



Online Learning Communication

Policy

Educating in an online environment requires an increase in the level of communication between teachers with students and parents/guardians in order to be successful. School staff may provide regular communications to the school population through the use of school email, social media, website and Learning Management System. All Safe Environment protocols must be followed when communicating with students by email, phone, video conference or any other virtual format.

General Notes

- It is recommended to utilize the school approved platform when communicating with students.
- Staff must present any online communication tool not already approved by the principal prior to being used as a means to communicate with students.
- Staff must use the school approved LMS to provide online instruction.

Email communication

- Staff must use their school email for all communication with students and parents/guardians.
- Staff may also use LMS to send group or individual email to students and parents/guardians.
- Staff may use their school generated email or FACTS email to communicate with students.
- For grades K-12, when emailing a student regarding any academic, discipline, or other sensitive issue, the parent must be copied.
- For grades 9-12, if the school's email system is a "closed" system for student emails it is not necessary to copy the parent on emails that are general non-specific in nature. A "closed" system means that the student is only able to send and receive emails to those within the school using their school email account. Please confirm with your Technology Coordinator to verify you have a "closed system". This may apply to younger grade levels at the Principal's discretion.

Phone communications

- When making a phone call to the student, the parent or guardian must be included on the call.
- Since the teacher may be using their personal phone, the use of #67 is permitted to block the teachers phone number from showing up on caller ID.
- It is advised to notify the parent by email when to expect a call and that it will show from a blocked phone number so they do not ignore the call.
- All calls must be made to the phone number provided for the parent or guardian.
- Do not call a student's cell phone.
- Phone calls may not be recorded.

Video lessons for whole group instruction

- The use of an approved video conferencing tool is required.
- Lessons may be recorded ahead of time by the teacher and posted on LMS for the student to view.
- Live video classes are permitted and should be made available to all students. The audio and visual features may be enabled during these sessions to allow two-way communication between teacher and students.
- Recording of the live video class is permitted only if the school has a current Image Release form signed by the parent for each participant in the class. These recording may be posted on the school's LMS for students to view at a later time.
- For any student who has not submitted a signed Image Release form for this school year, the Principal must request the parent to provide authorization to allow recording in his limited use only.

Video meetings with a small group of students (tutoring, meet and greet, office hours)

- The use of an approved video conference tool is required.
- Live video small group meetings are permitted provided more than one student and/or another staff member from the school is on the live video meeting call.
- Live video small group meetings should be open to all students.
- Live video group meetings should not be recorded

Video conferences with an individual student

- The use of an approved video conferencing tool is required. Face Time is not permitted.
- A live video individual conference with a student may be requested by email by the student, parent/guardian, or teacher.
- It is advised to notify the parent/guardian and student in advance by email the scheduled time for the live video conference.
- Live video conferences with a student are permitted provided the students parent/guardian is present on the call. Every effort should be made to schedule the live video conference with a student when the parent's schedule permits. In the event a meeting time cannot be coordinated, the teacher may request the parent/guardian to send an email granting permission for the meeting to continue without the parent/guardian provided another staff member from the school is present on the live video meeting with the student.
- Live video individual student conferences may not be recorded.