Phone Script for Absence Issues

Student Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Parent/Guardian Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of Contact \_\_\_\_\_\_\_\_\_\_\_\_\_Start Time\_\_\_\_\_\_\_End Time\_\_\_\_\_\_\_ or Duration\_\_\_\_\_\_\_\_\_\_

This is \_\_\_\_\_\_\_\_\_\_\_\_ the GEAR UP Coach at \_\_\_\_\_\_\_\_ High School. May I please speak to \_\_\_\_\_\_\_\_\_\_\_\_\_? Is this a good time to talk for a few minutes about services that are available to support [child’s name] \_\_\_\_\_\_\_\_\_\_\_ with \_\_\_\_\_\_\_\_\_\_\_\_?

Hola, soy (your name) el/la Coordinador/a del programa de GEAR UP en \_\_\_\_\_\_\_\_ High School. ¿Podría hablar con \_\_\_\_\_\_? ¿Es un buen momento para hablar solo unos minutos sobre los servicios que hay disponibles para ayudar a que [child’s name] …?

If No:

When is a good time to call back or would you like to call me back when it is good for you?

¿Cuando es major tiempo para llamarle – o le gustaría mejor a usted llamarme a mi cuando pueda?

If Yes:

Great, first of all, I want you to know that I enjoy working with \_\_\_\_\_\_ (or start with a strength, achievement, or potential I am proud of \_\_\_\_’s perseverance in their math class). Pause for parent’s response.

I really want \_\_\_\_\_\_to be successful this school year, and one thing I noticed is that \_\_\_\_ has \_\_\_\_absences this semester and at 10 absences students lose credit. If that happens, \_\_\_\_\_ might have to attend summer school or a special credit recovery class before or after schooI. Worst case scenario, they wouldn’t graduate on time, with the Class of 20XX. I don't want that to happen, and I imagine you feel the same. I’m calling you now because if action is taken now, they still has the chance to catch up and stay on track. [Child’s name \_\_\_\_\_\_\_ is passing \_\_\_classes at this time, but their absences are affecting \_\_\_\_ classes. What are your insights about the reasons they are missing school (or this class/these classes)?

Que bien, gracias – antes que nada le quiero compartir que me gusta trabajar con su hijo/a \_\_\_\_\_ porque (es una persona muy responsable/amigable/de buenos modales, ha logrado \_\_\_\_, se ha dedicado mucho a subir su calificación en matemáticas.). Pause for parent’s response.

Quisiera ver que \_\_\_\_ sea exitoso/a este año escolar y he notado que \_\_\_\_\_\_\_\_ ha faltado a clases \_\_\_veces y en nuestra escuela los estudiantes arriesgan perder el crédito en su clase si faltan 10 o más veces en un semestre. Si pierde crédito en sus clases, \_\_\_\_\_\_\_\_ tendrá que asistir a la escuela

Absence Issues script cont.

de verano o tendrá que inscribirse en clases para recuperar créditos que se llevan acabo antes y después de la hora regular de clases. Arriesga también hasta no poderse graduar al mismo tiempo

que sus compañeros de la clase del 20XX. Preferiria que no suceda eso. Le estoy llamando porque si toma acción hoy, todavía tiene oportunidad de salvar sus créditos. Su hijo/a esta pasando la/s clase/s de \_\_\_\_\_\_\_\_\_\_, pero sus faltas lo/la están afectando en la/s clase/s de \_\_\_\_\_. ¿Sabe usted cuales pueden ser algunas razones porque está faltando us hijo – y si hay halgo como le podamos ayudar a resolver eso?

**Thank you for taking the time to talk with me. I will be sure to follow up with \_\_\_\_\_\_\_\_\_\_\_\_ this week, but your support makes all the difference!**

Gracias por tomarse el tiempo para hablar conmigo. Esta semana voy hablar con \_\_\_\_. Su apoyo es lo más importante para hacer la diferencia.

Possible Answers and possible solutions – check with your district to customize your script

* *The student has chronic medical issues—give the parent the school’s policy and procedure for this situation.*
* *The student is baby-sitting younger siblings—give parent resources for community assistance. You might also say, "Let me talk with the counseling office to see if they have any other suggestions or ideas." Some schools are able to allow a late start for students with special situations if they are on track credit wise.*
* *The student does not like school—explore more with the parent to see what the issues are and if the issues are extensive. Consider scheduling a meeting with the parents and the student’s guidance counselor.*
* *Academic Struggles—inform of tutoring availability; help them to resolve any time conflicts. Suggest the parent encourage the student to talk to their teacher(s), and if needed, follow up or ask the parent to follow up. Inform the family about the school process for family meetings.*
* *Student is not connecting with school—Provide information about school support groups, mentoring, peer mentoring, counseling office and/or give the student a list of clubs and extra-curricular activities. Tell the parent their child is always welcome in the GEAR UP room.*
* *The parent is at a loss as to how to motivate their child to attend school—provide understanding and empathy towards the parent. Ask, "How can I help? Would you like me to talk to them on the phone and see if we can come up with a plan?" Provide parents with as many GEAR UP resources and school opportunities as possible, so they can encourage their child to take advantage of the opportunities. For example, "Did you know that \_\_\_\_\_ can eat their lunch in the GEAR UP Room?" Offer other applicable GEAR UP or school supports.*