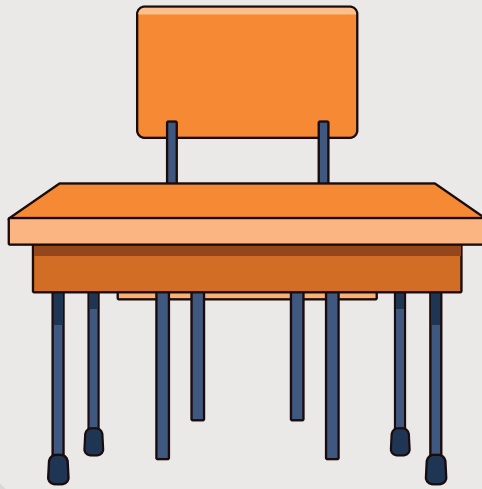


Every Absence Adds Up

Help students
stay on track



2025 – 2026



Every Day
COUNTS
in PXU

Engagement Department

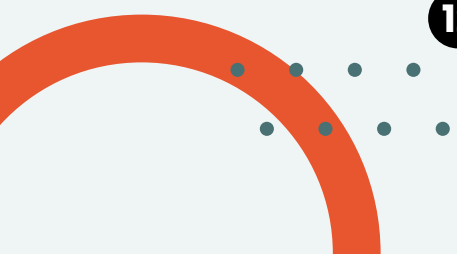
ATTENDANCE GUIDE PROCEDURES AND PHONE CALL SCRIPTS

FOR STUDENT LIAISONS AND TEACHERS

PHOENIX
PXU
UNION



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INTRODUCTION

01

This handbook was developed to provide Student Liaisons and school staff with clear, consistent, and compassionate phone scripts when contacting parents and guardians regarding student attendance. Every conversation we initiate is an opportunity to build trust, identify potential barriers, and support student success.

Regular attendance is a key predictor of academic achievement and graduation. However, we recognize that each family's circumstances are unique, and absences can often signal deeper challenges. Our role is not to assign blame, but to reach out with empathy, listen actively, and collaborate with families to remove obstacles that may be preventing consistent school attendance.

We understand that reaching out to parents and guardians about attendance can sometimes feel challenging. This guide is designed to offer clear guidance, supportive tools, and ongoing coaching support to help you feel confident and prepared. Student Liaisons are also available to assist, whether you need help crafting your individualized message, practicing a call, or would like a live coaching model of an effective attendance conversation.

The primary role of Student Liaisons is to address chronic absenteeism through targeted interventions. Their efforts are focused on supporting students who are trending toward chronic absenteeism, working with chronically absent students to identify root causes and remove barriers, and re-engaging those who have become disconnected from school. While these targeted supports are essential, Tier 1 interventions at the classroom and advisory levels remain a critical foundation for promoting consistent attendance and ensuring all students feel connected and supported.

A shared OneDrive folder has been created to provide you with a variety of attendance resources, including sample communications, campaign graphics, and support tools. Simply search for the "Every Day Counts in PXU Resources" folder. If you need assistance accessing the folder or have questions, please connect with your campus Student Liaison(s).



BEST PRACTICE CONSIDERATIONS

02

EMPATHETIC

Approach every call with the understanding that families may be facing challenges you can't see. Listen without judgement, ask open-ended questions, and express genuine concern for the student's well-being. Empathy helps uncover root causes and opens the door to meaningful support.



REMINDERS

- Log call attempts and outcomes (voicemail, spoke with Parent/Guardian, etc.) in Synergy - Student Contact Log.
- If you leave a voicemail, include your name, school, student name, and callback number.
- Consider following up with an email if no contact has been made on multiple occasions.

BE POLITE

Always use respectful language and a courteous tone, even if the conversation is difficult. A warm greeting and sincere thank you go a long way in building positive relationships with families. Kindness sets the tone for collaboration and partnership.

PROFESSIONAL

Represent the school and district with integrity, consistency, and professionalism. Stay focused on the purpose of the call, communicate clearly, and refrain from sharing personal opinions or making assumptions. Always maintain confidentiality in accordance with FERPA guidelines, remain calm and respectful under pressure, and ensure you follow through on any next steps or commitments made during the conversation.



STUDENT ABSENCE CALL PHONE SCRIPT

Greeting:

"Hello, this is [Your Name], a [Teacher/Staff] calling from [High School Name]. May I please speak with [Parent/Guardian's Name]?"

(If the person is not available:)

"Okay, is there a better time to reach them, or would you prefer I leave a message?"

Purpose of Call:

"I'm calling to inform you that your student, [Student's Full Name], was marked absent from one or more classes on [Date(s) of Absence(s)]. We wanted to make sure you're aware and to see if the absence can be excused."

Gathering Information (if needed):

"Were you aware of the absence(s), and was there a specific reason for it that we can note in the system?"

(If they give a reason that qualifies as excused):

"Thank you. I'll go ahead and update the attendance record as excused."

(If not or if the absence is unexcused):

"Thank you for confirming. As of now, the absence will remain unexcused. If you'd like to submit documentation—such as a doctor's note—you can email or drop it off at the registration office."

Offer Support:

"If there's anything we can do to support [Student's Name]—whether it's helping them get caught up or connecting with a counselor—please don't hesitate to let us know."

Closing:

"Thank you for your time, and please feel free to reach out if you have any questions or need assistance. Have a great day!"

Voicemail Version:

"Hi, this is [Your Name], [Teacher/Staff] from [High School Name], calling about [Student's Full Name]. They were marked absent on [Date(s)] and we wanted to make sure you're aware and to see if the absence can be excused."

Please give us a call back at [Your Number], or feel free to email any documentation to [Email Address].

Thank you, and we look forward to hearing from you.

CHRONIC ABSENCE CALL PHONE SCRIPT

Greeting:

"Hello, this is [Your Name], a [Teacher/Staff] calling from [High School Name]. May I please speak with [Parent/Guardian's Name]?"

Purpose of Call:

"I'm calling today with some concern about your student, [Student's Full Name]. Our records show they have been absent for [#] days so far this semester, which qualifies as chronic absenteeism under state guidelines."

"We understand there may be valid reasons, and our goal is simply to support your student's success by working with you to improve their attendance."

Ask for Insight:

"Can you share if there's been anything going on that might be making it difficult for [Student's Name] to attend school regularly—like illness, transportation issues, or anything else?"

(Listen and respond empathetically. Acknowledge any challenges shared.)

Offer Support:

"Thank you for sharing that. We want to help however we can. For example, we can connect you with [list resources, such as counselors, academic support, mental health services, transportation options, etc.]."

"Regular attendance is one of the biggest factors in academic success, and we really want to partner with you to get [Student's Name] back on track."

CHRONIC ABSENCE CALL PHONE SCRIPT

Next Steps:

"Would it be helpful if we set up a meeting or phone call with our Engagement Team, Attendance Team, or Counselor to work together on a plan that supports your needs?"

(If yes) "Perfect, I'll take care of setting it up and will be in touch soon with the details."

(If no) "Thank you for your time today. You're always welcome to reach out if anything changes or if you need assistance."

Closing:

"I appreciate you taking the time to talk with me today. Our team is here to help, and we're committed to seeing [Student's Name] succeed."

Please feel free to give us a call if you have any questions or if there's any way we can assist your family."

Voicemail Version:

"Hello, this is [Your Name] calling from [High School Name] regarding your student, [Student's Name]. We've noticed a pattern of absences and want to partner with you to support [his/her/their] success.

Our goal is to better understand any challenges that may be impacting attendance and work together to remove any potential barriers.

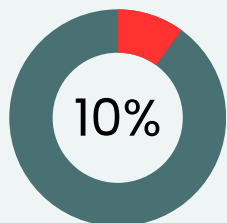
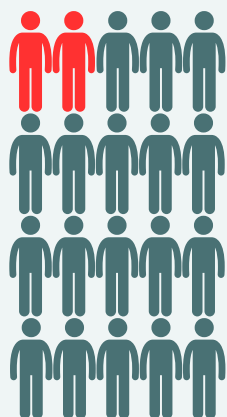
Please give us a call back at [Phone Number] when you're available. Thank you."

WHAT IS CHRONIC ABSENTEEISM?

Chronic absenteeism is defined as a student missing 10% or more of the school year — for any reason, whether excused or unexcused.

This level of absenteeism often reflects a pattern of repeated absences that goes beyond occasional illness or emergencies. Over time, these missed days can create significant gaps in learning, disrupt academic progress, impact classroom connections, and contribute to disengagement from school altogether. Even a few absences each month can add up quickly and have lasting consequences on a student's ability to stay on track for graduation.

To better support students and minimize the impact on learning, PXU will implement targeted interventions at key checkpoints throughout the school year based on each 90-day semester.



2 days a month
9 days a semester
18 days a school year

Chronic Absence Bands & Indicators

Band	Percentage Range	Days per Semester	Days per Year
Critical	20% and above	18+ days	36+ days
Chronic	10% – 19%	9–17 days	18–35 days
Trending	5% – 9.5%	5–8 days	9–17 days
At Risk	3% – 4.5%	3–4 days	5–8 days
On Track	0% – 2.5%	0–2 days	0–4 days

*percentage range and number of days per semester and year are based on the actual number of days a student is enrolled.

ATTENDANCE INTERVENTION FLOW CHART

Total absences by class period and/or
full-day absences per semester

Tier 1	Tier 1	Tier 2	Tier 3	Tier 3
On Track	At-Risk	Trending	Chronic	Critical

1-3

Parent/Guardian will be notified at 3 unexcused all-day absences through the district communication platform (e.g., phone, email, text).

Content teachers will make a reasonable effort to conference with the student regarding their absences.

4-5

The **Content Teacher** will contact the Parent/Guardian at 4 unexcused absences in their class.

The **Advisory Teacher** will contact the Parent/Guardian by phone at 5 unexcused all-day absences.

Content/Advisory teacher may assign student to academic interventions.

6-7

The **Student Liaison** will notify the Parent/Guardian at 6 excused/unexcused all-day absences.

The **Student Liaison** will conduct a root-cause analysis to identify underlying factors contributing to absenteeism and will implement targeted, individualized interventions using Check & Connect strategies to support student re-engagement.

The **Student Liaison** may collaborate with the Engagement Team and/or Attendance Committee for ongoing support.

9+

The **Student Liaison** will notify the Parent/Guardian at 9 excused/unexcused all-day absences via regular posted mail and electronically by email or the District adopted communication platform.

A student's **Counselor** will be notified at 9 excused/unexcused all-day absences.

Admin will conduct a review of academic progress, interventions received, behaviors that may impact learning, and attendance.

Collaboration with the **Student Support Team (SST)** may be initiated to provide sustained or more intensive support, depending on the student's level of need.

Continued absences may result in a referral for an Attendance Hearing.

ENGAGEMENT DEPARTMENT MISSION



Our mission is to create a **transformative impact** by re-engaging disengaged students. We are committed to fostering a culture where **Heart**, **Head**, and **Harmony** converge. By building a supportive environment where compassion guides our actions, evidence-based practices shape our approach, and teamwork drives our collective success, we aim to **reduce** and **eliminate barriers**, empowering every student to thrive and be future-ready.

Heart - Head - Harmony



Engagement department team members will continue to explore and strengthen their ability to connect with students, families, and colleagues on an empathetic level, ensuring that compassion is at the forefront of their interactions and services.

Engagement department team members will focus on developing a growth mindset and adopting best practices that enhance effectiveness in their roles. Team members will cultivate attitudes and behaviors that promote ongoing learning, self-reflection, and personal growth.



Engagement department team members will align their values, beliefs, and actions through strategic collaboration to enhance cohesion. By leveraging their individual strengths, they will cultivate a supportive and harmonious environment that promotes effective collaboration and drives collective efficacy.



ENGAGEMENT TEAM OVERVIEW

09



STUDENT LIAISON:

The Student Liaison develops strong relationships with students and families to identify and eliminate barriers for school attendance and engagement. They implement targeted Tier 2 and Tier 3 attendance interventions and ensure students are connected to appropriate support services to prevent chronic absenteeism and dropout.

FAMILY ENGAGEMENT LIAISON:

The Family Engagement Liaison (FEL) acts as a direct link and vital connection between parents/guardians and the school community, fostering engagement, enhancing student achievement, and supporting social-emotional well-being. They address inquiries, guide parents in navigating school and district systems, resolve concerns, and provide assistance to overcome and remove barriers, ensuring equitable access to resources.

In collaboration with the Student Liaison, the Family Engagement Liaison (FEL) supports efforts to address chronic absenteeism by strengthening parent engagement. While the Student Liaison leads attendance interventions, the FEL builds trust with families, supports school-home communication, and helps parents feel informed and empowered. Together, they ensure a coordinated approach that fosters consistent attendance through meaningful family connection to the school community.

COMMUNITY LIAISON:

The Community Liaison connects students and families to campus, district, and community resources and serves as the campus contact for determining McKinney-Vento eligibility and supporting all Unique Populations (Homeless, Unaccompanied, Refugee, and Foster).

In collaboration with the Student Liaison, the Community Liaison helps combat chronic absenteeism by addressing barriers to regular attendance. Through targeted outreach and case management of high-risk students, they ensure access to essential supports and coordinate services that promote stability, engagement, and consistent attendance.

IMPORTANT CONTACT INFO

10



STUDENT LIAISON NAME

STUDENT LIAISON:
GRADES:
email



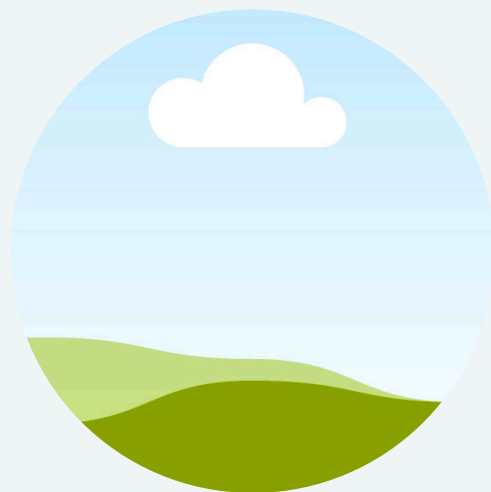
STUDENT LIAISON NAME

STUDENT LIAISON:
GRADES:
email



FEL NAME

FAMILY ENGAGEMENT LIAISON
email



COMMUNITY LIAISON NAME

COMMUNITY LIAISON
email