BEST PRACTICES
for Administrators in Online Environments

Build rapport with teachers.
Just like students, teachers will not always remember what you taught them, but they will always remember how you made them feel. A foundation of rapport creates a strong culture; a strong culture leaves more time to focus on student success.

Develop a system for day-to-day work.
Each day, each week, be consistent. Find a system for day-to-day work and commit to following through. Be sure to include opportunities to monitor the teachers’ classrooms to ensure excellence.

Prepare for ‘what if’ scenarios.
Always have a Plan A and a Plan B (and C, D, E). No matter how well planned your school is, no matter how many times you have done this before, there is a chance something could shift. Be prepared.

Build and sustain the school’s vision.
The school’s vision and mission needs to be communicated to all who enter the doors of the building. Does your vision match your processes? Be a visionary and be integral with your vision.

Utilize data to make decisions.
Whether it is surveying your staff for professional development needs, surveying students to find out how satisfied they are with live lessons at your school, or what your teachers’ students’ test scores reveal, data is necessary in making decisions.

Monitor curriculum.
Monitor curriculum to ensure standards are being taught by teachers and met by the learners in your school. Does your vision include students mastering all benchmarks? Does your curriculum provide rigorous opportunities for students?

Be available for teachers, students, and parents/guardians.
Do your staff, students, and parents know how to contact you? Is your number posted on the teachers’ announcement boards? Do you have hours you available to listen to your stakeholders? Being available for others shows you care. hot tip: use Google Voice and allow for text message exchange.

Ask parents/guardians for their preferred communication method.
Parents/guardians oftentimes have a very busy life. Asking for their preferred method of communication enables you to serve your customers in a way they may never have been served before. When you create the space for parents/guardians to communicate in their preferred method, you create a raving fan! Raving fans will return to school and tell other parents/guardians about their experiences.

Record and Chat.
Are you walking through your online teachers’ classrooms? Do you record your observations? Whether the observations are good or you find areas for growth, chat with your teachers, one-on-one, and share.

Celebrate!
Celebrate teachers’ and students’ success, regardless of how small. Each time you talk with a teacher or a student, celebrate something with them. Build a culture of celebration!