



Arizona Language Preparatory

4645 E Marilyn Rd | Phoenix, AZ 85032 | O: (602)996-1595 | F: (602)344-9560 | www.azlanguageprep.org

Governing Board and Superintendent Communications

The ALP Governing Board expects to:

1. Receive regular communication from the Superintendent
2. Regular communication includes:
 - a. Text messages on emergencies
 - b. Email messages on important updates
 - c. Monthly reports to the Board
3. Have access to the same informational
 - a. Board meeting packets and supporting documentation prior to our meetings
 - b. One member's request for additional information results in all members receiving or having the same access to the information.
 - c. Special communications are done for all board members with equity.

The Superintendent Expects:

1. Questions regarding Charter operations, emergency communication, and/or concerns or feedback received should be directed to the Superintendent.

Shared Agreements:

1. The Governing Board and Superintendent will treat each other and staff with respect.
2. The Governing Board and Superintendent will be respectful of each other's time and staff's time.
3. Superintendent will acknowledge receipt of feedback shared by board members and confirm issue will be addressed.
4. Superintendent will respect and acknowledge the perspective of board members as representatives of the community.
5. Board members will direct questions or concerns to the Superintendent.
6. Board members will remain impartial and share both positive and negative feedback about the Charter with the superintendent.
7. Board members will reserve judgment and refrain from investigating concerns instead of deferring to the chain of command.
8. Support – No Surprises!



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Emergency Communication Protocols

The ALP Governing Board expects:

1. Notification from the Superintendent as soon as possible for:
 - a. School emergency lockdown, fire, or other emergency event at campus.
 - b. A student or staff emergency including arrest, injury, death, or when first responders are called.
 - c. Any event or circumstance that would become newsworthy.
2. The Governing Board can expect communication from the Office Manager in the event the Superintendent is managing the emergency. If there are additional questions, they can be directed to the Superintendent or Office Manager so that the responses and additional information can be provided to all Board members ASAP.

The ALP Governing Board should understand:

1. Emergency management plans.
2. Under what circumstances would an emergency board meeting be called.
3. How will board members be contacted/notified about an emergency meeting.

Board Agenda Agreements

Current Board Agenda Items:

1. The Governing Board Secretary will be in contact at least 24 hours in advance of the meeting to review the draft agenda submitted by the Superintendent.
2. A consent agenda may be used for items not requiring discussion.
3. Any Governing Board member may ask to have an item pulled from the consent agenda to allow for discussion or individual consideration. The Board Member will notify the Superintendent ASAP in advance of the meeting of the intent to pull an item off the consent agenda and what additional information may be required.
4. Pulled consent items will be discussed during the consent agenda.

Future Board Agenda Items:

1. While the Governing Board Secretary and Superintendent work together to create board agendas, all board members are afforded the opportunity to request agenda items.
2. Agenda items should move the Charter forward and be relevant to the priorities and strategic plan of the Charter as a whole. When requesting future agenda items board members will consider the following.
 - a. Is the item to celebrate a success?



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- b. Is the item a policy decision?
 - c. Is the item something that requires board action?
 - d. Is the item needed to ensure accountability?
3. Requested agenda items will be made during the portion of the meeting or directly to the Superintendent.
4. Requests may be satisfied with additional conversation that will be followed up in writing and shared with all members of the board.
5. Requests may be satisfied with additional conversation that will be followed up in writing and shared with all members of the board.
6. Requested items that the Superintendent expects will take significant time or resources can be referred to the whole board who will vote on whether to pursue the request or not.
7. If there is concern about the timeliness or relevancy of a requested agenda item, the superintendent or member of the board may request to have the item come before the board for a vote regarding its inclusion on a future agenda.

Board Member Meeting Preparation Agreements

1. Board members will call or email the Governing Board Secretary with questions about agenda items or supporting materials at least 24 hours prior to the scheduled Governing Board meeting.
2. Any questions received will be collected and answered in writing and will be shared with the whole Board at least 24 hours prior to the scheduled Governing Board meeting.
3. Board members will come to the meeting prepared to discuss items on the agenda.
4. Board members will notify the Superintendent before the meeting about positive and negative comments received from the community on specific agenda items.
5. Board members will give the Superintendent time to research clarifying questions about agenda items.

ALP Meeting Norms

Here at ALP, we conduct our meetings in a professional, collegial, and respectful manner. The Governing Board and all Charter staff will hold themselves in the following expectations:

1. Be on time.
2. Be present, ready to participate.
3. Silence cell phones and if emergency calls need to be taken, step out of the room.



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4. Listen attentively with openness and respect for those speaking.
5. Voice concerns as we go, be real and authentic in a respectful, professional manner.

During Board Meeting Agreements

1. The Board Secretary will ensure that only one person speaks at a time and that each member has an equal opportunity to participate.
2. Board members will model the behaviors expected of students, staff, and community members.
3. Procedures for public comment are clear and available at the meeting site.
4. Only the Board President will respond to public comment during the meeting.
 - a. The Board President may recognize the Superintendent for information.
 - b. The Board President may recognize a Board Member to respond to a personal attack.
5. The Superintendent will provide clarifying information to board member questions.
6. Issues, not people, may be discussed during meetings.
7. Board members will listen respectfully to each other and staff and will not engage in side conversations.
8. Monitor for compliance with Open Meeting Law (OML) and policy:
 - a. The Superintendent and all Board members have the responsibility to comply with OML.
 - b. Members will use “point of order” to interrupt and get meetings back on track.
9. Members will be committed to moving all discussions forward.

After Board Meeting Agreements

1. Board members and staff will support (or stay silent – not undermine) the decision of the board.
2. Board members and staff will abide by the confidentiality laws of executive sessions.
3. The Superintendent will ensure that all documents, records, reports, etc. are processed and maintained in accordance with applicable laws, regulations, policies, etc.

Site Visit Agreements

1. The Superintendent will let Board members know about upcoming events.



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2. Board members are encouraged to attend as many school events as a spectator as their time permits.
3. Board members wishing to visit the school while the school is in session will:
 - a. Work with the Office manager about the best time to visit.
 - b. Follow campus guidelines for visitors (sign in, guest badge, escort, etc.)
 - c. Respect staff time and allow staff to perform their duties.
 - d. Not evaluation staff.
 - e. Not give direction to any staff or students.
 - f. Not accept gifts (other than nominal tokens) or favors from any Charter employee.
4. When visiting with teachers of their own children, board members will make it clear that they are acting as a parent rather than a board member.
5. If a board member observes an issue on a campus that needs administrative follow-up, the concerns will be communicated directly to the Superintendent.

Board & Community Communications

The ALP Governing Board understands that:

1. Board members will serve as ambassadors for their Charter, emphasizing the positive aspects of the Charter.
2. If Board members plan to attend community meetings representing ALP, the Superintendent should be notified.
3. Complains received from staff or the community will be directed through the appropriate chain of command and shared with the Superintendent.
4. Anonymous complains will not be heard.

The Board Recognizes that:

1. It is the last stop in the complain process.
2. Individual Board members have no authority to solve problems.
3. Individual Board members can confirm with the Superintendent that complaints are addressed.
4. To avoid violating policy and promote equity in how they respond to questions, concerns, and complaints, Board members will consider utilizing the “Thank, Acknowledge, and Refer” protocol when responding to community email communication.



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“Thank, Acknowledge, and Refer” Email Protocol

The “Thank, Acknowledge, and Refer: protocol is a suggested way that ALP Board members and staff may respond to community questions, complaints, and concerns.

THANK

- Thank you for bringing your concerns to my attention.
- Thank you for your email regarding this issue.
- Thank you for letting me know of your concern.
- Thank you for reaching out to me regarding your concern.
- Thank you for bringing this issue to my attention.
- Thank you for contacting me about this matter.
- Thank you for your email.

ACKNOWLEDGE

- I understand your concern.
- I understand your frustration.
- I appreciate you letting me know about your experience.
- I understand this must be frustrating for you.
- I appreciate that you took the time to share your experience.

REFER

- I would recommend that you speak to your child’s teacher regarding this concern.
- I would suggest that you take this concern to the principal/superintendent,
- I will forward this concern to the appropriate person/teacher/staff member.
- This concern will be brought to the attention of the teacher/principal/superintendent/
Governing Board.

Recommended Email Signature for Board Members

Below is the recommended message that Governing Board members include at the footer of their email sent:

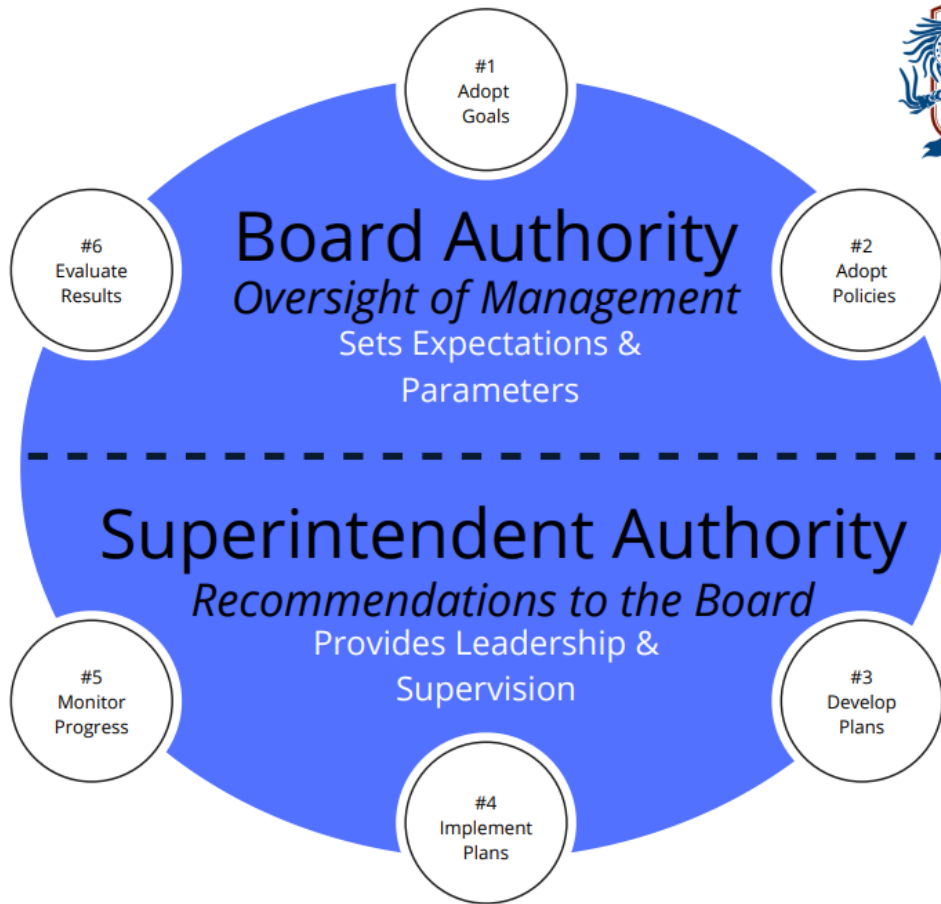
To ensure compliance with Open Meeting Law, recipients of this message should not forward it to other board members. Any board members, who may inadvertently receive this message, should not reply.

This message is a public record and should not be deleted.



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Board	Superintendent
<p>Sets the Direction</p> <ul style="list-style-type: none"> ● Vision, Mission, Goals 	<p>Executes the Direction</p> <ul style="list-style-type: none"> ● Accomplishes Goals
<p>Establishes the Structure</p> <ul style="list-style-type: none"> ● Sets policy ● Reviews procedures 	<p>Implements the Structure</p> <ul style="list-style-type: none"> ● Policy guidelines ● Writes and implements procedures
<p>Provides Support</p> <ul style="list-style-type: none"> ● Approves a budget that supports goals ● Approves staffing to support goals 	<p>Operationalizes Support</p> <ul style="list-style-type: none"> ● Develops a budget to support goals ● Hires staff to accomplish goals
<p>Ensures Accountability</p> <ul style="list-style-type: none"> ● Regularly reviews budget vs. actual expenses ● Reviews academic performance 	<p>Monitors Accountability</p> <ul style="list-style-type: none"> ● Adjusts to meet operational and academic charter goals ● Responsible for district performance
<p>Acts as Community Leaders</p> <ul style="list-style-type: none"> ● Communicates and advocates with the community ● Provides feedback to the superintendent 	<p>Serves as Leader of the Charter</p> <ul style="list-style-type: none"> ● Maintains communication internally with staff and externally community leaders