

007/2023

Dear parents/guardians

Centralized and Common Platforms for teacher/parent communication

It was lovely meeting all of you at the Parent – Teacher Meets. I truly would like to thank you all for the support you have given to the school. Your trust and confidence is deeply appreciated by all of us.

Rationale:

At the PTM and in my 2023 letter to all of you, I informed you of the following changes:

1. Teachers will no longer be required to provide their personal phone/handphone numbers to parents.
2. We would like to centralize and standardize the modes of communication between teacher and parent.
3. We would like to take care of our teachers’ mental and physical well – being, ensuring that they too can rest and recharge for the next day. That is a win – win for all.
4. We would like to develop your daughters to be more independent, resilient and adaptable in managing areas such as schoolwork, friendships, punctuality and timeliness, and more.

Centralized Platforms:

1. As such, the school will move to **3 modes of communication** between teacher and parent.
Please work with the FT and/or subject teachers on their preferred mode of communication.
 - (a) Email
 - (b) Phone call
 - (c) Google Chat
 - Google Chat is a secure communications tool that the school will be using for communication between teachers and parents.
 - Attached to this PG message is a step – by – step guide on how to install Google Chat on your phones and laptops. It is very easy to use. However, if this is not for you, then email or a phone call are other options.

Time of communication:

School hours – 7:30am – 5:00pm

Where to start when I have a concern (in this order):

- (a) Point of Contact Level 1 Form Teacher/Subject Teacher
- (b) Point of Contact Level 2 Year Head/HOD
- (c) Point of Contact Level 3 School Admin Team including School Leaders

Other areas to note:

- (a) Refrain from informing teachers if your daughter has forgotten a non – urgent item such as homework, cardigan, water bottle. Let her inform the teacher and we will use it as a teachable moment while ensuring that she is still taken care of.
- (b) Teachers are in class for the most part of the day. They then have CCAs, Professional Development Sessions and meetings. If your daughter is not in any immediate danger, please understand that they will need the time to read, digest and respond to you.

Here are some possible scenarios and suggestions for when to use these communication tools:

Platform	When to use it	Level of attention/urgency	Staff	Response time	To note
Email Teacher's email address	Requests, concerns or suggestions that you may have regarding your daughter's progress (academic, well – being, an issue that has happened in class).	Mid – low	FT/ subject teacher.	Within 3 working days.	
	Submission of documents.	Low			
	Alert to absence of daughter.	Low			
Phone call 6344 3072	Concerns with an issue that has happened that requires more immediate attention such as serious offences (page 29 of journal).	Mid	General Office	Within the day or the next day.	Teachers may be in class when you call. Our receptionist will leave a message for the teacher to call you back as soon as possible.
	If you prefer a more personal conversation.	Mid	FT/Subject Teacher		
	If there is an emergency in the family or with your daughter.	High		Immediate	We will alert the teacher immediately.
Google Chat	As above for email or phone call, but if you wish to have a more of a 'live' online chat.	Low – Mid	FT/Subject teacher.	When the teacher comes online.	Similar to what's app or telegram, the teacher may only respond when she is available.

We seek your patience and understanding should we take slightly longer to respond to you during our peak periods or if we require more time to address more complex feedback.

We will endeavor to understand your needs and provide helpful and timely solutions.

Together, help us make our journey together a pleasant one.

Thank you once again for all your support.

Mrs. Simon

Principal, CHIJ (Katong) Primary.