

# Appendix A: SchoolConnects Feature Set

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FUNCTIONALITY	INCLUDED
<b>Voice/Email/SMS Text/Social Media (Twitter)</b> multi-mode message delivery.	Yes
<b>Record Messages in Your Own Voice</b> if you choose a more personal touch.	Yes
<b>Multi-lingual</b> capability helps you reach out and communicate effectively with all ethnic groups.	Yes
<b>Extreme Speed</b> enables you to deliver messages to a large number of recipients in minutes! Ideal for broadcasting time-sensitive messages to your school community.	Yes
<b>Web Based</b> system allows all authorized persons to use SchoolConnects from anywhere.	Yes
<b>Completely Hosted by SchoolConnects</b> so there is no hardware, software, or telephone lines for the school/district to maintain	Yes
<b>Redundant, Controlled Access Data Centers</b> The hosted service call and data centers are spread out geographically, one on the west coast and one in central Canada. Each center has secure controlled access. Each also has redundant power backups (diesel/generator) that can run for at least 24 hours.	Yes
<b>Telephone Interface</b> when the Internet is not available, allowing you to initiate a message from your cell phone on the move.	Yes
<b>Address Book and Contact Lists</b> integrated with your student information system enable you to easily select message recipients.	Yes
<b>Secure, Controlled User Access</b> – every user of the service can have their own login and password and administrators can easily control the users' access level to the service.	Yes

FUNCTIONALITY	INCLUDED
<p><b>Delivers Multiple Messages for Same Recipient in One Call</b> – rather than potentially calling the same recipient several times on the same day, different messages are combined and delivered in one call while duplicates are eliminated.</p>	<p><b>Yes</b></p>
<p><b>Variety of Reports</b> – SchoolConnects offers user-configurable summary and detailed reports down to individual students, phone numbers and email addresses. Users can select to <b>receive an automatic report of the delivery results by email</b> when sending out a message.</p>	<p><b>Yes</b></p>
<p><b>Accurate Answering Machine Detection</b> allows complete and not chopped-off messages to be left on answering machines.</p>	<p><b>Yes</b></p>
<p><b>Reusable Message Templates</b> save time when sending frequently recurring messages.</p>	<p><b>Yes</b></p>
<p><b>Multiple Contact Points Per Student or Staff</b> help you reach parents and staff quickly and effectively at their home, business, cell phones and multiple email addresses.</p>	<p><b>Yes</b></p>
<p><b>Do Not Call List</b> lets you easily exclude telephone numbers from receiving messages.</p>	<p><b>Yes</b></p>
<p><b>Email Messages with Attachments</b> – ideal for sending out newsletters, permission forms, or location maps</p>	<p><b>Yes</b></p>
<p><b>Intelligent Telephone Survey Capability</b> lets you poll your school community on a variety of topics on a regular basis and provides you the results in data format for quick viewing or further analysis. You will get much higher participation from parents than paper or web-based surveys.</p>	<p><b>Yes</b></p>
<p><b>School Specific Caller Display</b> lets parents and staff see who the call is from.</p>	<p><b>Yes</b></p>
<p><b>Cascade Calling</b> feature lets you call several phone numbers until a live person confirms receipt of the message, ideal for situations like having to reach parents for an unplanned early dismissal.</p>	<p><b>Yes</b></p>
<p><b>Parent Portal</b> of SchoolConnects provides a very easy way for parents to maintain their own contact information on-line and choose where to receive different message types (e.g. Attendance vs. Emergency) – Available for District Implementations</p>	<p><b>Yes</b></p>

FUNCTIONALITY	INCLUDED
<b>Built-in Help</b> in the form of on-line user manuals, FAQs and help videos are available to all users.	<b>Yes</b>
<b>Safe Arrival Solution</b> – Optional service includes inbound toll free telephone lines for reporting of absences, reporting option within the Parent Portal (web/mobile), outbound attendance telephone calls to verify unreported absences	<b>Optional</b>
<b>Text-to-Speech</b> support for several languages	<b>Yes</b>
<b>Automated Language Translation</b> support for several languages	<b>Yes</b>
<b>HTML Email</b> Tools for creating HTML email	<b>Yes</b>
<b>Mobile Version</b> to launch messages	<b>Yes</b>
<b>Long distance</b> calls included in the price	<b>Yes</b>
<b>Message Retrieval</b> – Parents, Staff can use either a toll-free # or the Web to retrieve and listen to messages previously sent	<b>Yes</b>
<b>Email Spam Blacklist Review and White-listing</b> - SchoolConnects frequently reviews email tasks sent through the hosted service to ensure that customer messages are not being blocked as Spam	<b>Yes</b>

FUNCTIONALITY	INCLUDED
<b>Support for Canadian Anti-Spam Legislation (CASL)</b> SchoolConnects can help manage email subscriptions by filtering email to addresses that have not opted in to receive commercial related messages. A rich set of variables can be used to allow districts to customize their approach. Email can include a footer link so recipients can easily unsubscribe to email at any time.	Yes