



基立学院 JUBILEE CHRISTIAN ACADEMY

Saved to serve with love and excellence for the Great Commission.

DATE : NOVEMBER 18, 2020

TO : PARENTS / GUARDIANS OF GRADES 1 TO 6

FROM : MRS. LORNA B. YAN
Principal, Elementary Department

SUBJECT : DIGITAL DROPBOX

A pleasant day to all!

1. Jubilee Christian Academy (JCA) welcomes feedback from its students and parents to improve its educational and operation management. Because of this, JCA introduces a digital dropbox in order to address concerns that are not resolved by regular communication channels or are sensitive, confidential in nature. Please see procedures below:

- 1.1. Email the digital dropbox concerns@jca.edu.ph and expect an initial reply within 5-10 work days.
- 1.2. Include complete attachments as supporting materials for proper investigation; expect delays for emails without supporting materials.
- 1.3. Indicate actual name(s) and contact number(s) to facilitate resolution.
- 1.4. Hold in strict confidence all concern related discussion and resolution. No sharing with other parties or posting in any platform (e.g., social media, mass media) to avoid possible school action against such unauthorized disclosure.

2. Regular Communication Channels

- 2.1 Contact the Department concerned on work day, Monday to Friday, 7 am to 3 pm. See "Contact Us" at www.jca.edu.ph for contact details.
- 2.2 Email the department email address below for any academic related concern. Expect an initial reply within 5-10 days.
 - 2.2.1. Preschool Department - ps@jca.edu.ph
 - 2.2.2. Elementary Department - elem@jca.edu.ph
 - 2.2.3. Junior High School Department - jhs@jca.edu.ph
 - 2.2.4. Senior High School Department - shs@jca.edu.ph
 - 2.2.5. Christian Formation Department - cfd@jca.edu.ph
 - 2.2.6. Student Activities Department - sa@jca.edu.ph

2.3. Email the department email address below for any operations related concern. Expect an initial reply within 5-10 days.

2.3.1. Administration Department - admin@jca.edu.ph

2.3.2. Finance Department - finance@jca.edu.ph

2.3.3. Property Department - property@jca.edu.ph

3. Share during parental meetings (e.g., orientation, Parent-Teacher Conference).

4. Contact the official JCA parent group (e.g., JCA Parents Auxiliary) through the Viber Number: 09175635406.

JCA aims to be a better school through proper management of feedback. The School thanks all students and parents for their partnership to make JCA an institution pleasing to Him.