
VOICE MAIL COMMUNICATION

Rush-Henrietta Central School District

Henrietta, New York

To facilitate home-to-school communication, the district purchased a voice mail system and assigned every teacher and administrator a voice mail number. When the voice mail system was first brought in, many people resisted using it. After a few years and some encouragement, its use is now widespread.

Each of the five elementary schools, two middle schools, and two high schools posted the voice mail numbers every month in their school newsletters, encouraging parents to contact the teachers using the voice mail system. Building principals and the district superintendent supported teachers in using the voice mail; teachers are required to check voice mail and return all calls daily.

Families used the voice mail system to get homework assignments, express concerns, ask for clarification on assignments or school programs, leave information such as new phone numbers, and request conferences. Though the number of voice mail messages is not officially monitored, all principals have reported a big increase in the contacts between home and school.

The voice mail system was purchased through the district facilities budget. By opening up communication opportunities between home and school, the district hopes to foster stronger comprehensive programs of school, family, and community partnerships.

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