

SOUTHERN LEHIGH SCHOOL DISTRICT

Connect-ED[®]

The **Connect-ED[®]** service enables Southern Lehigh School District to communicate with parents and staff regarding emergencies, school events and other important issues affecting you and our students.

The system allows us to send personalized voice messages to each family or staff at home, work or cell phone, and also by e-mail. We are able to reach everyone in the district within minutes. This messaging service improves school and district-wide communication with parents and school system employees. We firmly believe that a more informed and involved parent leads to a higher achieving student.

THE **Connect-ED[®]** SYSTEM DELIVERS TWO MAIN TYPES OF MESSAGES:

1. **"Outreach" messages** are those used for most communications. These are short informational announcements concerning school closings or delays, student absences from school, or notices about important school events. Messages are generally short in length, lasting 30 - 60 seconds. **Outreach messages are delivered to ONE main phone number, and up to TWO e-mail addresses.**
2. **"Emergency" messages** are used only for serious emergencies, where the District would need to communicate quickly to all emergency contacts. **Emergency messages will be delivered to up to SIX phone numbers and TWO e-mail addresses.** These would include the same contacts as the Outreach messages plus up to four additional emergency contacts provided.

Please note: the system is unable to dial work extension numbers. **Please provide only direct phone numbers.** These may include cell phones.

IMPORTANT CALL DELIVERY NOTES:

1. When a call comes from the school (or district), the message recipient's caller ID will display the school (or district's) phone number.
2. When listening to a message, please be aware that background noise will cause the system to "stop and start." It is carefully calibrated to determine whether a person or an answering machine/voicemail has been reached, and background noise may affect the delivery. If possible, move to a quiet area, or press the "mute" button on your phone.
3. If you missed any part of a message, please stay on the line and press the "*" (star) key on your phone to hear the entire message again.
4. If you ever need to change any of your contact information, please inform your child's school or submit the electronic Contact Information Form located on our webpage at <http://www.slsd.org/forms.cfm?myForm=5405>
5. *Please be assured that all personal information will be maintained in the strictest confidence. Information will be used ONLY to communicate important School District information.*

PARENT COPY

WHAT HAPPENS WHEN COMMUNICATIONS FAIL?

While we cannot guarantee every message will be delivered, the system does provide immediate feedback to us. The system will identify messages undelivered due to:

- bad phone numbers or e-mail addresses
- network was busy
- no one answered phone
- line was busy

After a message is sent, a report is generated that indicates any undelivered messages. The District will attempt to send the message 2 additional times. Any undelivered messages will be noted for follow-up and we will make attempts to correct any inaccurate numbers or e-mail addresses with families impacted.

Please Note: ***Use of this system is intended to improve communications with parents and staff members and Southern Lehigh School District will make every effort to resolve undelivered communications. Southern Lehigh School District cannot guarantee that every communication will be received through Connect-ED. Users release the School District from any responsibility with respect to a resulting communication or failure of communication relating to Connect-ED. In case of an emergency and a failure to communicate or a breakdown in communication, the School District cannot be held liable for any resulting harm or injury that might result to anyone who fails to receive the information.***

**SOUTHERN LEHIGH SCHOOL DISTRICT
ENROLLMENT FORM FOR CONNECT-ED! MESSAGING SYSTEM**

Directions: Please indicate which phone numbers you want us to use when contacting you through Connect-ED!.

1. Fill in all available numbers and e-mail addresses.
2. Indicate ONE Attendance Number. This is the number we will call to notify you of each child we show as absent that day. This can be a home, work (if there is no extension) or mobile cell number. *
3. If there are Parents/ Guardians living in separate locations, please indicate one Additional Number that will receive all calls. **

Parent Last Name, First Name

Date: _____

Student name(s) and grade(s):

1. _____
2. _____
3. _____
4. _____
5. _____

Main Phone Number (will receive all calls – may be home or cell) _____ - _____	Work phone number (NO EXTENSIONS ALLOWED) _____ - _____
Mobile phone number _____ - _____	*Number you want to use for Attendance Calls _____ - _____
Alternate / emergency phone number _____ - _____	E-mail #1 _____
Alternate / emergency phone number _____ - _____	E-mail #2 _____
Alternate / emergency phone number _____ - _____	**Alternate Number for Parents/ Guardians living in separate locations _____ - _____

OFFICE USE: FORWARD TO TECHNOLOGY OFFICE