

Common Questions/Concerns	Speak With	Process
<i>You worry that some issues in previous years might be re-emerging</i>	<p>Classroom teacher</p> <p>Teachers will meet with you any time during the year – not just at student-led conferences.</p>	<ol style="list-style-type: none"> 1. Send the teacher a SEQTA Direqt message and ask to meet 2. In the message, tell him/her that you want to share some things you have worried about in the past. 3. The teacher will get back to you typically within 24 hours.
<i>Your child didn't want to come to school this morning</i>	<p>Classroom teacher</p> <p>Like you, we want students to happily come to school. There are a number of reason students might feel anxious and they often don't have the words to describe what they are feeling.</p>	<ol style="list-style-type: none"> 1. Remember that parent/teacher partnerships are critical when this happens. Avoid jumping to a 'blame' conclusion. 2. Send the teacher a SEQTA Direqt message. Explain what you tried and what your child was able to explain. 3. The teacher will get back to you typically within 24 hours.
<i>Your child said something concerning last night about school or about something that happened at school</i>	<p>Classroom teacher and/or Year Level Coordinator</p> <p>Please tell us straight away. We can easily investigate things that happened the previous day. It is much harder to investigate something that has been happening for some time.</p> <p>When you tell us straight away, you help us stop mean and rude behaviours that, if not addressed, may lead to bullying. Please partner with us by informing us of issues when they happen.</p>	<ol style="list-style-type: none"> 1. Find out as many specifics as you can: who what where when how 2. Ask your child to tell the story with a beginning, middle, and end (In the beginning they were playing..., then..., and finally). Who else was with them? 3. Send a SEQTA Direqt message to the classroom teacher. You will get a call back from the teacher, coordinator or Head of School typically within 24 hours.
<i>You wonder how your child is doing academically, with friendships, etc.</i>	<p>Classroom teacher</p>	<ol style="list-style-type: none"> 1. List out the specific questions you have. 2. Request a meeting with the teacher via SEQTA Direqt message. In the message, share your questions so that the teacher has time to prepare proper responses.
<i>You are not getting messages from school, you are having problems with SEQTA or you have forgotten your password</i>	<p>Front office: all matters related to SEQTA, Flexischools, SignMee</p> <p>Classroom teacher: all matters related to SeeSaw</p>	<p>To receive more personalised attention, avoid calling or visiting the first hour and the last hour of the school day.</p>
<i>You wonder what your child is doing in the classroom</i>		<ol style="list-style-type: none"> 1. Make sure you are able to access the SeeSaw app as well as SEQTA and SignMee. 2. Look at SEQTA Courses and Assessments section. Teachers load them with helpful information on units of study and lessons. 3. Check SeeSaw. Teachers regularly post classroom activities, as well as specific work your child has done.

