

## Email communication to teachers

Parents now have the ability to email their child's teacher through Compass.

You are only able to email the teachers who directly teach your child. This includes the classroom teacher and specialist teachers.

If you need to email the Principal, Assistant Principals or Administration, please email [glenroy.west.ps@edumail.vic.gov.au](mailto:glenroy.west.ps@edumail.vic.gov.au)

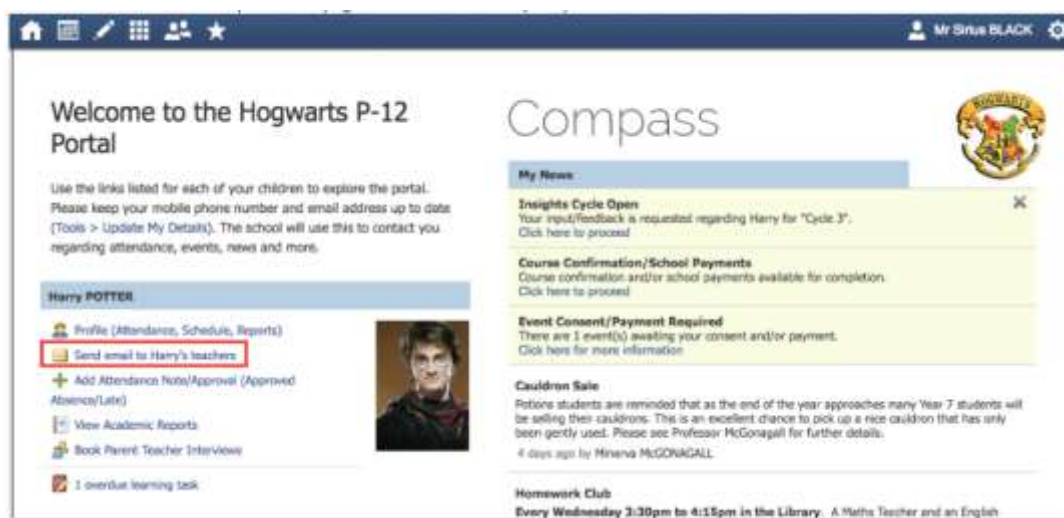
### Protocols regarding emails to staff

- Please only send non-urgent messages by email. For example, do not use email to inform a teacher that your child is to go to After School Care that afternoon, as the teacher may not see the message in time. Remember that given work demands teachers may not get to read emails until late in the day. Please call the office to pass on this information.
- Emails are best when they are brief and informative. Issues that require detailed discussion should be dealt with in person, or over the phone.
- Please don't seek to discuss in detail your child's academic progress, learning expectations, or behavioural issues via email. These are best addressed over the phone or in person.
- All emails need to be respectful and constructive. Abusive or offensive emails will not be tolerated.
- Remember to respect staff personal time, including weekends and holidays. Parents shouldn't send emails outside of work hours and expect an immediate response. Staff will aim to reply to all parent emails within two working days.
- Staff may respond by requesting a meeting when they feel the issue is best dealt with in person or over the phone.

### How to send an email via Compass

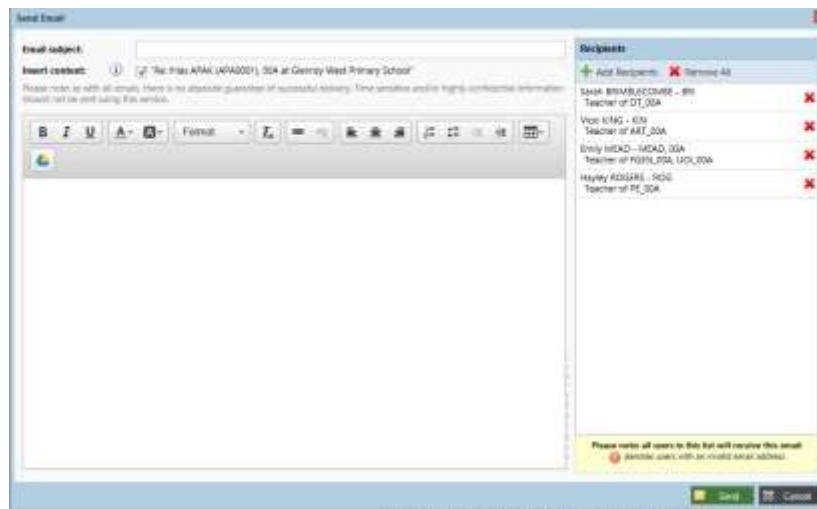
Go to your child's Profile page and then click on the **Send email 'name's' teachers**

*If you are using the Compass app, you will need to click on **Open in Browser** first.*



You will then get a pop up box where you can write your email to the teacher. Please list an email subject.

Please remove any teachers who do not need to receive the email from the recipient list on the right hand side by clicking the red crosses next to their name.



Click send and the email will be sent to the teacher.

*Thank you for your cooperation.*

*Please ask if you require any assistance with using Compass.*

*Lisa Brandecker*

*Assistant Principal*