

# SOUTH NEWTON HIGH SCHOOL

13102 SOUTH 50 EAST, KENTLAND, INDIANA 47951

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## South Newton Telephone Broadcast Service 2016-2017

Dear Parent/Guardian:

In our effort to improve communication between families and school South Newton School Corporation will continue to use a telephone broadcast system that will enable school personnel to notify all households and parents by phone within minutes of an emergency or unplanned event that causes early dismissal, school cancellation or late start. The service may also be used from time-to-time to communicate general announcements or reminders. This service is provided by School Messenger, a company specializing in school-to-parent communications. South Newton will use this system as an overlay to the public announcements that will continue to be available for reporting school closings due to snow or weather. Please note the texting service will **NO** longer be used. This service will be voice only. These additional sources are:

*TELEVISION:* Channel 18 – Lafayette; *WEB SITES:* [www.newton.k12.in.us](http://www.newton.k12.in.us); [www.wlfi.com](http://www.wlfi.com);

[www.jconline.com](http://www.jconline.com); *RADIO STATIONS:*

AM	WRIN	1560	RENSSELAER	FM	WLQI	97.7	RENSSELAER
AM	WGFA	1360	WATSEKA	FM	WIBN	98.1	EARL PARK
				FM	WGFA	94.1	WATSEKA
				FM	WIVR	101.7	KANKAKEE

When used, the service will call all phone numbers in our selected parent contact lists and will deliver a recorded message from a school administrator. The service will deliver the message to both live answer and answering machines. No answers (phones ringing over 40 sec.) and busies will be automatically retried twice in fifteen minute intervals after the initial call.

### PLEASE NOTE THE FOLLOWING:

- 1) This requires **NO** registration by the parent on the **School Messenger** website.
- 2) All information and contact numbers are strictly secure and confidential and are only used for the purposes described herein.

Here is some specific information you should know:

- **Caller ID:** The Call ID will display [219-474-5167], which is the main number for South Newton School.
- **Live Answers:** There is a short pause at the beginning of the message, usually a few seconds. Answer your phone as you normally would; “hello” and hold for the message to begin. Multiple “hellos” will delay the message. Inform all family members who may answer your phone of this process.
- **Answering Machines:** The system will detect that your machine has answered and will play the recording to your machine. The phone will ring for up to 40 seconds. Make sure that your machine answers after four rings or you may miss the message.
- **Message Repeat:** At the end of the message you will be prompted to ‘press any key’ to hear the message again. This is very helpful when a child answers the phone and hands it to a parent, who can then ‘repeat’ the message in its entirety.

- Attendance: If your school is using School Messenger for daily attendance, you will be notified each day that your child misses a required number of classes. To minimize these calls, make sure to inform the school when you KNOW your child will miss classes on a given day.

If you have any questions, please contact Jeff Taylor 219-474-5167 ext. 235.

School Messenger, the service provider, uses the best available technology in the industry to detect the difference between human answer and machine or voicemail answer.

Here's how detection works:

1. The system detects and measures the voice energy when the phone is answered.
2. The system measures this energy in combination with the background noise and line impairments.
3. If the system determines that it is a "live" answer, it will immediately start playing the message.
4. If the system determines that it is a machine, it will wait for three full seconds of silence before playing the message with a maximum wait time of twenty seconds.
5. If the system cannot make a determination, it will default to answering machine thus requiring several seconds of silence for the message to play. In this case, you may hear a prompt to "press any key to hear the message immediately."

Some reasons for false detection:

1. Loud background noise; television, radio, general noisy environment.
2. A cordless phone that has static or other foreign noise.
3. Not saying "hello" or repeatedly saying "hello".
4. Cellular phones which, when called, have the 'ringback tones' music option.
5. Answering machine/voice mail greetings which are too long or have long pauses in speech.

What can be done to remedy this?

1. Do not say "hello" more than once. If the system detected your answer incorrectly, all noise will reset the three-second counter.
2. If, after you answer, the message does not immediately play, cover the mouthpiece of the phone to cutout all background noise. The message should begin after three seconds.

Please make every effort to provide the school with current and accurate phone information any time there is a change to ensure that you do not miss important information.

. Thank You.

**Date** \_\_\_\_\_

**Student (s) Name(s)** \_\_\_\_\_

\_\_\_\_\_

**Phone Information Form**

The Primary Contact Number will be used to call you every time we send a School Messenger call, regardless of the urgency of the message.

These numbers are labeled in Harmony as Alert 1, Alert 2, and Alert 3. Please consider the numbers you use as they will be early morning calls.

Please consider these numbers carefully and make an effort to keep us informed as soon as possible if either number changes for any reason. This information can also be filled in online. They are labeled as Alert numbers.

Alert 1 \_\_\_\_\_

Alert 2 \_\_\_\_\_

Alert 3 \_\_\_\_\_

*Thank you for your assistance and please be sure to return this form as soon as possible.*