

Sample Script for Phone Call to Parent: Student Success

This script is intended for good-news situations. However, it can be adapted for situations neither good nor bad (*We found your son's glasses in the cafeteria*). For good- or neutral-news situations, there is no need to set up a phone appointment.

Hello, this is _____, your son's/daughter's principal. How are you? I hope I'm not calling at an inconvenient time, but I have some good news for you.

[This might be a good point to ask whether the parent is comfortable with you communicating in English regarding the good news or whether there is a need for translation.]

I'd like to tell you that _____ has _____.

[Describe the good news here (for example, *been chosen to represent the school in the regional spelling bee; received good enough grades to be on the honor roll; and so on*).]

[Elaborate, explaining what happened in more depth, how it happened, why it happened, and why the school is proud and the parent should be proud. Also leave some time for the parent to express his or her pride.]

I hope I've been clear about how proud we are and why you should be proud too. Is there anything you don't understand or that I can explain further for you?

Thank you for your time. I hope you tell your son/daughter how proud you are. He/she is doing very well, and we have your cooperation and support as well as his/her efforts to thank. We're lucky to have families like yours as part of our school community.

Good-bye.