



Teacher and Student Communication

Communication is a vital component to the success of your online learning. The expectation for online learning in Kingsport City Schools is to communicate in some form and *on a daily basis* with your teacher or any support person at the school.

You have two options for contacting your teacher:

Email within Edvance 360:

Email is set up within Edvance 360 and you can send and receive emails.

If you are emailing your teacher remember these guidelines:

- Always include a subject
- Start with a greeting
- Use proper English, grammar and spelling
- Include important information that the teacher needs to know; the name of the class, assignment, quiz, etc.
- Always thank the teacher and sign your full name

Phone Call:

Your teacher will share contact information with you and if a phone number is provided as a source for contact please follow these guidelines:

- Please be aware of your teacher's office hours and adhere to the guidelines your teacher sets for phone communication.

If you are leaving a message for your teacher remember these guidelines:

- Refer to the teacher as "Mr. _____ or Ms. _____"
- Be clear: State your name, your contact information, your class and a brief reason why you are calling
- Expect a response within 24 hours, excluding weekends and holidays