



# San Diego Unified School District

EUGENE BRUCKER EDUCATION CENTER  
4100 Normal Street, San Diego, CA 92103-2682

## CONNECT-ED AUTOMATED ATTENDANCE CALLS Record new attendance script into Connect-ED

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It is recommended that an experienced Connect-ED user, preferably the attendance clerk, complete this task in conjunction with the school principal. The process should take approximately 10-15 minutes total to set up both English and Spanish messages.

- School sites are asked to record a Connect-ED message type called “Blend-It” in English and Spanish, which provides a voice introduction from the school principal/translator, followed by an automated text-to-speech portion that will extract information from your daily attendance records in Zangle. Only English and Spanish languages are available at this time for the text-to-speech portion of automated attendance calls. All non-Spanish families will receive the English message by default. School sites to please provide a Spanish-speaking individual to record the Spanish voice message introduction. You may also choose to create separate attendance messages with voice introductions in Cambodian, Lao, Tagalog, Somali or Vietnamese, but callers will receive the text-to-speech automated portion in English.
  
- While logged onto the home page of Connect-ED at [www.blackboardconnected.com](http://www.blackboardconnected.com):
  - Click on the MESSAGES tab
  - Click on ATTENDANCE MANAGER
  - Delete all former scripts previously created in Attendance Manager
  - Click on CREATE NEW MESSAGE
  - For LANGUAGE choose ENGLISH
  - Click on the button to make English your DEFAULT message
  - Under SELECT DELIVERY TYPE, note that both the phone and email options are already checked; select the BLEND-IT option
  - Select TTY for delivery to TTY devices in case you have hearing impaired families
  - Next you will see the heading VOICE MESSAGE SCRIPT (this is the introduction portion for the school principal to record)
  - Under AVAILABLE SCRIPTS choose PHONE
  - Under the VOICE drop-down menu, select SDUSD AUTO-ATTEND INTRO
  - Customize the areas (PRINCIPAL NAME) and (SCHOOL NAME)
  - There is no need to click on “Save this script for future use” as scripts have already been saved
  - You will next see the heading TEXT-TO-SPEECH, which is the second half to creating a Blend-It message
  - Under AVAILABLE SCRIPTS choose PHONE
  - Under the TTS drop-down menu, select either script:  
SDUSD Elem Automated Section (*for elementary schools*)  
or  
SDUSD Midd/High Automated Section (*for secondary schools*)  
or  
SDUSD K-8 Automated Section (*for multiple-track schools*)

- **Leave the [macros] within brackets untouched – do not customize** this script as information will automatically be pulled from Zangle
- There is no need to click on “Save this script for future use” as scripts have already been saved
- Click NEXT and you will be at the Create Attendance Message/Create Phone screen
- Principal to record voice message on the telephone as instructed
- Click NEXT and you will be at the Create Attendance Message/Create Email screen The information for parent emails is automatically inserted; parents/guardians with email information entered in Zangle will also receive automated attendance messages via email
- You can SPELL CHECK the email message and there is no need to click “Save this script for future use” as scripts have already been saved
- Click NEXT and you will be at the final Review screen; click SAVE MESSAGE and you are all done with your default English message
- Still in Attendance Manager, click CREATE NEW MESSAGE
- For LANGUAGE choose SPANISH
- Do not select as the default message, and repeat all other steps above, selecting the Spanish scripts from the drop-down menus.

**Once your English/Spanish messages are completed, do NOT schedule daily attendance calls to go out in Connect-ED. The time(s) you set in Zangle Track Editor dictate the times automated calls will go out on behalf of your school each day. Sample screen shot of the Connect-ED Attendance Manager Blend It! page:**

**Message Script:** The text entered here will also be delivered to e-mail and TTY devices.

Language: English

Script:  (optional)

Hi, this is (PRINCIPAL NAME), principal at (SCHOOL NAME). Please listen to the following important message concerning your child's attendance in school today.

School attendance is critical to your child's academic and future success. Except when your child is sick, please make every attempt to get them to school on time, ready to learn every day. We appreciate your efforts and support.

Save this script for future use

**Text-to-Speech:** Type your Text-to-Speech message below. Click the buttons to insert data from the recipient's account and personalize the message delivered.

Language: English

Script:  (optional)

Please type your Text-to-Speech message below. Utilize the full power of Text-to-Speech by clicking the buttons below to insert data from the recipient's account. This will personalize the message delivered to each phone number. Listen to a sample Text-to-Speech message: [English Voice](#) / [Spanish Voice](#)

Insert:

**CHOOSE ONLY ONE. ERASE THE OTHER**

**Elementary:**  
 Hello, this is [SCHOOL\_NAME] calling to notify you that your child, [FIRST\_NAME] is currently absent from school today [DELIVERY\_DATE]. Please call the office at [SCHOOL\_PHONE\_NUMBER] to verify your child's absence as soon as possible. If you have already called the school to clear this absence, please disregard this message. Thank you.

**Secondary:**  
 Hello, this is [SCHOOL\_NAME] calling to notify you that your child, [FIRST\_NAME], was absent from one or more periods today, [DELIVERY\_DATE]. Please call the office at [SCHOOL\_PHONE\_NUMBER] to verify your child's absence. If you have already called the school to clear this absence, please disregard this message. Thank you.

Save this script for future use