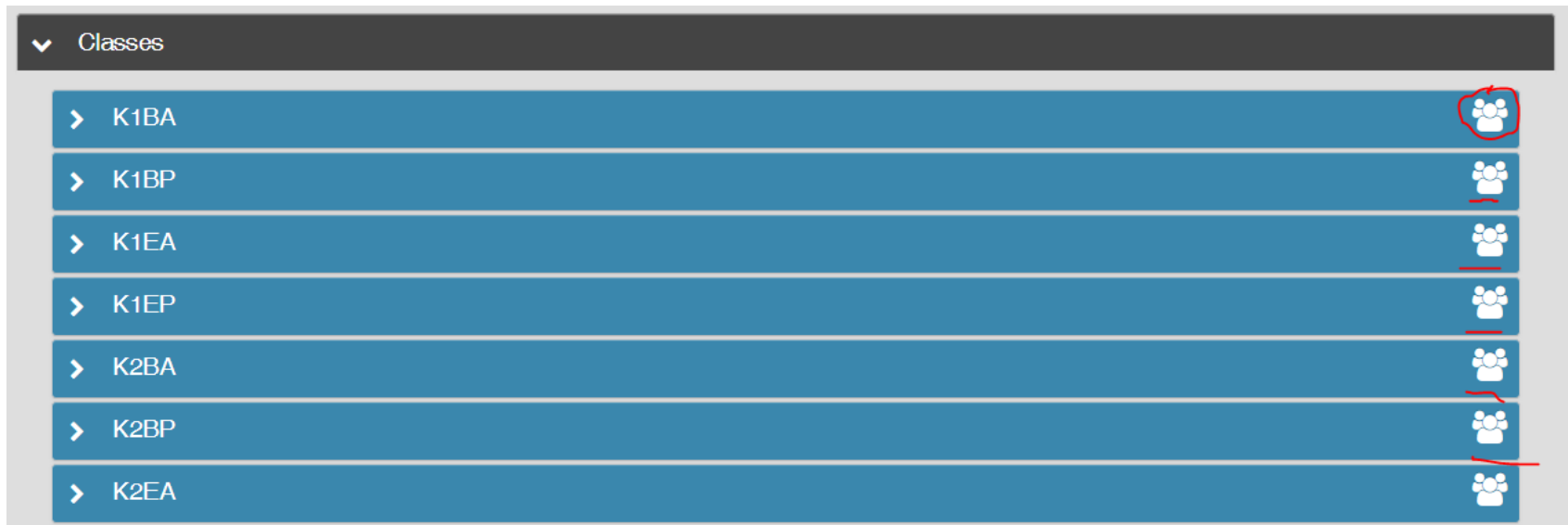


To send an App message

Start by adding students to the Datahub 'pick' bar.

You can either.

1. enter the names directly into the pick bar
2. Pick entire class groups by selecting the 'group' icon on the Class lists





Once you have the students selected and they are displaying you press App Message button.



This pop up window will display, it allows you to enter the App message:

Reset Save Search... Add... Remove... Email App Message Google Admin Data View Evidencer Evidence Grader

App Message Picked Group: 72 Students

Subject

Hook (text only - max 250 chars) 250 chars left

Details

Styles Format Font Size

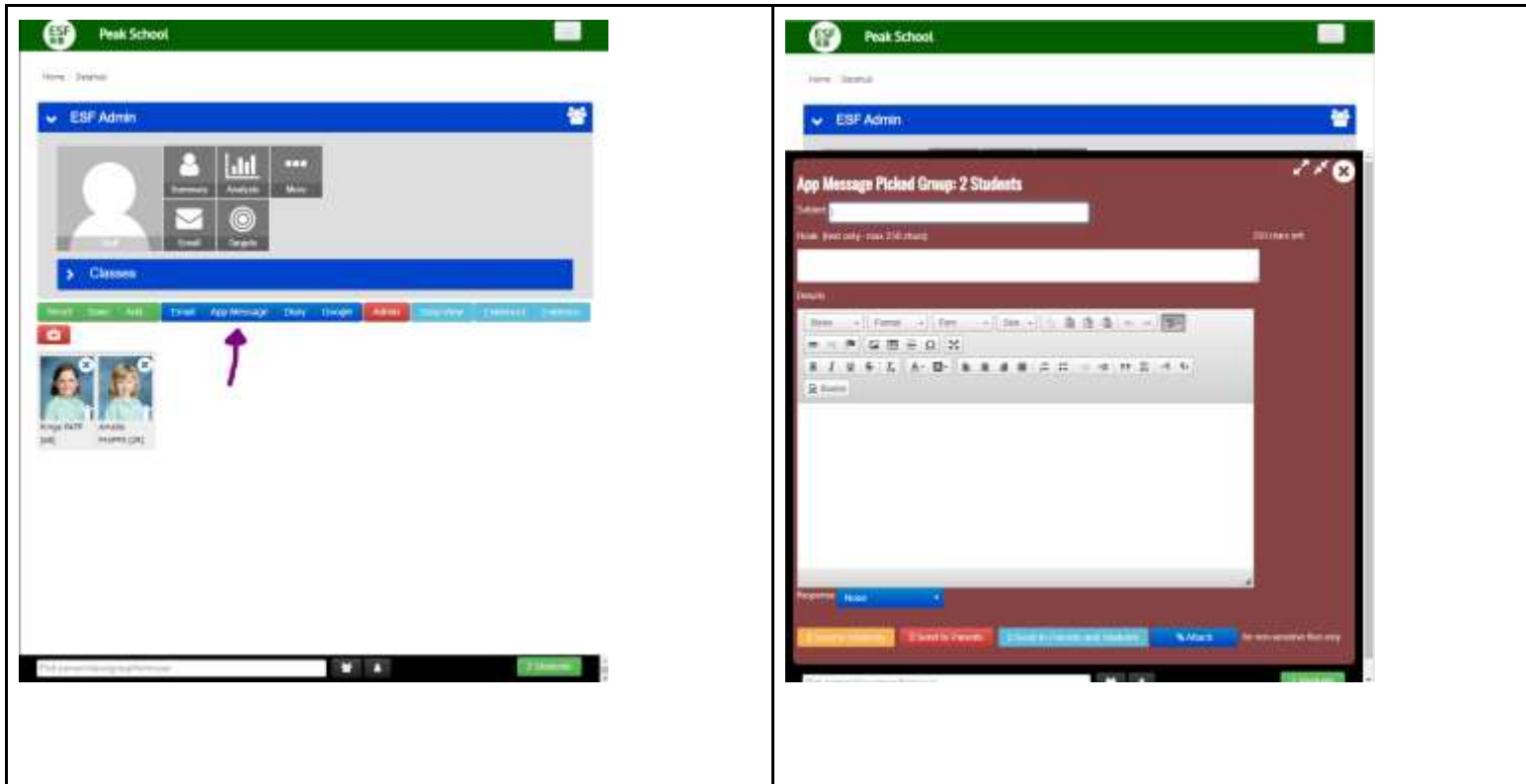
B I U S Ix A- A- [List Icons] [Link Icon] [Image Icon] [Table Icon] [Omega Icon] [Reset Icon]

Response

- Enter:
 - A short subject line
 - A Hook - text only giving the what/when/where enticing users to open the message
 - A full and complete message details - can be rich text/html and contain links - **avoid tables or complex formatting** -

Select an action if required e.g. Acknowledge (use sparingly to avoid annoying parents!)

In primary and kindergartens - there is a single 'Send to Parents' button which will send the message to the parents of the students in the pick.



In secondaries - where students might also have the App - there are three buttons

Send to parents (of selected pick)

Send to students (in the pick)

and Send to parents and students

Press the correct Send - then Check the preview and don't forget to confirm send

Testing

Remember there are already parents signed up for all schools - since many parents already have siblings signed up in other ESF schools

When testing - test with a small number of students and/or send out official communications rather than 'testing testing 1-2-3' messages.

Permissions

Only school staff have access to the Datahub - if you would like to further reduce access to App messaging to, say, admins or a subset of staff let me know the details

Read Tracking

Probably hidden away on your VLE admin menu (but it might have been moved by the time you read this) is a link to **messages** - essentially it is this URL

{yourdomain}/local/mis/bulletin/messages.php

Let me know if you want to put the links somewhere else

You can use this link to check on your Messages - **It will highlight:**

- what was sent
- how many recipients there were
- The open rate (what % of student had at least one parent open the message to render the full message on their device)
- The notification time (and notify option) being used by the user (note a parent isn't notified about a message they have already read)
- The time it was seen, opened and possibly flagged by parent

NB: 'Seen' is either the time the parent opened it - or when they marked it read (individually or by using the mark all as read)

'Opened' is the time the full message details were delivered to the device

You can rollover a date with the mouse to see the exact time the message was delivered/seen/opened etc

Messages (Non-actioned)

Peak School
04/06/2020 15:49:30
Mr Bill Garnett (92)
Dear Parents

Please click [HERE](#) to view the latest important updates regarding Peak School.

This week, like last week, has been very successful and again we thank everyone for respecting the guidelines. The children have been absolutely amazing and are doing so well in terms of dealing with the restrictions that are in place.

Thank you for your continued support.

Warm regards
Bill
—
Bill Garnett
Principal
Peak School - "Above and Beyond"
ESF
Hong Kong
IB WORLD SCHOOL

This email may contain confidential, copyrighted and/or privileged information and therefore disclosing, copying or distributing it may be unlawful. Please notify the sender immediately if you have received it by mistake, and delete it from your system.

346 recipients - opened rate: 21.1%

Lastname	Firstname	Email	Delivered	Seen	Opened	Flagged	Notified	Notify Method	
[Abigail [1E]]	Parent	[REDACTED].com	04/06/2020	-	-	-	04/06/2020	Daily	✘
[Adam [3C]]	Parent	[REDACTED].com	04/06/2020	-	-	-	04/06/2020	Daily	✘
[Adelle [3C]]	Parent	[REDACTED].com	04/06/2020	04/06/2020	04/06/2020	-	04/06/2020	Daily	✘
[Adelle [1F]]	Parent	[REDACTED].com	04/06/2020	-	-	-	04/06/2020	Daily	✘

Remember, for a particular student there could be 2 parent emails registered - these are tracked separately.

Use the x to remove the user from the recipients - this will retract it from the user

If you have requested permission, acknowledgement etc, there will be an extra column showing parent response (and time)

Messages (requesting Acknowledgment)

Test Message
04/06/2020 08:43:57
ESF Admin (4)
Test Message - with acknowledgement

1 recipients - opened rate: 100%

Lastname	Firstname	Email	Acknowledge	Delivered	Seen	Opened	Flagged	Notified	Notify Method	
[Steph ██████████]	Parent	██████████@██████████.██████████	N	07/06/2020	-	-	-	04/06/2020	Immediate	✕
		██████████@██████████.██████████	04/06/2020	04/06/2020	04/06/2020	04/06/2020	-	-	Daily	✕

[App Message to Yes](#)
[App Message to No](#)
[App Message to No response](#)

Under the message tracking stats there are options to retrospectively add students/parents to the recipients list in case you forgot someone

And the option to (soft) delete the message

- Unlike email - you can delete (really it is retract) a message instantly
- If there is an error in a message either:
 - Retract and resend a new message
 - Retract and contact ESF centre with the correction

Note that there are options to re-message parents who have acknowledged, given permission, paid (or, perhaps more likely, those who have not).

These links open up the datahub with the correct students already selected in the pick for you.

Advanced VLE setup options

If you want to check messages from the parent point of view - we can add a **messages** tile to the student summary page (for staff and/or parents to access)

WISDOM

Home / Dashboard / [Redacted]

	Guardians	PDV	Teachers	Timetable	Targets	ATL eval.	Activities	WIS TT	
Student	Tutor	Sitting	Homework	eWisdom	Appointments	Exam Report	Notes		
Credits	Sign-up	Is away?	CAS	100%	Messages	Reserve Desk	Transcript	Charts	
EE/SP	Curriculum	CPG	Grades	Attendance	97%	Admin	Awards	FARM	Data

Student
[Redacted]
DOB: [Redacted]

Guardians
1st contact: [Redacted] (Mother)
2nd contact: [Redacted] (Father)

CAS/HW Experience Status
View CAS/HW Experience

← → ↻ ⓘ Not secure | wisdom.wis.edu.hk/local/mis/bulletin/appmessages.php?em

WISDOM My Faves Courses Admin Staff Students Parents Policies

Home / App Messages

[Redacted]@gmail.com [Redacted]@yahoo.com

Unread Flagged Read

Message from Mr Sammons - 5.6.2020
Message from Mr Sammons
...[more]

[Ms Roshni Mulchandani](#)
Tagged: Steph [Redacted]
[m50] Delivered: 07/06/2020 Seen: 06/06/2020 Opened: 06/06/2020 Flagged: - Notified: 06/06/2020

Message from Mr Sammons - 5.6.2020
Message from Mr Sammons
...[more]

[Ms Roshni Mulchandani](#)
Tagged: Stan [Redacted]
[m49] Delivered: 07/06/2020 Seen: 06/06/2020 Opened: 06/06/2020 Flagged: - Notified: 06/06/2020

Year 12 University Applications Information Evening
Details regarding the Year 12 University Applications Information Evening
...[more]

[Ms Roshni Mulchandani](#)
Tagged: Step [Redacted]
[m44] Delivered: 07/06/2020 Seen: 06/06/2020 Opened: 06/06/2020 Flagged: - Notified: 06/06/2020

Message from Mr Sammons - 29.5.2020
Message from Mr Sammons
...[more]

[Ms Roshni Mulchandani](#)
Tagged: Stanley,Stephanie
[m43] Delivered: 07/06/2020 Seen: 05/06/2020 Opened: 05/06/2020 Flagged: - Notified: 31/05/2020

As there are occasionally parents who don't have a smart phone (or have refused to download the App!) - this allows them to still access App Messages through a VLE parent login - **but it is NOT as convenient** and does not have the full functionality of the App - we wouldn't recommend advertising it as an alternative to downloading the App.