

# Stars College High School - Communication policy

Academic Year: 2025-2026



## 1. Mission & Vision

### Mission

Stars College aims to contribute to the formation of distinguished national personalities, equipped with administrative, scientific, social, historical, media, and educational capabilities. The school emphasizes equipping students with modern language and scientific skills, fostering lifelong learning, and instilling values of ethical citizenship so that graduates contribute positively to society.

### Vision

To cultivate a dynamic learning environment that empowers students to become innovative, ethical leaders and engaged citizens, equipped to navigate and contribute positively to a diverse and rapidly changing world.

## 2. Purpose

The purpose of this Communication Policy is to ensure clear, respectful, timely, and effective communication between Stars College High School stakeholders with its' community. Strong communication supports student success, reinforces trust, and reflects the school's mission to develop ethical, informed, and engaged citizens.

This policy defines **how, when, and with whom** communication should take place.

## 3. School Business Hours

Official school communication hours are:

**Monday–Friday | 8:00 AM – 4:00 PM**

Messages received outside these hours will be addressed on the next school day, except in emergencies.

## 4. Official Communication Channels

All school-related communication must take place through official Stars College platforms to ensure accuracy, confidentiality, and documentation.

### Approved Channels

- **School Portal / eSchool Connect**  
Academic updates, reports, teacher communication, announcements

- **Official School Email**
  - Abbasyeh Campus: a.info@scs.edu.lb
  - Zebdine Campus: z.info@scs.edu.lb
  - Ghaziye Campus: [g.info@scs.edu.lb](mailto:g.info@scs.edu.lb)
- **School Phone Numbers- Whatsapp**
  - Abbasyeh Campus: 81/369226
  - Zebdine Campus: 70/073179
  - Ghaziye Campus: 70/222960

Communication through personal phone numbers, social media, or informal platforms is not considered official and should be avoided.

## 5. Response Time Expectations

To ensure clarity and fairness, Stars College commits to the following response times during school hours:

- **General inquiries:** within **24–48 business hours**
- **Academic or student-related concerns:** within **48 business hours**
- **Urgent matters:** same day, when possible

Parents are asked to allow the appropriate time before following up.

## 6. Categories of Communication

To improve efficiency, parents should direct concerns according to type:

<b>Teacher</b>	Grades, homework, assessments, classroom learning
<b>Direct Supervisor</b>	Conduct, peer issues, attendance, schedules
<b>Transportation Officer</b>	Transportation
<b>School Administration</b>	Fees, documentations
<b>Student Support Team / Direct supervisor/ Administrator</b>	Academic support or well-being

## 7. Parent–Teacher–Staff Communication Guidelines

- All communication must remain respectful, constructive, and solution-oriented.
- Teachers may be contacted **between 8:00 AM and 4:00 PM** via approved channels.
- Teachers are not expected to respond during teaching time.
- Meetings with teachers or administrators require **prior appointments** arranged through the receptionist or administration.
- The Principal and Assistant Principals receive parents by appointment, except in emergencies.

## 8. Communication Flow and Escalation Path

Stars College follows a structured communication pathway to ensure concerns are resolved at the appropriate level:

1. Teacher
2. Supervisor
3. Assistant Principal
4. Principal
5. Head of School / Board

Parents and students are expected to follow this sequence before escalating concerns.

## **9. Student to Parent Communication During School Hours**

- Only **urgent or emergency messages** will be delivered to students during the instructional day.
- Students wishing to contact parents must do so **through the Administration Office**.
- Secondary students are responsible for regularly checking their **eSchool Connect inbox**.

## **10. Emergencies and School Closures**

In emergencies or urgent situations:

- Parents should immediately contact the school using official phone numbers.
- The school will notify families through **email, phone calls, WhatsApp messages, and the school website** in cases of emergency closure, evacuation, or safety concerns.

## **11. Expectations for Respectful Communication**

All members of the Stars College community are expected to:

- Communicate respectfully and professionally
- Avoid inappropriate, aggressive, or defamatory language
- Support collaboration and problem-solving
- Respect staff roles, responsibilities, and response timelines

Failure to comply with these expectations may result in administrative intervention.

## **12. Policy Review**

This Communication Policy is reviewed annually and may be updated as needed. Any changes will be communicated through official school channels.