

Family Engagement



NATIONAL STUDENT
SUPPORT ACCELERATOR

equalizing access to quality tutoring

What to Consider

- Crafting an Introductory Statement
- The Importance of Providing Families with Continual Updates
- Phone Calls
- Texting
- Emails
- Shared Drive
- Face-to-Face Meetings (In-Person or Video)



Crafting an Introductory Statement For Families



- Can help families know what to expect from your program
- Would ideally be complemented by a meeting to further introduce tutors and answer questions
- If your program is set within a school, this should be coordinated with administrators/ teachers
- In addition to your program overview, include the following information:
 - Target: *What purpose does your program serve?*
 - Take-Up: *Is the program voluntary or mandated?*
 - Subject Area : *What is the student being tutored in?*
 - Tutors: *Who is doing the tutoring?*
 - Delivery Mode: *How will tutoring be conducted?*
 - Dosage: *How often will tutoring take place?*
 - Safety: *How will you ensure student safety, and how can families communicate with your program?*



Providing Families with Continual Updates

- Maintaining contact with families after your initial introductory communication and discussions can increase family engagement and allow you to maintain your goals and agreements for your partnership
- Some programs may utilize tutors to directly communicate with families, while others may have a designated staff member or classroom teacher communicated with them instead
- Be sure to have clear guidelines and, if applicable, training, on what this family communication should look like



Phone Calls

- Platforms to use: Google Voice (just audio, can use non-personal number), Google Meet, Skype, WhatsApp, Zoom (audio and video)
- Stay cognizant and respectful of family preferences, including what time to call, if you should leave a voicemail/ text, if the student feels comfortable with you calling home, etc.
- Phone call topics may include sharing student progress or what was covered in a recent session, relaying any timely reminders to families, sharing any potential student safety concerns, etc.



Texting

- Platforms to Use: Google Voice, Remind, TalkingPoints, Kinolved
- Maintain a formal and professional relationship
- Introduce yourself and the program when first texting
- Personalize your messages and keep them short (under 160 characters)
- Only send urgent messages that are actionable
- Reasons may include sharing celebratory photos/ videos of the student with family members or reminding families about student attendance or important upcoming dates/ assignments



Email



- Platforms to Use: Email Newsletter Tools, Batch/ Bulk Email Blasts
- Can be used for reminding families about deadlines and events, sharing resources and contact information, sharing a weekly schedule, etc.
- Keep emails upbeat and friendly
- Try to maximize the information in the emails you send so as to not spam families
- Send emails at consistent times DURING the work day
- Use attachments and embedded links to make emails shorter



Shared Drives



- Platforms to Use: Google Drive, Dropbox, etc.
- Can be used to share tutoring session notes, summative data, and goal setting/ action plans
- Explain to students and families what information they will be able to access and when it will be updated
- Teach families how to use the drive/ interpret documents
- Check your permission settings (this is especially important when dealing with private student data, and choosing view-only vs. editing access as well as making an individual folder for each student is important)



Face-to-Face (In-Person or Video)



- Platforms to Use: Google Meet, Skype, WhatsApp, Zoom
- Can be used for introductory meetings, goal setting conferences, intervention meetings, and major celebrations
- Consider if you should meet with the student first or contact the students' family in a different way (that will not require family members to take time out of their schedule)
- Make sure to establish a shared goal, state your observations, get input from the student and their family, and come to a concrete conclusion/ actionable step **BEFORE** ending the meeting





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**For more information, access the
complete collection of National Student
Support Accelerator tutoring tools at:**

**[https://studentsupportaccelerator.org/tutoring/
ool-appendix](https://studentsupportaccelerator.org/tutoring/tool-appendix)**

Slide-Specific Links

Crafting an Introductory Statement for Families:

<https://studentsupportaccelerator.org/tutoring/learning-integration/stakeholder-engagement/tutorprogram-family-communication-crafting-introductory-statement-families>

Continual Updates:

<https://studentsupportaccelerator.org/tutoring/learning-integration/stakeholder-engagement/tutorprogram-family-communication-continual-updates>