

SCHOOL-COMMUNITY RELATIONS

Series 900

Policy Title: SCHOOL OFFICE ENVIRONMENTS

Code: 901.9

School offices serve as the primary point of contact between the school district and students, families, community members, and visitors. School office staff are the ambassadors of first impressions and set the tone of what our families experience during their visits. School offices shall maintain an environment reflecting the district's commitment to safety, professionalism, respect, and customer service.

School offices are expected to provide a welcoming, orderly, and secure atmosphere where all visitors are greeted promptly and courteously, and where students, families, and community members feel respected and supported. Office spaces should remain professional work environments focused on serving students and assisting visitors efficiently.

School office staff are responsible for welcoming visitors, supporting daily office operations, assisting with communication, and helping direct students and families to the appropriate school personnel. Student concerns requiring health, safety, counseling, behavioral, disciplinary, disability-related, or administrative support shall be referred to the appropriate designated staff member in accordance with building procedures.

To promote safety and positive public relations:

- Staff members assigned to office areas shall remain attentive to visitors and district business responsibilities during working hours.
- Office spaces shall not be used as informal gathering areas for staff socializing unrelated to school operations.
- Students shall not congregate or remain in school office areas unless they have legitimate school-related business, have been directed to the office by authorized staff, or are waiting to receive assistance from appropriate school personnel in accordance with building procedures.
- Visitor access shall be monitored in accordance with district safety procedures, including sign-in requirements and visitor management protocols.
- Staff shall ensure that all guests are acknowledged in a timely manner and provided appropriate, welcoming, and professional assistance.
- Office environments shall be maintained in a manner reflecting organization, respect, and confidentiality which minimize disruptions that may create discomfort or confusion for students, families, visitors, or staff.
- School offices serve as professional workspaces where student privacy and confidentiality must be protected at all times. Staff members are expected to exercise discretion when discussing student information and conducting daily operations.
- Staff shall not engage in conversations involving confidential student, family, personnel, disciplinary, academic, health, or legal matters in areas where students, parents, visitors, volunteers, or unauthorized staff may overhear such discussions. Confidential

conversations should occur in private settings and only with individuals who have a legitimate educational interest or legal right to receive the information.

- Access to student records, data systems, security cameras and confidential information shall be limited to employees whose job responsibilities require such access in accordance with the Family Educational Rights and Privacy Act (FERPA), district policy, and other applicable privacy laws.
- Staff members shall protect confidential information displayed on computer screens, printed documents, and shared workspaces by ensuring records are secured from public view and unauthorized access. Passwords, login credentials, and access permissions may not be shared.

All district personnel are expected to support school office staff and the critical role they play in welcoming our community. Your support in moving social congregation to designated staff lounges and encouraging students to remain in assigned areas are expected and appreciated.

School Administrators are responsible for establishing building-level procedures that align with this policy and reinforce expectations for a safe, welcoming, and professional front office environment.

Adopted: 8/17/2026