SITUATION: PARENTAL CONCERNS AND ISSUES

PROTOCOLS:

Prior to departing on your semester or interim experience, please prepare by completing the following:

- Remember the primary link between you (as a representative of Calvin) and the parent is through the student. Please remind students to keep parents informed whenever possible.

- Save a copy of email updates that are sent to students prior to departure.

- During your orientation meetings, encourage students to share any parental concerns or issues they are experiencing in order for you to be prepared.

- Prior to departure, discuss with students the possibility of offering occasional updates to parents throughout the semester. If students would like information shared with their parents, please have them give you parent contact information (email and phone).

- Share the handout Communicating with Students and Parents (found on the website) with students, encourage them to share it with parents.

- Have students complete the Emergency Contact/Parental Disclosure Information Form and return to you.

- Encourage parents to examine the parental resource page of the Off-Campus Programs web site which may answer questions prior to departure.

Responding to Parent Concerns and Issues

- If a parent contacts you, listen and tell the parent you will check into the situation. Inform the parent that you will be talking to the student and encouraging the student to follow-up with his or her parents.

- If the parents want more action than you feel you can give them, please refer the parent to the Director of Off-Campus Programs at Calvin. Let the Director of Off-Campus Programs know of any potential problems as quickly as possible, to allow a proper response.
• Document interactions with both the student and the parent for future reference.

**Follow up Protocols upon Return from a Semester or Interim Experience**

• The director should meet with the Director of Off-Campus Programs to review/evaluate how the situation was handled and if any changes in policy are warranted.

**SPECIFIC RESOURCES**

Important Phone Contacts at Calvin:

- Don DeGraaf, Off-Campus Programs Director – 616-526-6225 (office) – 616-558-7245 (cell) – ddegraaf@calvin.edu
- Calvin Campus Safety (24/7 line) – 616-526-6452
- Student Academic Services – 616-526-6113
- Student Life – 616-526-6453

• Family Educational Rights and Privacy Act of 1974. This set of regulations was written specifically for students and guarantees them the right to inspect and review their education records, the right to seek to amend education records, and the right to have some control over the disclosure of information from those education records.

In certain situations, a student’s consent is not required to disclose educational information. Exceptions include:

- To parents of a dependent student;
- To parents of students under 21 for violations of any law or institutional rule related to possession of alcohol or controlled substance;
- Health or safety emergency;
- Results of disciplinary hearing to an alleged victim of a crime of violence.

• Incident Report Form

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