THE D11 LOOP

(Blackboard Mass Notification System)
FEATURE OVERVIEW

- Send notifications by
  - Email
  - Text
  - Phone
- Phone call notifications from all District locations will be combined if multiple notifications are scheduled within similar time periods.
- Surveys
- Newsletters

- Use Blackboard Help links on each web page for detailed instructions
  Call Blackboard Support at 1-800-829-8107 for all support
LOGIN AND ACCOUNT PERMISSIONS

- Login Permissions vary by account - login with appropriate ID to manage each account:
  - Staff login – use email address (first.last@d11.org; network password)
  - Parent login – Parent Connection login and password
  - Student Login – Student Connection login and password
BLACKBOARD APPS

- New District App –
- Follow District 11 or Individual Location for notifications
- Staff, Parents and Students can login
- No login required to follow the District or School
BB COMMUNICATIONS HQ
MESSAGE NOTIFICATION APP

- Login with District email and network password
BB COMMUNICATIONS HQ
MESSAGE NOTIFICATION APP FEATURES

- Directory
  - Staff Work Contact Information from PeopleSoft
  - Student Information from SIS available based on user permissions

- Messages
  - Create New Messages
  - Use Saved Messages
  - Message Tracking

- Settings
  - Configure Alerts

- BB Communications HQ Mobile App Help
Colorado Springs School District 11 Blackboard Login Page

Must use Google Chrome, Firefox or Safari

Staff, Student and Parent Portal to system

- D11 Staff use email address and network password
- Students use Student ID and network password
- Parents use Parent Connect ID and Password
BB COMMUNICATIONS HQ
MESSAGE NOTIFICATION APP FEATURES

- New Message
  - Create Messages
    - Schedule Messages
    - Select Language(s)

- Saved Messages

- Message Tracking – check status of messages
CREATE MESSAGE - RECIPIENTS

- Type a Subject
- Select Recipient
  - Staff and Student Records are uploaded daily
  - Type in Recipients Box – ie: Adams Parents shows All Adams parents, 5th grade parents, bus 156 parents, etc.
    - Blackboard creates many groups
    - District 11 is creating other groups. ie: Football, etc.
- Set Start Time
D11 LOOP- BLACKBOARD NOTIFICATION SYSTEM

- Staff Administration Features
  - Create Messages
    - Select Template Icon to automatically copy typed text into each messaging type
    - OR
    - Select Message Icon at bottom, type message, Select 2nd Message Icon and use Copy Icon
  - Languages system will translate existing message to each selected language
CREATE MESSAGE ADVANCED OPTIONS

- Set Start Date and Time
- Send messages during black out times
- Deliver to ALL recipient delivery addresses
  - Will send same message even if duplicate contact info
- Deliver to parents of students
  - Sends to students and parents if STUDENTS were selected
- Do not play header/footer prompts during outbound calling
  - Will NOT play school contact information
- Allow other users to send this message (public)
  - Puts message in Saved folder for future use
- Allow message recipients to respond to message via voice recording
- Use Custom Caller ID/Email addresses (Configured in Settings>Organization Config>School Name>Delivery Options)
CREATE MESSAGE - RECIPIENTS

- Select Choose
- Select Groups or individual recipients
- Create custom groups from this list
- Select Groups and/or individuals and add to recipient box
- Can be private or public – add/remove members as needed
- Custom groups won’t be displayed in app until next day

Can send notifications from a geographical area.
CREATE MESSAGE – MERGE TAGS

- Creating a message with **merge tags**
  - Type an email message. You MUST select merge tags through the Merge Tags feature. Do NOT copy and paste merge tags into the text.
  - If sending phone calls, in the Phone area of the Send Message interface, select Call me to record or Call in to record.
  - On the phone, read the script aloud. When you see a merge tag, pause briefly and then press the Star (*) button on your phone. Wait for the beep to continue reading your script.
  - Press Pound (#) when finished recording, and press 1 to save the message.
S’MORE NEWSLETTERS

- Click on down arrow next to smore icon
- Select Create Newsletter or choose from previously used
- Redirects you to smore website within same browser window
- Will create a new free smore account or login with existing account
REPORTS AND ACCOUNT MAINTENANCE

- Outbox
  - Displays All Messages
  - Click on Message Title for tracking report, message content and sending details

- Use Search box in upper right to search for individual student or parent
  - Provides quick links to:
    - Account Information
    - Contacts (Notifications)
    - Students (Parent Information Only)
    - Delivery Preferences
    - Student accounts also have: Attendance, Classes, Parents
SCHEDULING REPORTS

- **Schedule Reports**
- Attendance report. Data not available until next day so date range must be yesterday.
ADDITIONAL FEATURES AND SUPPORT

- System can Create and Send:
  - Surveys
  - Newsletters

- For Support:
  - Blackboard Online Help
  - 1-800-829-8107, option 1