

## Home-School Communication

### Email

We have a specific email address for parents to use to contact the school. The address is [parents@st-thomasmore.medway.sch.uk](mailto:parents@st-thomasmore.medway.sch.uk) The email previously used by parents ([office@st-thomasmore.medway.sch.uk](mailto:office@st-thomasmore.medway.sch.uk)) is still in use, however, we decided to set up an inbox purely for parental communication with the school so parent emails do not come in alongside other administrative emails which can affect how quickly they are responded to.

Information that will be sent out via email will be: whole school letters, club information, weekly newsletter, letters from the senior leadership team and letters from external sources such as school nursing etc.

### My Child At School app (MCAS)

This app links with our in-school information management system. Rather than paper forms being sent home to be returned for contact details etc. parents can now keep their contact details up to date through the app. Wrap around care bookings, school trip consent and payment, parents evening bookings, swimming consent, information about your child's attendance etc. are all accessed through the MCAS app

### Texts

Texts are sent as last-minute reminders, changes to imminent events, cancellation of clubs, notification of a head bump etc. These are sent via text to ensure parents receive these messages without having to check their MCAS app.

### Child's Diary

Your child's diary is for recording your child's reading, however, this is also the best place to write a note for the class teacher's attention regarding your child.

### Class Dojo

Class Dojo is our electronic learning platform. In Reception, this is the platform through which your child's teacher will share their learning journey with you and where you can add your own pictures or statements so that their learning profile is informed by home as well as school.

In Year 1-6, Class Dojo is used by the teachers to set their classes homework or to send class or year group specific information or reminders. You can send a message to your child's teacher through Class Dojo related to any of the information the teacher has shared however this is not the primary route of contact and may not be seen until the end of the school day. Although Dojo has a messaging feature, teachers are unable to check this through the day as they are preparing for lessons, teaching, marking and on some days attending after school meetings. Teachers are not expected to respond to messages

**on Dojo within a certain time frame as there are specific communication pathways as explained above.**

**Parents are welcome to send messages or emails at whichever time suits their own specific circumstances however teaching, office or management staff are not required to respond to messages outside of working hours.**

**As always, if there is an urgent issue, please do phone the office on 01634 864701 or pop into the office to speak to Miss Jones on our front desk who will ensure the information is passed to the correct staff member.**