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.

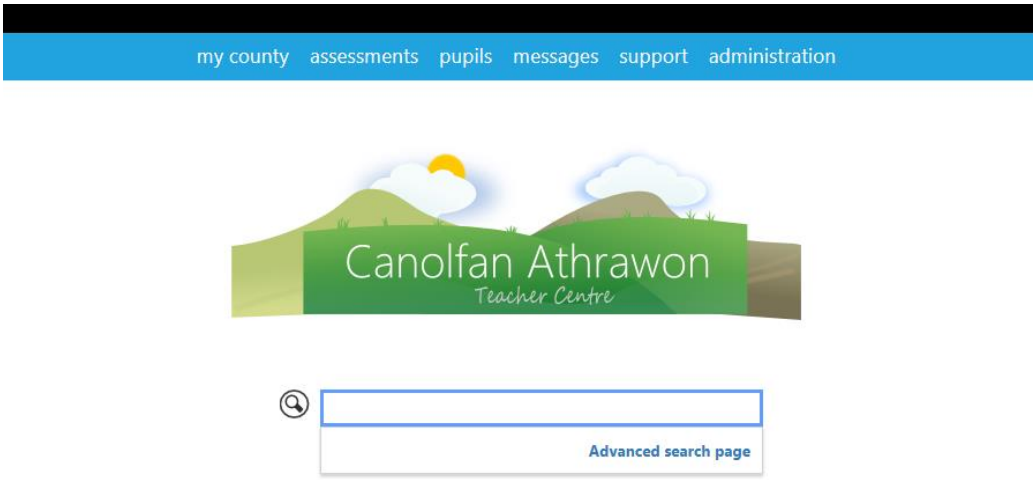
## SMS or Email?

| | 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. |

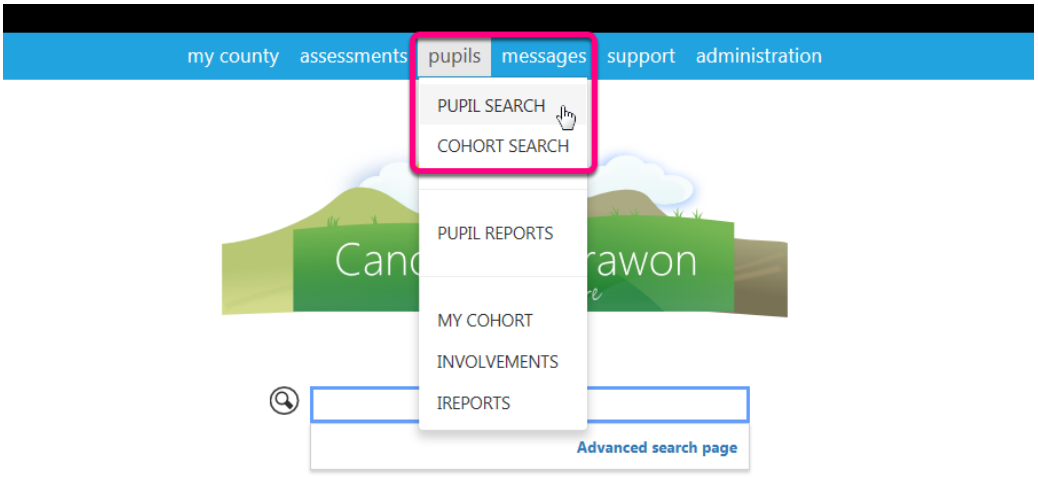
***It is essential that parental contact details are kept up to date.***

# Searching for Pupils

## Quick Search

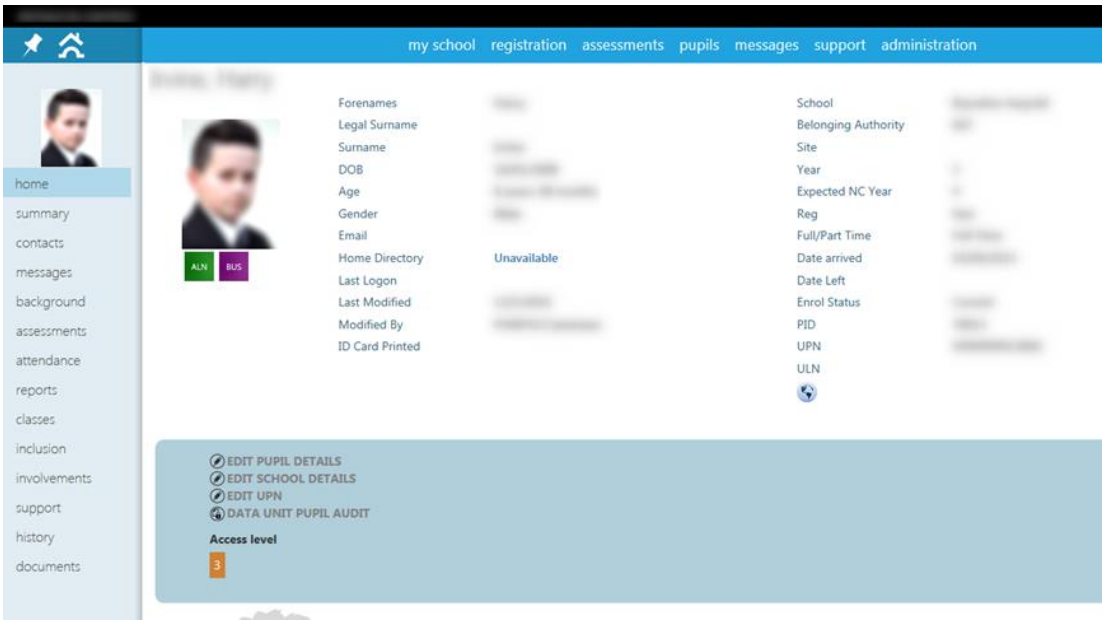



## Pupil Search & Cohort Search

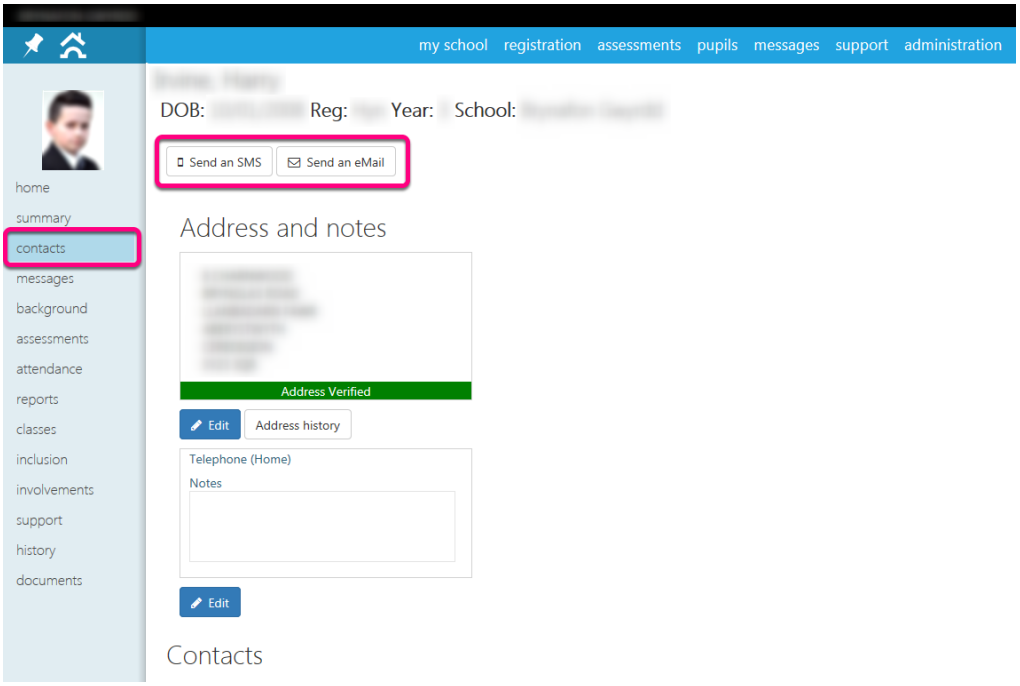


# Individual Pupil

Search for a pupil and open the pupils' profile.




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



# 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.*

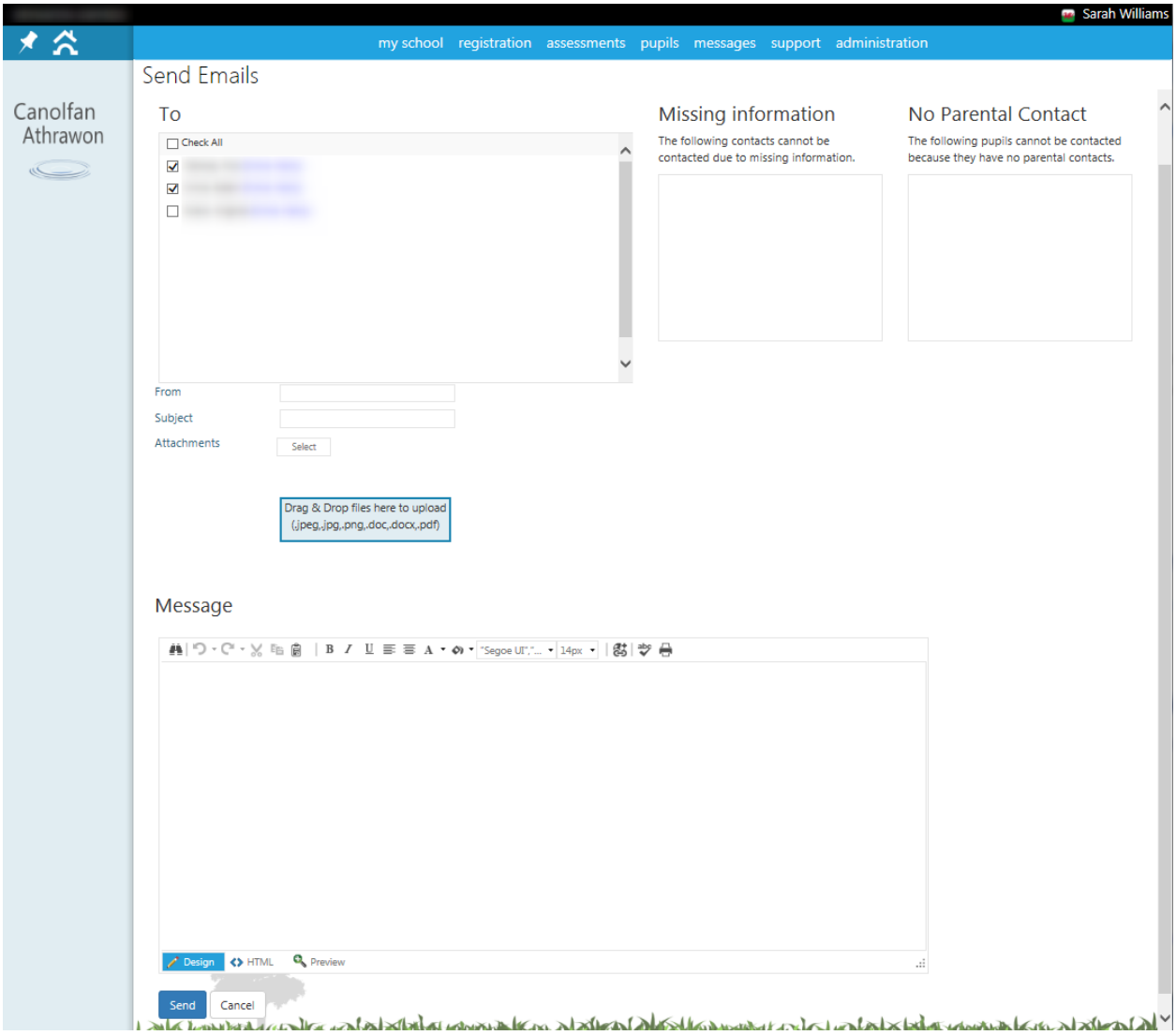
Put your email address in the ***From*** field and add a ***Subject***.

## 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.*



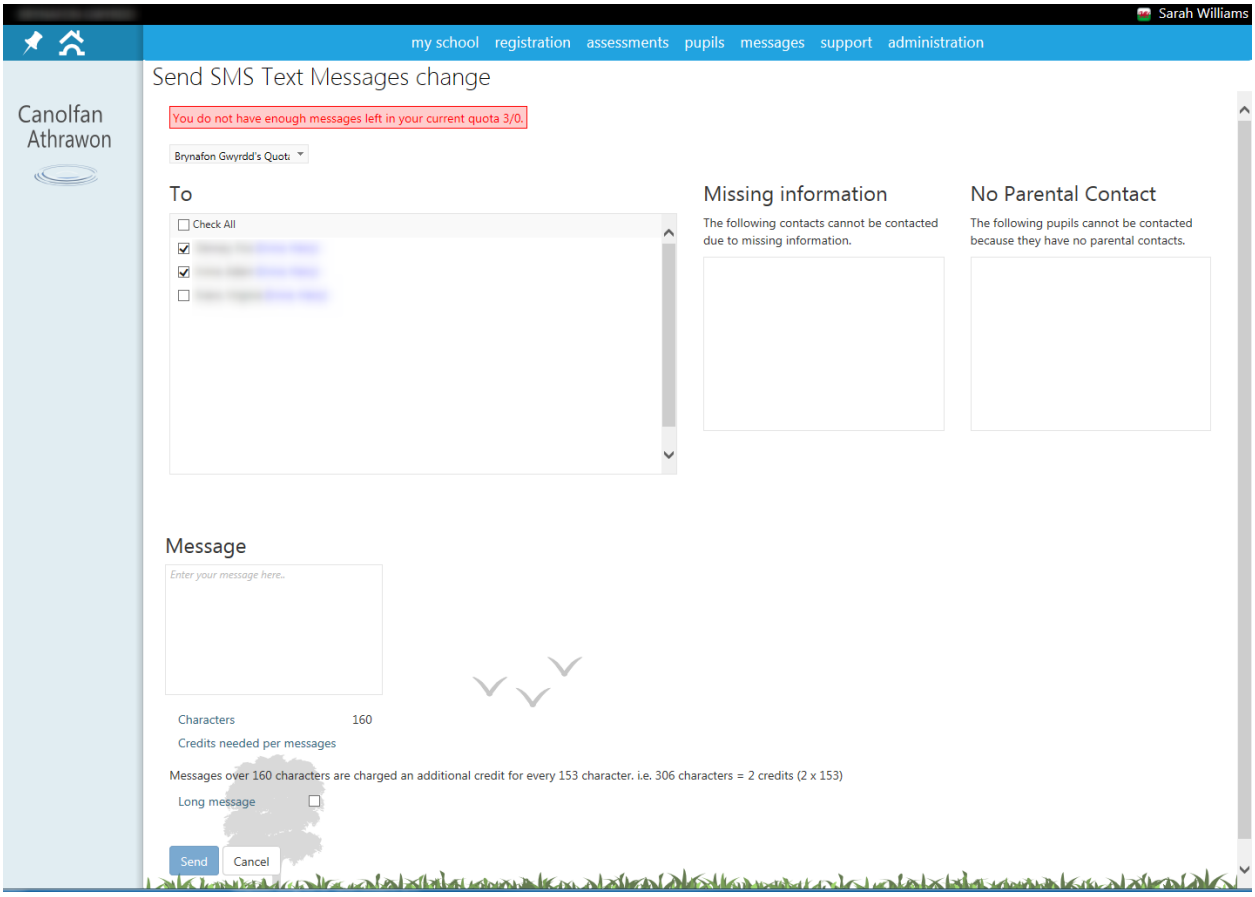

A green banner will be displayed at the top of the page to show that the email has been sent.

# Sending an SMS

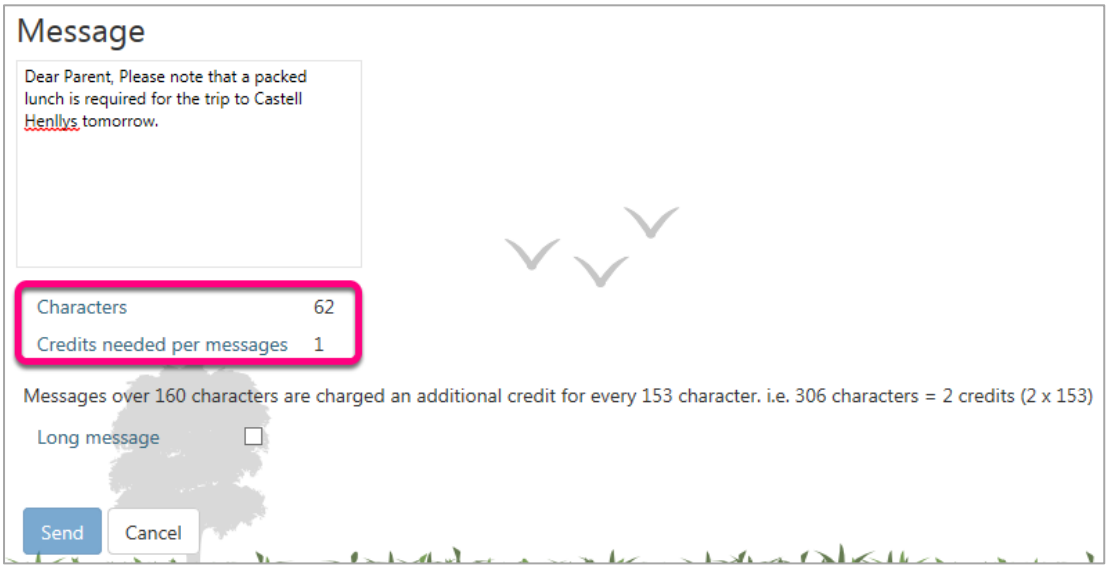
If you have more than one quota option, you can select which quota you would like the message to come out of at the top of the page.

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.*

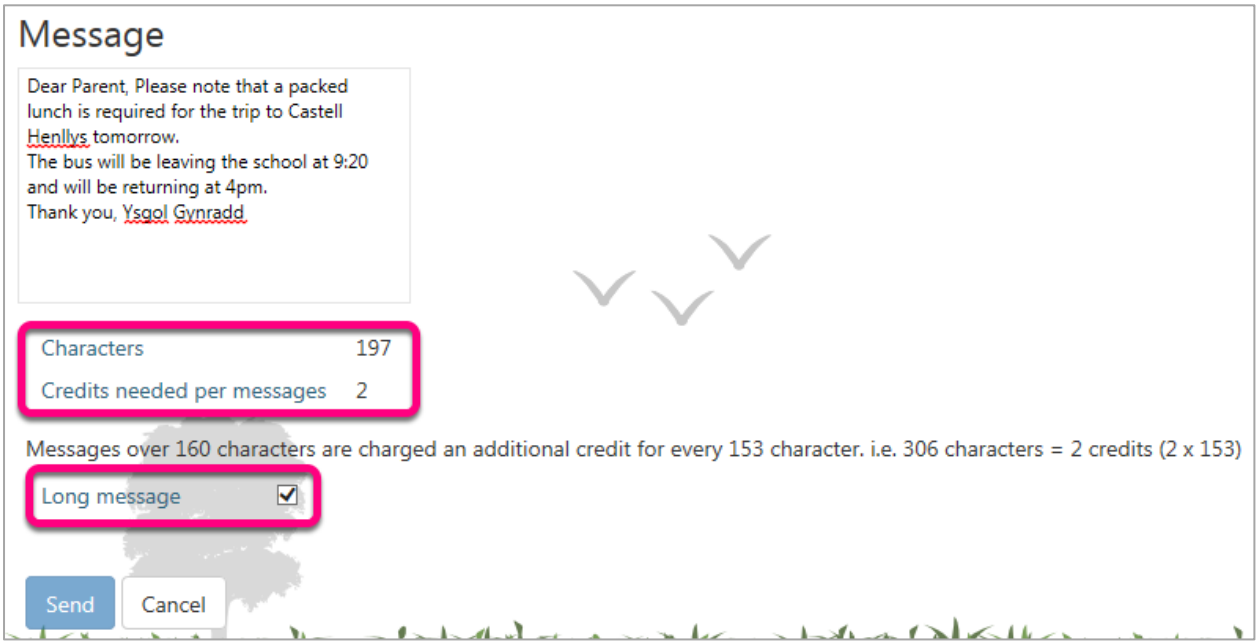


Type your message in the ***Message*** box. The number of characters will count down from 160, telling you how many are remaining.



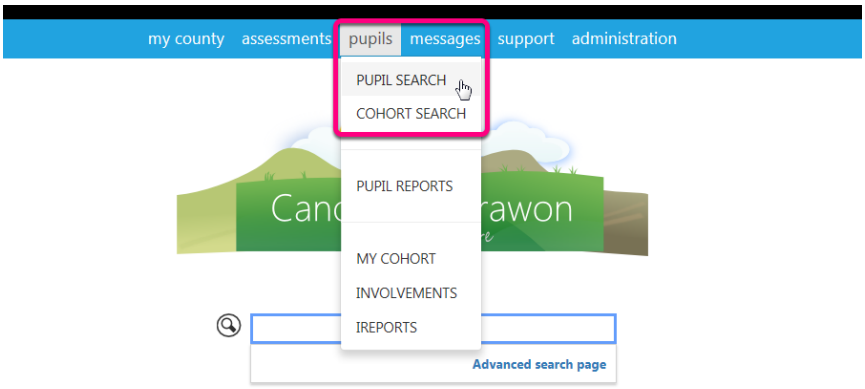

## Long Messages

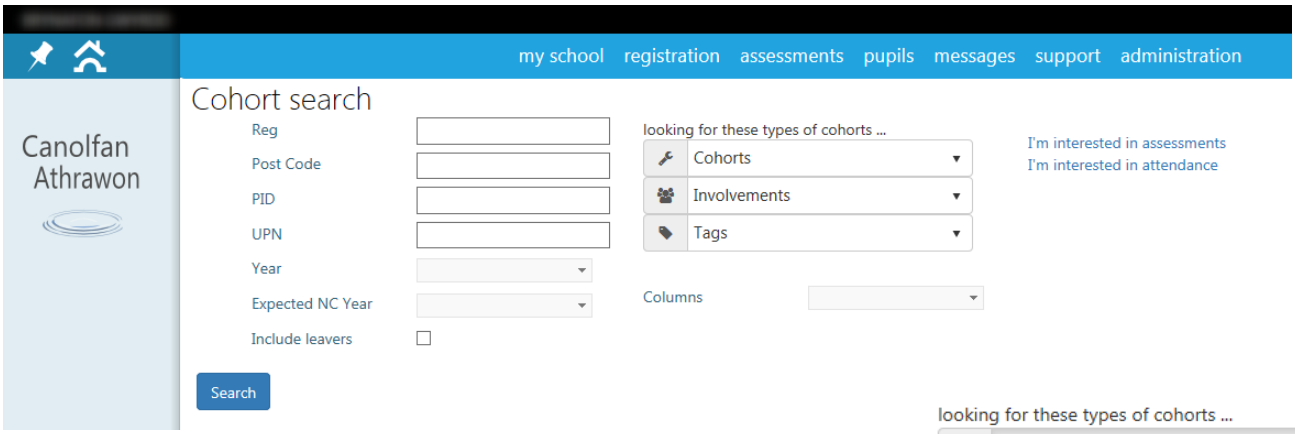
If you want your message to be longer than 160 characters, tick the ***Long message*** box. The Characters will now count up to show how many characters you have used. It will show how many credits are needed per message. *1 credit is 3.5p*



# Searching for a Cohort

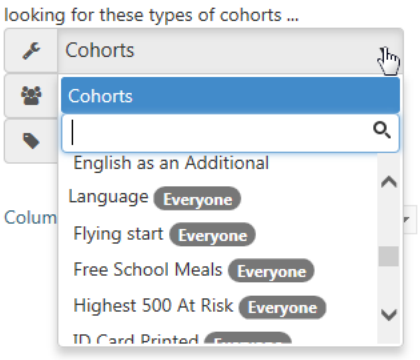
To search for a cohort, first go to the ***Cohort Search*** page by going to ***Pupils*** then selecting ***Cohort Search***.



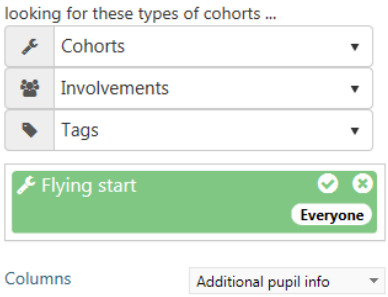



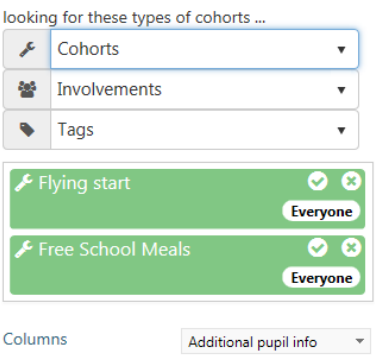

Set the requirements of your Cohort using the option available.

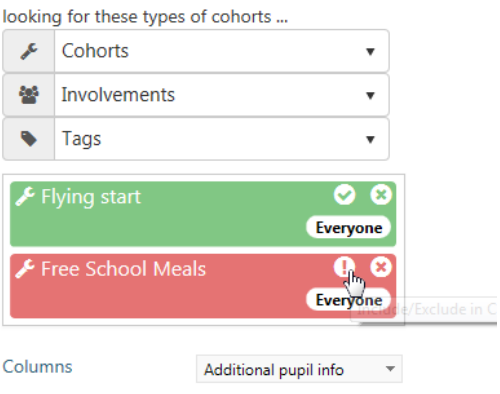
In this example, I am searching for all Flying Start pupils who are not on Free School Meals. To do this, Select Flying Start from the Cohorts drop down, then select Free School Meals and click on the tick to exclude.




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

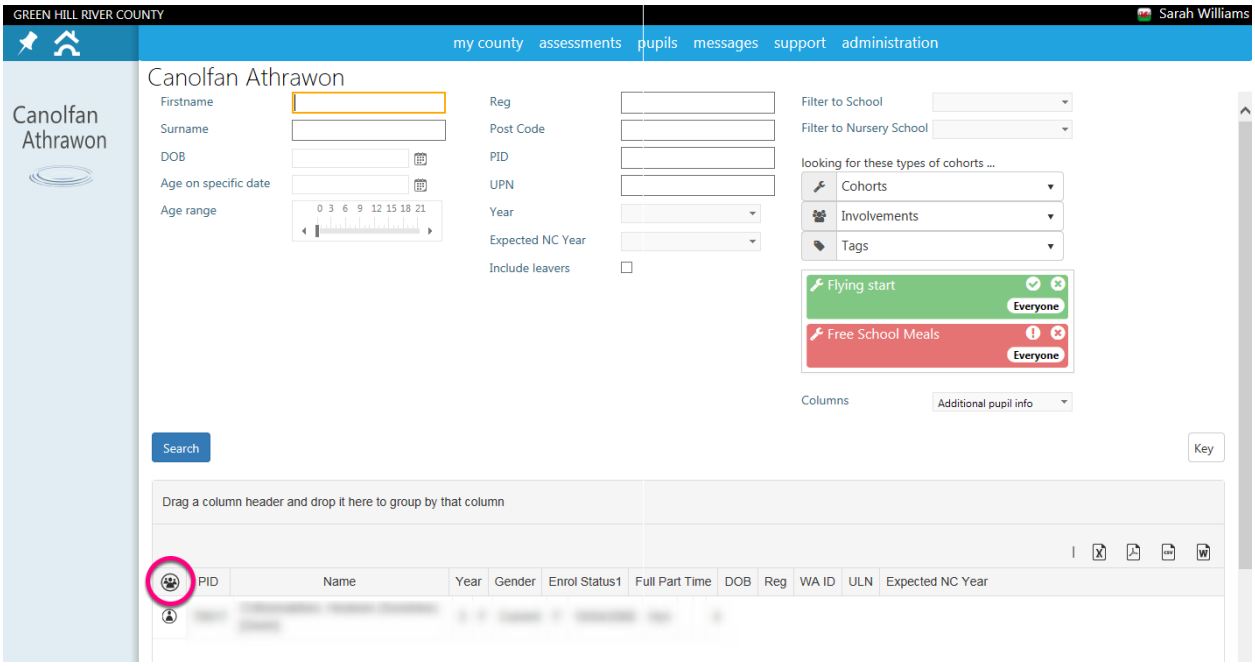


# Cohort Actions

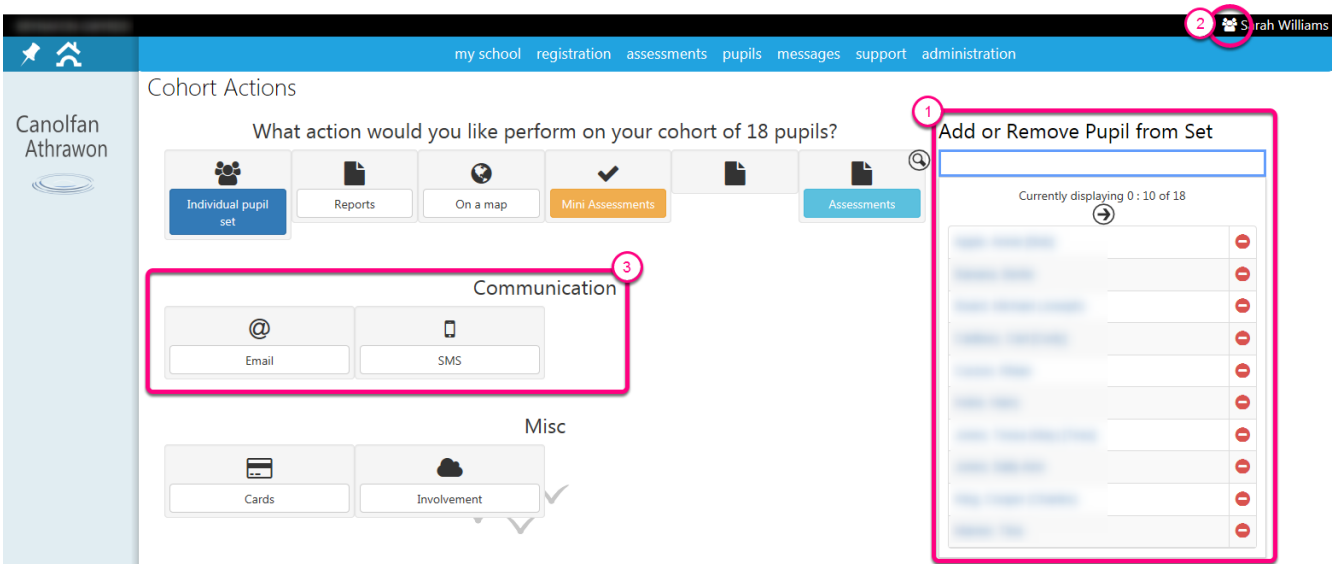
Once your search results are displayed, you can view the ***Cohort Actions*** page by clicking on the ***Cohort Actions*** button which is in the top left corner of the search results box.




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.*

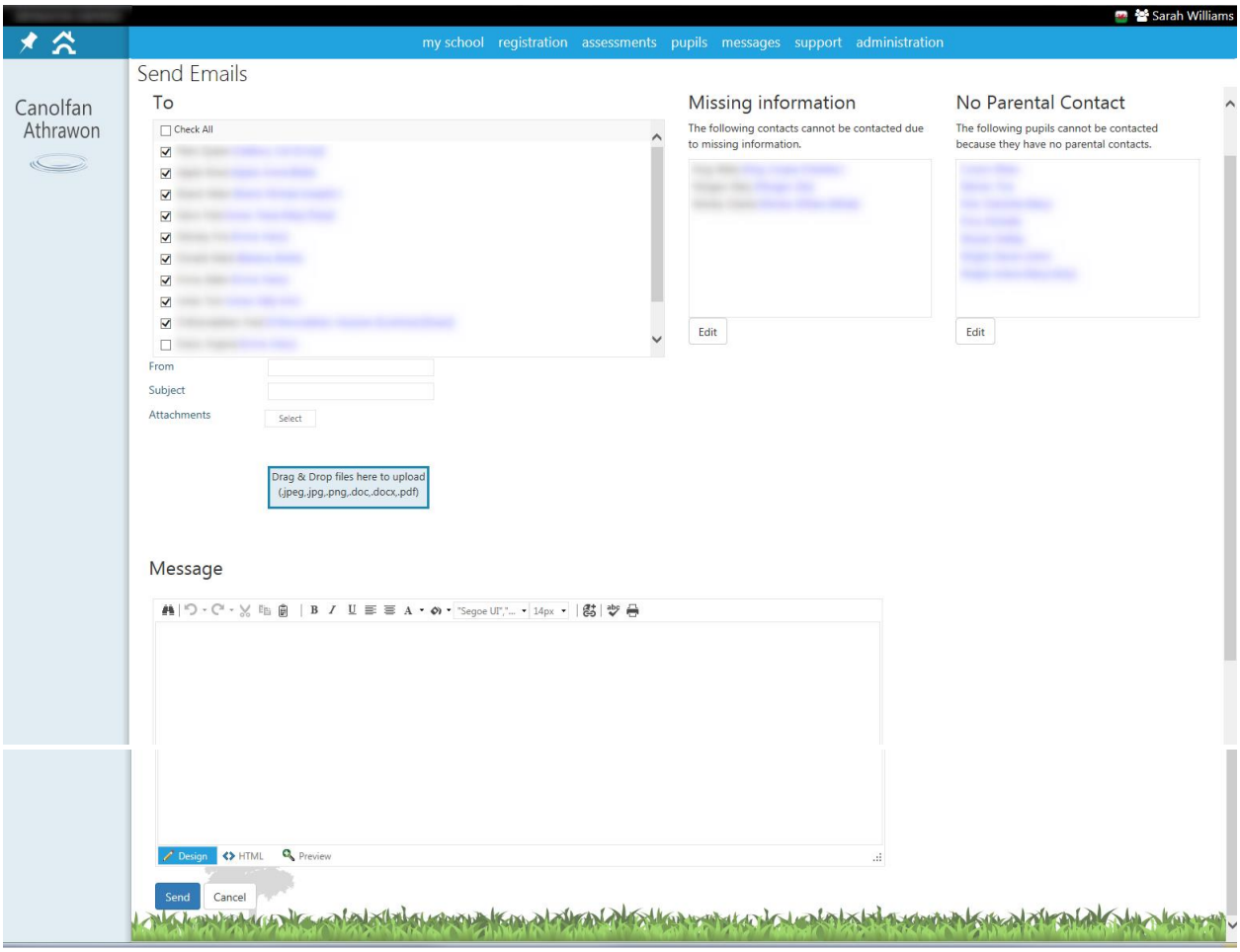
Put your email address in the ***From*** field and add a ***Subject***.

## 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.*



# 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.

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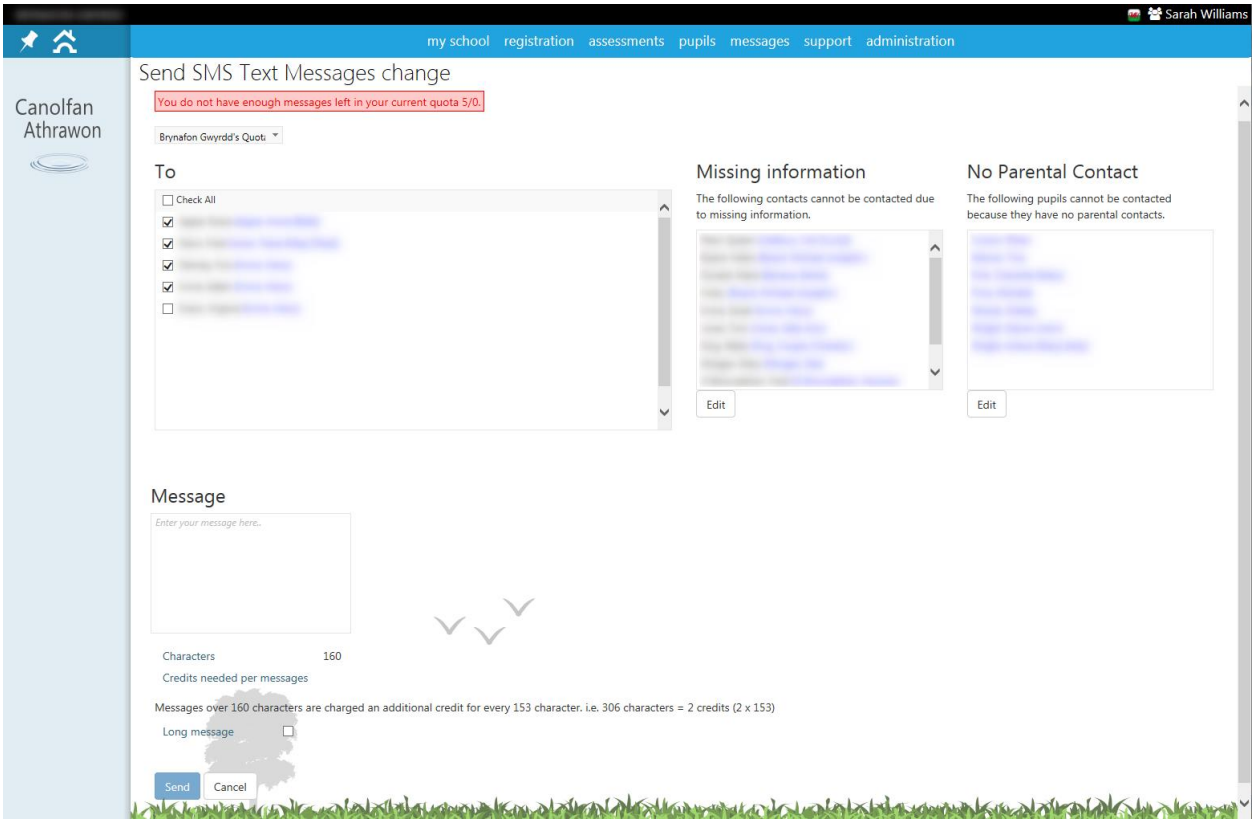
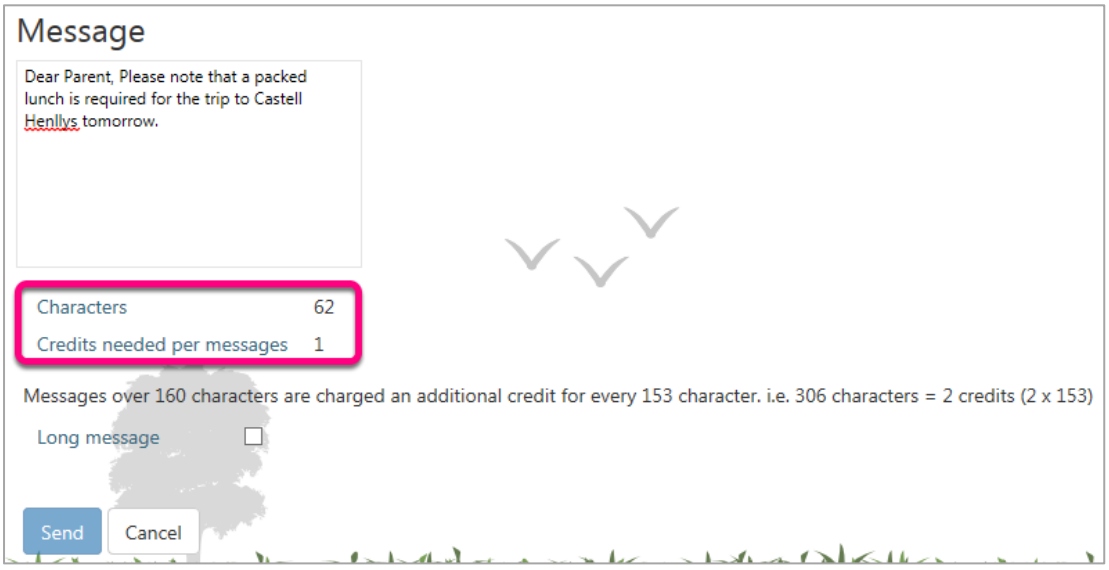


Type your message in the ***Message*** box. The number of characters will count down from 160, telling you how many are remaining.

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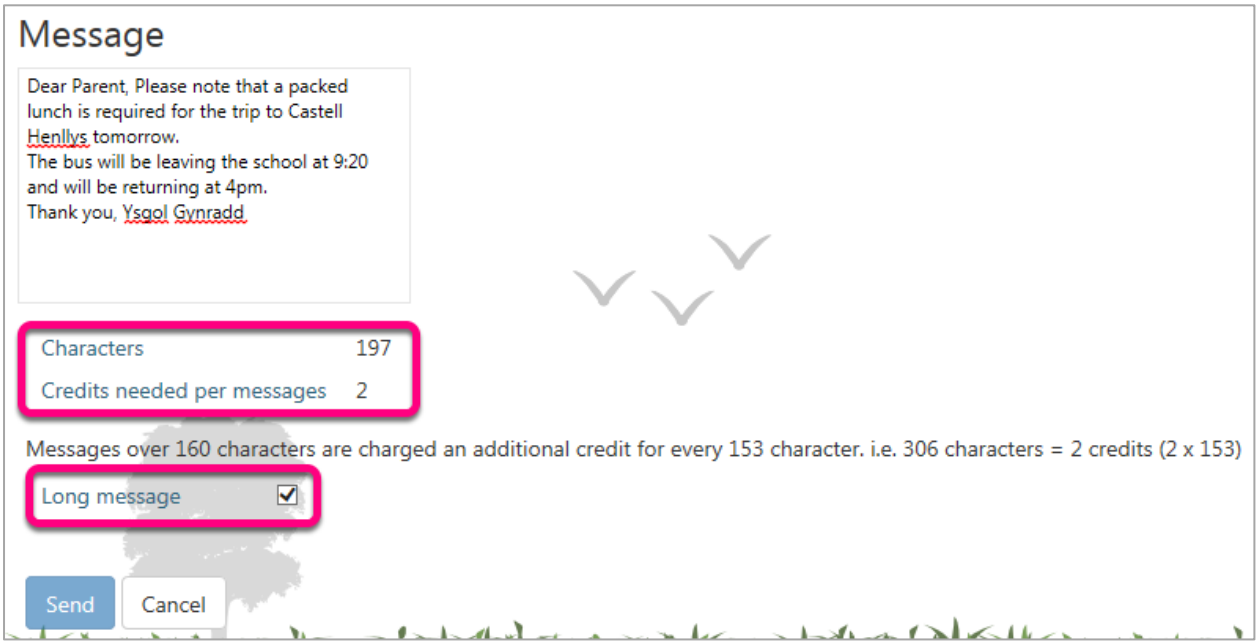
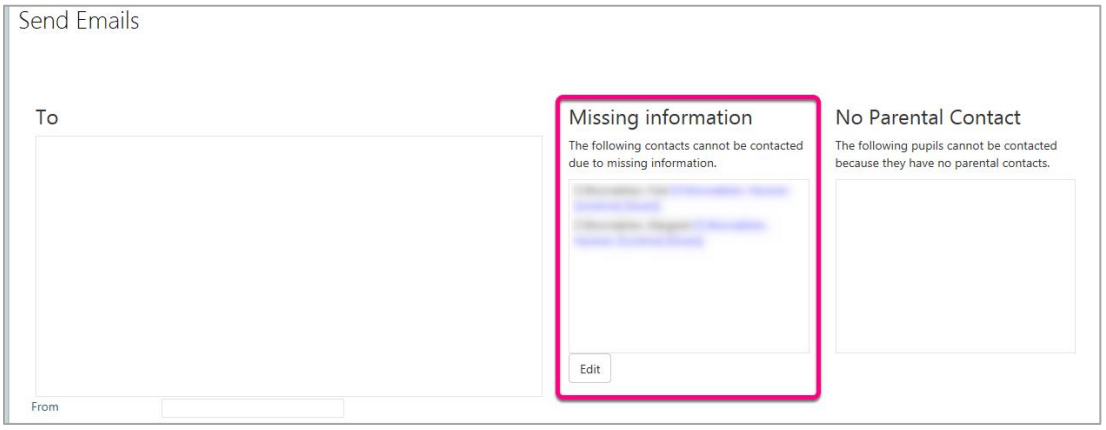


# Data Maintenance

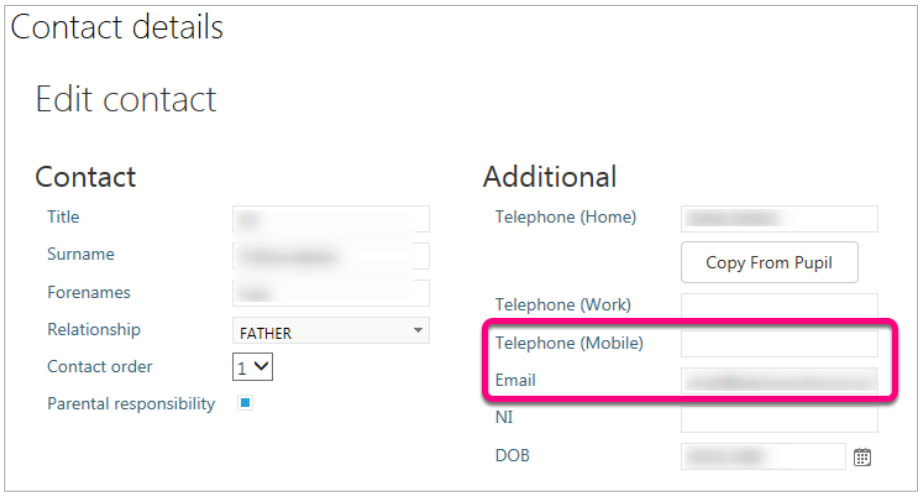
If there are any contacts listed in the ***Missing Information*** or ***No Parental Contact*** boxes, they will not receive the email or SMS.

## Missing Information

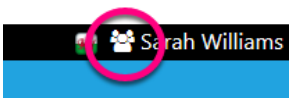
Contacts who do not have an email address or mobile phone number recorded will be listed in the ***Missing Information*** box. Click on the contact, then click ***Edit***.




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



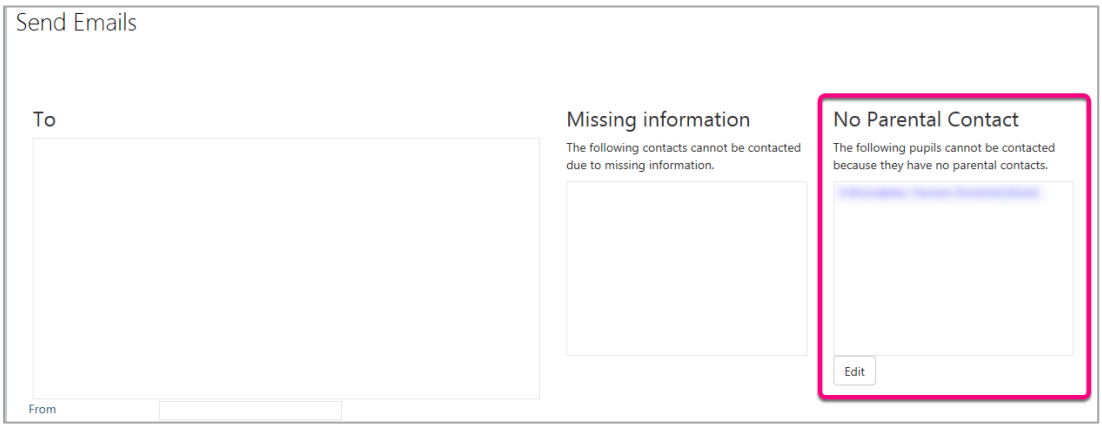

Once you have updated the information, navigate back to the pupils' ***Contacts*** page for contacting the parents of an individual pupil *or* click the ***Cohort Actions*** button in the top right corner of the screen, next to your name in the black bar.



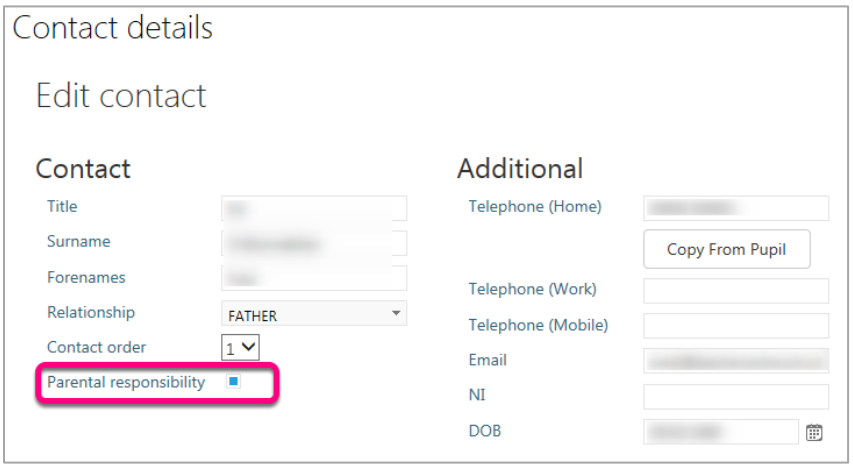
# Parental Contacts

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.

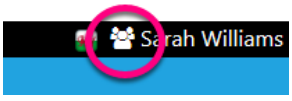
To change this, select the contact from the list and click ***Edit***.

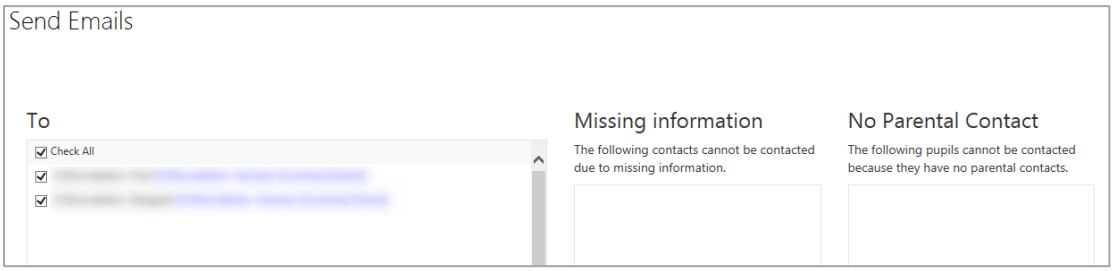



You will be taken to the pupils' contacts page where you can check the box to say that the contact has ***Parental Responsibility.***




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.