

SOP Template: Process for Notifying Parents/Guardians of Attendance Issues

This SOP details the **process for notifying parents/guardians of attendance issues**, outlining the steps for identifying attendance concerns, methods of communication, timelines for notification, documentation procedures, and follow-up actions to support student attendance. The goal is to maintain clear and consistent communication with parents/guardians to address attendance problems promptly and collaboratively, promoting student engagement and compliance with school attendance policies.

1. Scope

This SOP applies to all staff responsible for monitoring student attendance and reporting attendance-related concerns to parents/guardians.

2. Procedure Overview

- Identify Attendance Concerns**
 - Monitor daily attendance records for all students.
 - Flag students who meet absence criteria as per school policy (e.g., 3 consecutive unexcused absences or 5 cumulative absences in a term).
- Prepare Notification**
 - Compile attendance data and relevant student information.
 - Draft notification using school-approved templates (letter, email, phone script).
- Communicate with Parents/Guardians**
 - Send notification via the preferred channel (phone call, email, letter).
 - Document the date, time, method, and outcome of each communication attempt.
- Timeline for Notification**
 - Initiate contact within 1-2 school days of identifying the attendance concern.
- Document Actions Taken**
 - Complete or update the attendance concern log in the student information system (SIS).
 - Attach copies of notifications and a summary of communication to the student's file.
- Follow-up Actions**
 - If unresolved, schedule a meeting (phone or in-person) with parents/guardians and relevant staff (e.g., counselor, administrator).
 - Develop an attendance improvement plan if necessary.

3. Responsibility Matrix

Step	Responsible Role
Monitor & Flag Attendance	Attendance Clerk / Homeroom Teacher
Prepare & Send Notification	Attendance Clerk / Designated Staff
Document Communication	Attendance Clerk / Designated Staff
Arrange Follow-up	Counselor / Administrator
Develop Improvement Plan	Counselor / Administrator / Parent/Guardian

4. Documentation

- Attendance records (daily and termly reports)
- Copies of parent/guardian notifications
- Attendance concern log (in SIS)
- Records of meetings and action plans, if applicable

5. Review & Continuous Improvement

- This SOP should be reviewed annually at the start of each academic year.
- Feedback from staff and parents/guardians should be considered for updates.

Template: Sample Notification Email

Subject: Attendance Concern for [Student Name]
Dear [Parent/Guardian Name],
We have noticed that [Student Name] has been absent on the following date(s): [list dates].
Regular attendance is critical to student success. Please contact us as soon as possible to discuss any challenges and ways we can support [Student Name]'s attendance.
Thank you,
[Your Name]
[School Name]
[Contact Information]