

Policy - Communication channel/platform with Parents

Staff Circular: 2023-2024/014
 Date: 13 January 2024
 Point of Contact: Mr. Shafer, IT Incharge



CROWN AMERICAN PRIVATE SCHOOL
 مدرسة كراون الأمريكية الخاصة
 Accredited **Cognia**
 NCA CASI / NWAC / SACS CASI

Dear Staff Members,



We have been observing since the last term, and it has been brought to our attention by the parents that some of the teacher's are coordinating with the parents using 'Whatsapp' and other communication platforms. We understand that many of you are aware of the school policy, but at times, deviate due to pressure from the parents. We also understand that some parents find it easy to connect using WhatsApp rather than ClassDojo, but this puts the majority of the parents at a disadvantage who are on ClassDojo. Many parents have reported that teachers reply more promptly on WhatsApp than ClassDojo.

After a thorough analysis of the possible factors and its risk, we have decided to continue with our policy of the 'use of **ClassDojo communication platform**' for official communications/conversations between teachers and parents. All Teachers are requested to read and adhere to the below policy.



Connect to ClassDojo platform and into all classes that you teach. This is teachers' responsibility.	Personal Privacy: Do not share your phone number with any parent. The teacher will be responsible for any consequences occurring due to the sharing of number
Ensure all parents are connected on ClassDojo. If any student/parent is not connected to ClassDojo, please help them: (a) contact Mr. Shafer at it@crownamerican.ae , (b) contact Ms. Mai at 050 744 2925.	Others Privacy: Do not share the phone number of any other staff with any parent. This will result in issue of warning letter, and suspension in serious cases.
WhatsApp should only be used for internal school communications. CAPS official WhatsApp groups are: (a) All Staff, (b) CAPS Social, (c) CAPS IT & Maintenance, (d) groups created by Team Leaders/HODs, (e) CAPS Admin Group, (f) CAPS Supervisors Group, (g) CAPS Team Leaders Group, (h) CAPS SLT, (i) any other group created for school committees, events, or which are approved by the Vice Principal and/or Head of Curriculum.	No circulars, report cards, progress checks, class/lesson feedback, Weekly Overviews or any other official information should be shared on WhatsApp or other communication platform. Do not announce or share any internal school information with any parent in advance. Always wait for the school circular or ask for permission
School administrative staff who have been provided with the school phone number/sim are allowed to use WhatsApp with parents. However, no official document should be shared on WhatsApp. Use WhatsApp to help parents connect to ClassDojo.	Do not create or be a member/admin of any WhatsApp group with parents. If you already are on a parents WhatsApp group, please consult Mr. Zaid before removing yourself from the group.
DO ASK! If in doubt, ask the Head of Curriculum or Vice Principal. For any unusual situation or for any confusion in your mind, please ask.	DON'T MAKE YOUR DECISION! If in doubt, ask the Head of Curriculum or Vice Principal. For any unusual situation or for any confusion in your mind, please ask.

Remember, some actions cannot be undone and we have no chances or opportunities of improvements. Such actions would invite consequences. Please take care and trust that following policies will ensure a good bond with our students, parents, and colleagues.

Best regards,

Mr. Imran Shaikh, Vice-Principal

