



River Rouge Schools

Communication Protocols

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As we continue our efforts around rapid improvement, please stay abreast of our district's progress by visiting the District Turnaround Network tab in the staff section on www.riverrougeschools.org.

Please use the following protocols for internal and external communications throughout the River Rouge School District to optimize the transfer of information between school and community stakeholders.



OUR GOAL

Effective Communication is an integral part to every successful organization. River Rouge School District is committed to providing clear and consistent internal and external communication with students, families, employees, and community.

WHAT IS THE PURPOSE?

Our purpose is to provide clarity, improve collaboration, and strengthen partnerships which will honor the River Rouge School District's mission and vision.

EFFECTIVE COMMUNICATION

(written and verbal)

- All communication should allow for collaboration and feedback.
- Proofread all written communication before sending it out.
- Use professional language and grammar in all written communication.
- To minimize miscommunication please be considerate of your tone and avoid using all capital letters.
- Seek first to understand before being understood.
- Be respectful of time when communicating verbally.

Communication Tools:

Remind 101, Class Dojo, MI Star, In-touch, Text/Groupme, Email, Flyers/Newsletter, Social Media, Memos, PA System

WEBSITE:

- Ensure that websites are updated monthly and links are active.
- Media release form must be signed by parent or guardian prior to displaying photographs of students or students work.
- Avoid posting students' last names, images and email addresses.
- District staff will only develop class/school web pages on the district approved website.

PROCEDURES

- Check email daily during the week
- Check district calendar daily
- Provide monthly communication to parents and community
- Send quarterly reminder of how to access Parent Connect.
- Send progress reports/report cards every 5 weeks.
- Parents/community will be informed of events according to the following timeline: two weeks prior, within a week of the event, and the day of the event.
- District-wide events will be communicated from the district level.

EMAIL:

- Check email three times daily
- Use subject line codes as outlined below.
 - RN: Response needed (Respond within 48 hours)
 - URN: Urgent Response Needed (Respond Immediately)
 - UCO: Urgent Communication Only (No Response Needed)
- Use automatic response when you will be absent longer than 48 hours. Maintain professional relationships with students when communicating via electronic communications.

RESOLVING CONFLICT

- Communicate information regarding conflict only to those directly involved.
- Initiate conflict resolution face-to-face remaining mindful of appropriate tone and body language.
- Attempt to resolve all conflicts at the peer-to-peer level prior to pursuing higher authority resolutions.
- Address the person with whom you have the conflict, in private, not in public.
- Attempt to resolve conflict in this order: immediate supervisor, principal, central office.