**Summer Communication Protocol**

* **Ebony’s Summer Program Goals**

SCHOLARS

* 100% of scholars attend their pre-college and/or internships

PROGRAM SITES

* 100% of partner programs renew their spots with us for next year
* 100% of partner programs say that the summer support was “extremely effective & timely” or “effective & timely” (I don’t know if this is the right language, but you get the idea).
* 90% of NS internship host say they felt “extremely supported” or “supported” in their hosting a scholar this summer
* 100% of contact from programs is responded to in 24 hours.
* **Contacting Scholars and their Families**

Scholars and their families get 4 phone calls as part of the summer program process. Each call will be logged in the Google Spreadsheet’s “Communication” column. Please label each call in the Communication column; you can label them “Call 1, Call 2,” etc. ***We will also know when you have made those calls based on the Calendar tab in the spreadsheet that you are updating with all program’s start dates.***

|  |  |
| --- | --- |
| **Calls** | **Information To Share/Gather** |
| **Call 1****“Before” Summer Call** | * Do we have the correct contact information for you?
* Here is Ms. Belcher’s phone number
* Do you know what date you are leaving? Where you are going?
* What are the details of your travel plan—how are you getting there?
* Reminder to get someone on-campus’ name and contact information
* Reminder to formulate a “scholar support plan” to try and alleviate homesickness
 |
| **Call 2****“Day Before” Program Call** | * Are you packed?
* Do you have any last minute questions?
* Are you looking forward to the program?
* Would you please remind your scholar to try and take a picture in front of the school/business sign of the place they are going? We always like to update our photos to include current summer program stars!
 |
| **Call 3****Mid-Program Call** | * How is the program going?
* Have you heard from your scholar?
* How are you doing? Is there something we can be doing to be helpful?
 |
| **Call 4****Post-Program Call** | * How did the program go?
* What was your favorite thing about the program?
* Did you have a good time?
* Are you looking forward to your summer program next year?
 |

The “Communication” column should be updated almost daily. It is imperative that we keep accurate records of our calls with families so we can best serve them throughout the summer. You don’t have to write what they say word for word, but you want to capture some main ideas/details so we are able to speak to the scholar’s about their programs in the fall.

* **Who To Call When**

In the even that a parent has a problem that you cannot solve, please reach out to **Chris Bostock**, who will be your on-site contact for the summer. His phone number is 203-823-1067.

If Chris cannot answer the question, please reach out to **Amy Christie** at amychristie@achievementfirst.org or call her at 347-884-1673.

* ***If the situation is clearly an emergency, please skip steps 1 and 2 and immediately e-mail me with the word “emergency” in the subject line as well as sending me a text that also contains the word “emergency.”***

Here are a few things that fall into the categories of “non-emergency” and “emergency.”

|  |  |
| --- | --- |
| **Non-Emergency (Chris and Amy)** | **Emergency (MA)** |
| * *Not aware of a book fee*
* *Packing question*
* *Transportation question*
* *Minor illness (cold, allergies, etc.)*
* *1 report of homesickness*
 | * *Scholar has been seriously injured (involving hospital visit)*
* *Scholar has been involved in a serious disciplinary incident (either as the victim or the person responsible for the incident)*
* *Parent threatening to not send scholar to program/internship*
 |

* **Summer Academy Phone Calls**

I don’t know how Bilal will want to handle this, but we have offered to make the calls to the scholars who do not show up on the first day of Summer Academy. We are involved in this because Summer Academy counts as as Summer Program for those scholars. If they do not show up, they will not only be deficient in whatever class they were supposed to make up--- they will be deficient a summer program credit as well.

**Bilal:** ***can you please touch base with Ebony about how you would like to handle this? Thank you!***

* **“Summer Program Completed” Column**

In the “Summer 2012” Google Doc, there is a “Summer Program Completed” column. As scholars successfully complete their programs/internships/summer academy, please write “yes” in this column and highlight it green. If they did not, please write “no,” highlight it red and make sure to include these numbers in the “Weekly Summer Program Report.”

* **Weekly Summer Program Report**

On Fridays by 12:00 p.m., you will submit a “Summer Program Report” to Amy, Chris, Jeff, Megan and myself. Below is the template that you can copy and paste into those reports:

|  |  |
| --- | --- |
| Pre-College Programs that started this week |  |
| # of Pre-College scholars expected to start their programs this week |  |
| # of Pre-College scholars who showed up to their programs |  |
| # of Pre-College scholars who did not show up to their programs |  |
| # of Internship scholars expected to start their programs this week |  |
| # of Internship scholars who showed up to their programs |  |
| # of Internship scholars who did not show up to their programs |  |
| Pre-College Stories/Anecdotes (Please share 2!) |
| Internship Stories/Anecdotes (Please share 2!) |
| Please list any communications with programs from this week/who you spoke to/what was discussed: |
|  |

* **MA Check-In Phone Calls**You and I will have check-ins on **Tuesdays and Thursdays from 12:30 p.m.-1:30 p.m.** We may not need this whole time, but we will schedule this in so we can go over questions that are not time sensitive, clarity around issues that may arise and just general check-in information. I will send you the calendar invites for these meetings.
* **Communication Protocol in Action**

Whew! I know that I’ve outlined a lot of protocols. I think the best way for you to keep track of what needs to be done and when is to populate your outlook calendar. I will be sending you invitations for our Tuesday/Thursday check-ins, but I would also recommend inputting reminders for the following:

1. Calling Summer Academy scholars (Monday, July 9)
2. Making “Summer Communication” phone calls (inputting dates from Google Calendar into your Outlook)
3. Summer Program Reports (to be compelted by 12:00 p.m. every Friday)
4. Updating Summer Program Google Doc (to be completed each Thursday night so it can inform the Summer Program Report on Fridays)