

**Remind communication policy template**

**Use this sample template to craft a communication policy for your community**

# **Table of Contents**:

1. [What is Remind](#kix.mim2b5n8r3q3)
2. [Remind at [X} school/ district](#kix.ewasms7jy2b1)
3. [School/District wide Settings](#kix.b1905kdcurww)
4. [Guidelines for Message History Request](#kix.m8k68ly5x335)
5. [Admin Expectations](#kix.k0tgpogv0ukq)
6. [Teacher Expectations](#kix.xlcqo17m68vg)
7. [Guidelines for teachers transitioning from a free Remind](#kix.35jqa0np75gd)
8. [Remind for non teaching staff](#kix.4dcqm1g7en14)
9. [Remind for extracurriculars (sports, clubs, etc)](#kix.x87dsumby6em)
10. [Parent expectations](#kix.82us4qcwlaj)
11. [Students expectations](#kix.cezz0f8w5g8j)

1. **What is Remind?**

Remind is a communication platform that makes it easier for educators, students, and parents to work together. Remind has easy-to-use features that allow schools and districts to activate engagement across their communities. Remind allows for the sending of messages via SMS, in-app notifications, or email and phone calls without sharing personal contact information. Remind is now the official communication platform for **X district/ school.**

1. **Remind at name of your school/district: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Why did **[your} school/ district** choose Remind?

For the \_\_\_\_\_- \_\_\_\_\_ school year, **[X] district/ school** will use Remind for the primary purposes of:

* communication on scheduling updates, school happenings, transportation, extracurriculars, and athletics.
* direct to teacher communication from school and district leadership.
* direct teacher to classroom communication.

1. **School/District-wide Settings**

District and school administrators have the ability to set recommended settings for all classes linked to the organization. District recommendations will be based on which settings most closely align to **[X] school’s/ district’s** policies on school communication. District recommendations for class settings will be visible to all teachers in Remind. It is expected that teachers do not change class settings without pre-approval from a school administrator.

* Remind Recommendations
* Default Class Settings:
  + **Class visibility**: Class visibility determines if classes linked to the organization can be found by searching for the class owner’s name. For rostered organizations, Remind recommends this setting is turned off, as students and parents will be placed in classes automatically. For non-rostered organizations, Remind recommends this setting is turned on, so that students and parents can easily join teachers’ classes.
  + **Request to join:** Remind recommends turning request to join “off” for a 4 week open enrollment/ back to school period so that additional community members not linked via your SIS can easily join classes via class codes provided by teachers. Remind recommends turning request to join “on” after the back to school season, so that teachers can individually manage new requests.
  + **Participant messaging:** Remind recommends role-based messaging for classes to foster collaboration.
* [X} School/ District Policies:
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1. **Guidelines for Message History Request**

Administrators can retrieve message history for any user linked to their organization. District administrators are able to directly access message history, both announcements and 1:1 conversations, at any time. School administrators will need to request message history from either the user directly OR the district administrator.

* Remind Recommendations
  + District administrators can pull message history for any user at any school in the district. It is up to the district administrators’ discretion to determine when message history is needed.
  + School administrators should **request message history from the district administrator** when the request involves sensitive, investigative needs, such as:
    - teacher evaluation
    - a violation of code of ethics or other school/district policy
    - criminal behavior
    - a terminated employee
  + School administrators should **request message history from the user** when the request involves coaching opportunities such as:
    - parent to teacher miscommunication (ex. undelivered messages)
    - teacher to student miscommunication (ex. missed assignments)
    - Clarification on extracurricular activities, school scheduling, other logistical requests
    - frequency of communication for reporting needs
    - Best practices on effective messaging
* [X} School/ District Policies
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1. **Admin Expectations**

District and school administration will use Remind to communicate with **X school/ district** staff and families. In Remind, district administrators are able to send districtwide announcements to all users in the district. School administrators are able to send school-wide messages to all users in a designated school.

* Remind Recommendations
  + - District administrators:
      * District leadership should designate which team members are responsible for districtwide messages. Remind recommends granting district administrator privileges to:
        + Technical leads and others who will manage the rostering process.
        + District superintendents.
        + District staff that may need direct access to user message history.
        + Communication directors or other district staff that oversee communication across all schools in the district.
      * Send one districtwide message a month related to student and parent engagement.
      * Send districtwide messages as needed for situations such as district closures, student registration, testing information.
      * For emergencies, Remind recommends the use of urgent messaging.
    - School Administrators
      * District leadership should designate at least one school administrator for each school site such as the school principals.
      * School leadership should designate which team members are responsible for sending school-wide announcements.
      * Remind recommends the primary school administrator grant other school administrator access as needed for personnel such as:
        + vice principals
        + counselors
        + secretaries, attendance clerks
        + others who need messaging access to the full student body.
      * Send school wide messages once a week related to student and parent engagement.
    - When sending messages to schools or districts, consider the best time for your community (ex.for non urgent messages, limit messages delivery to school operating hours, including after school programming)
    - Follow school and district community guidelines and only include appropriate content in Remind messages.
    - Do not include any personal information or sensitive information in Remind messages. Do not use Remind for personal communication unrelated to school topics.
    - Managing replies: school and district administrators should consider whether they will enable or disable replies to messages.
  + District and school administrators should consider how to transition teacher accounts for terminated employees (ex. Ban user, transfer rostered classes)
  + District and school administrators should follow internal protocol for reporting misuse in Remind. Additionally, school and district administrators may [report misuse to Remind](https://help.remind.com/hc/en-us/articles/204436065-Report-someone-to-Remind) from their Remind accounts.
* [X} School/ District Policies
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1. **Teacher Expectations**

Teachers will use Remind to communicate with parents and/or students. This includes class announcements and 2-way messaging.

* Remind Recommendations
  + Class settings (class visibility, request to join, participant messaging) should follow district recommendations. Any changes should be discussed with the school administrator.
  + Class announcements to enhance student and parent engagement should be sent on a weekly cadence. Class announcements related to assignments, special events, etc. should be sent to students and/or parents on an as-needed basis.
  + 1:1 messages should be sent as needed to build rapport, check in on student progress, grades, behavior, attendance, discuss individual needs, etc.
  + Teachers should use voice calls in Remind when calling families and not their personal number.
  + Sensitive and/or personal information should not be sent in Remind messages (ex. contact information, student IEP information, etc. )
  + Teachers should set office hours and communicate office hours to parents.
  + Managing replies: Teachers should follow district recommendation for enabling or disabling replies.
  + Teachers who teach students 13 years and under are unable to send direct messages to students.
  + Teachers who teach students over the age of 13 should only send direct messages related to academic, behavior, attendance, and other school related topics and should include parents as needed.
  + Additional expectations on message content, staff-staff communication, teacher to student/parent communication and other Remind usage should be communicated to teachers by school leaders during training.
  + Teachers should follow internal school protocol for reporting misuse in Remind. Additionally, teachers may [report misuse to Remind](https://help.remind.com/hc/en-us/articles/204436065-Report-someone-to-Remind) from their Remind accounts.
  + Remind is not to be used for personal communications unrelated to school/students.
  + Personal classes not related to school should not be linked to the school in class settings (ex. girl scouts/boy scouts).
  + For technical support or questions on an individual Remind account (password reset, merging accounts, etc.), staff is expected to email the Remind support team at support@remindhq.com from their official school email address or via the Remind help center at [**rmd.me/help**](https://help.remind.com/hc/en-us/requests/new)
* [X} School/ District Policies
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1. **Guidelines for teachers transitioning from a free Remind account**

Teachers who have used Remind in the past may have a pre-existing account with active classes. With the Remind plan, it is recommended that teachers consolidate accounts so that they may have access to Remind plan features.

* Remind’s recommendations for teachers:
  + Teachers must ensure their existing user account is linked to the necessary school(s).
  + Teachers must maintain an accurate district-issued email address on their account at all times.
  + Teachers must add their mobile phone number to their rostered Remind account.
  + If teachers have duplicate accounts, teachers must merge accounts via the Remind support team.
  + If a teacher has pre-existing classes, Remind recommends the following:
    - Teachers must link any classes used for official school communication to the appropriate school.
    - Teachers must archive classes that are no longer active.
    - Teachers must not link personal classes not associated with school community.
    - Administrators should remove non-recognizable classes from their organization.
  + For rostered schools and districts, teachers should use rostered classes.
* [X} School/ District Policies
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1. **Remind for non-teaching staff**

Non teaching staff at **x school/district** may use Remind to communicate as needed for school related purposes.

* Remind Recommendations
  + Non-teaching staff (counselors, coaches, office staff, etc) should have the role of “teacher” at the school, unless a school administrator has granted administrator access.
  + Non-teaching staff (counselors, coaches, office staff, etc) may create manual classes for school-related purposes, such as: sports teams, transportation, extracurricular activities, staff-to-staff communication).
  + All manually created classes related to school activity must be linked to the appropriate school.
  + Non-teacher staff is expected to follow the same guidelines as teachers in regards to message content and communication with students (see teacher expectations section).
  + Staff that was not added to the school via rostering or a direct invite from an administrator must join the school via the school code. School administrators reserve the right to deny the request/remove any user.
  + All staff members are expected to report any inappropriate behavior/content in Remind to the school administrator immediately and contact the Remind support team at support@remindhq.com.
  + For technical support or questions on an individual Remind account (password reset, merging accounts, etc.), staff is expected to email the Remind support team at support@remindhq.com from their official school email address or via the Remind help center at [**rmd.me/help**](https://help.remind.com/hc/en-us/requests/new)
* [X} School/ District Policies
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1. **Remind for extracurriculars (sports, clubs, etc)**

Remind should be used as the official communication platform for all non-academic, school-related activities including but not limited to sports teams, clubs, afterschool programming, student-led initiatives.

* Remind Recommendations
  + Classes may be manually created for school sponsored initiatives such as:
    - sports teams
    - clubs
    - PTA groups
  + Any class related to school sponsored initiatives must:
    - be linked to the appropriate school in the class settings.
    - have at least one **x school** staff member as the class owner.
  + Students (ex. sports captain, student council) may only be listed as co-owners of classes with approval of the primary class owner.
  + Classes must be archived when it is no longer needed (ex. end of term, end of sports season).
  + In the event that a class needs to transition class ownership, the primary class owner should add their successor as a co-owner, and then remove themselves as the owner. In the event the primary owner does not transfer ownership, the school administrator should reach out to the Support team at support@remindhq.com to transition class ownership.
* [X} School/ District Policies
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1. **Parent expectations**

Parents can expect to receive messages from the district, school, teachers, and other school staff on Remind. Parents can choose if they would like to receive Remind messages via SMS, in app notifications, and/or by email.

* Remind Recommendations
  + Parents are expected to follow **x school/ district** community guidelines when using Remind.
  + Parents are expected to keep their contact information in Remind up to date and share any contact updates with school staff.
  + Parents are encouraged to reply to teachers’ messages when questions arise and engage in direct communication with teachers.
  + Parents are expected to keep notifications enabled for at least one point of contact in Remind (email, mobile number, or app notifications).
  + Parents should not use Remind for personal communication needs. Communication content on Remind should be limited to school and student topics, such as:
    - class assignments
    - student behavior, academic performance, attendance
    - school news and events
  + Parents can expect to be made aware of teachers’ office hours and should refrain from contacting teacher outside of office hours for non-urgent situations.
  + Parents are expected to report inappropriate behavior on Remind to **x contact info** immediately.
  + Parents who own classes on Remind not related to **x school/ district** should not link their classes to the school.
  + Parents should **contact X** with any questions about Remind.
  + For technical support on individual accounts, parents should contact the Remind support team via the Remind help center at [**rmd.me/help**](https://help.remind.com/hc/en-us/requests/new).
* [X} School/ District Policies
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1. **Student expectations**

Students can expect to receive messages from the district, school, teachers, and other school staff on Remind.

* Remind Recommendations for Students < 13
  + Students under the age of 13 can only receive one-way class announcements. They cannot send messages in Remind, upload profile pictures, reply to a class announcements, or communicate directly with the class owner.
  + For teachers with students under 13, Remind requires at least one parent/guardian linked to each student.
  + Students should consistently check for Remind messages on the approved devices (email, SMS or app).
* Remind Recommendations for Students > 13
  + Messaging capabilities of students over 13 will be determined by the school/district’s class settings.
  + Remind recommends students over the age of 13 connect their mobile number to their accounts.
  + Remind recommends students over the age of 13 with a smart phone download the Remind app.
  + Students may not opt out or unsubscribe from receiving Remind messages.
  + Students may create classes for school related purposes such as a sports team or a student club. All student-created classes must have a teacher as a co-owner and be affiliated with a school in the district.
  + Students must use appropriate language at all times.
  + Students must not use Remind for cyber bullying.
  + Students must respect class owner office hours and should not send Remind messages during inappropriate hours, outside of emergency situations.
* District x policies
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