

Parent Feedback Summary: Communication and Safety Procedures During School Threats

Overview

Parents provided detailed feedback on communication and safety procedures during and after recent school threat incidents. Across all responses, families expressed concern about delayed communication, unclear safety measures, and insufficient follow-up from both school and district leadership. They also offered constructive suggestions to strengthen crisis response, transparency, and student support systems.

1. Communication During and After a Threat

Key Concerns:

- Information was shared too late — often after families heard about the threat through media or social networks.
- Parents were frustrated by a lack of detail about what occurred and whether students were safe.
- There was no consistent or timely follow-up communication after the incident.

Questions and Requests:

- What are the current communication protocols and who initiates them? What we can share we will share-with police involved, not sure we can keep updated on every single step. Need to be sensitive to the fact a minor was involved.
- How are the school, district, and CPD informed and coordinated? Multi message modes can be sent, robo calls, emails,
- Why were parents not notified sooner, and how will future communication breakdowns be prevented? We should have communicated sooner.
- Can the district implement SMS alerts or standardized parent communication templates for urgent updates?

2. Safety Measures During and After a Threat

Key Concerns:

There was not an increased presence of law enforcement because we didn't believe there was a continued threat.

- Parents did not observe visible law enforcement or security despite assurances of heightened presence.
- There was a disconnect between communication and what was actually implemented on campus.

- Questions arose about inconsistent enforcement of safety measures, such as bag checks and staff supervision.

Questions and Requests:

- Why was there no evident increase in police or security presence?
- What specific safety measures were taken, and what are the protocols going forward?
- How will the school ensure enhanced physical security, controlled access, and consistent staff visibility?
- Will mental health support, emergency preparedness, and parent alert systems be strengthened?

Summary Insight:

Parents expect visible, well-communicated, and consistently applied safety procedures. They want to see both physical and emotional safety prioritized, with accountability for promises made by leadership.

3. Areas for Improvement

Key Concerns:

- The district and school must take threats more seriously and respond more proactively.
- Parents and students felt ignored or uninformed following incidents, contributing to confusion and fear.
- There is a need for stronger coordination among the district, administration, and parents.

Suggestions for Improvement:

1. Strengthen Crisis Communication

- Develop a documented crisis communication plan with designated spokespersons, multiple messaging channels, and scheduled updates.
- Combat rumors by monitoring social media and sharing timely, factual updates.

2. Enhance Safety Protocols

- Increase visible security, control building access, and ensure consistent staff training and drills.
- Conduct post-incident reviews and share findings with families for transparency.

3. Support Emotional Wellbeing

- Provide mental health resources, counseling, and clear communication with students after threats.
- Address fears and misinformation through schoolwide messaging or assemblies.

4. Continuous Improvement and Accountability

- Publish an annual safety and communication plan outlining procedures and updates at

the start of each school year.

- Improve parent engagement channels to ensure feedback is received and acted upon.

Summary Insight:

Parents seek a more comprehensive, transparent, and compassionate approach to threat management—one that prioritizes safety, communication, and community trust.

Overall Takeaway

Across all responses, parents expressed a consistent desire for:

- Timely, transparent communication
- Visible and credible safety actions
- Meaningful follow-up with both parents and students
- Ongoing commitment to mental health and continuous improvement

By addressing these areas, the school and district can rebuild confidence, strengthen crisis response, and ensure families feel informed and supported in future situations.

Answers and responses from Superintendent Murphy:

Superintendent Murphy extended a sincere apology for the way this situation was handled and said school and staff safety is top priority. Principal Owens communicated it to the correct people. The superintendent takes responsibility and is working to make it better. They will provide more immediate communication to parents. They will work with CPD to make sure that they are communicating in real time when possible and keeping parents up to date with answers or if there are no answers to communicate that as well.

She agreed more transparency was needed about the process and situation. She assured us that all schools have a safety plan and they don't share it broadly for safety reasons.

Serious budget cuts have taken place this year, but, no cuts have been made on school safety. The board is also insistent on having mental health support at all the schools. District wide crisis teams are available to come to schools. Mine Peace oversees mental health partners in our district to make sure everything is covered and the correct fit for the situation. BEST POINT is used at SCPA. They have a case load of students through recommendations from teachers and approval from parents. We also have 2 school psychologists.

Reach out to Mr Owens if you need mental health support and he can get the right people in here to help.

There are many community groups addressing violence in the city. Superintendent Murphy or someone on her staff attends these community meetings and stay current and up to date concerning violence and keeping our citizens and students safe.

Superintendent Murphy will send the groups names and meeting times to Mr. Owens so he can share them with the parents.