



COMMUNICATION WITH OUR STAKEHOLDERS: HOW DOES THIS HAPPEN?

During a closure, communication between administrators, staff, parents and students is more important than ever.

"In an online environment, everyone's anxiety is high and channels of communication need to be frequent, clear and succinct,"

A) PARENTS:

Communication at St. Mary's takes place in a three-fold approach to allow parents to use the medium that suits them the best and to ensure that nobody misses out on anything. Four years ago, the school created an individual and unique school email ID for every student and though that ID a class group email has been set up for every class for parents from Year One to Year Eleven.

Parents receive all school circulars / notifications/ schedules/ official government releases regarding emergency measures etc. / KHDA and MOE official releases/ in this three-fold manner:

- 1) **VIA THE SCHOOL WEBSITE** (For this Distant Learning Phase a DL section has been opened on the school website)
- 2) **VIA THE CLASS GROUP EMAIL**
- 3) **VIA THE SIMS PARENT APP**

In addition parents receive all the weekly lesson plans under the relevant Department Subject Heading on the school website ahead of the next school week. Plans are uploaded to the website on a Saturday evening so parents can access them and know what the children are going to be learning in the coming week.

Class Teachers send a daily email to parents via the group email with a cut off deadline of 6:00pm. This email will have essential requirements for the next day's learning as communicated to the class teacher by Subject Teachers of the class.

HOW DO PARENTS COMMUNICATE WITH THE SCHOOL?

- 1) All Senior leaders have their official school email ID posted on the school website and in the student's school diaries. Parents can write in to any of the Senior Leaders. The Vice Principal is overall in charge of communication but will copy the Principal on any reply sent to parents. Both the Principal and Vice Principal work closely with senior leaders and middle leaders as well as teachers on any concern or issue raised by parents.
- 2) The school email ID maryscol@emirates.net.ae is managed by the secretary to the Principal and she will forward any relevant emails to the Principal the Vice Principal and other relevant staff members.
- 3) All teachers school email ID's are available in the contact section of the school website. Parents are encouraged to communicate with teachers for any minor subject specific queries or related subject concerns. Teachers who receive mails with more serious concerns are asked to forward them to the Vice Principal for a comprehensive reply.
- 4) For technical and IT concerns during the DL parents have been asked to email the Principal and the IT on their dedicated email: itsupport-smchs@smgeducation.org
- 5) For all other concerns and issues, parents are requested to email the Vice Principal with the phone contact so if a call needs to be made that can be done as well.
- 6) The school has set up dedicated emails for parents for fees and admissions so that these may be handled by the staff involved in these areas. These are fees-smchs@smgeducation.org and admissions-smchs@smgeducation.org

B) STUDENTS:

All circulars sent out to parents are carefully discussed with students during the class teacher sessions. A lot of information contained in them is related to the children and so teachers use the special class teacher time to discuss and answer any queries that children may have. This is particularly important for middle school and secondary students. Quite often it is the children who alert their parents about important notifications from the school.

All students in Years 12 and 13 (A-Level) are on full cohort Whatsapp groups with the Vice Principal as has been the practice for the last four years and has proven to be particularly helpful during the Distance Learning phase. She posts all relevant information for them there including links to many pre-university webinars that have been taking place in the past few weeks. These are formally set up at the start of the year and have been a very seamless way of communicating with the oldest students of the school.

Most upper secondary students also have Whatsapp groups (even though not formally created) with the vast majority of their teachers. Teachers are able to quickly and seamlessly communicate with them.

All additional communication for students which includes Well Being presentations/ advice on online safety/ motivational messages and videos are all shared with them during the class teacher sessions and are also available on the school website for them to reference or download.

HOW DO STUDENTS COMMUNICATE WITH THE SCHOOL AND THEIR TEACHERS?

Students are expected to use their unique school Email ID when communicating via email.

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2) Students can assess their teachers via email and address any queries that are subject related to them. All teachers school email ID's are available in the contact section of the school website. Students can even communicate with their teachers within their respective Google Classrooms.

3) Most senior students use the Whatsapp groups with their teachers to communicate concerns or queries. Students are aware of how to be mature and decent in their communication.

4) They may even write to the school email ID for any general administrative queries.

5) For technical support with DL, they write to IT support on their dedicated email.

C) GOVERNORS

Governors are updated by the school with all the notifications and communication that's sent out to parents as this gives them a clear cut idea of what is going on in the school. Telephone calls are made to discuss more urgent matters and sensitive information on finance is discussed in meetings. Any contingency plans or addendums to policies are also additionally shared with Governors.