



Engage | Commit | Succeed

A Student's Guide to Online Communication with Teachers

The following guidelines are designed for our students and should help you manage your work at home during self-isolation

This is not an opportunity for a break!

Your lesson will take place and you must ensure you are prepared for them. Your teachers will also be working too and you are their first priority in terms of learning and support.

What is expected of you?

- You are expected to complete and submit for all tasks set by your teachers by the given deadlines.
- If your teacher is concerned that you may be falling behind, they will contact you and check that you are ok, that you understand and make sure you have enough support with your work.
- Just like at school, if your teacher is very concerned that you aren't logging in, joining live lessons and completing work, despite them having communicated with you, your parents will be contacted.

How can you get help from your teachers?

If you have attempted a task and you find you are unable to complete it because you need more guidance, you should email your teacher. You should always seek support during live lessons if you are struggling. You can do this by typing a message in the 'chat' option on Google Meet.

You should never just 'leave' the work; you are responsible for managing your work and it must all be completed in full.

How should you communicate with your teacher?

This section has guidance about how to communicate with your teacher and other students about schoolwork, school matters or any worries or questions you may have.

- You should send messages using email only your school email, your teacher will not respond to messages sent from personal email accounts.
- All email communication should be made between the hours 9am – 4pm on weekdays (Normal school hours). Your teachers may not communicate with you outside of these times.
- Your email communication and all messages should be formal. This means you should follow the below 'email etiquette'.

Email Etiquette

- You must only use your school email address to contact your teacher. You must not attempt to contact them using any other method.
- Only email/message in the given times of 9am – 4pm Monday to Friday. ● All emails/messages to be formally addressed 'Dear Miss X' and concluded 'Kind regards'.
- All requests to be made politely:

'I write to ask you if I could have some guidance with/if you could explain this task to me/when you would expect me to...'
- All emails to have a subject written in the subject line, such as 'Request for Guidance'.
- Understanding that emails will be responded to, but not instantly; your teachers are helping all of their students and it may take them some time to get to your request.
- Only email the one person who you need to ask a question to or send your work to; you should not email lots of people or hit 'reply all' if your teacher has emailed your whole class.
- Never use slang, informal language or any kind of impolite language such as swearing, insults or anything that may appear offensive.

If you are worried about your safety or wellbeing, or you would like to raise a concern about another student, email your Achievement Leader or a member of the school's safeguarding team so that a member of the team can help. You can contact the by going to [this page](#) on our website

Example email

Dear Ms Smith

I write to ask for some more guidance about the task you have asked us to complete for this Friday. I am not sure which of the sources you would like us to use to answer question 5. Could you please tell me which one to use so that I can complete this work?

Kind regards,

Jo Hamilton

OR

Dear Ms Smith

I write to raise a concern about my friend Joanne Bloogs . I have noticed that she has sent me a few messages in which she seems to be very worried and stressed. Can you help her?

Warm regards

Ann Green