



Communication Protocols Handbook

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Communication Philosophy & Expectations for Family Engagement

We believe strong, regular communication between home and school drives student growth. To help us maintain an active partnership while focusing on student care and instruction during the day, please keep the following guidelines in mind:

General Engagement & Channels

- **Routine Updates:** We ask families to engage regularly with official school communications (e.g., email, Blackbaud, Google Classroom) to stay informed on classroom progress and school news. *If you are not receiving school emails, please let us know at your earliest convenience by reaching out to info@2ndnatureacademy.com.*
- **Appropriate Platforms:** Limit communication to official school channels rather than personal phone numbers or social media.
- **Start with the Source:** Reach out directly to the classroom teacher or staff member involved before contacting administrators or department heads.
- **Follow Chain of Command:** If a resolution cannot be reached with the teacher, escalate the matter to the counselor, department chair, or principal.

Tone & Collaboration Standards

- **Civil Language:** Communicate with courtesy and mutual respect, whether in person, via email, or on the phone. Personal attacks, raised voices, profanity, or threatening language are never acceptable.
- **Presume Good Intent:** Approach discussions with the understanding that both families and educators share the same goal: supporting the student's well-being and academic success.
- **Fact-Based Discussions:** Focus on specific behaviors, academic performance, or concrete events rather than generalizations.
- **Action-Oriented Inquiries:** Frame questions around how home and school can work together to support your child's academic, social, and emotional growth.

Response Times, Meetings & Boundaries

- **Standard Response Window:** Many of our staff balance teaching duties and limited office hours. Please allow **up to two working days** for a response to non-emergency messages. Teachers are focused on instruction during school hours and cannot reply instantly.
- **Scheduled Meetings:** Arrange appointments in advance for conferences or phone calls. Drop-in visits during instruction or school duties interrupt learning and cannot be accommodated.
- **After-Hours Policy:** In support of healthy work-life boundaries, staff are not expected to read or respond to messages outside of their scheduled working hours.
- **Student Privacy (FERPA):** Recognize that school staff can only discuss your child's educational records and disciplinary outcomes, not those of other students.

Policy Note: SNA faculty, staff, and administration reserve the right to end a conversation or meeting if communication becomes abusive or hostile.

Thank you for helping us maintain a supportive, connected community!

Methods of Digital and Written Communication

Email

Email is the primary method of communication for SNA administration/faculty to family correspondence, including:



- Regular school/campus updates issued by administration or alerts to notices posted in Blackbaud.
- Direct teacher-to-family correspondence.
- Direct administration-to-family correspondence.

Parent/Guardian Responsibility: Families are expected to check their primary email account regularly, maintain updated contact information with the school, and review messages promptly to stay informed of critical deadlines and school news. *If you are experiencing issues receiving school emails, please ensure your correct email address is included in your Blackbaud account. If issues persist, please contact the school promptly at info@2ndnatureacademy.com.*

Blackbaud



Blackbaud serves as SNA's official Student Information System (SIS), centralizing critical administrative, academic, and financial details for your family.

Through **Blackbaud Tuition Management**, families can view billing statements and manage tuition payments securely.

Through the **Blackbaud Family Portal**, parents and guardians can access:

- **Administrative:** Enrollment, registration, and required digital forms
- **School & Campus Alerts:** School calendars, event details, and news updates
- **Resource Board:** Handy links and resources
- **Bulletin Board (Replacing Class Dojo for the Lower School):** Classroom news, updates, and media regarding your student's learning

Parent/Guardian Responsibility: Families are expected to log into Blackbaud regularly to submit required materials on time, access key resources, and stay up to date on school calendars and news. *If you experience technical issues accessing your account, please contact the school promptly at info@2ndnatureacademy.com.*

Google Workspace for Education (Upper School Only)



The upper school uses Google Workspace for Education to help keep upper school families informed about their student's assignments and academic progress. Parents/guardians connect to their student's Google Classroom by accepting an email invitation from a teacher or school administrator. Once connected, they will receive regular, automatic email updates highlighting missing work, upcoming assignments, and recent classroom activity (without needing a Google Classroom account of their own). This platform helps ensure

families stay connected to their student's learning.

Parent/Guardian Responsibility: Families are expected to accept the email invitation at the start of the school year, review automatic summaries with their student, and encourage their student to take ownership of tracking daily assignments.

Communication Frequency Expectations

Lower School

- **Time-Sensitive Communications:** Refer to your email inbox
- **Class/Learning Updates:** Blackbaud Bulletin Board*
 - **Frequency of posting:**
 - **Classroom teachers:** Weekly, 1 to 2 times per week
 - **Unified Arts and World Languages teachers:** Biweekly (1x every other week)

The Blackbaud Bulletin Board has replaced ClassDojo, effective for the 2026-2027 school year. Lower School families can expect a higher frequency of communication than in the Upper School. The Bulletin Board is a fantastic resource to get regular updates about what is happening in the classroom (and beyond), including occasional media.

Upper School

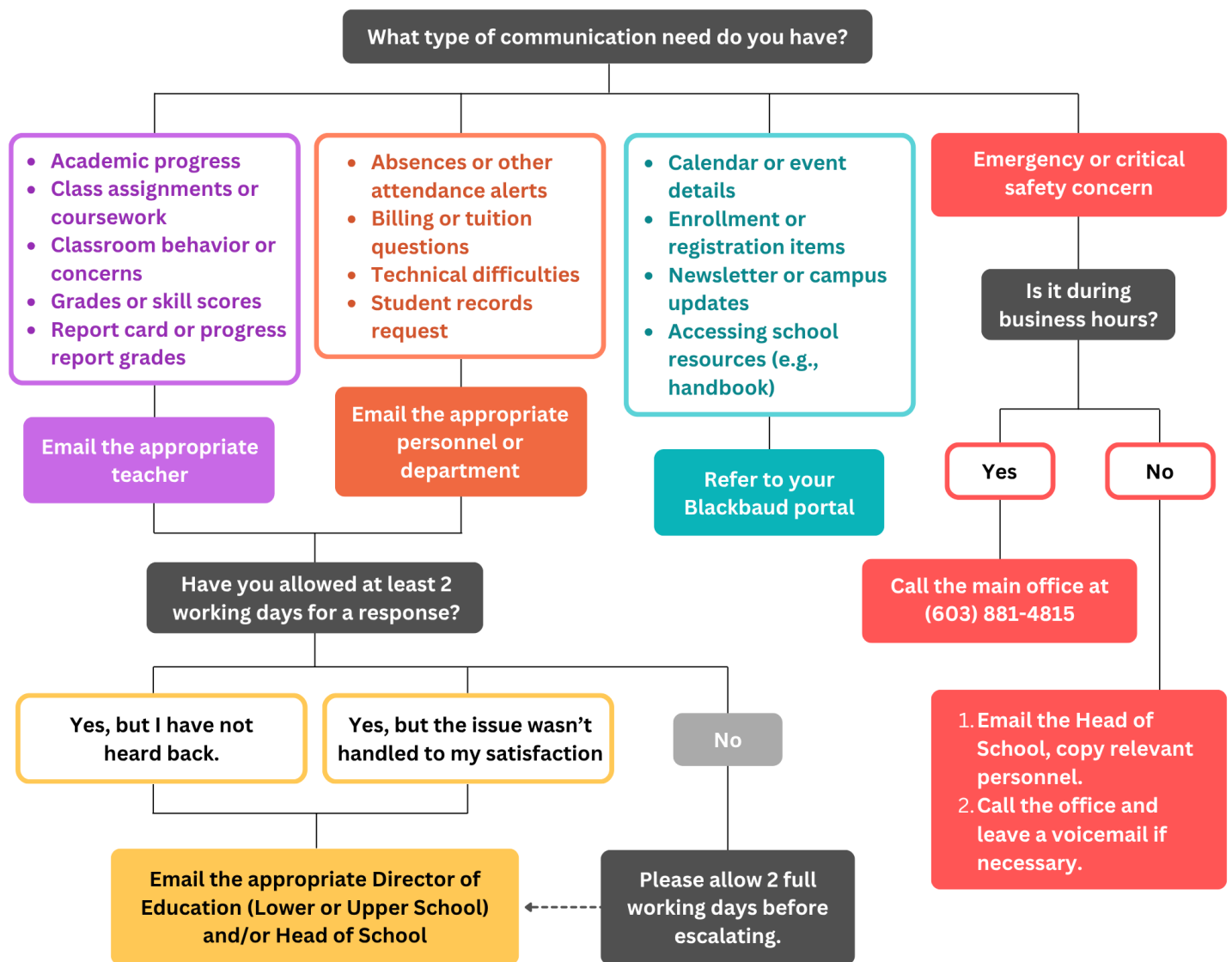
- **Time-Sensitive Communications:** Refer to your email inbox
- **Class/Learning Updates:** Google Classroom
 - **Frequency of posting:** As needed

In the Upper School, teachers move away from weekly classroom posts. This is an intentional part of our program, as we work to help students build the independence and accountability expected in middle and high school. We encourage students to take ownership of communicating about their school experiences, assignments, and upcoming events with their families. Of course, teachers and administrators will continue to reach out directly whenever there are important updates, concerns, or information that families need to know. Likewise, upper school teachers will provide pertinent updates as new units/themes begin.

FAQ Flowchart

If your question or comment is about...	Start here:
→ Absences, tardies, or early dismissals reporting	Attendance/Absence Reporting
→ Academic progress	Classroom or subject teacher
→ Admissions or prospective students	Admissions & Retention Director
→ Billing or tuition inquiries	Billing Office
→ Blackbaud SIS technical difficulties or questions	General inbox
→ Calendar or school events	Blackbaud SIS account > Calendar
→ Class assignments or coursework	Classroom or subject teacher
→ Classroom behavior or concerns	Classroom or subject teacher
→ Enrollment/registration items	Blackbaud SIS account
→ Email receipt troubleshooting	General inbox
→ Grades or skill scores	Classroom or subject teacher
→ Lunch orders	Lunch order form
→ Newsletters and campus updates	Blackbaud SIS account > News
→ Report card or progress report grades	Classroom or subject teacher
→ School resources (e.g., handbooks and other useful links)	Blackbaud SIS account > Resource Board
→ Student records (e.g., past report cards, progress reports, transcripts)	Admissions & Retention Director
→ Tuition payments and statements	Blackbaud Tuition Management

Chain of Communication Chart



Email Directory

Role	Name	Contact Information
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Lower School Team: Classroom Teachers

Grade K/1	Keishla Lopez	k.lopez@2ndnatureacademy.com
Grade 2/3	Narissa Hill	n.hill@2ndnatureacademy.com
Grade 4/5	Melissa Coakley	m.coakley@2ndnatureacademy.com

Upper School Team: Core Subjects

English/Language Arts (ELA)	Bernadette Chiccino	b.chiccino@2ndnatureacademy.com
History	David Irons	d.ironson@2ndnatureacademy.com
Mathematics, High School	Xiangli (Nini) Wu	x.wu@2ndnatureacademy.com
Mathematics, Middle School	Courtney Long (formerly Mehurg)	c.long@2ndnatureacademy.com
Sciences	Courtney Long (formerly Mehurg)	c.long@2ndnatureacademy.com

Unified Arts & World Languages

Art	Sarah Thompson	s.thompson@2ndnatureacademy.com
Mandarin	Xiangli (Nini) Wu	x.wu@2ndnatureacademy.com
Music	Megan Sweeney	m.sweeney@2ndnatureacademy.com
PCCM Advisor, High School	Kaitlin Quinn-Stearns	k.quinnstearns@2ndnatureacademy.com
Physical Education	Jessika Mallory	j.mallory@2ndnatureacademy.com
Service Learning, High School	Mariona Oca Jordan	m.oca@2ndnatureacademy.com
Spanish	Mariona Oca Jordan	m.oca@2ndnatureacademy.com
Theater Arts, Lower School	Melissa Coakley	m.coakley@2ndnatureacademy.com
	Narissa Hill	n.hill@2ndnatureacademy.com
Theater Arts, Upper School	David Irons	d.ironson@2ndnatureacademy.com

School Administrators

Head of School	Meghan Ayer	m.ayer@2ndnatureacademy.com
Director of Education, Upper School	Meghan Ayer	m.ayer@2ndnatureacademy.com
Director of Education, Lower School	Jillian Towne	j.towne@2ndnatureacademy.com
Admissions & Retention Director	Kaitlin Quinn-Stearns	k.quinnstearns@2ndnatureacademy.com

General & Administrative Support		
Administrative Assistant		admin.assistant@2ndnatureacademy.com
Attendance/Absence Reporting		attendance@2ndnatureacademy.com
Billing Office (Tuition Inquiries)		billing@2ndnatureacademy.com
General Inquiries		info@2ndnatureacademy.com
Admissions Inquiries		admissions@2ndnatureacademy.com
SNA Community Committee (SNACC) Board		snacc@2ndnatureacademy.com
SNA Community Committee (SNACC) Volunteer Committee		snacc.volunteer@2ndnatureacademy.com
Marketing & Communications Director	Kerry Gleeson	k.gleeson@2ndnatureacademy.com
Administrative Services Manager	Desiree Enriquez	d.enriquez@2ndnatureacademy.com
Operations Coordination Manager	Donagh McKean	d.mckean@2ndnatureacademy.com