

Promoting Effective Communication: Jericho High School Communication Protocol

Below you will find a protocol jointly developed by parents, teachers, students and administrators on the *Shared Decision Making Team*. It is designed to promote **DIRECT, OPEN AND RESPECTFUL COMMUNICATION** so that problems and concerns can be worked out quickly and effectively between the parties involved. We strongly encourage students and parents to follow this protocol. In turn, our staff members pledge to be sensitive to your concerns, to maintain confidentiality and to return calls in a timely manner. **By working together, we can continue and strengthen our commitment to excellence.**

Parents & Students

1. **SPEAK DIRECTLY TO THE TEACHER:** Students are encouraged to express their concerns directly to the teacher. If you, as a parent, however, are concerned about an issue involving your child's education, classroom experience or grade, go right to the source and contact the teacher yourself. **All teachers can be reached via the teacher's workroom: 203-3600, Ext. 3220.** A message will be left for the teacher to return your call. Teachers will make every effort to get back to you as quickly as possible but it may take a day or two. Please be patient. If you do not receive a call within two days, try again. After that, you may then want to proceed to the next step.



2. **If you haven't heard from the teacher in a reasonable amount of time, contact A GUIDANCE COUNSELOR OR CURRICULUM ASSOCIATE:**

GUIDANCE COUNSELOR	CURRICULUM ASSOCIATE
If you need to find out about an assignment or need an update on your child's progress in a particular class, contact the guidance counselor. Please see reverse for individual phone numbers.	If your concerns stem from a classroom practice, grade or a particular book or assignment, contact the department's curriculum associate. See reverse for individual phone numbers.



3. **ADMINISTRATOR/ASSISTANT PRINCIPAL:** If you are dissatisfied with the response so far, it is best to contact one of the administrators in order to express your concerns.
Kathryn Behr
(for students with last names A-Z)
203-3600 Ext. 3224



4. **CO-PRINCIPAL:** Most problems will have been resolved by this point. If you still need to speak with someone about your situation, however, please contact Mr. Cohen's office at **203-3600, Ext. 3222.**
All calls to the Principal or Assistant Principals are maintained in a telephone log.



5. If your problem has not been resolved through the Principal's office, contact the appropriate **Assistant Superintendent**, then the **Superintendent**, and ultimately, the **Board of Education.**