

Communication Guidelines for Parents, Guardians, and Learning Coaches

Tips to Ensure Effective Communication in Chicago Virtual Charter School

Dear Parents/Guardians:

We are dedicated at Chicago Virtual Charter School to providing you with transparent information about your child's education in a timely manner.

As communication between learning coaches and teachers is essential for our educational model, we want you to feel comfortable addressing your questions in our school. We encourage our parents, guardians, and learning coaches to take an active role, and have engaging conversations with your child's teacher and school staff throughout the school year.

We created this brochure as a resource for you to get answers to your questions. We recommend contacting your child's teacher first. Our administrative staff can also provide you additional assistance at 312-267-4486.

Sincerely,

Dr. Richard Lebrón

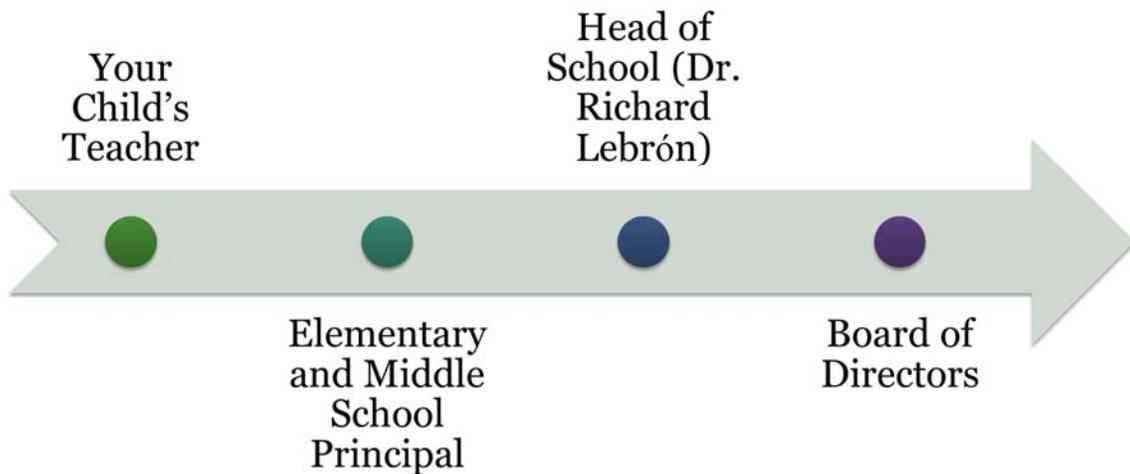
Head of School



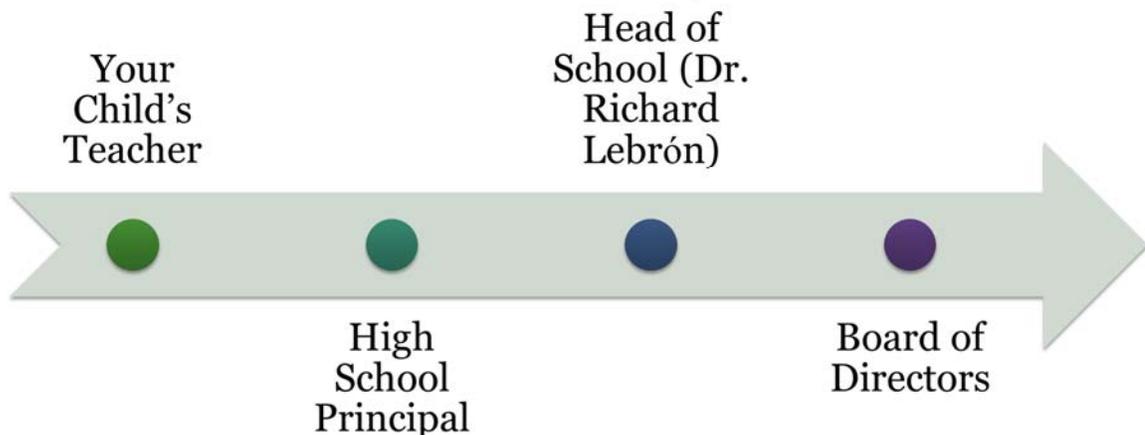
Communicating with Chicago Virtual Charter School is Easy

With direct and respectful communication, most issues are resolved at the teacher level. Please present your concerns in this order .

For Parents, Guardians, and Learning Coaches with Students in Grades K-8



For Parents, Guardians, and Mentors with Students in Grades 9-12



1. Your Child's Teacher

If you have a question or concern related to your child's learning, contact the teacher directly.

- Call the school and leave a message with the school secretary asking the teacher to call you.
- Call or e-mail the teacher directly.
- Send a letter to the teacher requesting a phone call or appointment.

If you haven't heard from the teacher in a reasonable amount of time or if, after discussion, the issue has not been resolved, it may be appropriate to contact the principal.

2. School Level Principal

Before contacting the school principal, make sure you can clearly describe the situation causing your concern.

- What are the details? (Who, What, Where, When?)
- How have you/your child been affected by this decision?
- With whom have you communicated about this? When?
- What outcome or solution are you seeking?

a. Call the school and ask to talk to the principal, request a time to have a phone conversation or meet with the principal.

b. If you prefer expressing your concern in writing, send a letter to the principal.

If, after meeting with the principal, you are dissatisfied or the situation has not been resolved, contact the Head of School.

3. Head of School

Head of School, Dr. Richard Lebrón, supervises all staff at Chicago Virtual Charter School. Only after the previous steps to resolve the situation should you contact the Head of School.

You can contact Dr. Lebrón by e-mail or phone.

The head of school may arrange for a phone conversation or meeting.

The head of school may email you or send you a letter explaining the next steps.

If, after a conversation with the head of school, you are still dissatisfied with the response and it has not been resolved, then contact the Board of Directors.

What is a reasonable amount of time?

While principals and teachers make a commitment to respond to calls within 48 hours, there are many circumstances influencing what a reasonable amount of time might be. Depending on the nature of the concern or question, the time it will take for full resolution will vary.

If the concern/issue is an emergency, parents should expect a response as soon as possible. If the concern is not an emergency, parents should expect a phone call or email within 48 hours to acknowledge that the school/ district is aware of the call and is working to resolve the issue. A response is not the same as a resolution of the problem which might take longer, but at least the parents/callers know they were heard.

Participating in Board of Directors Meetings

Board of Directors members may be contacted by sending an e-mail or writing a letter to the Board president or by attending a meeting and participating in the public comment session of the agenda. Contact information, and meeting schedule are on the CVCS website, <http://cvcs.k12.com/>.

The Board of Education typically meets every fourth Wednesday a month. School board members are volunteers. Board members are not involved in the day-to-day operations of Chicago Virtual Charter School. The Head of School, who operates under the Board of Directors, is responsible for operating the school and supervising all other employees.

Each Board of Education meeting has an agenda item for public comment. To participate:

1. Contact the Board Administrator before 4:30 p.m. on the day of the meeting and provide your name, address, and topics on which you wish to speak.
2. Wait for your name to be called.
3. Keep your comments under three minutes.
4. Groups shall designate a single spokesperson to address the Board.
5. Keep your comments in good taste and demonstrate consideration for others.
6. Public speakers should not expect a verbal response from board members or a discussion during the meeting. Comments will be taken under advisement.