****System: **Family & Community Engagement**

Structure: **Communicating Effectively with Families and the Community**

Process Name: **Develop Schedule for Meeting with the Principal**

School-level [x]  District-level [ ]

**Purpose of the process:**

To provide a clear process for visitors to request a meeting with the school principal/administrator, while protecting the daily instructional rounds of the principal and while building leadership capacity in the administrative team.

**Who is responsible for monitoring this process?** School Secretary

| **Action Step** | **Position Responsible** | **Link to applicable tool(s)/resource(s)** | **Completion Date** |
| --- | --- | --- | --- |
| 1. Greet visitor immediately at the front desk with the official school greeting.
 | Front Desk Secretary | [Does Your School’s Atmosphere Shout “Welcome”?](http://www.educationworld.com/a_admin/admin/admin424.shtml) (Education World) [Ten Tips on Greeting Office Visitors](https://www.allbusiness.com/ten-tips-on-greeting-office-visitors-3779148-1.html) (All Business) |  |
| 1. When the visitor requests a meeting with the principal, gather the following information on the Meeting Request form: name of visitor, name of child (if applicable), administrator requested, contact information, purpose for meeting, estimated time needed with administrator, time/date requested to meet with the administrator, any information the administrator needs ahead of time for an effective meeting.
 | Front Desk Secretary | [School secretaries get some tips on phone etiquette](http://articles.baltimoresun.com/1994-02-27/news/1994058083_1_secretaries-middle-school-callers) (The Baltimore Sun) [Visitors on Campus](http://www.lbhill.schoolloop.com/cms/page_view?d=x&piid=&vpid=1227679825336) (Long Beach Unified School District) |  |
| 1. If the request is for an immediate meeting, determine if the assistant principal “on deck” is available to meet with the visitor. If so, give the completed Meeting Request form to the assistant principal for review and escort the visitor to the assistant principal’s office. If the assistant principal “on deck” is not available, schedule a future meeting date/time between the visitor and the assistant principal.
 | Front Desk Secretary | [Principals Offer Practical, Timely "Time Management" Tips](http://www.educationworld.com/a_admin/admin/admin436_a.shtml) (Education World)[The Principal’s Office Blog – The Door is Always Open](http://www.naesp.org/blog/time-management-101) (National Association of Elementary School Principals) |  |
| 1. If the requested time is during the principal’s daily 90 minute “School Walk” block, but the request is judged to be critical for the principal, the principal is texted with “911 visitor.”
 | School Secretary | [Prevent, Protect, Mitigate, Response, Recover](http://rems.ed.gov/)(US Department of Education, Office of Safe and Healthy Students/Readiness and Emergency Management for Schools) |  |
| 1. If the requested time is with the administrator for a future date/time, the meeting is scheduled on the administrator’s calendar and the Meeting Request form is provided to the administrator 24 hours prior to the meeting.
 | School Secretary | [How Principals Manage Their Time](https://www.naesp.org/resources/2/Principal/2006/N-Dp12.pdf)(National Association of Elementary School Principals)[6 Tips for Talking with the Principal](https://www.ptotoday.com/pto-today-articles/article/6256-6-tips-for-talking-with-the-principal)(PTO Today) |  |
| 1. A meeting is scheduled between the administrator and pertinent teacher(s) to gather additional information to add to the Meeting Request form.
 | School Secretary |  |  |
| 1. The day before the scheduled meeting, the visitor is contacted to ensure that the meeting is still requested and to get any updates for the Meeting Request form.
 | Front Desk Secretary | [Good Meeting Practices](http://www.schooladvocacy.ca/left_level2/good_meeting.html)(School Advocacy Hamilton) |  |
| 1. When the meeting is confirmed the day before, any pertinent information is gathered from the RTI system and added to the Meeting Request form (if applicable).
 | School Secretary | [Middle School RTI Resources](http://www.rtinetwork.org/middle-school)(RTI Action Network)[What’s Your Plan? Accurate Decision Making within a Multi-Tier System of Supports: Critical Areas in Tier 1](http://www.rtinetwork.org/essential/tieredinstruction/tier1/accurate-decision-making-within-a-multi-tier-system-of-supports-critical-areas-in-tier-1)(RTI Action Network)[Multi-tiered System of Support (MTSS) & PBIS](https://www.pbis.org/school/mtss)(National Technical Assistance Center on Positive Behavioral Interventions and Supports)[Dealing with Angry Parents](http://www.educationworld.com/a_admin/admin/admin474.shtml)(Education World) |  |
| 1. If the meeting is no longer requested, the meeting appointment is removed from the Administrator’s calendar
 | Front Desk Secretary |  |  |
| 1. The day of the meeting, the administrator reviews the Meeting Request form with the administrative team during the morning “Stand Up” Meeting to get any additional information that might be helpful and to inform the team of a current issue.
 | Administrator Meeting with Visitor | [Preparing for and Holding an Effective School Meeting](http://www.davidsongifted.org/Search-Database/entry/A10111)(Davidson Institute)[Don’t be Afraid of the Principal](https://www.noodle.com/articles/dont-be-afraid-of-the-principal)(Noodle)[It’s Not Just Standing Up: Patterns for Daily Standup Meetings](https://www.martinfowler.com/articles/itsNotJustStandingUp.html)(Martin Fowler)[The Daily Stand-Up Meeting – A Core Practice for Self-Organizing Teams](http://www.pinnacleprojects.com/index.php/daily-stand-up-meeting/144-the-daily-stand-up-meeting-a-core-practice-for-self-organizingteams)(PM Notebook) |  |
| 1. Following the meeting, the Meeting Request form is completed/reconciled and stored electronically in the Parent/Community Communication file.
 | School Secretary |  |  |
| 1. The day following the meeting, mail a follow-up note to the attending Visitor.
 | School Secretary | [Emailing Parents: How to Avoid Unintended Consequences](https://www.teachingchannel.org/blog/2012/09/20/emailing-parents/)(Teaching Channel)[A Principal’s Top 10 List for Successful Communications](https://www.nspra.org/files/PrincipalsTop10.pdf)(Pattonville School-Community Relations)[Effective Communications](http://www.educationalleaders.govt.nz/Managing-your-school/Guides-for-managing-your-school/Effective-communications)(New Zealand Ministry of Education) |  |

**What information or resources are needed to complete the process (including funding if applicable)?**

* Meeting Request Form
* Access to the Administrator’s updated calendar
* Access to staff schedules
* RTI system access

**How do you know when the process is implemented?**

* Meeting Request form is complete/stored electronically

**How long does the process typically take?**

* 2-3 days

**What is produced/made by the process?**

* Organized daily calendar appointments for the administrators
* Organized information (Meeting Request form) for the administrator’s preparation for the meeting
* Chronical of visitor requests/issues

**As you implement this process consider its impact and effect on the five Systems of Continuous Improvement. What adjustments should be considered? What new processes will be needed?**

|  |  |
| --- | --- |
| Coherent Instructional System: | The “School Walk” daily block reserved for the principal is for instructional purposes. It needs to remain as inviolate as possible. The principal must plan for the walks for the daily time to be valuable.  |
| Effective Leadership System: | The meeting request information should be shared by the administrator during the administrator “Stand Up” meeting each morning (to alert administrators of concerns, and to allow for more information to be gathered by the principal). The principal must use this daily meeting to build the capacity of the entire administrative team in dealing with school issues, preparing them for future principalship role. |
| Professional Capacity System: | The front desk greeter must be trained in the sample school greeting and in the “Meeting with the Principal” process; the principal’s assistant must be trained in the process, must collect “do’s and don’ts” from the principal to make the process effective for the principal; be trained on how to access the administrator’s calendars; and be trained in how to access the school’s RTI information. |
| Supportive Learning Environment System: | The principal’s assistant should have access to the RTI system at all times in order to access any unique information on a child when a meeting is requested. |
| Family and Community Engagement System: | The “Meeting with the Principal” process should serve as the basis of some of the end-of-the-year school climate survey questions. The community will need to get acclimated to not having instant access to the principal at any desired time (unless in the case of an emergency). |

***Disclaimer:***

We have taken all reasonable care to ensure that the information contained within these pages is accurate and up-to-date. We do not endorse any non-Georgia Department of Education websites or products contained within these pages or through external hyperlinks. This document contains only a sampling of available resources and in no way should be considered an exhaustive list of available resources. It is at the discretion of individual districts and schools to determine appropriate resources to serve stakeholders.