



International School of  
**Ouagadougou**

# FACULTY **HANDBOOK** 2023-2024





# **MISSION**

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**Mission:**

**The International School of Ouagadougou cultivates diversity, respect, knowledge and character, and strives to develop global citizens who contribute towards a better, more peaceful world.**



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## DIRECTOR'S MESSAGE

August, 2023

Dear ISO Faculty,

The greatest asset of ISO is the quality of our staff. In selecting faculty and students, ISO seeks diversity as well as excellence. Therefore, one will find a range of interests, talents and teaching styles represented in the staff, all committed to the common cause of effectively implementing ISO's accredited curriculum.

We start the 2023-2024 school year with faculty from several different countries representing all corners of the globe. Once again our student population will represent over 2 dozen different countries with the majority of our students speaking either English or French as a first language.

Please note that there are numerous manuals and documents that our staff can refer to for information and help. The Faculty Handbook, and Student/Parent Handbook are excellent reference materials, and deserve your careful attention and reading. This year we will continue to use a link on your desktop called "ISO Docs"; by clicking on this link you will access many of these manuals.  
in a school.

When in doubt there are numerous people to turn to for help and guidance. A teacher's most immediate source of guidance in any given situation will be the **relevant Principal**, followed by the **Director**. While other teachers may be of general assistance, final decisions come from the **Principal** and **Director**.

I trust that you and your students will have a great year!



Jeff Trudeau  
Director

# 1.0 ISO Philosophy

## **1.1 Mission**

The International School of Ouagadougou cultivates diversity, respect, knowledge and character, and strives to develop global citizens who contribute towards a better, more peaceful world.

## **1.2 Vision**

The International School of Ouagadougou provides a quality, comprehensive education that nurtures a lifelong love of learning in students who aim to reach their highest potential.

To achieve its mission and vision, the International School of Ouagadougou values the following Core Components:

## **1.3 Core Components:**

### ***1.3.1 Learning:***

A life-long commitment to learning and high academic achievement are best accomplished in an environment that values collaboration, critical thinking, creativity, communication and community.

[ISO Learner Profile: The 5 Cs](#)

### ***1.3.2 Curriculum:***

ISO provides a trans-disciplinary program that draws from international standards and is delivered in English. Approaches to teaching and learning are inquiry based and student centered.

### ***1.3.3 Environment:***

Where we are affects who we are. ISO provides a secure environment in which learning is nurtured by a community committed to the holistic development of students as active and engaged global citizens.

### ***1.3.4 Community:***

Our cohesive community of students, staff, parents and faculty respect and celebrate cultural diversity, share common values and contribute as happy, engaged, global citizens.

### ***1.3.5 Character:***

A learning community is strengthened when individuals take social and moral responsibility for their choices and actions. ISO supports all stakeholders in developing the values of honesty, compassion, accountability and respect for human diversity.

## 1.4 ISO Graduate Profile

Graduates of the International School of Ouagadougou shall be:

- Inquirers
- Knowledgeable
- Thinkers: Critical and Creative
- Communicators
- Principled
- Open-Minded
- Caring
- Risk-Takers
- Balanced
- Reflective

## 1.5 International Baccalaureate Program, IB Mission, and IB Learner Profile

The International Baccalaureate (IB) Diploma Program is a comprehensive, college preparatory program taught in grades 11 and 12. Students who undertake the full IB Diploma or individual IB courses, are introduced to facets of the IB Mission and are developed according to the IB Learner Profile. ISO elected to pursue authorization to offer the IB Diploma in the 2018-19 school year, and was authorized to begin teaching the program in August 2020. The IB Mission aligns well with the ISO Mission, and the IB Learner Profile is represented by 10 attributes of the student that are developed over time, both within and outside the classroom, that lead towards international-mindedness and lifelong learning.

# 2.0 Faculty Responsibilities

## 2.0 Faculty Responsibilities

### 2.1 Professional Expectations

Apart from the opportunity to live and work within another culture, teachers/teacher assistants of ISO are offered the opportunity to expand themselves professionally. The following is a list of expectations of ISO teachers, teacher assistants, and support staff.

- To endeavor to attain the highest standards of professionalism in their roles as a teacher and colleague
- To seek out and stay informed of current **Best Practices** in education
- To communicate productively and proactively with parents and students
- To maintain appropriate confidentiality in all communications with parents and students



- To protect the interests of ISO within the local and global communities
- To be informed of Professional Development opportunities, and to participate in these as fully as possible
- To work closely with colleagues and administration to further develop the curriculum and learning environment at ISO
- To provide each student with opportunities to learn about the world and their role in contributing to it
- To manage and develop appropriately challenging curricula for all students
- To maintain organized records of curricular and extra-curricular documentation so that it is available to future teachers at ISO
- To maintain a level of collegiality and professional decorum with other teachers on and off campus that promotes teamwork

## 2.2 Committees

Teachers and teaching assistants are required to sit on at least one committee each year, at least one of which is related to curricular and/or accreditation work. A sign up sheet will be made available during Orientation and then posted in the staff room. All staff members and TAs will have signed up by the end of Orientation.

## 2.3 Communication

School communication among Faculty is done primarily through face to face conversation as well as emails, faculty meetings, and phone calls/SMS (for urgent messages only). All staff are required to maintain enough credit on their phones to receive and send messages and phone calls, especially in times of emergency and when the Phone Tree may be used. Additionally, faculty should check their email regularly, including once on Sunday, to ensure they are prepared and informed for the upcoming week.

When requesting work to be done, faculty are required to use the appropriate forms (found at the Front Desk, **or in ISO Docs**), and not to put in repeat requests for the same task.

### 2.3.1 Confidentiality

Teachers and TAs are required to use sound professional judgment and ethics when discussing school matters publicly or privately. To protect the image of ISO, public discussions should be of a constructive and positive nature. Concerns on such internal issues as policies, procedures, curriculum, resources, etc. should first be presented directly to the divisional Principal, and if necessary, then be referred to the Head of School. **A first violation of professional ethics concerning confidentiality will be addressed by the Principal and/or Head of School; a second indiscretion may lead to serious consequences, up to and including dismissal from ISO.**

### 2.3.2 Policies

Teachers should maintain cordial and open communication with parents, not only when there is difficulty with a child's learning, but also to celebrate their successes. Regular feedback is provided to parents through progress reports, report card comments, emails, phone calls, Turtle Talk, Principal Newsletters, the school website, conferences and other venues. Teachers should always strive to help parents understand the curriculum, teaching and assessment methodology, and employ appropriate assistance and support from home.

Teachers are expected to respond promptly to any parental concern, either in writing, in person, or by telephone. Teachers are encouraged to maintain a written record of all conversations regarding any student, and to cc the divisional administrator when appropriate. The director should be informed of any situations that could potentially be problematic. Every effort should be made to document all meetings with parents, and the recommendations agreed upon going forward.

### *2.3.3 Communication Venues*

Lower School classroom newsletters are sent home every month so that parents are aware of the learning happening in classrooms. Each classroom sets up a homework routine at the start of the school year, which will include a folder for bringing home and returning school work, permission forms, or other important documents.

Other important information such as reports, MAP results and newsletters are also posted on our School Information System: Rediker. Teachers are expected to Post regular communication with parents via the school's various platforms.

#### *2.3.3.2 Turtle Talk & Principal Letters*

Turtle Talk, and the Principal Letters are provided monthly to parents of all students. Both publications include information from the school, P.T.A., and local community. ISO encourages teachers to promote student work via these venues.

All articles, announcements and/or student work to be included in Turtle Talk need to be approved by the appropriate administrator and given to the CRO by 3:00 PM on the Wednesday before publication. All information for the Principal Letters should be submitted directly to the principal.

#### *2.3.3.3 ISO Website and Google Calendar*

The homepage of the ISO Website provides parents, students and staff with access to information about our school. ([www.iso.bf](http://www.iso.bf).) E-copies of various ISO documents such as the Board Policy and the Parent Handbook may be found here.

All major events at ISO are recorded and updated on a Google Calendar by the Community Relations Office. The calendar is displayed on the homepage of our website and includes all events such as holidays, assemblies, concerts, PTA meetings, etc.

#### *2.3.3.4 Report Cards*

A progress report is provided to all students in the first half of Quarter 1. Progress Reports are provided soon after the end of each quarter for upper school and only as required in Lower School school. Full Report Cards are provided to all students at the end of each Semester. All parents receive reports through the School Information System messages (see the section on Technology at ISO). Due dates for comments and grades are on the calendar, and discussed at Divisional meetings.

Report	LS	US	Comments
Progress Report (Sept.)	All	All	Below 70% only/Quarter classes
Quarter 1	As needed ESOL: All	All	US: Below 70% only/quarter classes
Quarter 2 (Sem. 1)	All	All	Below 70% only
Quarter 3	As needed ESOL: All	All	US: Below 70%
Quarter 4 (Sem. 2)	All	All	Below 70% only

Regular communication with students and parents about achievement, or lack of, is an expectation from all teachers. Written reports should not contain surprising information. Communication, outside of school-wide reporting and conferencing, should include ongoing face-to-face conversations, telephone calls, emails and additional conferences when required. Families of students who are struggling in any area, academic or otherwise, will be kept informed of goals and progress, and about how to support these from home.

#### *2.3.3.5 Parent - Student - Teacher Conferences*

Conferences are held twice yearly, on a day when students are dismissed at 12:00. Lower School conferences are held in homerooms, Upper School conferences are held in the auditorium, and specialists are available in the auditorium. Outside of these times, teachers and parents are welcome to arrange conferences as the need arises.

## **2.4 Curriculum**

Officially, ISO uses AERO and International Baccalaureate standards. Visit the Project AERO website for access to these standards and latest updates: [www.projectaero.org](http://www.projectaero.org) or the IB website: [www.ibo.org](http://www.ibo.org)

Teachers are expected to provide quarterly updated unit plans which are based on these AERO and IB standards. Unit planning should include strategies for assessing student growth and achievement. ISO prides itself on providing a wide selection of Upper School elective classes, and subsequently, AERO standards are not available or fully developed for all our classes. Please see your principal for guidelines in such cases.

#### *2.4.1 Students with Special Learning Needs*

Students with learning difficulties are admitted to ISO if the Director, Principal and parents agree that the child's learning needs can be met through classroom modifications and limited support. Teachers should liaise with the Principal(s) to ensure that they are aware of any learning differences between their students and what modifications and accommodations should be made in order to achieve success.

### *2.4.2 Language of Instruction*

The primary language of instruction at ISO is **English**. Our Mission speaks to providing an “English-speaking environment.” Staff and teachers are asked to communicate in English with our students at all times and to help them see the importance of communicating amongst their peers in English.

### *2.4.3 Sensitive Instructional Topics, and Child Protection*

**The relevant Principal** must be informed of, and approve, potentially sensitive topics such as sex education and drug awareness. Parents must be informed during the school year when such topics are going to be taught, Written notice will be sent home two weeks before the topic is taught and parents will be given the opportunity to submit a written request if they want their child or children exempted from participation.

All staff are required to read the ISO Child Protection Manual (found in ISO Docs) and to sign our Code of Conduct annually.

### *2.4.6 Substitute and Emergency Lesson Plans*

For absences, teachers are expected to prepare specific Substitute Lesson Plans which are highly pertinent to the learning that is taking place and which can be delivered by a qualified substitute.

## **2.5 Faculty Dress Code**

Professional dress and tidiness create an atmosphere of mutual respect between educators, students and families. It also reflects honoring the seriousness of our purpose. All faculty should dress respectfully when on campus or attending any ISO event, including when playing sports or using the pool. Clothing should not be unreasonably exposing, have images or innuendos that depict or are deliberately offensive to an individual or group, or be torn or disheveled. All employees and students are expected to follow the principles of cleanliness, neatness, modesty and the avoidance of extremes.

With the exception of the PE teachers, male faculty should not wear shorts during the school day. Visible undergarments are never appropriate for either sex (including through sheer fabric), **nor are beach-style flip-flops** (open-toed shoes and sandals are fine).

## **2.6 Meetings**

Faculty meetings are held every Wednesday from 15:30 until 17:00. All faculty are required to attend all staff meetings. Other committees will meet outside of the weekly meeting times when required.

## 2.7 Professional Development

In addition to providing in-house PD during PD days, during faculty meetings, after school and at other times, ISO provides an annual PD benefit to all teachers for external training that can accrue for up to two years.

To make use of PD funds, teachers must complete an application (available through ISO Docs) for a specific professional development activity. All transportation, housing and course-related expenses, with the exception of meals, can be requested through PD funding. These funds can also be used for online learning, and are awarded on the basis of receipts provided.

Conditions:

- Courses/programs must be professionally enhancing and have a direct benefit to and for the students and in line with current professional responsibilities.
- All coursework must be completed with an accredited institution.
- Financial assistance provided by ISO cannot exceed the amount allowed by policy. Teachers are welcome to contribute to make up the difference.
- The recipient of the grant assistance may be required to make an in-service presentation to either the whole faculty, a suitable segment of the faculty or to an audience appropriate to the content of the study. This presentation is expected to occur in a timely fashion during the year and scheduled with the Director. A presentation at a conference is also acceptable.

The Director will prioritize applications based on the maximum benefit to our school, link to current school goals and budget available. Depending on the number and amount of requests, it is possible that in some years not all applicants will receive the full amount. Applications received on or before the last school day in September will be given priority.

## 2.9 Supervision/Duties

Supervision and duties are crucial in our environment. Safety, security and child protection are key factors in students' well-being. This is the responsibility of all. All teachers and TAs will have supervision duties, including After School Activities (ASAs), lunchtime supervision, recess supervision, evening events or morning supervision. Teachers and TAs with contracts of less than 80% will have half as many supervision responsibilities as those with 80% or higher contracts. Supervision schedules will be determined and shared during the Teacher Orientation in August.

### 2.9.1 Morning, Lunchtime and Recess Duties

#### **Lower School School:**

Supervision runs daily between 07:30 and 08:00, during recess and during lunchtime. While there will be a lunchtime supervision roster in place; classes may have different recess schedules, therefore it is the responsibility of each homeroom teacher to ensure that there is an adult supervising their class during these times. This supervision is the shared responsibility of both the classroom teacher and the teaching assistant.

## **Upper School:**

Teachers will be rotated through the early morning supervision schedule from 07:30 to 08:00. During the short break and lunch break, Upper School teachers will be required to supervise at the Snack Shack and under the paillotte.

### ***2.9.2 After School Activities Program***

ASAs are a significant part of our curriculum and are open to all ISO students and their school-aged siblings (with permission from the Director). Teachers are expected to lead ASAs during one trimester period. Teaching assistants are encouraged to oversee at least one ASA.

The dates for ASAs are posted on the school calendar, and they are held from 15:25 to 16:30 on a trimester schedule at various locations around the campus. After School Activities are not held on Fridays. All students must leave the campus by 17:30; supervisors should report any instances where students have not been picked up to the Lower School School Principal.

### ***2.9.3 Weekend and Evening Events***

All teachers and TAs involved in the running of a weekend or evening event are required to attend. Additional adult presence should be solicited as necessary. When students are performing, all teachers are strongly encouraged to attend to show support.

## **2.10 Teaching Hours**

Full-time teachers and teaching assistants must be at school 15 minutes before the start of the school day and can leave no sooner than 15 minutes after the end of the school day. A full time faculty workday is currently from 07:30 – 15:30.

If a teacher has free time during the school day and needs to leave campus, they must sign out and use their professional judgment. They must consider that there may be a need for them to be available to a student, parent or colleague during that time. If they still feel it necessary to depart campus, they must inform their line manager and "check out" in our biometric system in the guerite.

## **2.11 Classroom parties**

Rationale: A party implies the bringing and sharing of food with a group. Parties should be held in special circumstances and not be a regular feature throughout ISO. They are a privilege and not a right.

- Parties to celebrate the end of the year should be coordinated between homeroom teachers and specialists to eliminate multiple parties being held throughout the day. The teachers involved will share the party information with the principal in advance of the party.
- For Lower School, birthday parties can be held on the student's birthday but only during the last 20 minutes of the day. Invitations to parties may be handed out in class only if all students are invited.

- Food is not to be eaten in class unless there is a clear connection with a learning activity, such as a French breakfast, or an English afternoon tea party for an ESOL class.
- Healthy eating should be promoted by all teachers.

## 2.12 Tutoring and Private Lessons

Tutoring implies paid support, as opposed to ‘extra help’, which is unpaid. Teachers and teacher assistants who wish to tutor students must notify the Principal and Director indicating their intention. Teachers and TAs may not tutor students they teach, as faculty are expected to give extra help to ensure their students’ success. There may be exceptions to this, as deemed appropriate by the Division Principal. Teachers may not engage in paid tutoring during contracted hours. School facilities may be used for tutoring upon approval from the Director; this arrangement should be renegotiated each year.

Private lessons (teaching content unrelated to ISO curriculum) may be offered as long as they are not directly related to student success in a class with that specific teacher. Lessons may be offered on campus outside of contracted hours with Director’s approval.

Teachers should be mindful of security and professional ethics, and not work with students in a one-on-one situation without other people present, or behind closed doors.

## 3.0 Evaluation and Supervision

### Appraisal / performance management proposal

As in any institution, performance management is a way to recognize progress and work as well as ensuring common goals are part of our daily practices.

In a school like ours (small, international, located in West Africa) we need to go beyond our inherent proximity to have a system in place which guarantees that learning is happening while maximizing the crucial role teachers play in promoting students’ learning. Collating evidence with a sense of reality, collegiality and purpose is guiding the following protocol. Formal and announced lesson observations have not been included in this process as their artificial dimension seems to defeat the purpose of realistic performance management.

<sup>1</sup> Education week April 18 2016 - [www.edweek.org](http://www.edweek.org)

### A teacher folder shared with the line manager will be kept on Google Drive.

**1. School academic goals** (2 or 3) set at the beginning of the year (or the year before during ELT final days) and communicated to all staff

**2. Teachers set their two personal goals for the year** (these may be in line with Kim Marshall framework but are individual to each teacher). These goals are discussed with the teacher's line manager and recorded in the teacher's folder in a single and accessible document.



*This will be done at the beginning of the year during orientation time in a collaborative way during staff meeting*

**3. Observations** will be carried throughout the year by line managers. These can go from a few minutes to a whole lesson. Line managers will be using the teacher's goals as a guideline to record comments in the teacher's folder (single document). This should be completed by the end of May.

**4. The “peer element”** (The collegiality dimension). Teachers need to observe colleagues' lessons with a specific focus. Good practice often comes from colleagues. 3 / 4 lessons a year

**E.g. Managing Student Behavior** / My personal goal is differentiation; let's see how my colleagues are doing it. Observations recorded in the google document in my folder could then be discussed between the 2 colleagues or in a bigger group during a PD session on Wednesdays or on a deeper level during one of our PD days.

**5. End of year review (Q4). A mid-year review is optional and down to both the teacher and the line manager.**

The teacher and line manager set a time to:

- Review progress and achievement (with evidence) on personal goals
- Review lesson observations and personal goals
- Review peer's lessons observations
- Self-reflection report from the teacher (to support discussion)
- Line manager report (to support discussion)
- Both persons make links with next year's professional development and potential future needs and career developments
- Reports stored in teacher's folder (single document)

## **GOOGLE DRIVE**

→ **APPRAISAL FOLDER**

→ **TEACHER'S XXXX FOLDER**

→ **Single and scalable recording document**

## **4.0 Contract Renewal**

### **4.1 Overseas Hires**

In order to prepare for the hiring process, overseas hires are asked to inform the director between November 15 and December 1st of their intention to accept a contract if offered. Contracts will normally be offered at the beginning of January, or teachers will be informed of ISO's decision not to renew on the last day before Winter Break. Teachers offered a contract renewal will have until January 15<sup>th</sup> to sign the contract, at which time they have officially committed to return.

### **4.2 Local Hires**

All locally hired staff (Not on CDI) will be offered annual contracts no later than May 1st. Accepting the contract identifies their commitment to work the complete following academic year.



## **5.0 ISOTTA**

*The International School of Ouagadougou Teachers and Teaching Assistants' Association* (ISOTTA) representative is a faculty member who occupies a non-voting seat on the School Board, serving as a liaison between the Faculty and the Board, for one academic year. They attend all Board meetings, however they are excluded from Executive Sessions.

This representative is elected by the faculty (teachers and teaching assistants) each August during the orientation meetings, prior to the first day of classes. Any Teacher or Teaching Assistant employed by the school for the upcoming year is eligible to stand as a candidate, and a current ISOTTA representative is welcome to stand for re-election in line with Board policy requirements.

## **6.0 Technology at ISO**

The technology department at ISO consists of a Network/systems engineer, an AV Specialist, and an IT Technician, under the supervision of the IT Manager. All three members are available for troubleshooting, instruction, or tech assistance. Requests should be submitted through [IT support](#) or else teachers can call over the phone (110) or come to the IT office.

### **6.1 Internet**

Because of our expanded bandwidth, we are able to give student laptops or phones access to the Internet through our wireless network. We encourage students to bring laptops and connect through a 3G service on their phones, or to purchase a 3G dongle for their computer.

### **6.2 Downloading & Streaming**

To conserve bandwidth, teachers and students are asked to refrain from streaming/downloading audio/video or any other large files during school hours. If they require downloaded media for a class, teachers should send a link and instructions to the IT department.

### **6.3 Tech Resources**

#### **6.3.1 Windows Accounts**

All teachers and students have Google accounts. This means that, when they log into any computer in the ISO network, they are accessing their files stored on the server rather than on that specific computer. This allows ISO to save a backup of each user's data, and for users to access their files from any PC in school.

For child protection purposes, the school has screening materials that may alert the school to inappropriate content resulting in a review of a teacher's school email.

To log in to their Windows account, users should use their ISO username (f.lastname) and their chosen password.

### **6.3.2 ISO Docs**

On the desktop screen of all teacher accounts is a folder called ISO Docs. Within this folder are a multitude of documents, files, forms, manuals and handbooks. ISO is in the process of migrating much of this content into Google Drive, with links to our School Information System and ISO Docs; however, for the time being, teachers should remain familiar with the content and look here as it is a primary repository for documentation.

### **6.3.3 G-Suite**

ISO is a Google Suite (G-Suite) school. G-Suite provides a powerful suite of tools for creativity and collaboration, such as Google Sites, Groups, Gmail, Drive, Sheets, Calendar and Slides. Access to all these tools can be found once the user has opened any of them, most commonly their Gmail account.

### **6.3.4 Mail**

Although we don't expect students to use it until Grade 5, every student is given a school email account when they register. This email address will remain with them until they graduate. The username, in the form f.lastname (where 'f' is the first letter of their first name, like *c.farrell* for Colin Farrell), is the foundation for all of the digital services at ISO. The email account is provided when the student registers. Email can be accessed through mail.google.com or via the school webpage using the email address *f.lastname@iso.bf*

### **6.3.5 Computers**

There are two computer labs on the ground floor of the upper school building, one Mac and one PC, as well as several workstations in the library, and some laptops/netbooks that reside with the Upper School administrative assistant for student use.

Regularly scheduled IT courses have priority use in the labs, however, when there are no classes scheduled, any teacher may reserve time for their own classes. The sign-up is through the IT department. To enable access to all, teachers should avoid blocking multiple sessions and must remove their reserved times if their plans change.

To facilitate student access, the labs are left unlocked during the day. Students are trusted to take care of these shared resources, but teachers and IT staff do make regular drop-ins. Drinking or eating is prohibited in the labs, as is unruly behavior or misuse of the equipment or bandwidth.

Historically, ISO has provided headsets for student use, but because of the incredibly high level of attrition, this has been discontinued. Any teachers or students needing headsets should bring their own USB earbuds or headsets.

### **6.3.7 Virtual Learning Environment (VLE)**

The school's VLE is set up to allow for distance learning should the need arise, and provide a platform for further classroom education and stored materials.

### **6.3.8 School Information System**

ISO uses Plus Portals, a product by Rediker, as our Student Information System. All teachers uses Plus Portals to record attendance, and also use it to input comments for progress reports and to input report card grades and comments.

Families are using Plus Portals to see their child's schedule and attendance, to keep ISO updated for their contact information, and to provide the emergency phone tree preferred numbers. Parents will also be able to access report cards and progress reports through it. Students will be able to log in to Plus Portals for various information including attendance, schedule, events and other communications from teachers.

Rediker is our school management information system. Login details for all students and parents will also be communicated upon arrival at ISO.

## **6.4 Policies and Guidelines**

### **6.4.1 Technology Responsible Use Agreement**

*All members of the ISO community: students, teachers, administrators, and staff, are expected to abide by the terms of this Agreement. The behaviors outlined in this policy apply to all technologies used in the ISO environment, regardless of ownership or method of connectivity.*

#### **Preservation of Resources:**

Digital resources at ISO are intended for educational use by all members of our community. We expect all users to take steps to preserve and protect these resources for communal use. Recreational use (Facebook, YouTube, gaming, etc.) should never displace educational use...either when making use of computer workstations, or when occupying bandwidth. While not expressly prohibited, staff may prohibit students from using technologies at any time when they feel that student behaviors may be distracting to themselves or others, or resources are not being shared appropriately.

**Bandwidth:** This is perhaps our most valuable shared resource. To protect bandwidth for all users, students and teachers are prohibited from downloading or streaming large media files during school hours, and are prohibited from making use of Torrenting and other bandwidth-hogging protocols.

**Care of resources:** Users are required to be diligent in protecting physical resources. This includes keeping keyboards and mice clean (not eating or drinking when using computers), ensuring they do not damage cables, devices or furniture, being cautious with headsets and other peripherals, not losing devices, and reporting any damages immediately. If such damage is the result of student negligence, they may be required to pay replacement costs.

**Data:** While ISO takes steps to provide backups of certain files, ultimately the preservation of data is the responsibility of the user.

**Unauthorized Use:** Students and staff should not provide access to ISO digital resources to any unauthorized persons. This includes Wi-Fi passwords, as well as access to physical devices.

**Agreement to Follow Protocols:** All users agree to follow all protocols and guidelines concerning the use of digital resources at ISO, and accept all responsibility to remain aware of any changes or updates in guidelines.

**Communication:** ISO makes use of each user's ISO domain Gmail account as the primary means of electronic communication. All students are expected to check their email regularly to stay abreast of information communicated by their teachers, the CRO, and other Administrators.

### ***6.4.2 Digital and Social Media Policy***

#### **Definition:**

For the purpose of this policy, 'digital and social media' includes web-based publishing sites and communication tools, and all print and digital artifacts used both within the ISO environment and in the global Internet space.

#### **Purpose:**

Internet technologies and the growing use of mobile devices provide new and increasingly effective means to learn, communicate, share, and collaborate with students and parents. In addition to websites, blogs and other collaborative tools, social media such as Facebook, WhatsApp, YouTube, SnapChat, Instagram and Twitter are also being used more frequently for educational and marketing purposes. Therefore, ISO has established the following set of guidelines to ensure the safety and privacy of our students and community, while still allowing for academic freedom, celebrating our school, and necessary marketing and corporate representation on a global and local scale.

#### ***6.4.2.1 Digital Behavior Guidelines for all users***

Regardless of whether you are a student, teacher, administrator or staff member, posting about ISO on social media means you are representing the school in an official capacity, whether you intend to or not. Therefore, you must always exercise professional judgment and avoid anything that might lead to legal entanglements. When in doubt, ask an Administrator.

#### 6.4.2.2 Digital and Social Media Policy Information for Parents

Among students and adults alike, social media use is ubiquitous and growing, and presents unrivaled opportunities to share, collaborate, communicate and celebrate student work and achievement. ISO respects and honors the need for privacy and security, and also recognizes the importance of being able to leverage digital artifacts for educational and marketing purposes. Therefore, we provide these guidelines for social media use among our students and teachers:

Within school-controlled digital spaces, where access is limited and passwords are controlled by ISO (such as Moodle and Google Classroom), student work may be published with full acknowledgment of the author.

In public digital spaces, where non-ISO members can see posts and which may or may not be password-controlled (such as Facebook or Twitter), the following guidelines apply:

- If students are identified, names will only be used in a manner that does not fully identify them (no first and last names, or first names when there is a photo that shows their last name on a sports jersey, for example).
- Family information, such as addresses, email addresses phone numbers or employer will not be shared (unless requested)
- Achievement results, such as grades, college acceptances or class standing will not be provided in a manner that may be directly traced to an individual student.

As images are powerful tools and are used extensively in promotional materials and other places, ISO reserves the right to use photographs and other visual media containing the images of past and present students in its online and print resources. If a family or student objects to this photo policy, please communicate with ISO and the school and teacher will take reasonable care to avoid gathering an identifiable image. Parents can assist by communicating to their children to avoid having their image captured in individual or small group photographs. ISO takes no responsibility for images captured in a non-official capacity, such as by classmates, other parents, visiting teams, etc.

#### 6.4.3 Google Apps for Education Use Protocols

All holders of ISO Google Apps for Education (GAFE) accounts are expected to abide by the guidelines set out in this agreement.

**Representation:** When you send a letter from your school email address you are representing the school, just as if you were sending a letter on school letterhead. Teachers and students should use personal email addresses for any personal or private business transactions or communications. They should also refrain from using the school logo in any document, digital or otherwise, without express permission from a school administrator.

- School emails should not, under any circumstances, be used to promote the interests of external organizations.
- Institutional mass email groups ("All ISO", "US Teachers", "Gr 5 Parents", etc.) should be used only for school communications and school-related business, and only by those authorized to use them or people appointed by those authorized to use them. Students must get express permission from a school Admin (Director, Divisional Principal or Head of Ed Tech) before sending any mass email.

- When sending communications to groups of people, use the BCC field to hide the email addresses from the other recipients. This also prevents 'reply to all' responses from going to all group members.
- Departing students and teachers should cease using their ISO Google accounts, including their email addresses, immediately after their departure from ISO.
- Having an iso.bf email address (and Google account) is a privilege; ISO reserves the right to suspend, delete or access any or all of the content of a user's Google account if the school deems it necessary.
- All content of ISO Google accounts is the property of ISO. However, teachers are welcome to make copies of materials they have created for personal retention and future use.

## 7.0 Policies and Procedures

### 7.1 Annual School Calendar

Each year ISO produces two calendars that outline major events for the coming year: A one-page calendar (approved by the Board in January) with holidays, PD, start and finish dates (which can be found on the website or picked up in the office), and a more detailed monthly calendar with all Community and Staff events (which can be accessed through the website in early August of each year.)

Those who wish to subscribe to the calendars through iCal or their smartphones should access them through the following links; note that everyone in the ISO Community should subscribe to the Community Calendar, and ISO employees should also subscribe to the supplementary Staff Calendar

Please speak with the IT Manager if you need assistance accessing and using Google Calendar and/or the ISO calendar.

### 7.2 Attendance

Attendance is taken by the Advisory or Homeroom teacher at the start of every day, using our Student Information System, Rediker Admin Plus. Students not in their classes at that time will be marked absent.

The receptionist will then contact the relevant families. Parents should report absences to the relevant Division as soon as possible in the morning.

Students unable to reach their classroom/advisory by 7:45 AM (or arriving back late from lunch) must get a late slip immediately upon entering campus from the ISO Receptionist, and present it to the teacher.

If a student needs to leave school during the school day, the Division Principal must be informed. The Receptionist will then contact the parents to verify the need to leave, unless prior notification has been received.

## 7.3 Emergency Procedures

### 7.3.1 Drills

ISO conducts emergency preparedness drills with students throughout the school year for fire, lockdown, and safe havens. At the beginning of the year, students are forewarned of the drill, but as the year progresses the drills are conducted without warning.

Teachers are informed during faculty meetings of the protocols for each type of drill; they should ensure that they are familiar with them to ensure security and safety for themselves and the students.

### 7.3.2 Emergency Phone Tree

A phone tree is used to contact staff and parents during emergency situations, and is distributed in the Fall to all staff. ISO practices using the phone tree in the Fall and again in the second semester to ensure we still have updated contact numbers. All teachers are required to have sufficient credit on their phones to participate in the phone tree at all times.

### 7.3.3 Medical Emergencies

In case of any medical emergency, a faculty member should seek immediate help from the school medical staff by sending a student or other faculty member to them. A Doctor is on campus Monday/Thursday from 8:00 AM - until 9:30 AM, and a nurse is available during school hours outside those times and until 4:30 PM each day while ASAPs are taking place.

In a medical emergency, the ISO medical staff will contact the recommended person/doctor indicated on the student's emergency form. If not designated, they will contact *Les Opportunités* or a closer clinic as well as the child's designated guardian. Unless the situation warrants otherwise, a parent, teacher or staff member will transport the child, accompanied by an administrator if needed.

## 7.4 Field Trips

Educational field trips are encouraged as they provide unique opportunities for students to learn, firsthand, many different aspects of life in Ouagadougou, Burkina Faso and abroad. **ISO believes that field trips are an important part of our students' education but due to security reasons, all trips outside of Ouagadougou are canceled until further notice.**

When planning a field trip, LS teachers should check with the CRO, and US teachers the Administrative Assistant, who will check for conflicts with other trips. If no conflicts exist, and transportation is available, teachers must submit a Field Trip request form (see ISO Docs) to the appropriate Principal two weeks prior to the event. The Head of Security would be consulted for every trip. After submission, if any details of the trip change, a new request form must be submitted.

Once approved, the Administrative Assistant or Receptionist will prepare permission slips and inform all teachers via email at least a week in advance of the field trip.



Permission slips should be sent home at least five days prior to a trip. All permission forms should include the following information:

- Name and address of where the trip is going
- Date and times of field trip
- Who is the lead teacher and how they are to be contacted
- Educational purpose (link to curriculum)
- Adult: student ratio, including names of chaperones
- Transportation arrangements
- Cost to the student, if any
- A place for parent/guardian to sign giving permission
- Materials that students must bring (i.e. water bottle, etc.)

Lower School School trips require one chaperone for every five students, while Upper School trips require one chaperone for every eight students. We ensure that there is both a male and a female chaperone for the trips where appropriate.

All signed permission forms must be on file before children can participate in any trip. The teachers should carry with them forms listing emergency contact numbers and any specific medical information. The lead teacher should have his/her cell phone all the time and a first aid kit (collected from the Nurse)

## **7.5 Leave Requests**

When requesting personal or professional leave, faculty must follow this procedure:

- 1) Complete a leave request form (available from the receptionist or ISO Docs).
- 2) Submit the leave request form to the appropriate principal for approval. Once approved, the administrative assistant will file the document and note down the date and substitute.
- 3) In collaboration with the relevant Principal, a substitute is agreed and found.
- 4) Give a schedule and keys to the substitute, administrative assistant or CRO.

### **7.5.1 Substitute Teachers**

A substitute list is provided to teachers by the CRO or the Administrative Assistant, and is updated regularly in ISO Docs. In collaboration with the relevant Principal, a substitute is agreed upon and found.

### **7.5.2 Types of Leave:**

#### **7.5.2.1 Professional Leave**

This includes teachers' conferences and service learning projects. A form must be filled out and signed off by the appropriate divisional Principal and Director before any agreement is made.

#### **7.5.2.2 Holiday Leave**

All Teachers and Teaching Assistants shall be entitled to holidays established by the Board and recorded on the school calendar.



### *7.5.2.3 Personal Leave*

Teachers and Teaching Assistants are entitled to a maximum of **two days paid** personal leave during each year with the approval of the Director at least a week in advance (form to be filled out). Non-emergency personal leave should not be requested in conjunction with major school breaks/holidays, long weekends or on scheduled professional development days. It is the responsibility of the teacher to plan and prepare lesson plans for the leave day(s) according to the guidelines in this handbook and for normal continuation of teaching and learning.

### *7.5.2.4 Bereavement/Emergency Leave*

At the Director's discretion, a maximum of 10 days paid school days may be granted to a teacher and teaching assistant for emergency situations involving death or serious illness of an immediate member of the teacher's or teaching assistant's family. Immediate family is defined as the spouse, parent, sibling, or child of the employee. The director may use his discretion to grant to a teacher or teaching assistant a longer period of leave without pay. In most cases, a form is filled out and signed off by the appropriate divisional Principal and Director prior to departure, but can sometimes (in cases of emergency) be completed upon return.

### *7.5.2.5 Sick Leave*

Sick leave is awarded at the rate of 1 days per month worked to a maximum of 10 days per annum. Five of these days may be utilized for short-term illness of family members each year. Any sick leave indebtedness where the number of days taken exceeds the number of days allowed shall be deducted from the final check payable to the employee.

If a teacher is sick, they need to inform the **appropriate Principal** before 10:00 PM or in the morning between 6:00 and 6:30 AM. The appropriate Principal will collaborate with the sick teacher to locate a suitable substitute.

After they return from sick leave, teachers must fill out a leave request form and submit it to the appropriate administrator for approval. Once approved, an administrative assistant will file the document and note down the date and substitute.

A medical certificate of ill health is required for sick leave of two or more consecutive days. Upon returning to school after a sick leave, the employee may be required to present a medical certificate of good health.

## **7.6 Maintenance/Repair Requests**

Forms can be found with the receptionist or on ISO Docs. Teachers must fill in the form and submit it to the Receptionist who will pass it on to the Director for approval. As soon as the General Services Officer (GSO) receives the approved form, The GSO will make all arrangements to complete the request.

## 7.7 Printing

When printing, **all staff should be mindful of the impact on budgeting and natural resources**. ISO spends an incredible amount yearly on printing and wastes a staggering amount of paper. Color copies cost more than 10X the price of black and white so all faculty are urged to consider their color printer use. Additionally, if a printer jams or sends an error message, teachers should NOT attempt to repair it themselves, but instead summon someone from IT. Broken or disabled printers impact everyone.

ISO provides 3 networked printers in the Upper School, Library and the front office that prints in color and black and white.. Teachers are requested to send their work electronically to any of these printers as per their location. Black and white printers are provided in each classroom. Teachers can use their classroom printers for b/w copies, although they should do large print jobs using the library, office or upper school shared printers.

Teachers should always avoid sending any students to use the printers without supervision.

## 7.8 Purchasing

### 7.8.1 Overseas Order

An annual consolidated supply order is made every year in mid-January. . As soon as the Board has approved the new budget, principals will start working with teachers to put together orders that meet school priorities and stay within budget guidelines. Orders are submitted to the relevant principal who in turn gets them approved by the director. Once approved, these orders will be forwarded to the Business Office for processing. Every effort is made to ensure the container will be shipped to ISO before the end of the current school year.

The order forms vary depending on the shipping company. As such, the Business Office is responsible for communicating this information to the teachers and providing the appropriate forms.

### 7.8.2 Local Purchases

The following procedures are to be followed when purchasing goods:

- Obtain prices from sources. Teachers should price items on their own or with the help of the Purchasing Officer or the General Services Officer. When the amount of goods purchased will exceed €750, a minimum of three quotes will be required.
- Complete the Purchase Order form. Forms can be found in the receptionist's desktop filing rack for local ordering, and in ISO Docs.
- Submit Purchase Order along with supporting quotes to the ES or US Principal for approval. Once approved, all orders will be sent to the Purchasing Officer for processing. As soon as the Purchasing Officer receives the approved Purchase Order form, he/she will send an email acknowledging receipt to the individual who originally submitted the form. If no email is received, it is the teacher's responsibility to follow up with the Purchasing Officer.
- Upon delivery of the item(s), submit all receipts to the Business Office.

## 7.9 Snack Shack

The Snack Shack provides breakfast for staff from 8:00 to 9:30 AM, and lunch for all students and staff from 11:55-12:55. This is a “cashless” service and students/staff must purchase tickets in advance from the Cashier.

## 7.11 ISO Staff Lounge

The staff lounge is located on the second floor of the Admin building.. Student access should be limited to those times when they are under the direct supervision of a teacher, such as during cooking lessons. The fridge is for staff use only.

## 7.12 Staff Parking

Just as with parents and other Association Members, staff must display a current ISO parking lot sticker to drive their vehicle onto campus. Car parking is to the right, near the generators. If this parking is full, staff must park far to the left, by the basketball court. The parking immediately in front of the Admin building is reserved for parents and visitors.

## 7.13 Student Textbooks

At the beginning of each year or semester, teachers provide a list of textbooks to be checked out to students through “Destiny.” The teacher keeps these forms on file and signs off when the book is returned. If a book is damaged or lost, they must complete a “Lost or Damaged Book” form (ISO Docs) signed by a staff member and submitted to the Cashier for payment. The office will inform the parent of the payment process.

## 7.14 Student Withdrawal

If a student withdraws from ISO, it is the teacher's responsibility to update the student's grades and narratives in the School Information System or in the student files (ES).

Teachers are also responsible to ensure that all classroom materials have been returned in good condition and will submit the names of students with missing or damaged materials, to either the Upper School Administrative Assistant or Lower School Principal.

## 7.16 Donations/Gifts

It is prohibited for an individual teacher/staff member to accept cash gifts.

Gifts with a value of up to 100 euro can be accepted by an individual teacher/staff member. In cases where a particular family offers gifts on a frequent basis (for example, at times other than holidays, year-end, or other special occasions), staff members should use their best judgment to avoid the appearance of impropriety. If in doubt, staff members should discuss the situation with their supervisor.

Any gift over the value of 100 euro will be seen as a gift to the school and should be reported to the Director. A potential gift **(to the school)** with a value of over 5,000 euro will be raised by the Director with the Board for discussion.