the circumstances**.

*Serious discipline offenses involve the Board of Education

White Pine Middle School Communication Process Flowchart

	LEVEL ONE	LEVEL TWO	LEVEL THREE	LEVEL FOUR	LEVEL FIVE
Athletics	Coach	WPMS Athletic Director	Principal	STCS Athletic Director	Superintendent
Special Education	Classroom teacher	Caseload provider	Grade Level Administrator	Special Education Director/Supervisor	Director of Curriculum & Learning
Grades/Scheduling	Skyward	Classroom Teacher	Counselor	Grade Level Administrator	Director of Curriculum & Learning
Discipline/Student Behavior	Classroom Teacher	Grade Level Administrator	Principal	Director of Human Resources	Superintendent*
Teaching/Curriculum	Classroom Teacher	Grade Level Administrator	Principal	Director of Curriculum & Learning	Superintendent
504	Classroom Teacher	Grade Level Counselor	Grade Level Administrator	Principal	504 Coordinator
Transportation (Buses)	Director of Transportation	Director of Finance and Business Operations	Superintendent		
Food Services (menu, special dietary needs, lunch fees)	WPMS Kitchen Supervisor	Director of Food Services	Principal	Director of Finance and Business Operations	Superintendent
Student Absence	Grade Level Office	Grade Level Counselor	Grade Level Administrator	Principal	Superintendent
Student Concerns (Social, emotional, wellness)	Classroom Teacher	Grade Level Counselor	Grade Level Administrator	Principal	Superintendent
English Learner Program	Classroom	EL (English Learner) Teacher	Grade Level Administrator	District EL (English Learner) Coordinator	Principal

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Community Members Communication Process Flowchart

	LEVEL ONE	LEVEL TWO	LEVEL THREE	LEVEL FOUR	LEVEL FIVE
Athletics	Coach	Building Athletic Director	District Athletic Director	Principal	Superintendent
Discipline/Student Behavior	Dean of Students	Assistant Principal	Principal	Human Resources	Superintendent
Transportation (Buses)	Director of Transportation	Director of Finance and Business Operations	Superintendent		
Social Media	Principal	Communication Specialist	Superintendent		
Community Building Use	Community Education Office	Director of Community Services	Principal	Superintendent	
Facilities	Principal	Facilities Director	Director of Finance and Business Operations	Superintendent	

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When contacting school staff, please allow for **two (2) business days** for a response.

Student ⟷ Parent

Communication between student and family is essential. Have your student check Skyward to view grades or the Google classroom/teacher website to keep up to date on daily work.

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Student ⟷ Teacher

Students should speak to the teacher directly regarding questions or concerns. The best times to approach the teacher are after class or after school.
Students can also email teachers to set up an appointment.

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Parent/Guardian ⟷ Teacher

Families can contact teachers directly via phone or email.
Email addresses are listed on www.stcs.org.

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Student/Family ⟷ Academic Advisor

Middle School and High School students can sign up for an appointment with their counselor to discuss scheduling and classes.

Please refer to the communication flowchart for whom to contact for elementary student academic concerns.

SCHOOL INFO - COMMUNICATION GUIDELINES AND PROCEDURES

UPDATE YOUR CONTACT INFORMATION
If you move or change your phone number, it is *imperative* that you contact the school and update your information.

CONTACTING TEACHERS OR STAFF:
Best mode: Rooms messaging through STCS app, teacher email/phone
Message teachers through Rooms on the STCS app. Teacher and staff contact information is also listed on the school website (www.stcs.org).

CONTACTING SCHOOL ADMINISTRATION:
Best mode: email/phone
School administrators contact information is listed on the school website (www.stcs.org). **Families that have not followed the "Communication Process Flowchart" will be directed to the appropriate level based on the circumstances**.

STUDENT DISCIPLINE: Laws that inform student/staff confidentiality may limit information that can be shared from school to parent, including consequences for other students'/staffs' behaviors.

IN CASE OF EMERGENCY:
In the event of a weather, health or safety emergency, STCS will use Thrillshare Alerts to disseminate important information. Thrillshare Alerts uses a combination of automated phone calls, texts, emails, and news announcements on our webpage (**www.stcs.org)** to distribute the information. STCS will update information as often as is warranted. For issues in which local media is needed to share information, **WNEM TV5**, **ABC12, WHNN**, and **WEYI 25** will be passing information along in support of STCS. As a secondary source of information, district and building **Social Media** will be used to support the emergency communication efforts of STCS. Thrillshare Alerts pulls contact information for all messaging from SKYWARD. Parents are asked to verify that this information is up to date at all times to ensure accurate communication.

OK2SAY ANTI-BULLYING *(report tips confidentially on criminal activities or potential harm directed at students, school employees or schools)*
Stop the Silence. Help End Violence.
Call: 8-555-OK2SAY (855-565-2729)
Text: 652729 (OK2SAY)
Email: OK2SAY@mi.gov

National Suicide Prevention Lifeline
1-800-273-TALK (8255)
www.suicidepreventionlifeline.org