



# THE D11 LOOP

(Blackboard Mass Notification System)

# FEATURE OVERVIEW

- Send notifications by
  - Email
  - Text
  - Phone
  - Some staff also have permissions to update web site and social media as well as send app notifications.
- 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

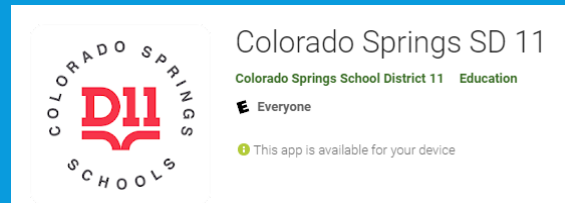
- Login Permissions vary by account - login with appropriate ID to manage each account:
  - Staff login – use email address ([first.last@d11.org](mailto:first.last@d11.org); network password)
  - Parent login – Parent Connection login and password
  - Student Login – Student Connection login and password

# LOGIN AND ACCOUNT PERMISSIONS

- Permissions Set by Job Title
  - Principals/Assistant Principals/Athletic Directors/School Admin Assistants/Select Front Office Staff/LTE/LTT
    - Can send notifications to staff and students
    - May be able to post on social sites and do app push notifications
    - Can view staff and student accounts at their location
  - Counselors
    - Can send notifications to staff and students
    - Can view student accounts at their location
  - Teachers – Access to Teacher Messaging
    - Training planned for future

# BLACKBOARD APPS

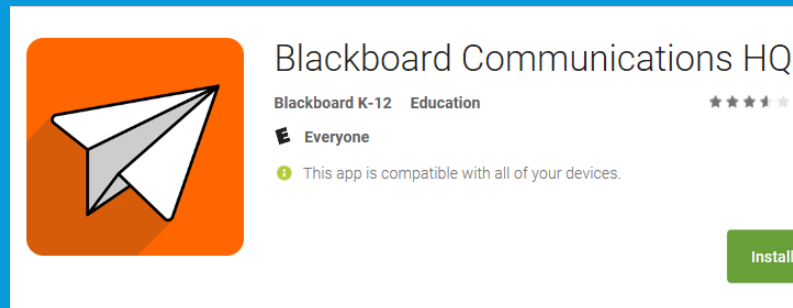
- District App –



- 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

- New Message
  - Create Messages
    - Schedule Messages
    - Select Language(s)
    - Emergency Messages
- Saved Messages
- Message Tracking – check status of messages
- School Status
  - Updates Notifications and Directory in App
  - Able to send same information through messaging

# BB COMMUNICATIONS HQ MESSAGE NOTIFICATION APP FEATURES

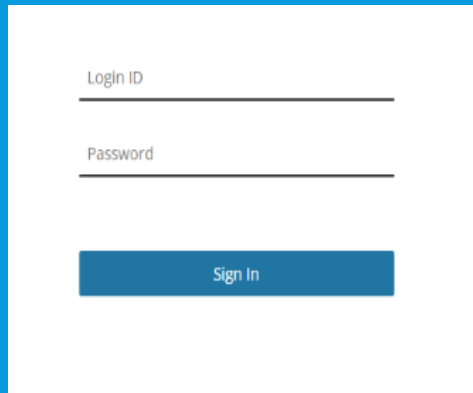
- Monitor Facebook/Twitter feeds from your location
- Directory
  - Staff Work Contact Information from PeopleSoft
  - Student Information from Q available based on user permissions
- Settings
  - Configure Alerts
- [BB Communications HQ Mobile App Help](#)



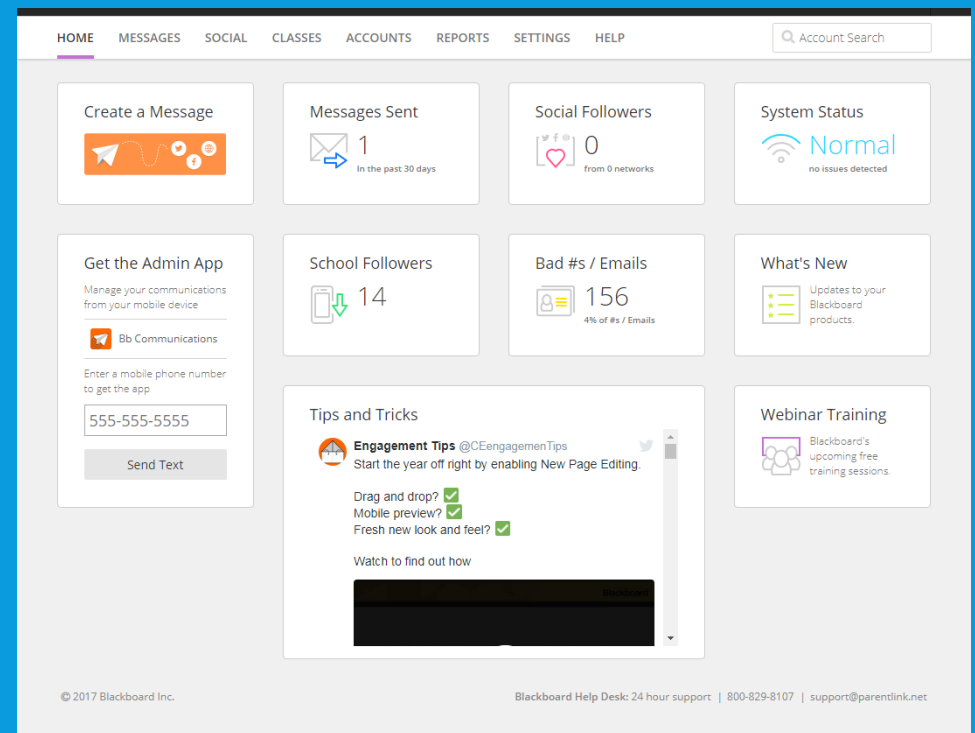
# D11 LOOP- BLACKBOARD NOTIFICATION SYSTEM ACCESS

[Colorado Springs School District 11 Blackboard Login Page](#)

Must use Google Chrome, Firefox or Safari Staff, Student and Parent Portal to system



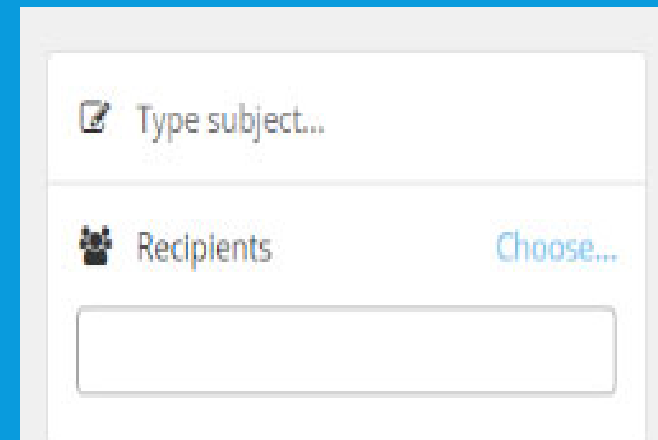
A login form with two input fields: "Login ID" and "Password". Below the fields is a blue "Sign In" button.



A screenshot of the Blackboard dashboard. The top navigation bar includes: HOME, MESSAGES, SOCIAL, CLASSES, ACCOUNTS, REPORTS, SETTINGS, HELP, and an Account Search box. The dashboard features several widgets: "Create a Message" with a send icon; "Messages Sent" showing 1 message in the past 30 days; "Social Followers" showing 0 followers from 0 networks; "System Status" showing "Normal" with no issues detected; "Get the Admin App" with a "Bb Communications" app icon and a "Send Text" button; "School Followers" showing 14 followers; "Bad #s / Emails" showing 156 bad numbers/emails (4% of total); "What's New" with updates to Blackboard products; "Tips and Tricks" featuring an "Engagement Tips" tweet and a checklist: "Drag and drop?" (checked), "Mobile preview?" (checked), and "Fresh new look and feel?" (checked); and "Webinar Training" with upcoming free training sessions. The footer contains copyright information for Blackboard Inc. and contact details for the Blackboard Help Desk.

# D11 LOOP- SUMMARY INFORMATION

- Type a Subject
- Select Recipient
  - Staff and Student Records are uploaded daily
  - Type in Recipients Box – ie: Adams Parents shows All Adams parents, 5<sup>th</sup> grade parents, bus 156 parents, etc.
    - Blackboard creates many groups
    - District 11 is creating other groups. ie: Football, etc.



The screenshot shows a user interface for adding recipients. It features a text input field with a pencil icon and the placeholder text "Type subject...". Below this is a section labeled "Recipients" with a group icon and a "Choose..." button. Underneath the "Recipients" section is an empty rectangular box for entering recipient information.

# CREATE A MESSAGE

- Staff Administration Features

- Create Messages

- Select Template Icon to automatically copy typed text into each messaging type

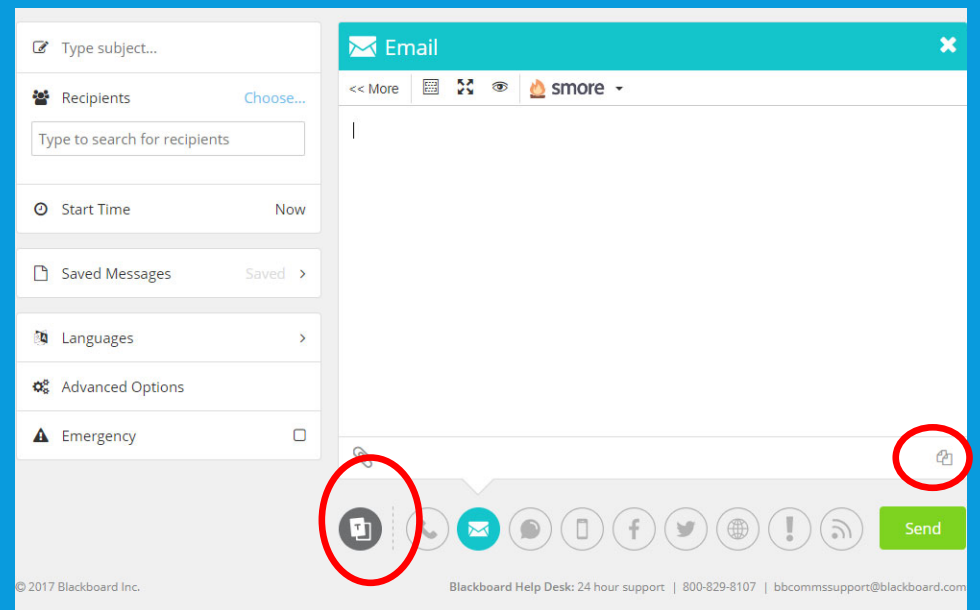
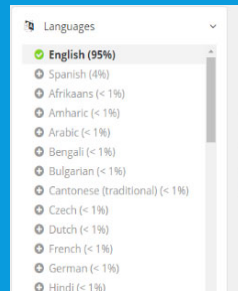


OR

- Select Message Format Icon at bottom, type message, Select 2<sup>nd</sup> Message Format Icon and use Copy Icon



- Languages system will translate existing message automatically



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Blackboard Help Desk: 24 hour support | 800-829-8107 | bbcommssupport@blackboard.com

# CREATE MESSAGE ADVANCED OPTIONS

The screenshot shows a dialog box titled "Advanced Options" with a close button (X) in the top right corner. It contains the following sections:

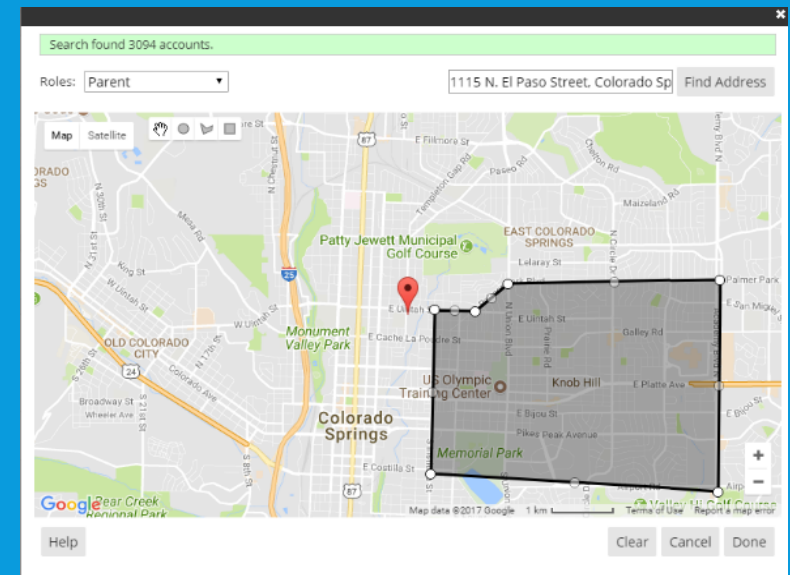
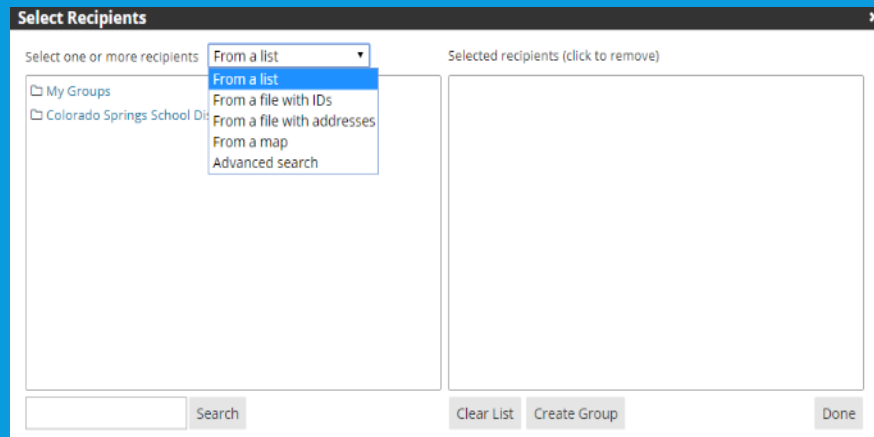
- Sending Organization:** A dropdown menu showing "Colorado Springs School District 11".
- Start Time:** Two input fields showing "Jul 28, 2017" and "1:05 PM" with a calendar icon.
- Options:** A list of checkboxes:
  - Send messages during blackout times (09:00 PM - 07:00 AM)
  - Deliver to **ALL** 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
- Message Category:** A dropdown menu showing "Miscellaneous".

At the bottom right, there are "Close" and "Save" buttons.

- 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 parents only if STUDENTS were selected. Use this if merge tags with students names are used in the message. Once set, it is always active until unchecked.
- 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

# CREATE MESSAGE - RECIPIENTS

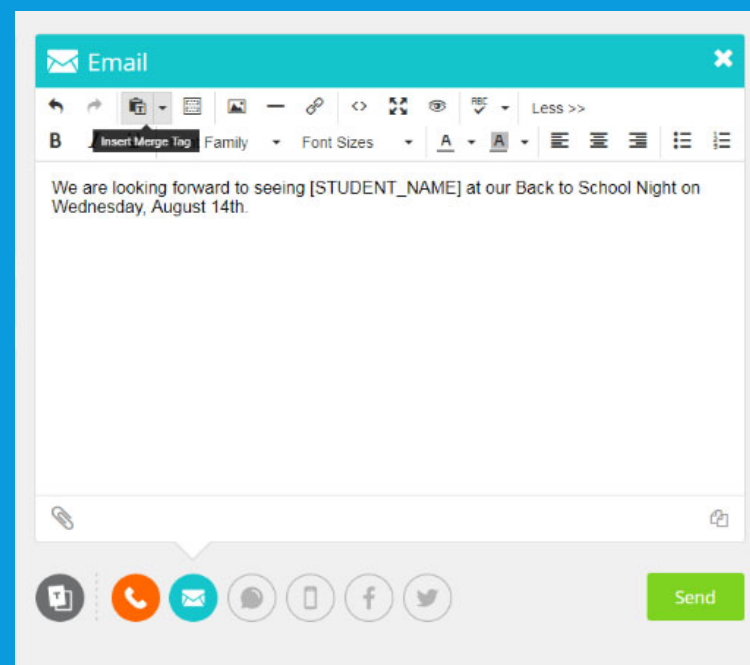
- Select Choose
  - Select Groups or individual recipients
  - Create custom groups from this list
    - Select Groups and/or individuals and add to recipient box
    - Can be private or public – add/remove members as needed
    - Custom groups won't be display in app until next day



Can send notifications from a geographical area, text file with student IDs or custom created text file.

# CREATE MESSAGE – MERGE TAGS

- Creating a message with merge tags
  - Type a 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 newsletter services are now available in Blackboard

board

Colorado Springs School District 11 Create Message

HOME MESSAGES SOCIAL CLASSES ACCOUNTS REPORTS SETTINGS HELP

Account Search

Send Inbox Outbox Groups Automated Messages Surveys Library Message Tracking Approval

# My S'more Flyer

ADD SUBTITLE

CLICK TO EDIT TITLE

Click on this text to edit it. You can add content easily by clicking on the "Add Content" bar at the bottom of the page. Drag this and other boxes around to re-order them. When you're finished, you can play with different designs by using the theme picker on the right.

+ Add more stuff to your newsletter | Come on, you know you want to.

- Text
- Picture
- Event
- Audio
- Embed Link
- Form
- Title
- Gallery
- Bio
- Video
- Button
- File

Done Editing

Preview and share your newsletter.

Saved just now.

Design

HANDWRITTEN

Background Colors Fonts

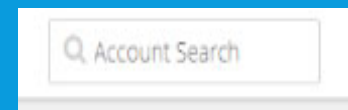
# AUTOMATED MESSAGES

- Automated messages
  - Attendance
    - Elementary School attendance must be entered before 9:30 am. Attendance notifications begin at 10:30 am.
    - Secondary School attendance must be entered by 4:30 pm. Notifications will begin at 6:00 pm.
    - Food Services Account Balances information will be sent daily at 6pm. Message will tell parents to call School for more information.
  - Schools will be able to personalize attendance, D/F and Food Service Calls for their location
    - Attendance – Go to Messages>System Messages>Add>Basic Attendance Message>Student; Save when done
    - Lunch Account – Go to Messages>System Messages>Add>Cafeteria Balance Message>Student; Save when done
- Parents CANNOT opt out of Attendance or Emergency Notification Phone Calls



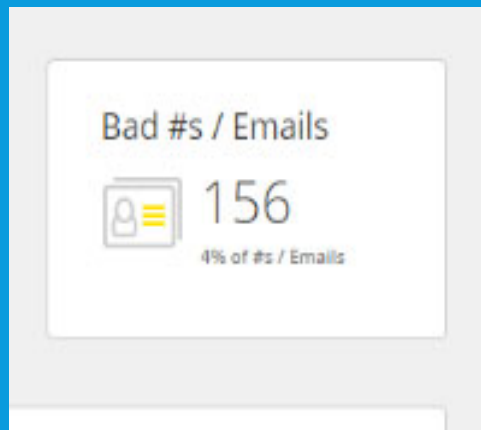
# REPORTS AND ACCOUNT MAINTENANCE

- 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



# BAD PHONE NUMBERS AND EMAILS REPORT

- Home>Bad #s / Emails Report>Generate Report



**Bad Phone/Email Report**

School: Holmes Middle School

Report: Sort By Recipient, Display 50 results

Status: -- All --, Deactivated, Flagged (bad), Invalid

Address Types: -- All --, Phone Numbers, Email Addresses, Text/SMS

Roles: -- All --, Attendance Secretary, Community Member, District Administrator, District Support Staff

Schedule Generate Report

Displaying 1-50 of 154 addresses. 1 2 3 Last >

Send Message Export Print

<input type="checkbox"/>	Recipient	Role	Bad Address	New Number	Date Flagged	Date Deactivated	Good Addresses	Status
<input type="checkbox"/>	Abernethy, Kristin	School Staff_Messaging	719-599-0765		May 03, 2017			
<input type="checkbox"/>	Ady, Scarlett	Student	719-468-4766			Jul 12, 2017		
<input type="checkbox"/>	Augustyn, Simon	Student	719-475-0736		Jul 20, 2017			
<input type="checkbox"/>	Baker, Lorri	Parent	719-260-0456		Jul 20, 2017			
<input type="checkbox"/>	Baker, McKenna	Student	719-260-0456		Jul 20, 2017			
<input type="checkbox"/>	Baker, Michael	Parent	719-260-0456		Jul 20, 2017			
<input type="checkbox"/>	Baker, Michael	Parent	mgbaker7@aol.com		Jul 18, 2017			
<input type="checkbox"/>	Bakken, Monica	Parent	719-344-9793		Jul 20, 2017			
<input type="checkbox"/>	Ball, Elizabeth	Parent	719-473-8427		Jul 20, 2017			

# SCHEDULING REPORTS

- Schedule Reports
  - Attendance report. Data not available until next day so date range must be yesterday.

**Contact Report**

School: Holmes Middle School

Date Range: Yesterday

Message Category: Attendance

Recipient Type: Attendance Secretary

Status: -- All --

Phone Number/Email: [Empty]

Display: 50 contacts

Sort By: Recipient Name

Shows contacts for batches expired for more than an hour.

Choose your report parameters and select Generate Report.

**Schedule Report**

Name: Attendance report

Send time: 4:00 AM

Days:  Monday,  Tuesday,  Wednesday,  Thursday,  Friday,  Saturday,  Sunday

Email addresses: [Empty text area]

# USER ACCOUNT INFO

Delivery Address marked with “user defined” are added by user through web portal or app. All other information is uploaded from District systems.

Each tab provides details regarding notifications, Delivery Preferences, Changes, Student/Parent info, etc.



If the delivery address has a red circle with a line through it, the user opted out using the prompts provided after the message plays. This does NOT block attendance and emergency phone calls.



If the delivery address has a red X, the system was not able to deliver to that address and has disabled the address/number.

The screenshot shows a 'Personal File' window with the following details:

- Staff ID: [empty]
- Login ID: [empty] (with 'Edit Login / Password' and 'Sign In As' links)
- First name: [empty]
- Last name: [empty]
- Role: Staff
- School: Colorado Springs School District 11
- Gender: Female
- Birth date: [empty]
- Preferred language: [empty]
- Delivery addresses table:

Labels	Address	Status
<input type="checkbox"/> mobile		✓
<input type="checkbox"/> primary		✓
<input type="checkbox"/> primary		✗
<input type="checkbox"/> primary		✓
<input type="checkbox"/> primary		✓
- Signature: [empty]
- Reply-to phone number: [empty] (with '(Please include area code.)' prompt)
- Reply-to email address: [empty]
- Account configured:  Ignore future updates from imports
- Limited use:  Limit message sending to 10 or fewer recipients and no groups

Buttons: Close, Save

# ADDITIONAL FEATURES AND SUPPORT

- System can also create and send Surveys.
- For Support:
  - [Blackboard Online Help](#)
  - 1-800-829-8107, option 1

**Question 1:** 8th-grade parents - please take a quick moment to take the following survey about your students end of the year promotion ceremony.

**Results:**  
1 person, 0% of sample answered "I don't think a ceremony when going fr 8th grade into 9th. I feel that only when students graduate (12th grade) should they have a ceremony making it all that more special. Graduation is the accomplishment of successfully completing school,thats what makes it worth a ceremony."  
1 person, 0% of sample answered "K"  
1 person, 0% of sample answered "My son has sensory issues, and he doesn't really enjoy large settings. We would be okay not doing anything."  
1 person, 0% of sample answered "Ok"  
1 person, 0% of sample answered "I would like it to be a moment to remember and be a part of it in any way."  
46 people, 37% of sample answered "on the phone (see details)"

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**Question 2:** Do you prefer a formal continuation ceremony (similar to high school graduation) or a less formal recognition ceremony for the promotion of your 8th-grade student?  
1. A. Formal ceremony  
2. B. Less formal ceremony

**Results:**



Option	Count	Percentage
1. A. Formal ceremony	42	51%
2. B. Less formal ceremony	41	49%

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**Question 3:** Please indicate which time of day works best for your schedule to attend your students celebration.  
1. A. 9:00 am  
2. B. 2:00 pm  
3. C. 6:00 pm

**Results:**



Option	Count	Percentage
1. A. 9:00 am	17	21%
2. B. 2:00 pm	15	19%
3. C. 6:00 pm	49	60%