

## Family Engagement Standards and Rubrics Worksheet

**Communication Standard #4—School: The school and its front office staff maintain positive relationships with parents and families.**

Exemplary	Developing/Emerging	Weak/Just Starting
<ul style="list-style-type: none"> <li>• Office staff promptly greets guests and students upon entering the front office and ask how they can be of assistance.</li> <li>• Staff attitude is welcoming and helpful, recognizing that customer service is a very significant part of their job.</li> <li>• Front office staff are knowledgeable about all the activities related to the school and are willing to find out the answer if they do not know it.</li> <li>• The school consistently solicits immediate feedback from parents regarding their experiences at the school and responds when necessary.</li> <li>• Front office staff puts the needs of their families first by effectively handling parent/family issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Front office staff greets guests and students when they are available and ready.</li> <li>• Staff attitude indicates that they are willing to help guests but need professional development to improve in this area.</li> <li>• Front office staff has limited knowledge and does not always take the initiative to obtain additional information.</li> <li>• The school inconsistently solicits immediate feedback from parents regarding their experiences at the school.</li> <li>• Front office staff attempts to handle angry or upset parents/family members but do not possess adequate skills to effectively do so.</li> </ul>	<ul style="list-style-type: none"> <li>• Guests and students are not regularly greeted in a professional manner, as they may be viewed as interrupting the work of the front office staff</li> <li>• Staff attitude lacks a customer service focus and presentation.</li> <li>• Front office is not knowledgeable about the activities around the school and is not willing to help guests find answers to their questions.</li> <li>• No system is in place to solicit immediate feedback from parents on their experiences at the school.</li> <li>• Front office staff has limited or no ability to handle a confrontation with an angry or upset parent/family members.</li> </ul>