



Toolooa State High School Remote Communication Protocols

At times, students, parents and teachers will need to correspond with one-another in non-traditional ways. When engaging in contact via phone, email, OneNote, or any other platform, it is important that we are respectful to one-another and follow appropriate protocols.

Email Contact

- TSHS staff email addresses can be found by accessing the TSHS website www.toolooashs.eq.edu.au → Our School → Our Staff
- Students may **ONLY** use their **EQ email address** to send/receive emails to/from staff
- When emailing teachers, students must follow appropriate etiquette by addressing the following criteria:
 - **Greet the teacher** at the start of the email (eg. *Dear Miss Smith*)
 - Use **formal language**, including writing in full sentences with punctuation, and avoiding abbreviations (eg. *Thank you for providing feedback on my draft.*)
 - Include a clear **subject** (eg. *Assignment Submission*)
 - Clearly state what you're emailing about (eg. *I'm writing to request feedback on my draft*)
 - **Proofread** before sending
 - Use your **manners**, especially when asking for something, or receiving something
 - Allow appropriate time for a response. Email is not instant, so don't expect a response straight away.

Exemplar Email Contact:

The diagram shows an email interface with the following content and callouts:

- Subject:** Maths work for feedback (Callout: Meaningful subject that tells the reader what the email is about)
- To:** (Empty field)
- Cc:** (Empty field)
- Bcc:** (Empty field)
- Greeting:** Good afternoon Mr Harrison, (Callout: Formal greeting to the teacher)
- Body:** Thanks for sending me a link to our Class OneNote for maths. I have completed the tasks for week one and attached them to this email. Could you please provide me with feedback once you've marked my work? (Callout: Clearly communicating the reason for the email, as well as what's required)
- Signature:** Regards, Jess Batey (Callout: Formal greeting to the teacher)



Email Replies:

Email is not an instant form of communication. Please allow a reasonable amount of time for a reply from your teacher. If you have not received a reply within 1-2 school days, email the teacher again and politely redirect them to your original email.

Exemplar Follow-up Email:

The screenshot shows an email titled "Feedback Follow-Up" with the following content:

To: [Redacted] Bcc: [Redacted]
Cc: [Redacted]

Feedback Follow-Up

Good morning Mr Harrison,

I emailed you a couple of days ago regarding feedback on my maths work, but I haven't received a reply from you yet. I am writing to follow-up and request that feedback again. Thank you in advance.

Regards,
Jess Batey

Annotations:

- A green box points to the subject line: "Politely remind them that you have sent an email through"
- A purple box points to "Thank you in advance.": "Use manners"
- A blue box points to the underlined sentence: "Politely request what you need"

OneNote Collaboration Space

Some teachers may have enabled the Collaboration Space within Class Notebooks (OneNote). This is a less formal space in which teachers and students can communicate. When using the collaboration space, students still need to use respectful language, but they are not expected to follow the formal rules of emailing.

Note that there is no notification alert for the teacher when someone accesses the collaboration space, so it's best to email/call your teacher if you require a response.

Exemplar OneNote Collaboration Space:

The screenshot shows the OneNote interface with a "Questions" page. The page content is:

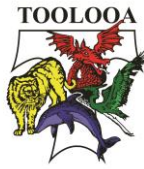
Questions
Friday, March 27, 2020 12:25 PM

Mr Clark, what format do you want us to save our projects in?

Annotations:

- A blue box points to "Mr Clark": "Address the person you're speaking to"
- A purple box points to the question: "Simple, straight to the point, but still polite"

Students may also use the collaboration space to communicate with each other. This could be a great space to share resources/ideas, or request feedback from your peers. Although there is sometimes a lag time, this space is common and you can see what other people type/write/draw in here almost instantly.



Phone Contact

Most phone contact will be between parents and teachers; however, there may be some instances where students and teachers need to speak over the phone, or via live platforms that allow virtual face-to-face contact. These interactions should mimic those that you'd have in-person with a teacher. When engaging in phone contact with staff, the following guidelines should be adhered to:

- Plan the conversation before it starts – ensure you know exactly what you need to talk about
- Greet your teacher politely
- Tell the call recipient who is calling
- Clearly explain your question or issue you're having
- Clearly explain what you need from the teacher to move forward
- Thank the teacher at the end of the call/contact

Exemplar Teacher/Student Contact:



Video Recordings

There may be times when you will be required to record a video of yourself engaging in a performance or practical task (eg. music, dance, etc.). In these cases, students must:

- Wear their Toolooa SHS uniform
- Present appropriately as they would for school (ie. Clean, neat and tidy appearance)
- Ensure that the recording space is neat, tidy, safe and free from hazards

Teachers will be able to provide students with instructions on the sharing of videos and voice recordings specific to each subject.