



July 23, 2014

Dear Mooreville Schools Families,

Communications between school and home have never been more important -- for weather notification, emergency alerts or other important announcements. At Mooreville Schools, we are implementing a new message broadcast system which enables school personnel to notify all households and parents by phone, email and text within minutes of an emergency, inclement weather, unplanned event or other school communication need.

This notification service is provided by SchoolReach, a company specializing in school-to-home communications. The service has the flexibility to provide voice, text and email messages based upon the contact information we have on file for your student.

We will also continue to report school closings or delays through local radio and television stations as well as our website and social media, including our Facebook and Twitter pages.

In an effort to ensure you receive these communications, please note the following:

- 1) Contact Information: Please be sure the school's office has updated contact information on file.
- 2) Caller ID: All SchoolReach calls will come from either your child's school phone number or 317-831-0950 (the school district office).
- 3) Live Answers: SchoolReach uses voice detection technology so you only need to say "hello" once. The message will usually begin in a few seconds after it detects your voice. Please note that multiple "hellos" will delay the message.
- 4) Message Retrieval Line: SchoolReach archives our school's messages for 30 days, just in case you miss them. Simply call -- from the phone number you have on file -- this number: 855-955-8500 and follow the prompts to hear any/all messages sent.
- 5) Answering Machines/Voice Mail: The system also detects answering machines and voice mailboxes and will deliver the recorded message. Please note that the recommended number of rings for answering machines is four and be sure that recordings are free of any "pauses."
- 6) 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.

Adding SchoolReach is one more way we provide school-to-home communications all in an effort to make sure your child(ren) are safe, secure and learning! If you have any questions, please contact your child's school.

Thank you,

David E. Marcotte
Superintendent