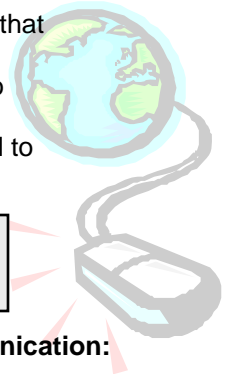


## Asheboro City Schools Staff Email Guidelines

Asheboro City Schools recognizes that electronic mail (email) is a valuable communication tool that is widely used across our society. We believe that communication between home and school is an important component to student success. Staff members are provided with district email accounts to improve the efficiency and effectiveness of communication both within the organization and with the broader community. The following guidelines are provided to assist staff in the effective use of email to enhance home-school collaboration.



**Email messages are not confidential and are considered public documents accessible to other parties under the Freedom of Information Act and other laws.**

### General Email Guidelines for Parent Communication:

- Staff members should respond to email in a timely fashion (approximately 48 hours), just as they would to a phone call or handwritten message, but the response does not have to be by email. One may choose to respond in other ways (e.g. email, telephone call, note, conference).
- A parent cannot require that a staff member correspond via email. Similarly, a staff member cannot make email the only option for communicating with parents.
- Email must never be used to discuss contentious, emotional or highly confidential issues. These issues should be dealt with face-to-face.
- Email messages to parents should be consistent with professional practices for other correspondence. This includes grammar, format, and salutation.
- Emails should be short and directional in nature and only include facts.
- Email parents only when they have agreed that email is an appropriate form of communication and they have volunteered their email address.

### Generic Email Responses

If a staff member chooses not to use email as a communication tool or feels like the topic is too sensitive for an email reply, here are two generic responses:

*Thank you for your email. Asheboro City Schools does not use email to discuss student information. In order to best address your concerns and quickly answer your questions, please feel free to call me at (insert number and best time to reach you) and I will be happy to discuss this with you further. Thank you for your interest in your child's success.*

*Thank you for your email. I feel this concern is too sensitive for email. I would prefer to speak in person regarding this matter. I will call you on (insert date and time) to discuss this matter further. Thank you for your interest in your child's success.*

### Email Auto Signatures encouraged:

Include name, position, location, telephone number, and best time to reach you. Staff may not include religious, political, or commercial messages in their signatures.

### Acceptable Use of Parent Communication:

- Email should be used for general information such as: class activities, curriculum, assignments, tests, deadlines and special events.
- To arrange for a meeting/telephone call regarding a student issue including a general description of the issue e.g. "I would like to arrange a meeting to discuss your daughter's attendance."
- Follow-up on an issue that has previously been discussed. Please adhere to agreed upon timeline for follow-up.

### Unacceptable Use of Parent Communication:

- Any discussion related to other students.
- Personal information about other students.
- Specifics about a sensitive student issue which was not initiated by the parent or had not previously been discussed with the parent. (e.g. 'I am concerned that your daughter failed the last three tests and was not at school again today.')
- Any discussion related to other staff.
- Any sensitive student information that would normally be discussed face-to-face or by phone. (e.g. 'I am concerned that your daughter may have a learning disability.')

### Acceptable Use of Student Communication:

- Information about student's academic performance (e.g. improved performance or class participation, missing assignments).
- Discussions specifically related to class activities (e.g. curriculum, homework, special events, assignments, important dates).

### Unacceptable Use of Student Communication:

- Any discussion of or information related to other students.
- Any negative discussion related to other staff, students, parents, or community members.
- Discussion about the personal life of staff members or students (e.g. home life, vacations, relationships).
- Exchange of home addresses, phone numbers (cell, home) or on-line chat room account information.



**Asheboro City Schools**

*...the subject is excellence!*