

# Send a Grades Message to Guardians

Last Modified on 10/22/2022 9:30 am CDT

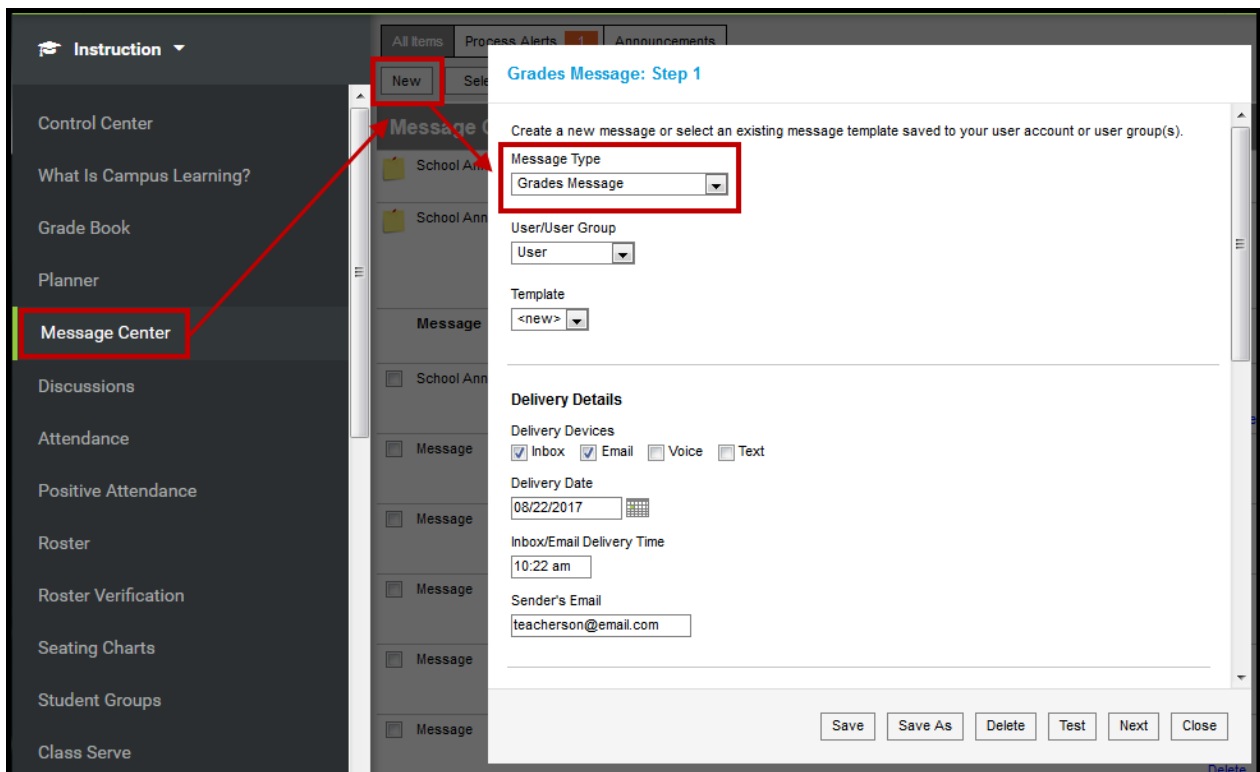
[Step 1 - Delivery and Message Details](#) | [Step 2 - Students and Recipient Criteria](#) | [Step 3 - Review and Send Messages](#)

**PATH:** *Campus Instruction > Message Center > New > Message Type: Grades Message*

**PATH:** *Campus Instruction > Notification Bell Icon > Message Center > New > Message Type: Grades Message*

Send a **Grades Message** to guardians to notify them when the student has received a specific grade either as an In Progress or a Posted Grade. Grades messages are not sent to students.

Use this tool to create a message to send, or to save a message template for later use.



## Grades Message in the Message Center

The steps of sending a Grades Message are as follows:

- [Step 1 - Delivery and Message Details](#)
  - [Step-by-step](#)
- [Step 2 - Recipients](#)
  - [Step-by-step](#)
- [Step 3 - Preview and Send](#)
  - [Step-by-step](#)

## Templates

When you create a message, you have the option of selecting an existing message template or starting from scratch. See the [Create a Template for Sending Messages](#) article for more information about templates.

Use the **User/User Group** and **Template** fields to select which template you'd like to start with, or choose a Template of **new**. The User/User Group dropdown list has options for your own account (User) and for each of the User Groups you are a member of. If you have the correct tools rights, you can save templates to a user group, which would make that template available to all users in the group.

If you select a specific template, fields in the message auto-populate based on that template, but are still editable for this instance of the message.

## Step 1 - Delivery and Message Details

The Delivery and Message Details options available depend on your district's messenger settings.

### Delivery Device


The Delivery Device options determine how the message is delivered to the recipients. Different fields display for each device; all appropriate fields display if you choose more than one device.

Note that there are separate Delivery Times for Inbox/Email messages and Voice/Text messages. Inbox/Email messages can be sent at any time, but you may want to limit the delivery of Voice and Text messages to daytime and evening hours.

- **Inbox** - Sends the message to the recipient's Portal account.
- **Email** - Sends the message to the recipient's email address on file.
- **Voice** - Sends the recorded voice message to the recipient's voicemail.
- **Text** - Sends the SMS text to the recipient's mobile number.

**Delivery Details**

Delivery Devices  
 Inbox  Email  Voice  Text

Delivery Date  
 

Inbox/Email Delivery Time

Voice/Text Delivery Time

Sender's Email

Caller ID

*Delivery Details*

### Message Details

For a Grades Message, the Subject, Body and Text Message fields auto-populate with a sample of content that you could use, including Campus fields that populate based on the recipient. For example, the `student.firstName` field will populate with the student's actual first name in each message based on the recipient. Modify this text as desired.

**Message Details**

Message Subject

Message Body

F

Your student `student.firstName` has earned a grade in the course `failingMessenger.courseName`.

Please sign into your school's parent portal at `failingMessenger.portalURL` to find more information.

Text Message

F

Infinite Campus recommends not exceeding 140 characters as this may result in multiple messages being sent to recipients in random order.

F

`student.firstName` has earned a grade in the course `failingMessenger.courseName`. Please sign into your school's parent portal to find more information.

### Message Details

## Delivery and Message Detail Fields

The columns on the right indicate which fields display for which devices, (I)nbox, (E)mail, (V)oice, and (T)ext.

Delivery Options	Description	I	E	V	T
<b>Delivery Date</b>	The date the message is scheduled to be sent. The default setting is the current date; change the date to send the message on some date in the future.	X	X	X	X
<b>Inbox/Email Delivery Time</b>	The time the message is scheduled to be sent on the Delivery Date. The default setting is the current time; change the time to send the message at a future time.	X	X		
<b>Voice/Text Delivery Time</b>	The time the message is scheduled to be sent on the Delivery Date. The default setting is the current time; change the time to send the message at a future time.			X	X

<b>Sender's Email</b>	The email address that displays in the From field of the email. This email address populates based on the <a href="#">Email Settings</a> set up for the district and is either the default email address selected for the district or your email address entered in <a href="#">Census</a> . This field may be editable, or read only, based on district settings.		X		
<b>Caller ID</b>	The phone number that displays on the recipient's caller ID. This phone number populates based on the <a href="#">Caller ID Preferences</a> set up for the district.			X	
<b>Message Details</b>	<b>Description</b>				
<b>Message Subject</b>	The subject line of the message.	X	X	X	X
<b>Record a Message</b>	This link opens up a public voice file recorder where you can record a voice message for this message. Once you've recorded a message, use the Add WAV File option to upload the file to the message.			X	
<b>Add WAV File</b>	Upload an existing WAV file of a voice message.			X	
<b>Add Email Attachment</b>	Allows you to upload a file attachment, based on your district's <a href="#">Digital Repository Preferences</a> . Note that file names that include special characters cannot be uploaded. Special characters include : / \ , [ ] { } ( ) ! ; " * ? < >   CR, LF, '.' or Tab.		X		
<b>Message Body</b>	The message sent to the recipient. Default text displays providing an example of the type of Grades Message that you could send, but is entirely editable. Format using the options above the message. The image icon allows you to insert a web link to an image. The link icon, which looks like a chain, allows you to insert a web link.  In the example, the fields outlined in blue are Campus fields, which display information based on the recipient. For example, the student.firstName field displays the first name of the student recipient for each message. Use the green <b>F</b> button to access available Campus fields.  <i>Message Body supports the use of Chinese characters in email messages only.</i>	X	X	X	

<p><b>Text Message</b></p>	<p>The message sent to the recipient. Default text displays providing an example of the type of Grades Message that you could send, but is entirely editable. Text messages cannot be formatted.</p> <p>In the example, the fields outlined in blue are Campus fields, which display information based on the recipient. For example, the student.firstName field displays the first name of the student recipient for each message. Use the green <b>F</b> button to access available Campus fields.</p> <p>There is a character limit of 400 characters for text messages.</p> <div data-bbox="379 616 1217 969" style="background-color: #e1f5fe; padding: 10px; border: 1px solid #ccc;"> <p>Infinite Campus recommends not exceeding 140 characters as this may result in multiple messages being sent to recipients in random order. When a text message reaches this length, a warning message displays indicating such. The message cannot be saved until the character limit is met. Existing text message templates still display in their entirety, but need to be modified to be within this limit before sending.</p> </div>				X
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## Details Step-By-Step

1. Select *Grades Message* as the **Message Type**.
2. To start with an existing template, select a **Template** that is assigned to you as a **User** or a **User Group** you belong to in the next two fields.
3. Indicate which **Delivery Devices** to send the message to. Devices are available based on your district's settings. Additional options display based on the device(s) selected.
4. Enter a **Deliver Date**, either the current date or a date in the future.
5. Enter **Deliver Times** for Inbox/Email and Voice/Text messages.
6. If sending an Email, review the **Sender's Email**. This field may be editable based on district settings.
7. If sending a Voice message, review the **Caller ID** number. This field may be editable based on district settings.
8. Enter a **Subject** for the message.
9. Attach any additional files needed for the message, either by **Recording a Message** and **Adding** it as a **WAV File** for Voice messages or **Adding an Attachment** for Emails.
10. Modify the default content in the **Message Body** if desired. Use the options at the top of the text box to format the text, add images or links, and include Campus fields. This text applies to Inbox, Email, and Voice messages.
11. If sending a text, modify the default content in the **Text Message** if desired. Campus recommends limiting this text to 140 characters. Messages greater than that length that include variable length Campus fields are sent as multiple messages that may not be delivered in the correct order.
12. Use the options along the bottom of the window to move on:
  - Click **Save** or **Save As** if you're modifying or creating a template. The **Delete** option also applies to templates. See the [Grades Message Template](#) article for more information

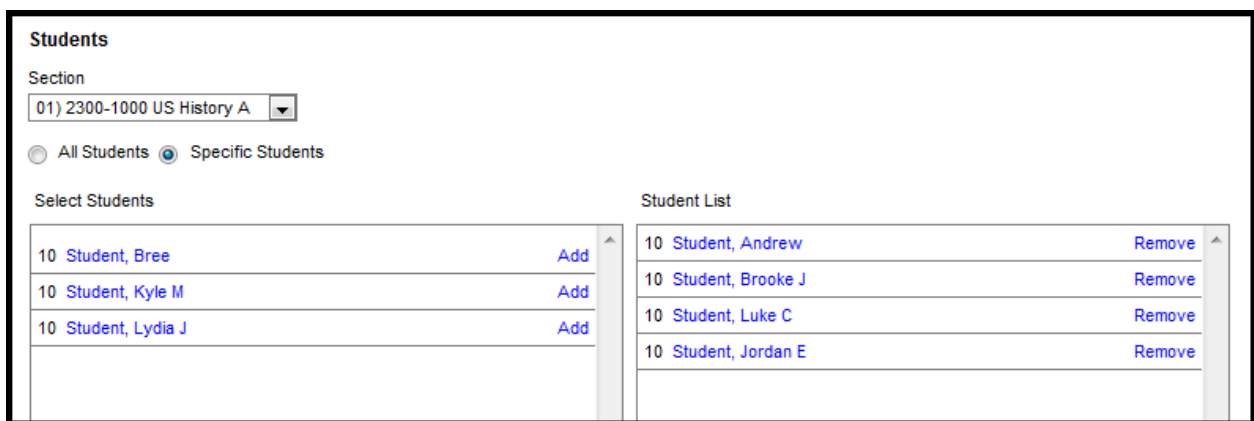
about these options.

- Click **Test** to view your message as recipients would see it.
- Click **Next** to move on to the next step of sending the message, which is determining recipients.
- Click **Cancel** to exit the message without sending.

## Step 2 - Students and Recipient Criteria

The second step of sending a message is selecting which students' guardians could be included in the recipient list and which grades determine that inclusion. The guardians of selected students who also meet the recipient criteria are sent the message.

Available **Sections** include your sections in the current term and one term previous. Leave **All Students** selected to include all active students in the selected **Section** or mark **Specific Students** to choose individuals. Move students to and from the Student List using the **Add** and **Remove** buttons. Add All and Remove All options are at the bottom of the lists.



### List of Specific Students

#### Blended Learning

If your school is using Blended Learning, an icon displays next to each student's name indicating their blended learning group.

Once you've selected students as possible recipients, determine the **Recipient Criteria** for the message: which grades from which tasks and standards cause a message to generate.

Three options filter which grades meet the criteria:

- Type of Grades - In Progress and Posted
- Grades - The letter grade or rubric score the student earned. Options display for each of the [Score Groups and Rubrics](#) used in grade calculation based on the [Grade Calculation Options](#)

established in the Grade Book.

- Term Tasks and Standards - The Grading Tasks and Standards that are aligned to [Categories](#) in the current Term.

Below these options is a checkbox to **Allow Repeat Messages**, which allows multiple messages to be sent to the same recipient. For example, if you are generating a message to students who received an A or a B as their Term or Semester grades and a student received a B for the Term and an A for the Semester, that student would receive multiple messages.

In this example, students who have an *In Progress Grade* in the *Term Grade* Grading Task of *F* will be sent a message.

**Recipient Criteria**

Message sent to guardians of selected students that meet criteria below:

Select Type of Grades  
 In-progress Grades  Posted Grades

Select Grades  
 Select All [Collapse All](#)

High School Scale

- A
- B
- C
- D
- F

Select Term 4 Grading Tasks and Standards  
 Select All [Expand All](#)

Grading Tasks

- Mid-Term (Progress)
- Term Grade
- Semester

Allow Repeat Messages

*Recipient Criteria*

## Recipients Step-By-Step

1. Select a **Section** from which to choose students and grades. Options include the current and previous terms for all of your sections.
2. Indicate if you want to include **All Students** as possible recipients or choose from a list of **Specific Students** in the section. Add students to the List as desired.
3. Indicate whether messages should be sent based on **In Progress Grades** or **Posted Grades**.
4. Select which **Grades** to include from the list of applicable Score Groups and Rubrics.
5. Select which **Grading Tasks** and **Standards** to include.
6. Indicate if **Repeat Messages** should be allowed for students who meet multiple criteria.
7. Click **Next** to review the message prior to sending.

## Step 3 - Review and Send Messages

The final step of creating and sending a message is to review recipients and send the message.

The **Delivery Summary** displays the options selected in the Delivery Details at the beginning, and the **Recipient Counts**, as well as a **Preview** of the Message(s) with any attachments. Recipient Counts indicate the total number of recipients, as well as:

- The number who will not receive the message through any means (No Device),
- The number with a Portal account who could receive the message through the Process Inbox, and
- Those who had email addresses or phone number in **Census** with the appropriate messenger settings who received the message through those methods (Email and Voice/Text).

The **Message Preview** displays all messages that will be sent to recipients.

To review specific recipients, click **Review Recipients**. To remove a recipient prior to sending the message, or to remove a delivery device, unmark the checkbox next to the individual or any of their message devices. Click the student's name to view their summary. Click **Preview** to view the message as that parent would see it, with the appropriate Campus fields populated.

Recipients who do not have any devices listed below their names (such as email addresses and phone numbers) will not receive the message.

If you've made any changes to this screen, click **Save** and then **Close** to return to the preview screen. Otherwise, click **Close** to return.

**Grades Message: Step 3**

**Delivery Summary**

Delivery Date: 06/13/2014  
 Inbox/Email Delivery Time: 09:10 AM  
 Voice/Text Delivery Time: 09:10 AM  
 Recipient Count: 2  
 No Devices: 0  
 Process Inbox: 0  
 Email: 2  
 Voice/Text: 2

**Message Preview**

Message Subject: Grades Message

Message Body: Your student `{student.firstName}` currently has earned a failing grade in the course `{failingMessenger.courseName}`. Please sign into your school's parent portal at `{failingMessenger.portalURL}` to find more information.

Text Message: `{student.firstName}` currently has earned a failing grade in the course `{failingMessenger.courseName}`. Please sign into your school's parent portal to find more information.

**Review Recipients**

<input checked="" type="checkbox"/>	Recipient Name ▲	Student Name	
<input checked="" type="checkbox"/>	Student, Carl <input checked="" type="checkbox"/> stucar@email.com <input checked="" type="checkbox"/> (456) 555-1234	Student, Jordan	<a href="#">Preview</a>
<input checked="" type="checkbox"/>	Student-Teacher, Alice <input checked="" type="checkbox"/> stuteaali@email.com <input checked="" type="checkbox"/> (999) 555-4444	Student, Jordan	<a href="#">Preview</a>

Buttons: Back, Send, **Review Recipients**, Close

### Reviewing Recipients

Click **Send** to send the messages. If any of the delivery devices is recognized as invalid, an error message displays and messages are not sent. In this case, click **Review Recipients** again and unmark the checkbox next to the erroneous email address or phone number and click **Save** and



**Close.** Messages will not be sent to this device. Click **Send** again to send the message to the remaining devices.

Once messages are successfully sent, a summary screen displays recipient counts. To view a log of messages sent, mark the checkbox next to the delivery devices and click **View Log**. A printable log generates that includes the following sections:

- **Delivery Summary** - Includes Date and Time of the message and counts for devices, with both attempted and successful counts where appropriate.
- **Filter Criteria** - Includes the criteria that determined which students' guardians were sent the message.
- **Message Detail** - Includes the content of the message(s) and appropriate information about the sender (email address and phone number).
- **Delivery Detail** - Lists the guardians who were sent the message, their students' names, the Delivery Device(s), the Status of the message, and the Time the message was sent.

Leave all device checkboxes blank to view a general message log of just Delivery Summary, Filter Criteria, and Message Detail.

### Grades Message: Step 3

Your message has been sent successfully.

Recipient Count:	2
No Devices:	0
Process Inbox:	0
Email:	2
Voice/Text:	0

Select delivery devices and view a log of messages sent, if desired.

No Devices  
  Inbox  
  Email  
  Voice/Text

Back  
 View Log  
 Close

13-14 Harrison High
585 Peachtree Parkway, Metro City MN 55436

Generated on 06/13/2014 10:42:28 AM  
Page 1 of 1
**Sent Message Log**
Date: 06/13/2014 10:39 AM

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#### Delivery Summary

<b>Start Time:</b> 06/13/2014 11:09 AM	<b>Total Inbox:</b> 0	<b>Total Voice Attempted:</b> 0
<b>End Time:</b> 06/13/2014 11:09 AM	<b>Total Emails:</b> 2	<b>Total Text Messages Attempted:</b> 0
<b>Duration:</b> 0 minutes	<b>Total Voice:</b> 0	<b>Recipients contacted successfully by phone:</b> 0
<b>Total Recipients:</b> 2	<b>Total Text:</b> 0	<b>Recipients not contacted by phone:</b> 2
<b>Total No Device:</b> 0		

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#### Filter Criteria

Types of Grades: In-progress Grades  
 Term: 4  
 Grades: F  
 Tasks: Term Grade  
 Allow Repeat Messages: Yes

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#### Message Detail

Sender's Email: teacherson@email.com  
 CallerID: (987)999-9876

**Message Body:**  
 Your student student.firstName has earned a grade in the course US History A.  
 Please sign into your school's parent portal at <http://www.infinitecampus.com> to find more information.

**Message Text:**  
 student.firstName has earned a grade in the course US History A. Please sign into your school's parent portal to find more information.

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#### Delivery Detail

Recipient	Student	Delivery Device	Status	Time
Student, Carl	Student, Jordan	stucar@email.com	Pending	11:09 AM
Student-Teacher, Alice	Student, Jordan	stteaa.li@email.com	Pending	11:09 AM

*Message Log after a Message is Sent*

## Review and Send Step-By-Step

1. Click **Review Recipients** to view each planned recipient of the message. Unmark checkboxes for any recipients' devices that shouldn't receive the message and click Save and **Close** to return. If you don't make any changes to the recipient and device list, just click **Close** to return.

2. Click **Send** to schedule the message. Any invalid delivery devices, such as an invalid phone number, generate an error. Use the **Review Recipients** list to remove these invalid devices. **Save, Close**, and return to **Send** the message again. The message will be sent at the Delivery Date and Time chosen.
  3. A total **Recipient Count** and by-device totals displays.
  4. To view a printable log of the message, click **View Log**. If desired, mark the device checkboxes below the recipient counts to include Delivery Details for those devices.
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