



Feedback Box: Family Questions for Schools on S4

The feedback or question box is a useful way getting information from families in a non-threatening way. This method of handling questions allows families to ask questions that they might be embarrassed to ask otherwise. The question box can be used in multiple ways:

- ✓ **At a Family Session or Parent Information Night:** To help the facilitator know what participants are learning and what they need to know
- ✓ **Placed at the School Office:** For parents to ask questions, make suggestions, or it can be used as a way to gather requests from parents and family members in the community to hear suggestions around ways they'd like to be supported at the school
- ✓ **In the Library:** Used in the parent resource library for parents to request resources or books they'd like to bring to the school

Directions for Using the Feedback/Question Box:

1. Prepare a box with a removable lid. Cut a slit in the lid big enough to receive folded 8.5 x 11" papers. Put the lid back on the box.
2. Provide paper, or feedback forms to gain information for the box. Create space for families to write any questions they would like to have answered or comments about S4 activities at the school, or requests they might have for future events or family engagement opportunities.
3. Make the name section on the feedback form optional, to allow families to be contacted if they wish, but don't make it mandatory.
4. Questions from the box, depending on the venue can be shared in a variety of ways:
 - ✓ *Directly as part of an event*, shared at that time with other participants to clarify any unanswered questions; if used in a group setting during a presentation, share the question with participants and let them respond with possible answers
 - This method draws on the knowledge and experience of the participants. In addition, it gives the facilitator time to go over questions before class and to find information on the topic that may help in the discussion process.
 - ✓ *In the school newsletter, on the school website, blog or D2L shell* to showcase information that other parents might find useful to hear about as well

Hints for Sharing Questions and Answers:

- ✓ Be careful to not dismiss any answers as wrong. Remember, what works for one family may not work for another, so it is better to have several options than only one option.
- ✓ If you and/or the participants are not satisfied with the answers generated, try to find the answer or recommend additional resources. Some potential resources might be the community health nurse, the community social worker, principal, teachers, guidance counselors or school psychologist.