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| **Who:** | Who will receive the phone calls- what targeted group of students will be be identified? What data reports are needed to identify targeted group of students?   * Students chronically absent from previous year * Students chronically absent during current year |
| **What:** | What will the callers say on the phone calls? |
| **When:** | When will the phone calls take place- In the morning or at the end of the day? How often will they be made? Daily.  *Important Note: Attendance messages are sent twice a day, based on attendance information in MiSiS at 9:30 a.m. and 3:30 p.m., to the*  *parent/guardian of students that have an absence or tardy that day,*  *by the Blackboard Connect phone system.* |
| **Where/How:** | Who will make the phone calls? Will they require additional training and support?   * Main Office staff * Attendance Office staff * Teachers * Dean * Administrators * PSA Counselor * Academic Counselor   Where will the phone calls be conducted- the attendance office, main office? |
| **Support Materials Included:** | 1. Phone Call Planning Sheet 2. Phone Call Implementation Schedule 3. Phone Call Script sample for Students who are Chronically Absent this Year 4. Phone Call Script sample for Students who were Chronically Absent from Previous Year |

**Phone Scripts**

**PLANNING SHEET**