

## **D&F Student Grade Notification Procedures**

### ***PowerSchool D&F Data Information***

Teachers and staff are able to update student grades anytime the day before notifications are sent. Data is uploaded to Blackboard by 6:30 am the next school day and notifications can be scheduled in the D11 Loop any time after that.

### ***Creating the Message***

When creating the message, after you have typed a Subject for the notification, click on "Choose" in the Recipients area, click on your school name and then click on "Groups" and select the D/F Grade Alert.

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". 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 below 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.

## 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:

Palmer High School

### Delivery Options

Delivery methods: Admin, Teacher

Recipients:  Enable delivering to the parents of selected students  
 Deliver to the parents of students by default

Default Caller ID: #192295000

Custom Reply-To Email Address: Name:  Reply-To Email Address:  Add

Default message:

Print layouts view/roll

Save

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:

Advanced Options

Sending Organization: Palmer High School

Start Time: Sep 12, 2017 6:00 PM, Sep 26, 2017 6:00 PM

Send messages during blackout times (09:00 PM - 07:00 AM)

Deliver to ALL recipient delivery addresses

Deliver to parents of students

Do not play header/footer prompts during outbound calling

Allow other users to also send this message (public)

Allow message recipients to respond to this message via voice recording

Use merge tags with recorded audio

Use custom reply-to email address and name for email delivery

Select Reply-To Email: Palmer High School <noreply@d11.org>

Close Save

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](http://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](http://www.d11.org) o póngase en contacto con el maestro de su estudiante.

Gracias,

[SCHOOL\_NAME]

## Phone Call

### *English*

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 Blackboard account, login to PowerSchool on the District 11 website at [www.d11.org](http://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](http://www.d11.org) o puede comunicarse con el maestro de su hijo.

Gracias,

[SCHOOL\_NAME]