

Choosing the Right Communication Platform for Your School Community

Questions to Consider

BASICS

- Does the solution provide two-way communication?
- Does the tool offer one unified platform for all school-to-home interaction?
- Does the tool engage all stakeholders from district administrators to teachers & parents?
- Do all features play well with each other?
- Does the platform offer multiple modalities of communication?
- Does the vendor provide support to all in your school community — including parents?

WHAT ABOUT PARENTS?

- Will parents only be notified on updates relevant to their child?
- Is the platform easy to navigate?
- Are parents able to choose how & when they are notified?
- Are real-time translations available for families who don't understand English?

WHAT ABOUT TEACHERS?

- Does it provide the basics of classroom communication?
- Will the tool free up or bog down teacher's time in their day-to-day schedule?
- Will the solution make tasks, such as asking for items and organizing parent teacher conferences, easier?
- Will teachers be able to communicate with families who do not understand English?

WHAT ABOUT PRINCIPALS?

- Does the platform allow school administrators to easily address everyone?
- Does the solution have avenues for internal communication so that the principal can communicate with various staff groups?
- Can school administrators monitor and oversee communication coming from the school?
- Will administrators be able to delegate tasks by assigning special permissions?

WHAT ABOUT DISTRICT ADMINISTRATORS?

- Will the district be able to send emergency alerts to all contacts as quickly as possible?
- Will all communication be able to maintain consistent district branding?
- Does the solution provide oversight into how schools are communicating?
- Does the tool provide reporting metrics on engagement and parent response?

WHAT ABOUT OFFICE TASKS?

- Can the solution send home secure, personalized documents like report cards?
- Does the tool provide online Forms and Permissions Slips?
- Does the tool send notifications for absences, lunch balances, bus routes and more?
- Does the platform allow for Payments and Invoices?

WHAT ABOUT TECH SUPPORT, PRIVACY AND SECURITY?

- Can the platform integrate with your SIS?
- Does the tool offer Single Sign On with tools you already use?
- Is the solution hosted on a secure, trusted platform?
- Is the tool FERPA & COPPA compliant? Do they adhere to student privacy agreements?