Building a Healthy Virtual Culture through Communication

Section		Description	0	3
Student Perspective			**Dismissive** **Alienating** **Harsh** **Vindictive**	**Consistently Positive** **Communicates Growth Mindset** **Purposeful** **Sensitive to Student Needs and Takes Appropriate Action**
Message Preparation	**Positive**	1. Positive - language is honest and uplifting in nature. It is important to identify and celebrate student actions that get them closer to achieving their goals. Does the language demonstrate a 'with' approach that shows the educator as a partner in the learning process?	Uses negative tone. Language uses fear, shame, and/or threats to attempt to get the student to complete work. When negative concequences of a student's lack of engagement occur, the staff member uses negative reinforcement.	Uses encouraging, warm tones and words consistently. Language is consistently clear and direct, with a focus on positive reinforcement and a message of belief in the abilities of students. The staff member engages students when negative consequences from a lack of student engagement exist, but consistently with a positive expectation of the students abilities.
	Relational	2. Relational - language should reflect a relational context - does it appear that the staff member is authentic and showing a personal and individual interest in each student? Does the log content demonstrate a depth of knowledge of the student's life situation, and a caring attitude?	No follow-up communication is happening on personal items of interest or concern to the student. Communication appears to be 'all business' and primarily one sided. The majority of messages appear to be template messages and there is no sign of personalizing communication or response from students.	Conversations reflect a continuing personal knowledge of students' life situations, and a sensitivity of the challenges students are experiencing individually. These conversations are consistently individualized and happen frequently and natually. Mass messages are only used for informational purposes.
	Intentional	3. Intentional - Does the language demonstrate an educational intent? When the staff member reaches a student and has a conversation, does it eventually result in reconnection to an educational goal or purpose? Does the staff member create scaffolding goals for the student in time-on-task, log-in-rates, activities, or other student-centric measurements?	Mass progress messages are the primary means of establishing expectations with students, which show a total lack of individualized goal setting. Responses do not relate to a previous statement and demonstrate listening. No specific goal setting has been done with students. There is little to no communication about student weekly schedule or any direction given on what is expected of studnets and how they are doing. Parents/Guardians are totally disregarded as a viable support.	Uses very specific language with students that is individualized. Responses relate to a previous statement and demonstrate listening. Goals are identified and specific steps are shared to reach that individualized goal. Staff intentionally ask about student schedules so they can create a plan together to be successful that week. If the student is not responding then staff intentionally implore the help of parents/guardians.
	Reflective	4. Reflective - Does the language demonstrate an encouragement for the student to reflect on efforts, outcomes, and benchmarks established from prior conversations and goals established with the staff member?	The staff member does not encourage students to reflect on students' contributions to either positive or negative outcomes. Outcomes are not in reference to previously established expectations, and they do not discuss goals, set achievements, and determine next steps.	Staff member encourages the student to reflect on how they contributed to either positive or negative outcomes regularly. Outcomes are in reference to previously established expectations, and they regularly discuss goals, set achievements, and next steps on a daily basis.