



SCHOOL WIDE COMMUNICATION POLICY

Communication at Excelsior Academy, as outlined in our school vision, will be positively framed and undertaken in good faith by all parties. Anyone with a question or concern is to take it to the person most able to address it and to no one else. This allows for all members of the community to feel safe and valued, and to have confidence that all concerns will be addressed to the point of satisfaction whenever possible. Feedback from all stakeholders is essential for the school to be continually engaged in a process of improvement, and feedback is more likely to be shared freely when stakeholders are confident their feedback will be carefully heard and addressed.

Members of the Excelsior Academy community who have a question, concern, feedback or a need for information will identify the person best able to answer their question or concern or most logically to hear their feedback and will approach that person in a positive manner. If a member of the community does not know who the best person is to answer their question or concern or hear their feedback, they will ask a member of the administrative staff, beginning with one of the school secretaries.

If a parent has a question related to instruction or that relates to the classroom in any way, the classroom teacher should be the first person to whom the parent would go seeking information or resolution. If the parent does not feel their concern has been resolved by the teacher, they should ask the teacher for a meeting with an Administrator. If the parent desires, they may ask the school secretary for an appointment with the Director directly if they feel their concern would best be addressed at that level and they have already tried to address it with the teacher and are uncomfortable asking the teacher for an administrative conference. If the parent feels the Director has not sufficiently resolved their concern, they may bring their concern to the parent advocate member of the Governing Board. This may be done by emailing advocate@excelsior-academy.org.

Concerns must be brought by a parent about their own students or their own concerns. Parents may not represent a group in bringing concerns to the Excelsior Academy Administration or Governing Board, as each parent's concern must be addressed individually and confidentially. In order to preserve the confidentiality of our students, group concerns will not be addressed.

We have established a clear communication channel through which we invite you to bring any concerns or questions you may have. The persons listed are in order of whom you should address your concern to first, next, etc.:

Academic, Behavioral, or other Concern – Elementary

1. Child's Classroom Teacher - (even for groups issues) - teacher's first initial lastname@excelsior-academy.org
2. Elementary Director, Heather Soto – hsoto@excelsior-academy.org
3. Assistant Elementary Director, Keri Stoddard – kstoddard@excelsior-academy.org
4. Parent Advocate, Katie Redmond – advocate@excelsior-academy.org

Academic, Behavioral, or other Concern – Jr. High

1. Child's Classroom Teacher - teacher's first initial last name@excelsior-academy.org
2. Jr. High Director, Matt Hymas – mhymas@excelsior-academy.org
3. Jr. High Administrative Assistant, Cami Deavila – cdeavila@excelsior-academy.org
4. Parent Advocate, Katie Redmond – advocate@excelsior-academy.org

Facility or Safety Concern, Carpool

1. Tracey Marz - Business Manager – tmarz@excelsior-academy.org
2. Administrative Director, Audrey Bell – abell@excelsior-academy.org
3. Governing Board Member- advocate@excelsior-academy.org

Special Education Concern - Elementary

1. Child's Classroom Teacher - teacher's first initial last name @excelsior-academy.org
2. Elementary Director, Heather Soto – hsoto@excelsior-academy.org
3. Special Education, Eva Wayman or Cali Oscarson – ewayman@excelsior-academy.org, cwolf@excelsior-academy.org
4. Parent Advocate, Katie Redmond – advocate@excelsior-academy.org

Special Education Concern – Jr. High

1. Child's Teacher – teacher's first initial last name@excelsior-academy.org
2. Jr. High Director, Matt Hymas – mhymas@excelsior-academy.org
3. Special Education, Eva Wayman or Cali Oscarson – ewayman@excelsior-academy.org, cwolf@excelsior-academy.org
4. Parent Advocate, Katie Redmond – advocate@excelsior-academy.org

Communication with Students

In addition to the school-wide communication policy, additional guidance is given regarding communication with our students. Communication with students by all adults in our community shall be undertaken with our school vision in mind:

1. To provide a safe, fun, nurturing learning environment that is safe physically and emotionally.
2. Positive communication will be used by all staff, at all times. Corrections, when necessary, shall be undertaken within the context of encouragement.
3. Positive communication will be taught in a concrete manner to students.
4. Positive communication will be modeled by staff for families and students.
5. Positive communication will be addressed through regular, written communication from the school administration.
6. Because we believe that achievement is most effectively achieved through properly reinforced effort, staff members will watch for opportunities to notice and acknowledge effort in a positive manner.
7. If a student needs to be corrected, it is best done in close proximity to the student using a normal voice tone and calm manner.
8. If a group of students is involved in a negative situation, staff members shall separate the students and counsel with them individually.
9. Communication with students will reinforce Excelsior Academy's culture of inclusiveness, kindness and teamwork.
10. Communication with students will characterize our belief in the unlimited value of each individual student to our school community.

Administrative Communication

A weekly newsletter from the Administration will be emailed to Excelsior Academy families. The newsletter will contain notification of important dates and events, as well as pertinent school news and information.

Parent Survey

Each February and May, a parent survey will be distributed to each Excelsior Academy family. The February survey is conducted by Utah State University and is a short, general survey. The May survey is specific to Excelsior Academy, and solicits our parents' views on our programs and staff members. Families will have the opportunity to express their level of satisfaction with all aspects of Excelsior Academy's program. Survey results will be available at the school office, and major points from the survey will be communicated to the parent community via the school newsletter. It is the goal of Excelsior Academy to have 100% parent participation in the parent surveys.

Any anonymous written communication, outside the annual school survey, will be discarded without being acknowledged.