



NMS Communication Guidelines

Good communication is the backbone of community cooperation. NMS encourages face-to-face communication, or a personal conversation on the phone via previous appointment. Yet some occasions require digital solutions. In addition to the following communication guidelines, please familiarize yourself with the NMS [data protection guidelines](#).

When regular lessons occur, the preferred methods for one-to-one communication between staff and families remain the **logbook** in Primary and in years 7- 8, and **email** in secondary school. Email can also replace the logbook in the lower grades, provided that the parties adhere to the email guidelines. Please remember to **never share personal or sensitive data via digital channels**.



Guidelines for Email Communication

All staff members have a professional email address: firstname.lastname@nelson-mandela-schule.net. Staff is expected to use this mail for all school related emails.

Email between parents/guardians and NMS staff:

- 1/ All email communications between parents/guardians and staff should be professional in nature. Complex matters and personal information should be discussed in person, if at all possible, and not be elaborated in long, detailed emails. Important and sensitive information must be communicated in person. Private or sensitive student data will not be shared via email.
- 2/ Always show professional respect and discipline; act in good faith; display a willingness to understand another's view; maintain a calm, courteous, and dignified tone.
- 3/ Make sure that the email is addressed to the appropriate party. Send copies, as appropriate, only to those who are involved in the issue or who need to be made aware of the communication. Recipients will be selected carefully, secondary.staff & primary.staff will only be addressed when necessary and for professional reasons only.
- 4/ Reread your email at least twice before sending to avoid any errors, misstatements or poor judgment that may create misunderstandings or confusion.



Class email lists

Each year, the GEV offers class email lists to the parents and guardians. Parents sign up each year through a form (please check the Buzz or website for the link). The GEV uses the email lists to communicate news and updates about the school and the parents council. Together with the website, the email lists are the main information channel from school management to the families.

Class teams are also advised to use the **class mailing lists** ([\[class\]@nmsxxxxxxx.de](mailto:[class]@nmsxxxxxxx.de)) to inform parents of general class news and updates. They may also ask the parent reps to forward invites and other materials to the parents, as appropriate.

The GEV is responsible for the integrity of the lists (i.e. making sure that only parents and guardians are included). A print-out of the members of each email list is available at the office for the respective class teams. **Staff is discouraged from joining the email lists.**

Class parents and guardians use the list of their classroom for relevant exchanges about the class, and they must adhere to the email communication guidelines when using the email lists. No confidential information will be exchanged via the lists.

Messaging: *Wire is an internal GDPR-compliant Messenger for internal staff communication only and is not intended for parent-teacher communication.*



G-Suite and Google Classroom

After consultation with the district data protection officer, NMS secured an Enterprise license for G-Suite Education, to ensure all data remains on EU servers and to create pseudonymised student log-ins. More information can be found in the NMS Handbook on Online Learning.

The new **G-Suite student accounts** are in place, so that:

- Remote teachers can teach their classes from home and be in contact with their students via Classroom and Meet;
- Remote students can be in contact with their teachers and classmates via Classroom and Meet;
- NMS is prepared for a potential next blended or online learning phase;

More information will follow in the NMS Hybrid Learning Concept.



The preferred methods of communication between staff and students in times of online learning is **Google Classroom**, as it offers the convenience of one platform for all core apps. The G-Suite student email addresses should primarily be seen and used as a log-in. The library staff may email Secondary students directly, in case of overdue books.



Communication Pathways

In case of an issue, please speak directly to the respective party. Depending on the nature of the issue and your level of comfort, you can seek the support of a **Parent Council (GEV) representative or a social pedagogue**. Before taking action please make sure to read our **guidelines for email communication**.

If no solution can be reached, make an appointment with the coordinator of the relevant section of the school:

Primary:

1. Class Team
2. Social Pedagogues Coordinator: Patrick Freyburg
3. Heads of Department: (listed under responsibilities)
4. Principal: Ina Claussen

Middle School:

1. Class Team
2. Heads of Department (listed under responsibilities)
3. Middle School Coordinator: Sarah Dent

Upper Secondary

1. Class Team
2. Heads of Department (listed under responsibilities)
3. Coordinators:
 - a. Abitur coordinator: Julia Ibold or Martin Röthenmeier
 - b. 11th Grade Coordinator: Meredith Hughes
 - c. IB Coordinator: Cordelia Premkumar or Charles Spiller

If you have exhausted the above options, you can make an appointment with the NMS interim principal Herr Dr. Bauer, via the P30 secretary at secondary@nelson-mandela-schule.net.