



COMMUNICATION GUIDE

FOR PARENTS OF STUDENTS

Choosing a communication method

Clic école has a variety of features, including a messaging system for communicating with your child's teacher or with school administration. It is important to remember that school staff spend most of their time tending to students. There might be a delay before your message is read.

Emails and phone calls remain viable options. The school will be able to tell you which communication method is appropriate for different situations.

Types of communication



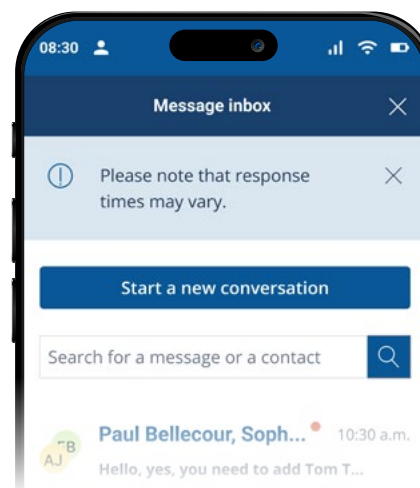
One-way communication

is used when the school or its staff sends you information without you having to reply.



Two-way communication

is used to exchange, and can be initiated by the school, its staff or you.



Collaboration through communication

Clic école gives you access to all kinds of information, such as:

- **your child's learning progress**
- **your child's behaviour**
- **activities carried out in the classroom and in the school**

Clic école keeps you informed about your child's day at school. This enables you to have discussions with your child about what they did that day at school, which can help foster their success.

We also encourage you to share information that can contribute to their success and well-being.

Useful advice

- Use Clic école in accordance with the **procedures** established by the school.
- Keep in mind that for **urgent or delicate** situations, other communication methods should be used. For example, calling the school or organizing a meeting might be more appropriate than sending a message via Clic école.
- Keep in mind that different factors may influence school staff's **response times**, such as:
 - the management of students and in-class support
 - the number of students under their responsibility
 - the workload, which varies on a daily basis
 - the work schedule

Effective communication fosters school-family collaboration and contributes to the success and the well-being of students

Resources

For additional tools and information

- [More collaborative actions between schools and families](#)
- [The role parents play in their children's schooling](#)
- [Digital Competency Framework](#)

References

- [Promoting collaboration and communication with the school](#)
- [English Parents' Committee Association](#)
- [Fédération des comités de parents du Québec](#)
- [Regroupement des comités de parents autonomes du Québec](#)