

Lake Havasu Unified School District Launches Parent Notification System for Emergency Communication and Response

Dear Parents,

We will soon be implementing a new alert and notification service throughout the **Lake Havasu Unified School District**. This new service is called **Blackboard Connect** and will enable us to personally communicate with parents about emergency situations, school events and important issues impacting your child. It will allow us to send personalized voice messages to your family's home, work or cell phones, e-mail communications, and even text messages. We will be able to reach everyone in the district within minutes.

In preparation, please note these important call delivery notes:

- 1. When a call comes from the school, your caller ID will display the main school phone number.**
- 2. When listening to a message, please be aware that background noise will cause the system to stop and start. It is carefully calibrated to determine whether a person or an answering machine/voicemail has been reached, and background noise may affect the delivery. If possible, move to a quiet area, or press the "mute" button on your phone.**
- 3. If you missed any part of a message, please stay on the line and press the asterisk (star) key on your phone to hear the entire message again.**

Additionally, it is important that your school has all of your current telephone numbers and e-mail addresses so that you will not miss out on any important communications. Please contact your child's school to update your current information, including phone numbers and email addresses. Please be aware that the **Blackboard Connect** service cannot dial an extension, so be sure the numbers you include are direct lines. Also, we recommend that high school and middle school attendance messages be routed to a number other than the home telephone number.

It is an honor to serve you and your children in the Lake Havasu Unified School District. We look forward to connecting with you more effectively in the very near future.

Sincerely,

[Principal]



- The **Blackboard Connect** service enables school administrators to record, schedule, send, and track personalized voice messages to tens of thousands of parents in minutes.
- The award **Blackboard Connect** service offers a bundled set of emergency communication, survey, attendance, and community outreach notification tools designed to help schools improve awareness, increase involvement, and audit communication on a regular basis.