

*“Overwhelmingly, for the schools who call their parents monthly, the response from parents is very positive.”*

Albert Miller  
Office of Education

An ounce of prevention is worth a pound of cure. Proactively contacting parents, **when there is no problem**, is an ounce of prevention.

### **For elementary schools**

Let your teachers (or yourself) know they are expected to call the parents of students in their classroom once a month.

### **For high schools**

Divide the list of school parents among the teachers and ask the teachers to call the parents on their list monthly.

### **For all schools — ask two questions**

- What are you hearing from "Johnny" about school?
- What could we do to improve "Johnny's" experience at school?

### **Listen**

The trick is to get the teacher to just be quiet and listen after the questions are asked. Prior experience tells us that the first conversations may take some time. But each call will typically be shorter and shorter.

If you and your teachers call parents before there is an issue, you reap at least three benefits.

- You've shown an interest in them and their child--and who doesn't appreciate that?
- You've demonstrated your openness to feedback before there is a crisis.
- You've impressed them with your commitment to go the extra mile.

### **Credits:**

Albert Miller:

Thank you for sharing how this has worked when you were a principal and at other schools in the conference.

**Binder tab:** August

**School size:** All