

[Date]

Dear [School] Parents,

In November 2007, the Los Angeles Unified School District began the implementation of a District-wide notification system called **Connect-ED** which enables us to personally communicate with parents/guardians, and staff, regarding emergency situations, attendance, school events and other important issues impacting you and your child.

The **Connect-ED** service allows us to send personalized voice messages to your family's home, work or cell phones, and also contact you through email. We are capable of reaching everyone in our school within minutes through the **Connect-ED** service. This improves school and District communications with our parents/guardians and employees. Keeping parents/guardians more informed and involved has shown to lead to higher student achievement.

Please help us by ensuring we have your current contact information. For the first time, the District has the ability to customize where you receive general notification, attendance and emergency communications.

#### **What Numbers Should I Provide for *Connect-ED*?**

There are three times when the school will attempt to reach you.

- **General** notification messages are sent during the early evening. These messages are non-emergency in nature and announce upcoming events or reminders.
- **Attendance** notification messages are sent during the school day and into the early evening. The most appropriate number is a daytime telephone number. If you are a working parent/guardian, this is most often your work number or cell phone number. If the parent/guardian is home during the day, this is the home telephone number. It is recommended that the attendance number not be the home number if no one is there during the day.
- **Emergency** notification messages are of an urgent nature and can be sent anytime. The number you should provide is where you are most likely to be reached. **Connect-ED** will call every number stored including the numbers for general and attendance notifications to ensure that the parents/guardians are reached. This number should be for the parent/guardian and not the alternate contacts provided on the emergency cards. The information on the emergency cards will be utilized should the school not be able to reach the parent/guardian.

Indicate on the attached form which numbers you would like us to use for the different types of messages. Please be aware that the **Connect-ED** service cannot dial an extension, so be sure the numbers you include are direct lines.

#### ***Important Call Delivery Tips:***

1. When a call comes from the school (or District), the message recipient's caller ID will display the school (or District's) name and phone number.
2. When listening to a message, background noise may cause the system to "stop and start." **Connect-ED** is carefully tuned to determine whether a person or an answering machine/voicemail has been reached, and background noise may affect the delivery of the message. 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.

Please have your child return the attached completed form no later than [Date].

I plan to use the **Connect-ED** service to send school-wide messages throughout the year. It is important that the school has your current contact information so you can receive these important messages. Please be assured that all personal information will be maintained in the strictest confidence and in compliance with District security policies.

It is an honor to serve you and your child here at [School]. Thank you. We look forward to connecting with you in the very near future.

Sincerely,

[Principal]

**Student Information** – Please list all children who attend this school.

First Name	Middle Name	Last Name	Date of Birth (mm/dd/yyyy)	Grade (K-12)	Track (circle one)
			/ /		Traditional A B C D
			/ /		Traditional A B C D
			/ /		Traditional A B C D
			/ /		Traditional A B C D
			/ /		Traditional A B C D

**Contact Information** – Please provide the appropriate phone numbers and email addresses for receiving general, attendance, and emergency notifications. All numbers must be direct-dial telephone numbers (no extensions). The same phone number can be used for multiple types of notifications.

Contact Type	Notification Parent/Guardian 1				Notification Parent/Guardian 2		
<b>Name</b>	First:	Middle:	Last:		First:	Middle:	Last:
<b>Address</b>	Street:				Street: (leave blank if same)		
	City:		State:	Zip Code:	City:		State: Zip Code:
<b>Home Language</b>					(leave blank if same)		

**Message Types & Preferences** – Please indicate which types of messages will be sent to various phone numbers and email addresses.

Contact Type	Notification Parent/Guardian 1	Notification Parent/Guardian 2
<b>General Notification</b>	<i>e.g., school event reminders, non-emergency messages (sent by school)</i> *List only one telephone number on this line unless the child lives in two different households during the school year.	
	*( ) -	*( ) -
<b>Attendance Notification</b>	<i>e.g., student tardy and absence calls during the day (sent by LAUSD Central Office, not by school)</i>	
	<input type="checkbox"/> Same as above ( ) -	Notification Parent/Guardian 2 will receive telephone calls to the same phone number listed for General notification types (above).
<b>Emergency Notification</b>	<i>e.g., non-student emergency calls, including school closures, evacuations, weather or natural disaster alerts, etc. (sent by LAUSD Central Office, not school)</i>	
	<input type="checkbox"/> Same as above ( ) -	<input type="checkbox"/> Same as above ( ) -
<b>Email Address</b>	<i>Connect-ED can send school-related messages via email. Please provide the email address at which you would like to receive these messages.</i>	
	@	@

**Special Needs** – Please indicate any special needs when communicating with your family (i.e., hearing impaired parents/guardians who utilize special TTY equipment).

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