



CORPUS CHRISTI SCHOOL

2/2/11

Dear Parents,

We've been using the SchoolReach system since last year and it seems to be a very effective tool to communicate current happenings, school closings, etc. In case you are wondering, here's how the system works:

I log into the system, record the message, and launch the call. The system then takes a few additional minutes to actually place the call. (I am able to track the success of each wave of phone calls - there are three.) The first call is either answered by the vast majority of families or reaches an answering machine. If the receiving household is on the phone at the time (busy), or doesn't answer, a second wave of phone calls goes out - just to those households. The second wave of phone calls is made about 7-16 minutes later (this depends upon the volume of calls that SchoolReach is handling at any one time). Any call still not successfully made (still busy or not answering) is repeated in a third wave of phone calls made about 7-16 minutes following the second. By the third try most households have either answered the phone, or the message has been left on answering machines.

If SchoolReach reaches your answering machine but no message has been placed, check your recording. Be sure that it does not have an initial pause - SchoolReach is only activated when it recognizes a human voice answering the phone. Also, be sure to check the length of your recording. If it is too long, SchoolReach will not leave a message.

If you move, change cell phone provider, or for some other reason change your phone number, or if you wish to ADD another phone number to the call list, please contact the school. The system is very easy to update.

Kathleen Connor