

Family Communication Policy

Here at WonderED, we do our best to provide transparent communication with our families. In order to do this, we have introduced a variety of communication platforms and policies to ensure the communication that we do have with our families is as positive, informative and productive as possible. These platforms are to be used a **minimum** of once a week to touch base with our families. Our communication platforms are listed below, as well as their intended uses:

- **Google Voice**
 - Our fastest and most efficient way to connect. Mandatory for all members of our esteemed academic staff, this versatile app seamlessly integrates across all platforms and devices. Google Voice empowers our Success Advisors with fully functional phone numbers for seamless call and text message exchanges.
- **Email**
 - Each student has a unique email address that has been assigned to them. They should be checking this daily.
 - Updates and information are to be sent to student email addresses **in addition to** the listed personal address for their parent/guardian.
- **Facebook/Instagram**
 - Important updates and Learning Center happenings are to be sent to Rebecca to be posted on our WonderED Facebook/Instagram pages.
- **Google Meet**
 - Each student group is **required** to host a minimum of one Google Meet weekly, unless otherwise specified.
 - This meeting can be an instructional lesson, or an open tutoring session.
 - Google meetings can be scheduled hassle free using Calendly. Each of our Success Advisors have their Calendly link attached to their email signature.

Each family needs to touch base with one of our educators **a minimum of** once a week. The type of communication does not matter. This is in place to ensure that any assistance that our students may need can easily be obtained. It is also to clarify the possibility that no additional assistance is needed for the student. If a student has not reached out on their own, it is necessary for the appropriate Success Advisors to reach out to them to check in.

When reaching out to families, staff members are to use three forms of communication to relay information. The combination of the three does not matter, as long as three ways are attempted.

