

Addysg



Cefnogi Dysgu
Supporting Learning

Teacher Centre

Email & SMS Text Messaging

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The Importance of School to Home Communication

Positive parent-school communications can build a strong relationship between the school and parents which should encourage parents to take an active role in supporting the school.

The manner and tone in which schools communicate and interact with parents affects the extent and quality of parents' home involvement with their children's learning. For example, schools that communicate bad news about student performance or dictating rules can discourage or alienate parent involvement by making parents feel they cannot effectively help their children.

Parents also benefit from being involved in their children's education by getting ideas from school on how to help and support their children, and by learning more about the school's academic program and how it works. Perhaps most important, parents benefit by becoming more confident about the value of their school involvement. Parents develop a greater appreciation for the important role they play in their children's education and supporting the school in achieving excellence.

When communicating with parents, consider your remarks in relation to the three categories that influence how parents participate. For example, are you communicating about:

- Classroom learning activities?
- The child's accomplishments?
- How the parents can help at home with their child's learning?

We hope that the following guide will help you achieve these aims and open up additional electronic means of communication.

Email and SMS in Teacher Centre

Emails and SMS messages can be sent to the parents/carers of individual pupils or to a cohort of pupils.

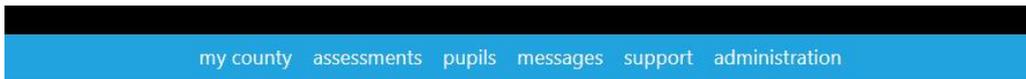
SMS or Email?

	SMS	Email
Number of characters	SMS messages are up to 160 characters, which include spaces and punctuation.	There is no limit on the number of characters in an email.
Cost	The cost of sending an SMS message is 3.5p. Messages over 160 characters are charged an additional credit for every 153 character. i.e. 306 characters = 2 credits (2 x 153).	Free
How do I get credit?	Contact the service desk to buy credit in batches of 2000 credits for £70.	
Attachments	Files cannot be attached to SMS messages.	Files such as photos, word and pdf documents can be attached to email messages.

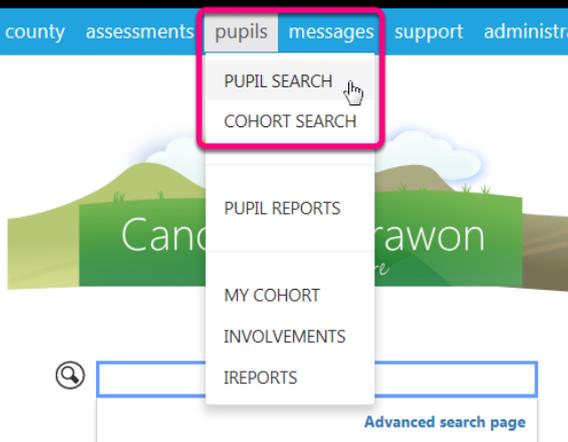
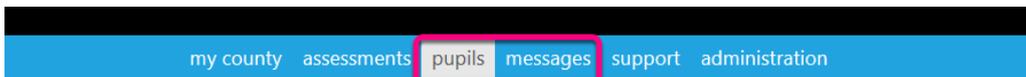
It is essential that parental contact details are kept up to date.

Searching for Pupils

Quick Search

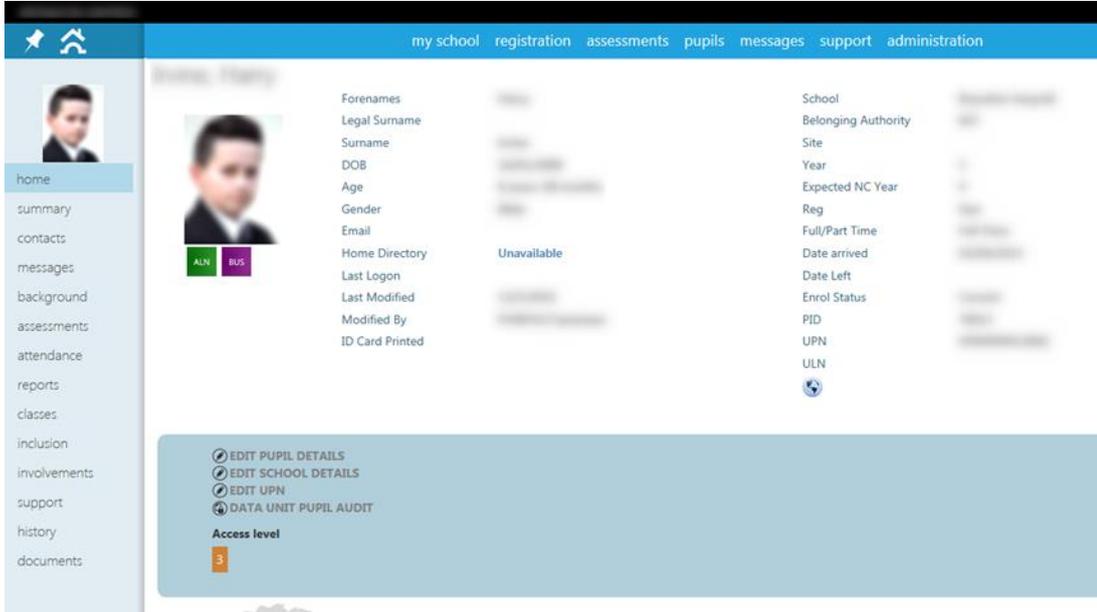


Pupil Search & Cohort Search



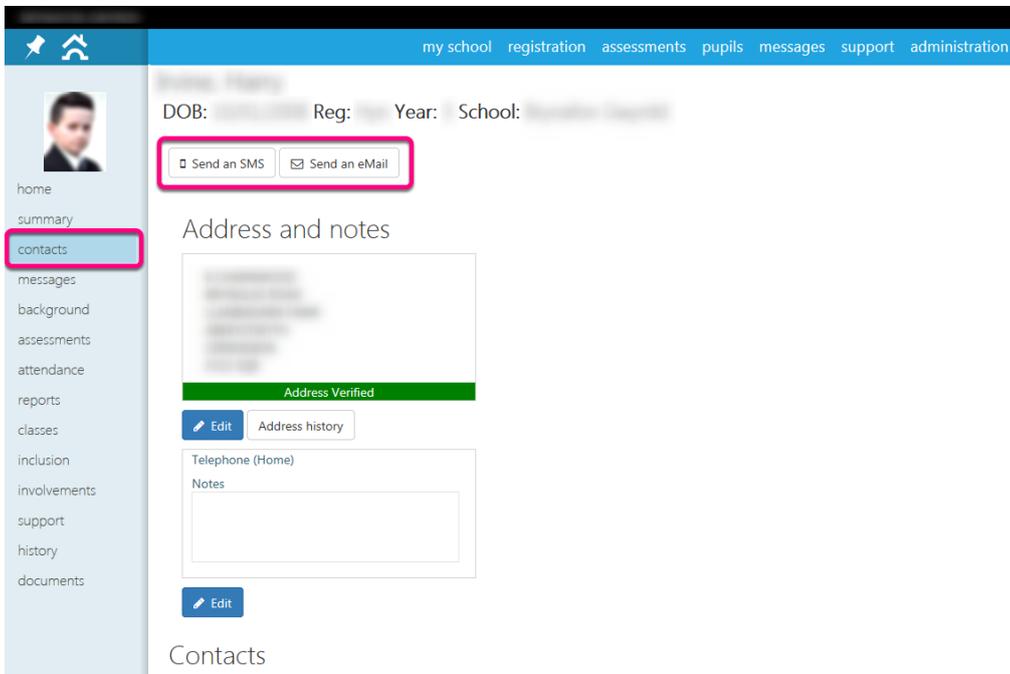
Individual Pupil

Search for a pupil and open the pupils' profile.



The screenshot shows the 'Individual Pupil' profile page. The top navigation bar includes 'my school', 'registration', 'assessments', 'pupils', 'messages', 'support', and 'administration'. The left sidebar lists various menu items like 'home', 'summary', 'contacts', 'messages', 'background', 'assessments', 'attendance', 'reports', 'classes', 'inclusion', 'involvements', 'support', 'history', and 'documents'. The main content area displays the pupil's profile with fields for Forenames, Legal Surname, Surname, DOB, Age, Gender, Email, Home Directory (Unavailable), Last Logon, Last Modified, Modified By, ID Card Printed, School, Belonging Authority, Site, Year, Expected NC Year, Reg, Full/Part Time, Date arrived, Date Left, Enrol Status, PID, UPN, and ULN. Below the profile details are buttons for 'EDIT PUPIL DETAILS', 'EDIT SCHOOL DETAILS', 'EDIT UPN', and 'DATA UNIT PUPIL AUDIT'. An 'Access level' indicator shows a level of 3.

Go to the **Contacts** page, where you will find the **Send an SMS** and **Send an Email** buttons.



The screenshot shows the 'Contacts' page for a pupil. The top navigation bar includes 'my school', 'registration', 'assessments', 'pupils', 'messages', 'support', and 'administration'. The left sidebar lists various menu items like 'home', 'summary', 'contacts', 'messages', 'background', 'assessments', 'attendance', 'reports', 'classes', 'inclusion', 'involvements', 'support', 'history', and 'documents'. The main content area displays the pupil's contact information, including 'DOB:', 'Reg:', 'Year:', and 'School:'. Below this are buttons for 'Send an SMS' and 'Send an eMail'. The 'Address and notes' section includes a text area for the address, an 'Address Verified' status, an 'Edit' button, and an 'Address history' button. Below the address section is a 'Telephone (Home)' field and a 'Notes' text area, with an 'Edit' button below it. The 'Contacts' section is also visible at the bottom of the page.

Sending an email

All parents with **Parental contact** will be displayed in the **To** box. Tick the box next to the name of the contacts you wish to send the email to. The parents name will be shown with the pupils name in brackets.

*If there are any contacts in the **Missing Information** or **No Parental Contact** boxes, see pages 14-15.*

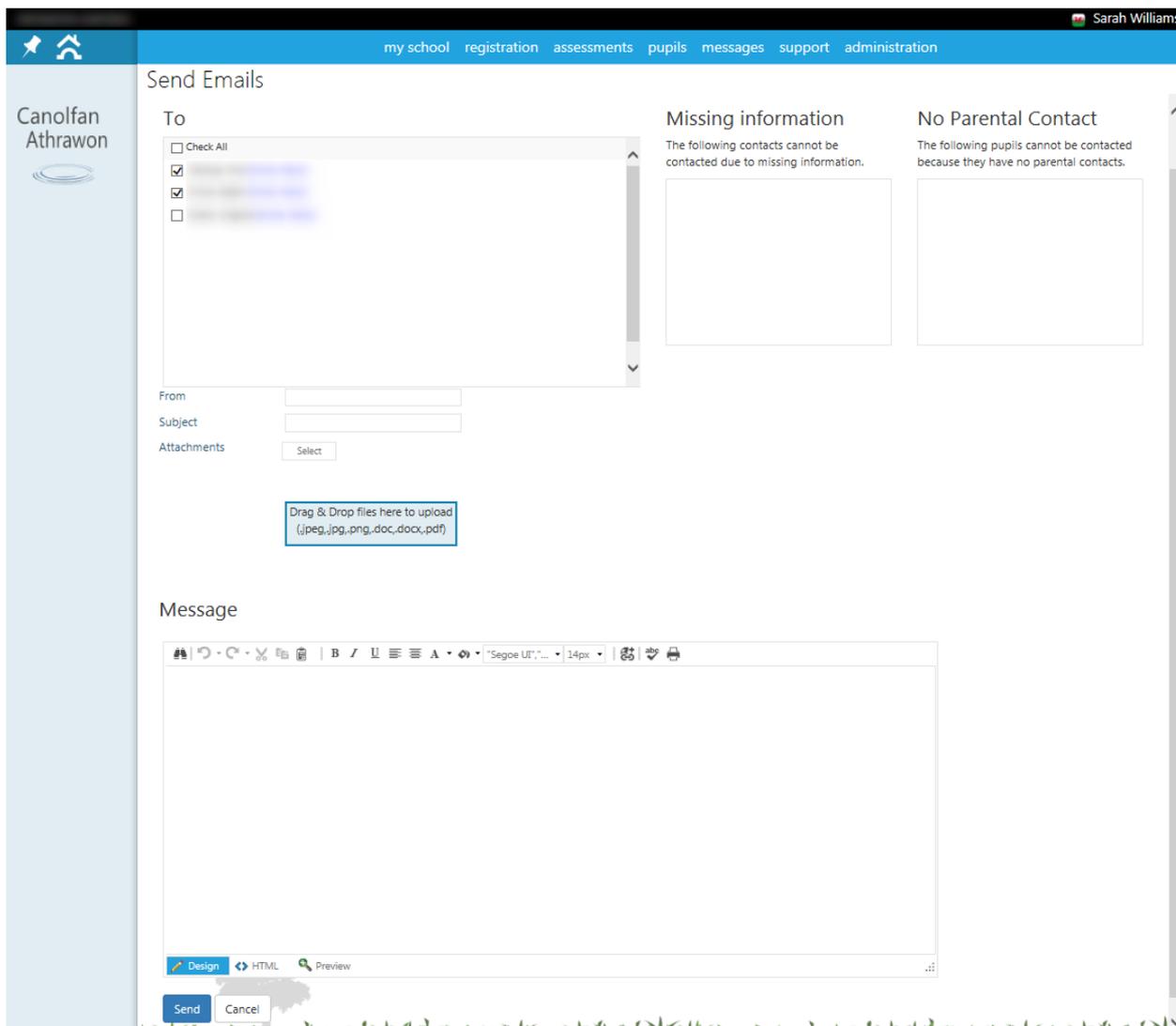
Put your email address in the **From** field and add a **Subject**.

Attaching a File

If you have any files that you would like to attach to the email, you can do so by clicking the **Select** button to find your file or you can **drag and drop** it on to the page.

Type your message in the **Message** box. Once you are happy with the message, click **Send**.

Email addresses will be hidden for all recipients.



A green banner will be displayed at the top of the page to show that the email has been sent.

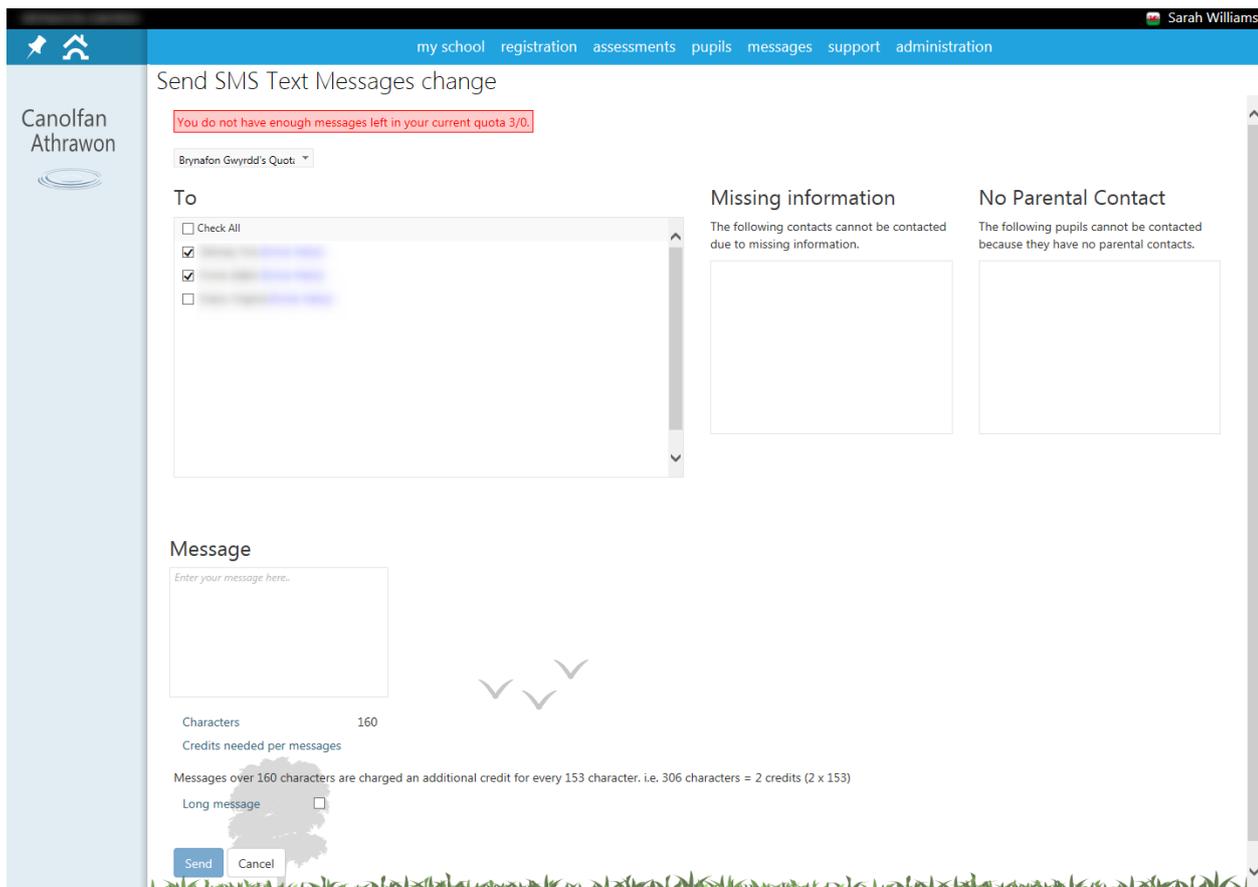
Messages Sent

Sending an SMS

If you have more than one quota option, you can select which quota you would like the message to come out of at the top of the page.

Select from the list of contacts which the contact(s) you wish to send an SMS to. The parents name will be shown with the pupils name in brackets.

If there are any contacts in the **Missing Information** or **No Parental Contact** boxes, see pages 14-15.



The screenshot shows the 'Send SMS Text Messages change' interface for Canolfan Athrawon. At the top, there is a navigation bar with 'my school', 'registration', 'assessments', 'pupils', 'messages', 'support', and 'administration'. The user's name 'Sarah Williams' is in the top right corner. A red warning message states: 'You do not have enough messages left in your current quota 3/0.' Below this, a dropdown menu shows 'Brynafon Gwyrdd's Quota'. The 'To' section contains a list of contacts with checkboxes; the first two are checked. To the right, there are two empty boxes labeled 'Missing information' and 'No Parental Contact'. The 'Message' section has a text input field with the placeholder 'Enter your message here...'. Below the input field, it shows 'Characters 160' and 'Credits needed per messages'. A note states: 'Messages over 160 characters are charged an additional credit for every 153 character. i.e. 306 characters = 2 credits (2 x 153)'. There is a 'Long message' checkbox which is unchecked. At the bottom, there are 'Send' and 'Cancel' buttons.

Type your message in the **Message** box. The number of characters will count down from 160, telling you how many are remaining.

Message

Dear Parent, Please note that a packed lunch is required for the trip to Castell Henllys tomorrow.

Characters 62
Credits needed per messages 1

Messages over 160 characters are charged an additional credit for every 153 character. i.e. 306 characters = 2 credits (2 x 153)

Long message

Send Cancel

Long Messages

If you want your message to be longer than 160 characters, tick the **Long message** box. The Characters will now count up to show how many characters you have used. It will show how many credits are needed per message. *1 credit is 3.5p*

Message

Dear Parent, Please note that a packed lunch is required for the trip to Castell Henllys tomorrow.
The bus will be leaving the school at 9:20 and will be returning at 4pm.
Thank you, Ysgol Gynradd

Characters 197
Credits needed per messages 2

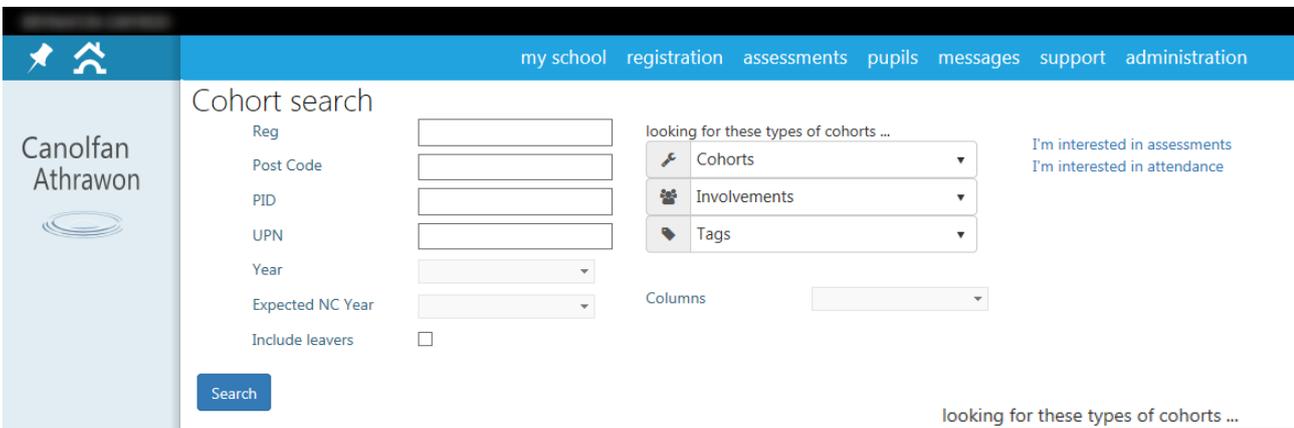
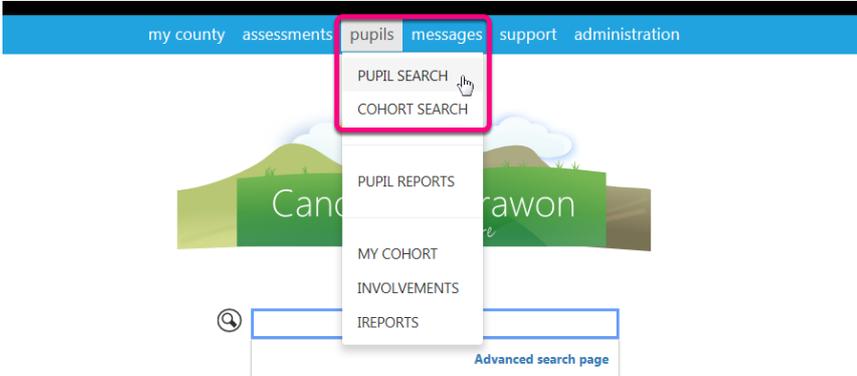
Messages over 160 characters are charged an additional credit for every 153 character. i.e. 306 characters = 2 credits (2 x 153)

Long message

Send Cancel

Searching for a Cohort

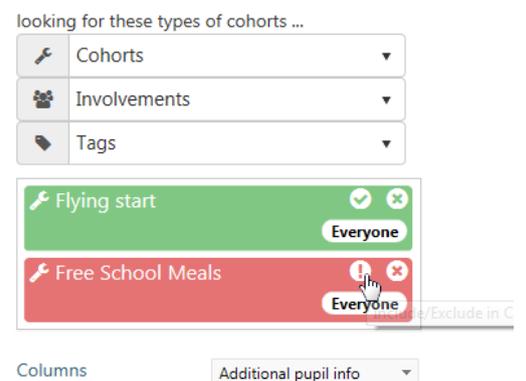
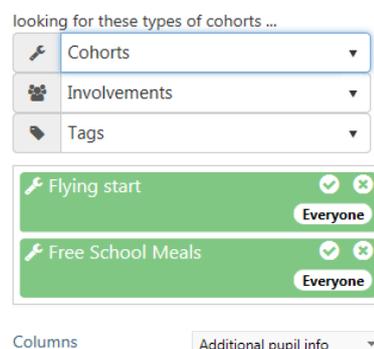
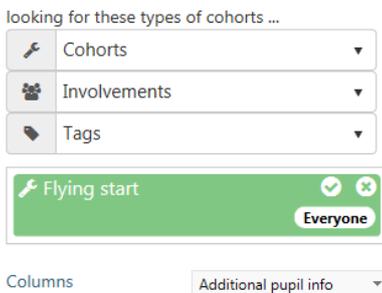
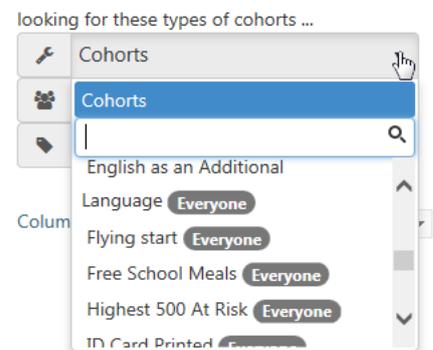
To search for a cohort, first go to the **Cohort Search** page by going to **Pupils** then selecting **Cohort Search**.



Set the requirements of your Cohort using the option available.

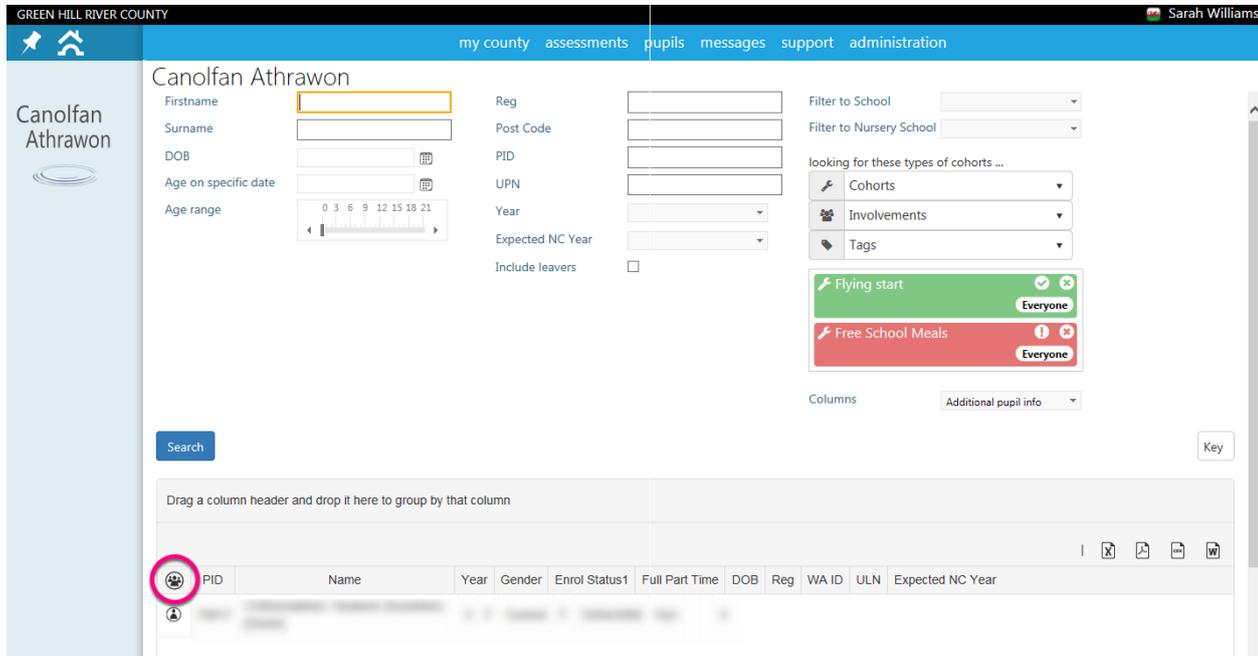
In this example, I am searching for all Flying Start pupils who are not on Free School Meals. To do this, Select Flying Start from the Cohorts drop down, then select Free School Meals and click on the tick to exclude.

Once you are happy with the requirements that you have set, click sea



Cohort Actions

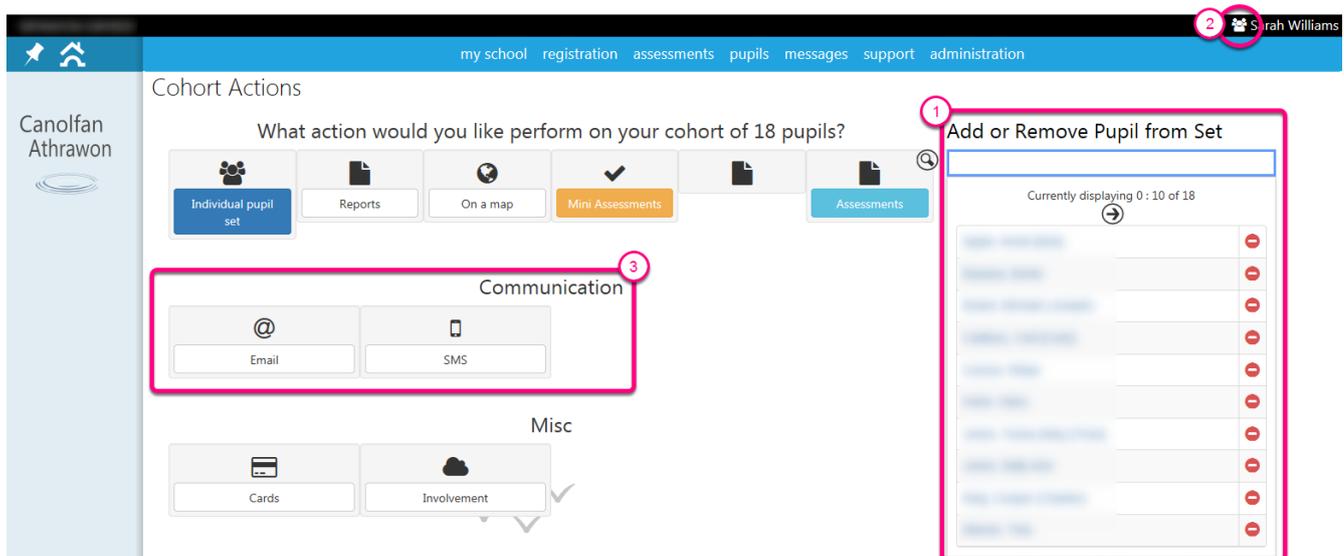
Once your search results are displayed, you can view the **Cohort Actions** page by clicking on the **Cohort Actions** button which is in the top left corner of the search results box.



You can add or remove pupils from your cohort set using the list, marked **1** on the image below.

If you have to navigate away from the **Cohort Actions** page, you can return to it by clicking the **Cohort Actions** button in the top right corner of the page, next to your name in the black bar. (Marked **2** on the image below).

To send an Email or SMS to the cohort, click the Email or SMS button, marked **3** on the image below.



Emailing a Cohort

All parents with **Parental contact** will be displayed in the **To** box. Tick the box next to the name of the contacts you wish to send the email to. The parents name will be shown with the pupils name in brackets.

If there are any contacts in the Missing Information or No Parental Contact boxes, see pages 14-15.

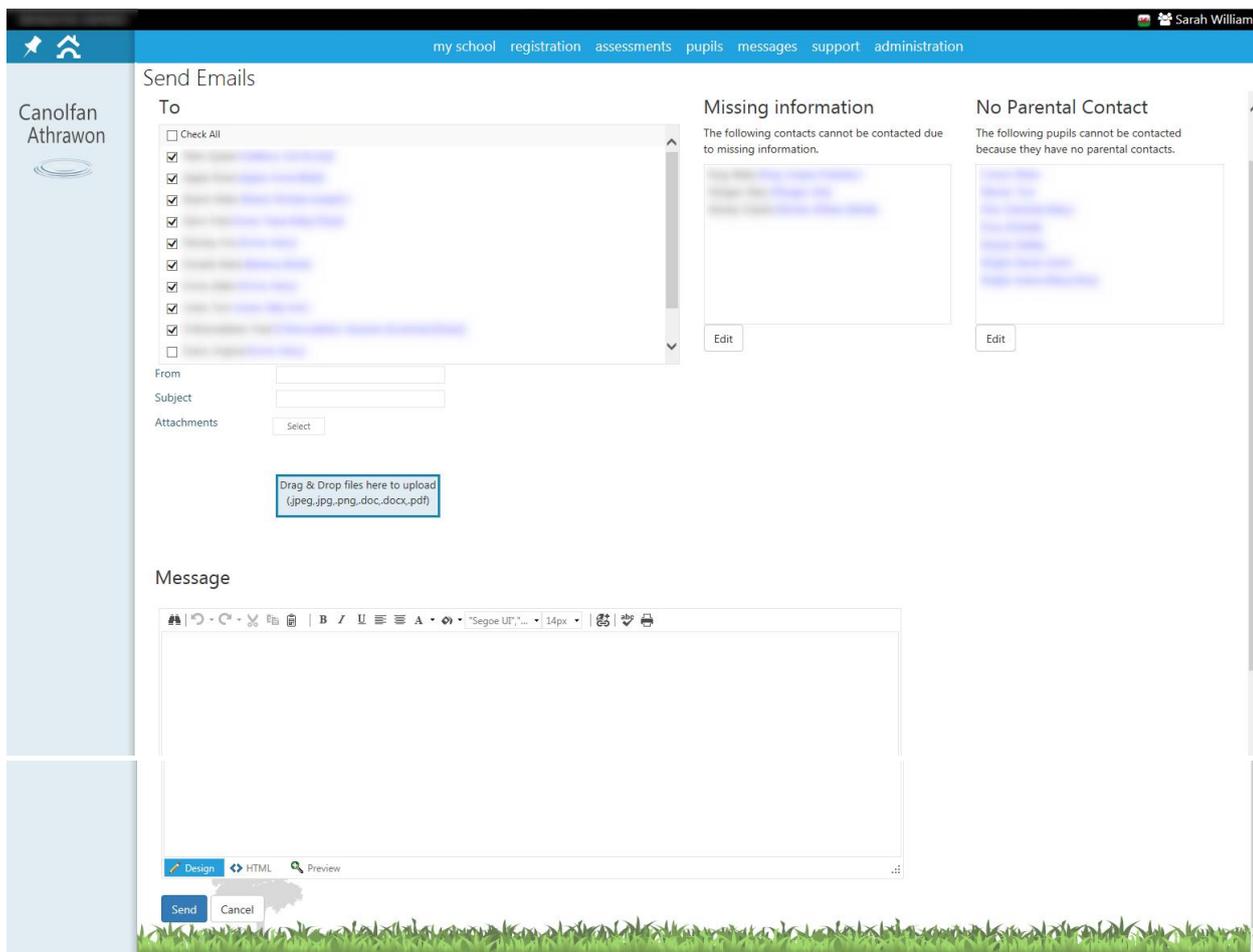
Put your email address in the **From** field and add a **Subject**.

Attaching a File

If you have any files that you would like to attach to the email, you can do so by clicking the **Select** button to find your file or you can **drag and drop** it on to the page.

Type your message in the **Message** box. Once you are happy with the message, click **Send**.

Email addresses will be hidden for all recipients.



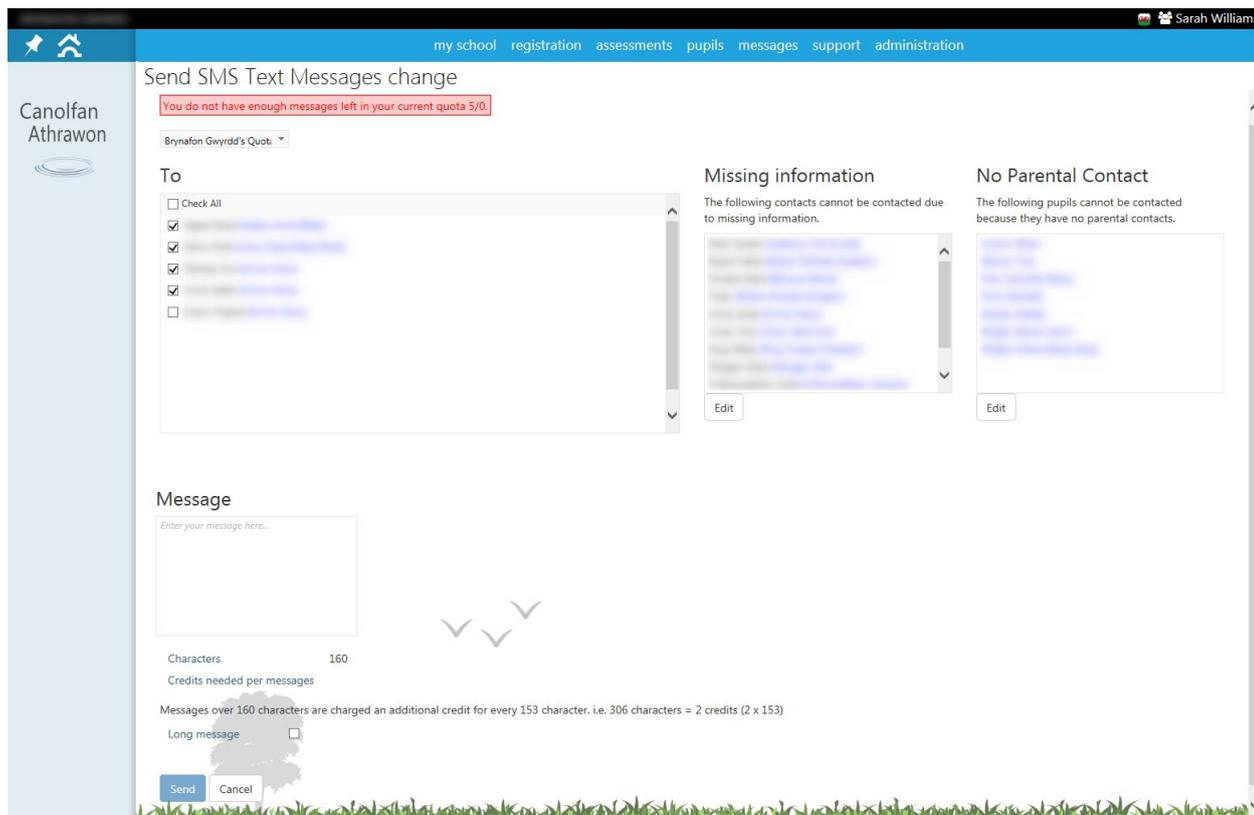
The screenshot displays the 'Send Emails' interface. At the top, there is a navigation bar with links: 'my school', 'registration', 'assessments', 'pupils', 'messages', 'support', and 'administration'. The user's name 'Sarah Williams' is visible in the top right corner. On the left, the school name 'Canolfan Athrawon' is shown. The main area is divided into three sections: 'To', 'Missing information', and 'No Parental Contact'. The 'To' section contains a list of contacts with checkboxes. The 'Missing information' and 'No Parental Contact' sections contain lists of contacts with explanatory text and 'Edit' buttons. Below these sections are fields for 'From', 'Subject', and 'Attachments' (with a 'Select' button). A 'Drag & Drop files here to upload' area is also present, listing supported file types: (.jpeg, .jpg, .png, .doc, .docx, .pdf). The 'Message' section features a rich text editor with a toolbar and a 'Send' button. The interface is decorated with a grassy field at the bottom.

SMS to a Cohort

If you have more than one quota option, you can select which quota you would like the message to come out of at the top of the page.

Select from the list of contacts which the contact(s) you wish to send an SMS to. The parents name will be shown with the pupils name in brackets.

If there are any contacts in the **Missing Information** or **No Parental Contact** boxes, see pages 14-15.



The screenshot shows the 'Send SMS Text Messages' interface. At the top, there is a navigation bar with 'my school', 'registration', 'assessments', 'pupils', 'messages', 'support', and 'administration'. The user's name 'Sarah Williams' is visible in the top right corner. The main heading is 'Send SMS Text Messages change'. Below this, a red warning box states: 'You do not have enough messages left in your current quota 5/0.'. A dropdown menu shows 'Brynafon Gwyrdd's Quota'. The 'To' section contains a list of contacts with checkboxes, some of which are checked. To the right, there are two columns: 'Missing information' and 'No Parental Contact', each with a list of contacts and an 'Edit' button. Below these is a 'Message' section with a text input field, a character count of 160, and a 'Long message' checkbox. At the bottom, there are 'Send' and 'Cancel' buttons.

Type your message in the **Message** box. The number of characters will count down from 160, telling you how many are remaining.

Message

Dear Parent, Please note that a packed lunch is required for the trip to Castell Henllys tomorrow.

Characters 62
Credits needed per messages 1

Messages over 160 characters are charged an additional credit for every 153 character. i.e. 306 characters = 2 credits (2 x 153)

Long message

Send Cancel

Long Messages

If you want your message to be longer than 160 characters, tick the **Long message** box. The Characters will now count up to show how many characters you have used. It will show how many credits are needed per message. *1 credit is 3.5p*

Message

Dear Parent, Please note that a packed lunch is required for the trip to Castell Henllys tomorrow.
The bus will be leaving the school at 9:20 and will be returning at 4pm.
Thank you, Ysgol Gynradd

Characters 197
Credits needed per messages 2

Messages over 160 characters are charged an additional credit for every 153 character. i.e. 306 characters = 2 credits (2 x 153)

Long message

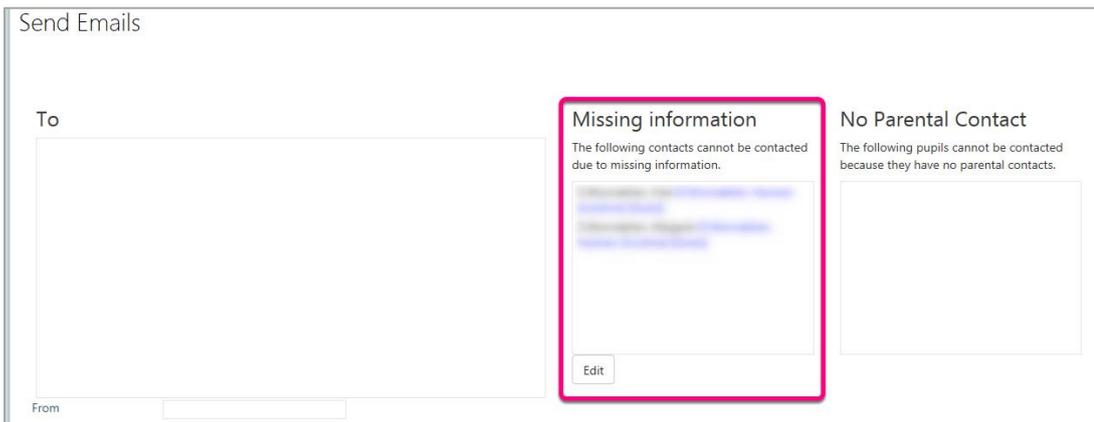
Send Cancel

Data Maintenance

If there are any contacts listed in the **Missing Information** or **No Parental Contact** boxes, they will not receive the email or SMS.

Missing Information

Contacts who do not have an email address or mobile phone number recorded will be listed in the **Missing Information** box. Click on the contact, then click **Edit**.



Send Emails

To

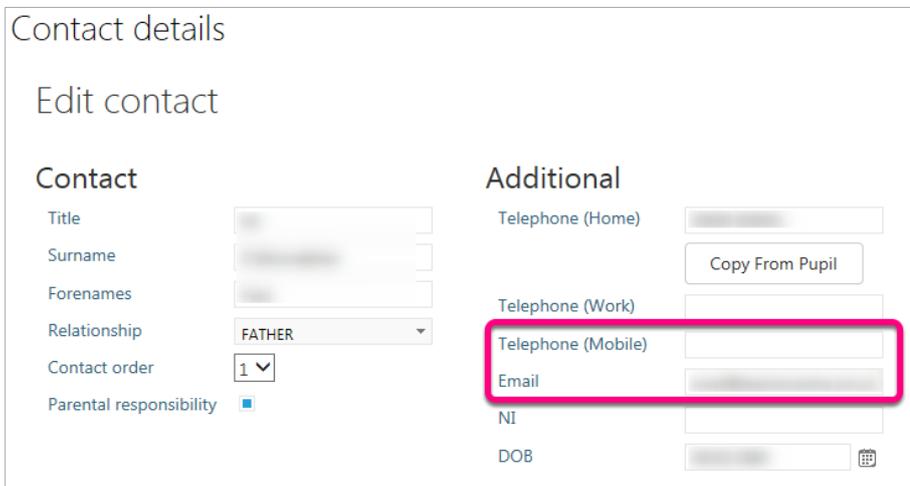
From

Missing information
The following contacts cannot be contacted due to missing information.

No Parental Contact
The following pupils cannot be contacted because they have no parental contacts.

Edit

You will be taken to the pupil contact page where you can add an email address or mobile phone number.



Contact details

Edit contact

Contact

Title

Surname

Forenames

Relationship: FATHER

Contact order: 1

Parental responsibility:

Additional

Telephone (Home)

Copy From Pupil

Telephone (Work)

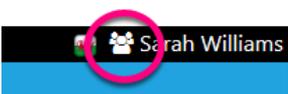
Telephone (Mobile)

Email

NI

DOB

Once you have updated the information, navigate back to the pupils' **Contacts** page for contacting the parents of an individual pupil or click the **Cohort Actions** button in the top right corner of the screen, next to your name in the black bar.



Parental Contacts

The pupil may have a contact who is not marked as a **Parental Contact**. These contacts will be displayed in the **No Parental Contact** box.

To change this, select the contact from the list and click **Edit**.

Send Emails

To

From

Missing information

The following contacts cannot be contacted due to missing information.

No Parental Contact

The following pupils cannot be contacted because they have no parental contacts.

Edit

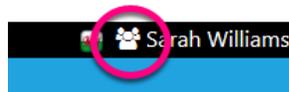
You will be taken to the pupils' contacts page where you can check the box to say that the contact has **Parental Responsibility**.

Contact details

Edit contact

Contact	Additional
Title <input type="text"/>	Telephone (Home) <input type="text"/>
Surname <input type="text"/>	<input type="button" value="Copy From Pupil"/>
Forenames <input type="text"/>	Telephone (Work) <input type="text"/>
Relationship FATHER	Telephone (Mobile) <input type="text"/>
Contact order 1	Email <input type="text"/>
<input checked="" type="checkbox"/> Parental responsibility	NI <input type="text"/>
	DOB <input type="text"/>

Once you have updated the information, navigate back to the pupils' **Contacts** page for contacting the parents of an individual pupil or click the **Cohort Actions** button in the top right corner of the screen, next to your name in the black bar.



Once all **Missing information** and **Parental Contacts** have been updated, all contacts will be listed in the **To** list.

Send Emails

To

Check All

Missing information

The following contacts cannot be contacted due to missing information.

No Parental Contact

The following pupils cannot be contacted because they have no parental contacts.