



## WeChat Communication Agreement between Parents and CIS

### 广州加拿大外籍人员子女学校家校微信沟通协议

At the Canadian International School of Guangzhou (CIS), we are committed to establishing a safe, nurturing and stimulating learning environment. For students to reach their full educational potential, it is essential that all staff, parents and children communicate effectively. For the 2021-22 School year, CIS will be using SchoolBox, our learning and community portal, for all academic matters. However, there may be times that we will be using WeChat, such as for sharing important/urgent information or government notifications. Below, you will find information about how we at CIS communicate with our community using WeChat, an essential platform here in China. Kindly read through this agreement carefully and please sign it at the bottom.

在广州加拿大外籍人员子女学校，我们致力于建立一个安全，育人和激励的学习环境。为使学生充分发挥其学习潜能，所有教职员工，父母和孩子之间进行有效沟通至关重要。2021-2022 学年开始，我校将会引进使用 SchoolBox（学习及社区沟通平台）进行所有学术方面的沟通与分享。对于重要/紧急信息以及政府部门通知，我们仍会通过微信发布。微信作为中国大陆重要的沟通平台，也是我校社区沟通的重要方式。以下是我校使用微信平台进行沟通工作的注意事项。请查阅下方协议并在文件下方签名并回传。

#### **WeChat Homeroom Groups: Availability on School Days**

Messages can be sent from Monday to Friday, 7am-6.30pm. If you message outside of these days or hours, your teacher and our team may not be able to get back to you as quickly as we normally do. **Please note that teaching your child is our teacher's first priority, and they can only respond to messages when they are not with your children.** In the event of an emergency or to discuss any urgent matters, please call message or call us on the Student Service WeChat phone so that we can respond to you immediately.

#### **家校微信群：上学日沟通时间**

周一到周五早上 7:00 到晚上 6:30。

如果您在此时间段以外发送信息的话，我们的老师或者教职员工可能无法像平时一样及时回复。

在收到消息后，我们的老师会尽快回复大家。请了解，教导您的孩子是老师们的首要工作。

如果有任何紧急状况或想跟我们讨论任何紧急事宜，请在微信上拨打我们的语音电话，我们可以立刻与您进行沟通反馈。

#### **Student Service WeChat: Availability on School Days**

Please message us with your questions, compliments or concerns, whether it be to talk about your child, report an absence or just to discuss matters of importance, from Monday to Friday, 7am-6.30pm.

We are always here for you, and We CARE about your needs. In the event of an emergency, please message/call Student Service WeChat phone. If it is not an emergency, please message and the school will respond as soon as we can.

#### **学生事务微信：上学日沟通时间**

无论您想了解孩子在校情况，或告知我们孩子因故缺席，或其他重要的事宜，请将您的问题，疑虑和投诉，于周一-周五，早上7点至晚上6:30微信我们。我们永远在您身边。我们关注您的需求。如果有任何紧急事宜，请微信或语音电话至学生事务处；如非紧急情况，请留言，我们会尽快回复。

#### **WeChat Homeroom Groups and Student Service WeChat and: Availability on Weekends**

In the event of an emergency, or to report an absence, illness or important issue, please message/call Student Service WeChat ID. If it is not an emergency, we encourage you to message during school days (see above). Unless there is an emergency, the school encourages you to reserve your weekends for family time, and to recharge and relax for a fresh start the following week.

#### **微信家长群及学生服务微信号：周末沟通时间**

除紧急事宜以外，我们鼓励您把周末的时间留给家人，一起放松及充电。如有紧急事宜，请在微信上拨打我们的学生事务处的微信语言电话。如非紧急情况，请留言，我们会在上班后第一时间回复您。

**Canadian International School of Guangzhou 广州市加拿大外籍人员子女学校**

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Tel: +86 20 39939333

Website: www.cisgz.com



### **Email Communication for Academic Matters**

Kindly email your teachers for all communication that is academic related, or use SchoolBox (coming soon!). For all service- and operations-related questions, please message the Student Services team.

### **针对学习上的事宜，请使用电子邮件进行咨询**

任何有关与学习或者学术上的事宜，请使用SchoolBox 或邮箱进行沟通。任何关于学校服务或运营相关的问题，请直接联系学生事务处。

### **WeChat Class Groups: Do's and Don'ts**

To help us use WeChat Class Groups properly, we have compiled some useful information, and some helpful list of **do's and don'ts**.

- WeChat is a public platform. Please be kind and respectful. Please do not post messages that may hurt or offend others.
- Kindly do not use WeChat as a chatroom for personal matters. Please direct your messages to the Student Services team.
- The WeChat translation tool does not always work well, so you are encouraged to message in English as CIS is an international school. If you are unable to message in English, kindly ensure the language used is simple and accurate, so that the translation tool can correctly translate your message into either English or Chinese.
- Please avoid posting questions or comments about CIS or CIS-related matters on other public, non-CIS groups or platforms. We request that you message or email the Student Services team, your teacher or the school leadership team directly so that your matters can be resolved efficiently.
- CIS is your school too, and WeCARE about your needs. We aim to build supportive relationships, so please do email or meet us anytime. Teacher email addresses can be found in Gibbon, or you can also contact [principaloffice@cisgz.com](mailto:principaloffice@cisgz.com)

### **为帮助我们更有效利用微信班级群进行沟通，我们列出了以下守则：**

- 微信是一个公众平台，请谨慎发送信息避免无意冒犯他人；
- 请避免将学校微信群作为讨论个人事项的聊天室，如有任何疑问请私信学生事务；
- 微信自带翻译功能并不经常准确，我们鼓励家长使用英语发送信息。如果您不方便使用英语，请确保使用简短精准的语言，以便微信翻译功能能够相对准确地表达信息原意。
- 请尽量避免在其他非 CIS 的公众平台提出并讨论 CIS 或与 CIS 相关的问题。如果您有疑问或希望解决问题，欢迎联系学生事务团队，班主任或学校领导。
- CIS 是您的学校，我们在乎您的需求。我们希望与家长建构相互支持的关系，有任何疑问可发邮件或与我们面谈。老师邮箱可在Gibbon 系统中找到，同时您也可以联系 [principaloffice@cisgz.com](mailto:principaloffice@cisgz.com)。

***(See next page / 见下页)***



<p><b>What You Can Do 应该做的</b></p>	<p><b>Kindly Avoid This 不应该做的</b></p>
<p>Kindly message, if needed, between 7am-6.30pm, Monday-Friday. If you have an emergency, please contact the school or the Student Services team directly. 在有需要的情况下,请在周一至周五上午7点至下午6:30点之间发送信息。如有紧急情况请直接联系学校。</p>	<p>Kindly do not message the teacher outside of available hours. The weekends are for family time, and for teachers to prepare for the week ahead. 除紧急情况外,请尽量不要在工作时间外给老师发送微信消息。周末是老师的家庭时间,也是老师计划下周工作的重要时段。</p>
<p>Please report an illness/absence. For ECE and Grade 1-6 Students, please message your homeroom teacher. For Grade 7-12 Students, please message Student Services. 及时报告学生病假/缺席情况: 幼儿园及小学 1-6 年级的学生,相关情况请直接知会班主任老师; 中学 7-12 年级的学生,相关情况请直接知会学生事务部的老师。</p>	<p>Kindly do not ask personal questions about the teacher, school staff, other students or other parents in the group chat. We respect the privacy of our community. 请不要在群聊中问及教师,学校员工,其他学生及家长的私人信息。我们尊重每位社区成员的隐私。</p>
<p>Do report if your child will be late for school. OR if transportation is changing (being picked up instead of taking the bus) 如果学生因故迟到或通勤方式发生了改变(家长自行接送,不再需要校车服务),请务必及时知会相关老师。</p>	<p>As our teachers are teaching from 8.30-4pm, kindly do not expect an immediate response. Our teacher will respond as soon as it is convenient for them. Kindly remember that teaching your child is their first priority. 当老师在进行教学工作时,请允许老师无法立即回复您的消息。在收到消息后,我们的老师会尽快回复大家。请了解,教导您的孩子是老师们的首要工作。</p>
<p>Do refer to SchoolBox (coming soon) and email for general information about events, homework and school news. 有关学校活动、家庭作业和学校新闻等一般信息,请查阅 SchoolBox 或电子邮件的消息。</p>	<p>Kindly do not add new members. This is the school's role and we are always happy to add family members, as long as there is a family relationship. Please note that students <b>cannot</b> join our WeChat homeroom groups. Our groups are just for parents/guardians. 请不要随意在班级群里添加新成员。只要是家庭成员,我们很乐意邀请其加入我们的家校群。请注意,我们的家校群只针对家长或监护人,学生不能够加入到家校微信群中。</p>
<p>Do message/contribute with respectful, positive and supportive comments and inquiries in a polite and kind manner and tone. 请作出尊重,积极及有助解决问题的评论,并请以礼貌及友善的语气反映或咨询问题。</p>	<p>Kindly avoid posting critical, negative or derogatory comments as this is not conducive to a creating a positive learning environment and a supportive community. If there are multiple refractions, you may be requested to come to school to meet the principal to work on a solution for further communication. 请尽量避免在班级群发布批判、消极或带有贬损含义的评论。因为这样的行为,有碍于建立积极及友善的社区环境。如果多次出现以上行为,您有可能会被通知到校与校长进行面谈。</p>
<p>Do send all academic and behavioral questions related to your child directly to the teacher through email or on SchoolBox. 请务必通过电子邮件或 SchoolBox 的方式,就孩子的在校表现及学习情况向班主任老师进行咨询。</p>	<p>Please do not post items for sale, advertisements or personal invitations to events. This group is just for CIS and all CIS-related matters. 请不要在班级群里发布有关销售、广告或个人活动邀请的信息。班级群只限学校相关事宜的沟通与发布。</p>



I kindly confirm that I have read and understood the School WeChat Communication Agreement and fully agree to follow the WeChat Expectations and Do's and Don'ts, as listed above.

本人已阅读及明白学校关于微信的相关使用政策，并同意遵守以上列出的各项守则。

Student's Name and Signature 学生姓名： \_\_\_\_\_

Current Grade/Class 年级： \_\_\_\_\_

Parent Name and Signature 家长签名： \_\_\_\_\_

Date 日期： \_\_\_\_\_

*Last Updated: September 2021*