

D&F Student Grade Notification Procedures

NOTE: Blackboard has the ability to contact all student contacts that are listed as a Primary/Guardian or Legal Adult but ONLY if the Auto Call box is checked in Q. If a parent complains they aren't getting calls, please be sure this box is checked for any legally responsible adult.

Q D&F Data Information

Schools will post D&F grades as usual and teachers will be able to go to the Teacher DF portal anytime the same day to edit the report. Data is uploaded to Blackboard by 6:30 am the next school day and notifications can be scheduled in the D11 Loop anytime that day.

Creating the Message

When creating the message, after you have typed a Subject for the notification, you can type D&F Student in the Recipients Search Box and then click on "Groups" and select the D&F Student group.

Next go to the "Advanced Options" and in addition to setting the Start Date and Time, make sure "Deliver to parents of students" is checked. You can uncheck "Do not play header/footer prompts during outbound calling" and it will play an intro that announces your school name as well as a footer that repeats the school name.

To use a D and F grade notification template that includes personalized information during the message, click on "Saved Messages" and then select "Grades." There are 3 messages available to you depending on whether you want to schedule an email & phone call notification to run simultaneously or if you would prefer "Phone Only" or "Email Only". The English phone notifications is already recorded and all messages include Merge Tags that play the Student's Name as well as the School Name. The email message also includes the Date and Parent's Name. Please see the attached for a copy of the scripts.

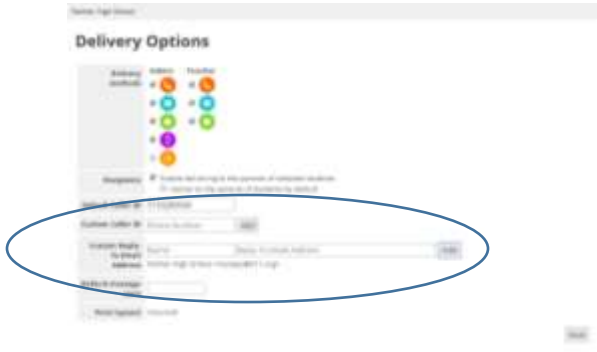
Changing the Message:

If you want to change the message, click on "Messages" in the top menu and then "Library" in the sub-menu and select the "School Messages" tab and then click on "Grades." All 3 messages will be listed which you can select the one you want to change. On the left side, you will click on "Copy" which will open it in edit mode. Click on the icon for the message type you want to change, make the changes and then save it. Keep in mind, if you are changing the English Phone script, it was recorded and will need to be re-recorded before it will update in the system.

Changing Reply-to Email Address, Name and setting a Custom Caller ID

Blackboard has added a feature that lets you change Caller ID or Email Name displayed to the recipient

To add a custom caller ID or Reply-to Email Address:



1. From the Blackboard Communications HQ interface menu, select Settings > Organization Config.
2. Select your school name.
3. Select Delivery Options from the Settings area at the bottom.
4. Type the Custom Caller ID and select Add after each number.
5. Type the Name of the email group and the email address in the Custom Reply-To Email Address.
6. Save all changes.

To use the custom reply-to for messages:



1. When creating the message select the Advanced Options.
2. Select Use custom caller ID for phone delivery and select the phone number.
3. Select Use custom reply-to email address and name for email delivery and select the email group.
4. Select Save when finished.

D-F Grade Notification Messages

NOTE: Words in [Brackets] are merge tags and will be replaced with the appropriate data when sent.

Email

English:

[DATE]

Dear [RECIPIENT_NAME],

The purpose of this grade report is to inform you that [STUDENT_FNAME] had a D or an F in one or more classes as of this morning.

If you have any questions, you may download the Colorado Springs School District 11 app on your smartphone and login with your Q Parent Connection account, login to Q Parent Connection on the District 11 website at www.d11.org or contact your student's teacher.

Thank you,

[SCHOOL_NAME]

Spanish

[DATE]

Estimados [RECIPIENT_NAME],

El propósito de este informe de calificación es informarle que [STUDENT_FNAME] tuvieron un D o un F en una o más clases a partir de esta mañana.

Si tiene alguna pregunta, puede descargar la aplicación Colorado Springs School District 11 en su teléfono inteligente e ingresar con su cuenta de Q Parent Connection, ingrese a Q Parent Connection en el sitio web del Distrito 11 en www.d11.org o póngase en contacto con el maestro de su estudiante.

Gracias,

[SCHOOL_NAME]

Phone Call

English (Pre-Recorded by Kathy New)

We are calling to let you know that [STUDENT_FNAME] had a D or an F in one or more classes as of this morning. Grades may have been updated during the day.

If you have any questions, you may download the Colorado Springs School District 11 app from your Smartphone app store and login with your Q Parent Connection account, login to Q Parent Connections on the District 11 website at www.d11.org or you may contact your student's teacher.

Thank you,

[SCHOOL_NAME]

Spanish (Text-To-Speech)

Estamos llamando para hacerles saber que [STUDENT_FNAME] tuvieron un D o un F en una o más clases a partir de esta mañana. Los grados pueden haber sido actualizados durante el día.

Si tiene alguna pregunta, puede descargar la aplicación Colorado Springs School District 11 desde su tienda de aplicaciones de Smartphone e iniciar sesión con su cuenta de Q Parent Connection, ingrese a Q Parent Connections en el sitio web del Distrito 11 en www.d11.org o puede comunicarse con el maestro de su hijo.

Gracias,

[SCHOOL_NAME]