



Communications Protocol

Communication Driver System

This system provides clear internal and external communication to:

- Present the district's approach to turnaround
- Illustrate how the district guides and supports improvements in teaching and learning
- Clarify the distinct but interconnected roles of both the district and the school(s) in the turnaround process

Phone Expectations

Building phones will be answered in a consistent manner **by all SPSD staff** as follows:

"Keeping Kids First, _____ (School Name) _____. This is _____ (Your Name) _____. How may I help you?"

Voicemail Expectations

All district staff will include "Keeping Kids First" in their voicemail message as follows:

Voicemail Script for Teachers:

"Keeping Kids First!" This is _____ (Your Name) _____ at _____ (School Name) _____. Please leave a message and I will return your call within 2 school days.

Voicemail Script for School Offices/Departments:

"Keeping Kids First!" Thank you for contacting _____ (Saginaw Public Schools or Name of School) _____. You have reached the voicemail of _____ (Your Name) _____. Our normal business hours are Monday through Friday, 8:00 AM to 4:45 PM. Please leave your name, number and brief message and someone will return your call within 48 hours. Thank you for calling _____ (Saginaw Public Schools or Name of School) _____.

Checking Voicemail from External Number:

- Dial 989-399-6600 - When prompt asks to dial extension of person you want to speak with: **press the # key**
- Enter your mailbox number (extension) when prompted - Enter password when prompted

Email Expectations

All district staff will check school email *twice daily* at minimum. It shall be checked once before the day begins and once before leaving at the end of the day.

For all part-time staff and outside vendor management level staff will check email a minimum of once daily.

Established Feedback Loop-Email:

Subject Line should include one of the following headings PLUS the actual subject:

- **FYI** - This indicates no response necessary, for informational purposes only
Example **FYI: District Calendar Updates**
- **Response Needed** - This indicates a response is necessary within 24 hours UNLESS otherwise specified
Example **Response Needed: Leadership Boot Camp Agenda**
- **Action Item** - This indicates that there is an action tied to the email. Details about the action and time line will be described in the email
Example **Action Item: Guided School Improvement Goals**