Blackboard Connect for Teachers™

Frequently Asked Questions

**Does Blackboard Connect for Teachers™ have a separate login from the regular interface?**

Teachers will have their respective login page that only allows them to generate messages regarding students enrolled in their class/classes.

**What process do teachers follow to create messages?**

After logging into the interface, teachers can initiate messages in a simple three-step process. First, a student’s name is selected along with the appropriate comments from a list of over 100. Second, teachers are able to review and verify all students and messages. Teachers are able to make necessary changes if needed. And lastly, messages are submitted for delivery within the district’s pre-set delivery window.

**How many languages does Blackboard Connect for Teachers™ deliver messages in?**

Messages are pre-recorded in 22 languages and are automatically sent in each family’s preferred language. The languages are as follows: Arabic, Armenian, Cambodian, Cantonese, English, Farsi, French, Haitian-Creole, Hindi, Hmong, Japanese, Korean, Lao, Mandarin, Polish, Portuguese, Russian, Somali, Spanish, Tagalog, Thai, and Vietnamese.

**How does Blackboard Connect for Teachers know what the student’s home language is?**

This information is contained in the student data imported directly into Blackboard Connect for Teachers and mapped within our reporting system.

**Can teachers view what language the messages will be sent in?**

If a teacher would like to see in which language a particular student’s comments will be sent, they may scroll the mouse cursor over that student’s name in the user interface.
What types of comments are available for teachers to select from?

Your teachers can select from over 100 comments that provide parents with insight on their child’s performance in the classroom. Parents will be able to receive messages about their child’s behavior, attendance, conduct, participation and academics.

What if a student has multiple teachers/classes, does the service send several daily messages?

The service will send no more than one message per student per day. The singular message delivery is comprised of the comments selected by teachers on a given day. When the message Delivery Window begins, all comments selected for a particular student are concatenated into a single message so only one phone call is sent home for a student per day.

What happens if a teacher is teaching at multiple schools?

If a teacher is teaching at multiple schools, they only need one email address and password to access all sites for which he or she has access. After entering their username or password, teachers teaching at multiple sites will be prompted to choose which site they wish to access via a dropdown menu. If a teacher would like to then jump to another school’s account, he or she will have to sign out and sign in again to use the site dropdown menu to select a different school.

How many attempts to we make on the phone number we have in the system?

Just like Blackboard Connect, a total of three attempts will be made for any messages that are not successfully delivered. After three attempts, Unsuccessful Deliveries will be listed on the Latest Results window on the Blackboard Connect for Teachers Home tab.