



Date: 26<sup>th</sup> Sep, 2024

## Communication Channels

Dear Parents/Guardians,

At Hartford American School, we value clear and efficient communication with our parent community. To ensure that you receive the right information at the right time, we use a variety of communication channels, each designed for a specific purpose. Below is a breakdown of these channels and their respective uses:



- I. **K12 Platform:** This platform is dedicated to administrative matters. Here, you will find report cards, incident reports, memos, school policies, class schedules, and other essential school-related information.
- II. **Direct Text Messages (One-Way Communication):** Direct text messages will be used for urgent notices or important messages from the administration. This is a one-way communication channel meant for quick updates only.
- III. **Microsoft Teams:** Microsoft Teams is used for academic-related communication. Parents can communicate with teachers, access learning resources, and stay informed about their child's academic progress through this platform. Parents will receive a response within 24 hours of reaching out to teachers.
- IV. **Appointment Requests:** For meetings with school staff, appointments can be requested in two ways:
  - (a) Through our website: <https://hasqatar.com/appointment/>
  - (b) By collecting and submitting an appointment request form at the reception.
- V. **WhatsApp Groups:** WhatsApp groups are reserved for sending important messages or circulars by school staff. This platform is used only for essential updates and urgent communication. Please note, it is not intended for parent discussions or casual communication.
- VI. **Suggestion and Complaints Box:** A suggestion and complaints box is available at the reception for parents who wish to provide feedback or express concerns.

We kindly request that you use each platform for its designated purpose to help maintain clear and efficient communication.

Thank you for your cooperation.

Regards,

The Principal,  
Ms. Fatine Najjar



**Vision:** Hartford American School aspires to prepare a generation with academic excellence, leadership skills and open to culture diversity while maintaining national identity.