My Learning

FUSION
Virtual Learning Environment

The Parent Communication Centre

User guide

Contents

What does the Communication centre do?

The Communication Centre is a single place to go to send communications out to parents.

There are two types of communication:

- Newscasts
- Feeds

Newscasts

Newscasts are single, 'one off' items of news or information sent out to all parents or parents of a group of students. Parents are forced to receive these newscasts and do not have the option to unsubscribe.

Feeds

Feeds are a series of newscasts about one area of school life. The newscasts are sent out over time and parents can choose whether to unsubscribe from any feed.

What can be included in a newscast?

When a newscast is sent out, parents receive a notification containing the title and description of the newscast. They can choose to click to view the full newscast.

The notifications to parents go as per your school's settings within the Notification Policy in My learning (Fusion). If you have set this at 'Email and App', the parents will receive an email with a link to Fusion and **receive a push notification to their mobile phones** which directs them to the Fusion app which they have installed in their phones.

You can add the following to newscasts:

- Text
- Images
- Videos
- Links
- Documents

Who can create newscasts and feeds?

The Admin will be able to send newscasts to **all** parents and **groups** of parents.

The Admin will be able to **create feeds** and send newscasts within the feeds to **all** parents and **groups** of parents

The Admin can add any member of staff as an **Editor** of all functions of the Communications Centre. With the editor rights, teachers can do what the Admin could do with the Parent communication centre.

Without Editor rights, teachers can only create a newscast to the parents of a group they are a member of.

To add Editors to the Communication Centre

1. Choose 'Editors' from the tabs at the top

2. Select staff to act as editors of newscasts and feeds by ticking their name
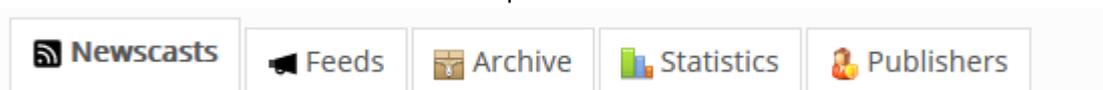3. Click 'Add editors' to add them to the list of editors

How do I send a newscast?

1. Admin, Editors and teachers can click the icon in their Quick Links dashboard panel.

    Comms
    centre

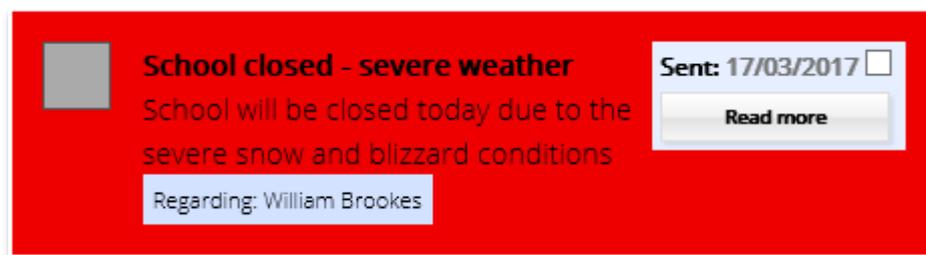   This is also available from the 'Tools' Menu and select 'Comms Centre'.

2. Choose 'Newscasts' from the tabs at the top

Newscasts	Feeds	Archive	Statistics	Publishers

3. Click 'New Newscast' to create a newscast

4. Choose either 'All Parents' (Admin/Editors only) or 'Parents of a group' (Admin/Editors and teachers)

5. Give your newscast a title and description

6. You can choose to add a category.

    > NOTE:
    > If the category you want is not listed, the Admin login can edit the list of categories ('Manage' > 'Lists and categories' > 'Comms Centre')

7. If you tick the box 'This newscast is an alert', the notifications will be highlighted in red in the notifications list

    School closed - severe weather
    School will be closed today due to the severe snow and blizzard conditions
    Regarding: William Brookes
    Sent: 17/03/2017
    Read more

8. When you are happy with your newscast click 'Create Newscast'.

9. When you are ready to send the newscast, click 'Publish'

    Publish

An example of a Newscast being edited

Audience

◉ All parents
◯ Parents of group

Message

Title

School closed - severe weather

Description

School will be closed today due to the severe snow and blizzard conditions.

The description is currently 75 characters. After 400 it may not show on all devices together.

Category

None ▾ (Optional)

Type

☐ This newscast is an alert, it will be shown with yellow text and a red background

Save as draft

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For ongoing alerts click here

Please see the Bad Weather Policy for more information

📄 **Bad Weather Policy (pdf file)**

Create newscast

Will all parents receive the newscast?

All parents who have a Parent Portal account in My Learning Fusion will receive the newscast as a notification.

Parents who have the My Learning App on their phone or other mobile device will also receive a 'push' notification.

Parents who log into the Parents' Portal from their computers will see that they have a new notification as shown below.

You have new notifications ⚙ 1

How will I know how many parents have the App?

When you enter the Communications Centre, you will see a colour block at the top right:


This example is showing that there are 16 parents registered. Of those, 6 are using the App and 10 will see the newscast in their notifications when they login.

When you publish a newscast, the record will show

- how many parents were sent the newscast
- How many parents use the App (Audience reach)
- How many times the newscast has been opened (click count)
- To view details of a post that has been sent, click 'view details'
- Under 'Options' click the 'Archive' icon to archive the post

Type	Created	Audience reach		Click count	Published	view details	Options
👥	30/03/2017	7 / 9	78%	5	30/03/2017	🔍	⬛

For a visual overview of the published newscasts, click the 'Statistics' tab
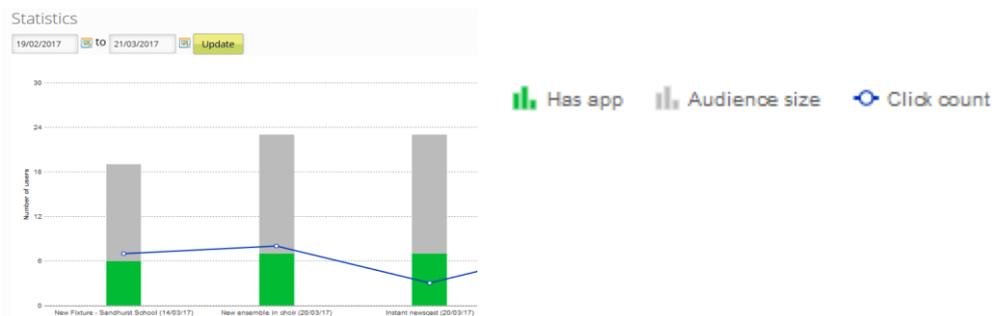
How do I create a feed?

Remember, a feed is a group of newscasts sent out over time across various areas/ clubs/ departments etc. Only **Admin** and **Editors** can create new feeds groups.

You need to create and give titles to the Feed areas before you can send a newscast within them

1. Click the icon in the Quick Links dashboard panel.

   Comms centre

2. Choose 'Feeds' from the tabs at the top
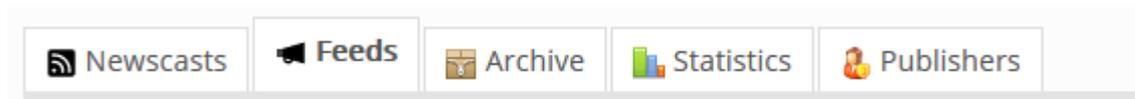
3. To create a new feed, click 'New Feed'

4. Give the feed a title

5. If you want to let parents know that they have been added to the new feed, tick the box 'Announce this feed to all users?'

6. Click 'Create feed'

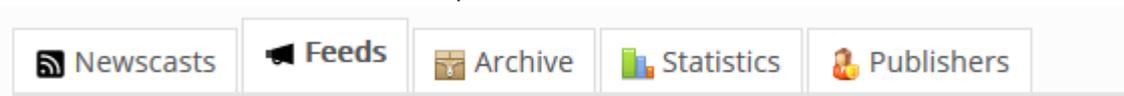7. Your feed will be added to a list of feeds.

How do I send a newscast to the subscribers of a feed?

Only **Admin** and **Editors** can send a newscast to the subscribers of a feed.

1. Can click the icon in your Quick Links dashboard panel.

Comms centre

Choose 'Feeds' from the tabs at the top

2. Click on the small green 'plus' sign on the feed that you would like to send a newscast to

| School Choir | Mr D.Simpson | 0 | |

3. Give your newscast a title and description

4. You can choose to add a subject

5. If you tick the box 'This newscast is an alert', the notifications will be highlighted in red in the notifications list

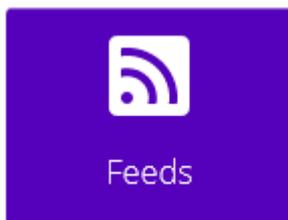6. When you are ready to send the newscast click 'Create newscast'

7. When you are ready to send the newscast click 'Publish'

How do parents manage their feeds?

Parents can very simply subscribe and unsubscribe to available feeds on their Parents' Portal.

They should click on the 'Feeds' button to go to the list of available feeds:

They can click the tick or cross to subscribe and unsubscribe.

They can use the buttons to subscribe and unsubscribe to all feeds