

FACE PLAN 2024/2025

School: Marjory Stoneman Douglas High School
 Contact (Full Name): Robert Johnson
 Phone/Email: 754-322-2150 –
 Robert.Johnson@browardschools.com

Engagement Goal: The environment or culture in which engaging programs take place must consider and plan for: families to feel welcomed, valued, and respected by program staff; two-way communication and relationship building with families are adapted to meet changing family and community circumstances; opportunities are provided for family support and development through the family partnership process and through intentional parent/family peer groups within the program and community.							
Strategy (Specific action, including cultural proficiency connections as appropriate)	BCPS 2027 Strategic Plan Alignment	Completion Date	What needs to be done for the activity?	Who is responsible?	What is objective?	How will we measure our progress?	Identify artifacts to be uploaded.
Review Customer Service expectations with staff.	Guardrail: Equity	Within the first 30 days (Due September 13, 2024)	Review the draft customer service standards survey with staff. Print and complete Customer Service sheet during staff meeting.	Robert Johnson	Provide exceptional customer service to families and community stakeholders.	We will measure progress by reviewing customer service expectations and best practices with staff throughout the year and during our PSDs. Staff that has been found to provide poor customer service will be coached in ways to	Upload Customer Service activity.

FACE PLAN 2024/2025

						improve customer service going forward. We will utilize formal and informal surveys.	
Coordinate opportunities for organizations to provide relevant support to families and communities, and/or fill capacity gaps at the District.	Guardrail: Equity	Upload documents by the fifth week of each quarter (Must be completed by April 30 th , 2025)	Convene a FACE Resource Team comprised of one representative from administration, instructional, paraprofessional, cafeteria, custodial, after school program, social worker, and school counseling. Meet once each quarter to identify needs of community; discuss available school/ community resources and services for families that will minimize barriers - food, shelter, illnesses, hardship assistance, job referral agencies, etc. Update FACE SPACE with relevant information based on identified needs.		Provide ongoing updated relevant resources to families and the community.	1. Eagles Haven within our community will work with students, parents, faculty and staff to foster an atmosphere of healing. 2. Our school's website will inform the community. 3. Canvas (Parent Portal, MSD Staff, Class Courses) 4. Mrs. Kefford's Friday message to the	Photos of updated FACE space; Upload completed Programs and Services sheet; Upload FACE Resource team members.

FACE PLAN 2024/2025

						parents. 5. Remind and Twitter for both parents and students use. 6. Parent Link 7. SAC, SAF and PTSO. 8. Community meetings for ESE and Gifted Students during our curriculum night and Open House.	
--	--	--	--	--	--	---	--

FACE PLAN 2024/2025

Recognize the cultural uniqueness of families served in the school/community.	Guardrail: Equity	Between the 5th and 6th week of school (Due September 20, 2024)	Print and complete Cultural Awareness sheet.		Streamline and focus communications and engagement activities to those which are culturally relevant across varying audiences.	1. Multi-cultural Assembly and Black History Assembly 2. Spanish Honor Society will tutor students as needed. 3. Support students in the joining of various cultural clubs offered at MSD. 4. Peer counseling program of peer buddies.	Upload completed Cultural Awareness sheet.
Continue the “Catch Them Being Great” program recognizing individuals supporting a positive environment/culture in your school.	Guardrail: Equity	Monthly	During a staff meeting, highlight a faculty and/or staff who have been “Caught Being Great”. Have the individual(s) complete the form and share with peers the specific steps or actions taken to achieve the accolade/recognition. Ex... Mr. Smith really knows how to make families feel welcome. Steps/actions Mr. Smith exhibits to help families feel welcome. <ul style="list-style-type: none"> • Warm genuine smile • Greets parents by name • Gives his fullest attention • Has open body language • Consistent communication about student's progress 		Provide incentives to maintain a positive school environment.	1. MSD in a Minute reports each week highlighting faculty and staff. 2. Shout outs highlighting faculty and staff nominated by other staff members. 3. Students exhibiting traits of 7	Upload the completed Catch them Being Great form and a list of staff who were "Caught Being Great".

FACE PLAN 2024/2025

						Habits of Highly Effective Teens are rewarded with recognition and prizes. 4. Team building activities sponsored by the administration for faculty and staff. 5. Eagle Eye school newspapers.	
Support resiliency in families.	Guardrail: Equity	1st Semester (Due December 20, 2024)	Share resiliency resources with families.		Provide education and support on resiliency to families.	We will present these competencies regularly at community events and highlight them on our website and social media. Additionally we have a school-wide read that focuses on 7 Habits of Highly Effective Teens. We	Upload copy of sign-in sheets or information on how resiliency resources were shared with families.

FACE PLAN 2024/2025

						will highlight students of the month that exhibit these habits.	
--	--	--	--	--	--	---	--