

# Send a Grades Message (Instruction)

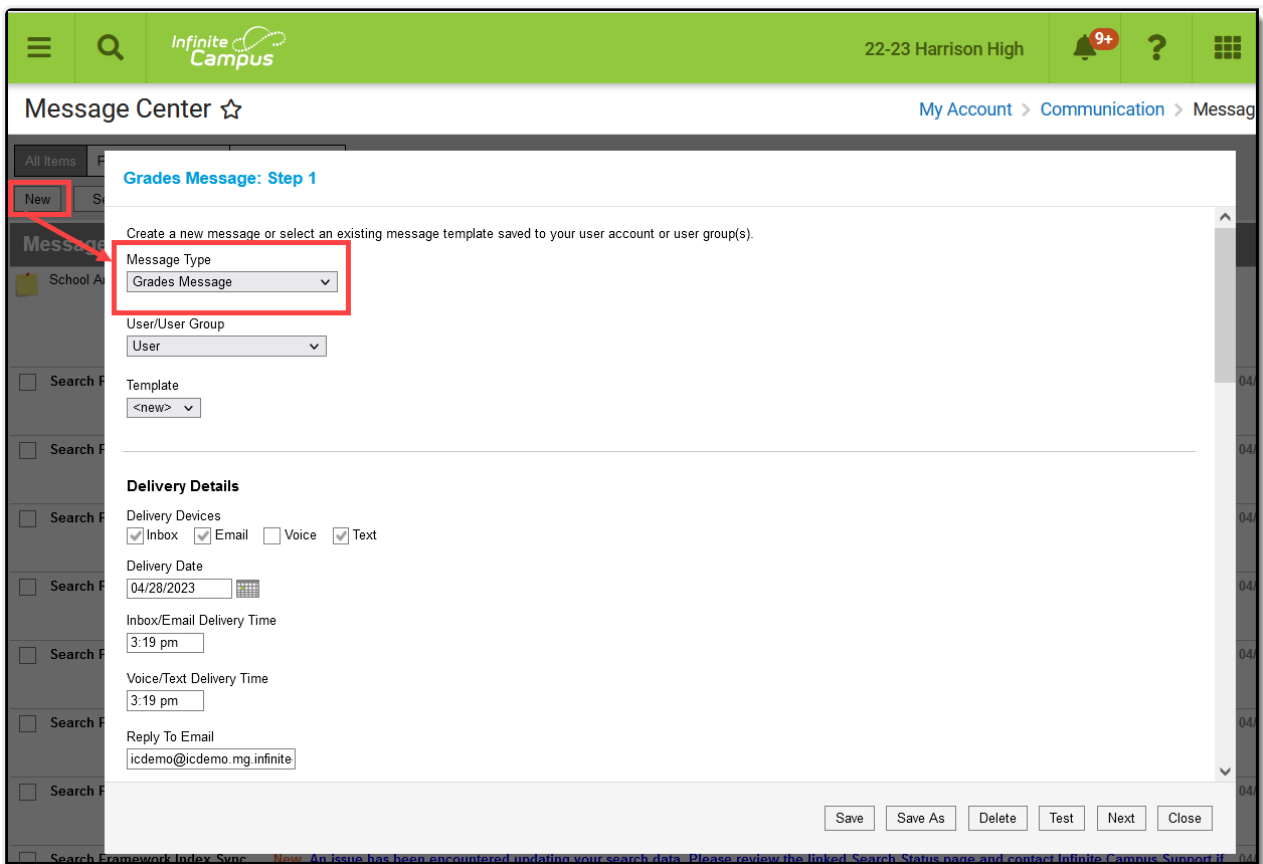
Last Modified on 06/28/2024 9:10 am CDT

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

Location: [Message Center](#) > [New](#) > select Message Type: [Grades Message](#)

Send a **Grades Message** to students and guardians to notify them when the student has received a specific grade either as an In Progress or a Posted Grade.

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



*Create a Grades message to notify students and their guardians about specific grades.*

Tool rights to create Grades messages are found in [Additional Access Rights](#) > Instruction Messaging.

The steps of sending a Grades Message are as follows:

- [Step 1 - Delivery and Message Details](#)
  - [Delivery Details](#)

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

## 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.

## Step-by-Step Instructions

▶ [Click here to expand...](#)

## Delivery Details

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 for a Template*

### Additional Delivery Options

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

Option	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	

### Delivery Dates in the Future

A Grades message pulls recipient data based on the date that the message is *created*, not when it is scheduled to be delivered.

For example, if scheduling a message to be sent in the future for posted grades, but the grades have not yet been posted, the message will indicate that there are no recipients because at the time the message is created, no students fit the grade criteria.

## 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  
Grades Message

Record a Message

Add WAV File

Add Email Attachment

Message Body

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

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

`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

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

Message Details	Description	I	E	V	T
Message Subject	The subject line of the message.	X	X	X	X

Message Details	Description	I	E	V	T
<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>	<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. 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.</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><i>Message Body supports the use of Chinese characters in email messages only.</i></p>	X	X	X	

Message Details	Description	I	E	V	T
<b>Text Message</b>	<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. Once the limit of 400, a warning message displays and the message cannot be saved until it is shortened.</p> <p>However, Campus recommends limiting the length of text message to 140 characters, since longer messages will be sent in multiple chunks and may not be delivered in the correct order.</p>				X

## Step 2 - Students and Recipient Criteria

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

### Step-by-Step Instructions

▶ [Click here to expand...](#)

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.

**Students**

Section

All Students
  Specific Students

Select Students

10 Student, Bree	<a href="#">Add</a>
10 Student, Kyle M	<a href="#">Add</a>
10 Student, Lydia J	<a href="#">Add</a>

Student List

10 Student, Andrew	<a href="#">Remove</a>
10 Student, Brooke J	<a href="#">Remove</a>
10 Student, Luke C	<a href="#">Remove</a>
10 Student, Jordan E	<a href="#">Remove</a>

*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.

There are three options to filter which grades meet the criteria:

- **Select Type of Grades** - In Progress and Posted
- **Select 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.
- **Select 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 a given Section/Term/Task. If this checkbox is not marked, a messenger contact can only receive one message for a given Section/Term/Task - additional message beyond the first are not sent.

Indicate whether the **Recipients** for the message should include Messenger Contacts and/or Students. Messenger Contacts are those who have a [Relationship](#) to the student marked as Messenger.

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

**Recipient Criteria**

Message sent to selected recipients based on the criteria below:

Select Type of Grades  
 In-progress Grades  Posted Grades

Select Grades  
 Select All [Collapse All](#)

A-F plus minus

- A
- B
- C
- D
- F

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

Grading Tasks

- Progress
- Term Grade
- Semester

Allow Repeat Messages

Recipients  
 Messenger Contacts ⓘ  Students

*Select the criteria for determining recipients.*



## Step 3 - Review and Send Messages

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

### Step-by-Step Instructions

▶ [Click here to expand...](#)

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

### 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 and 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 students and guardians who were sent the message, 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

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

Generated on 06/13/2014 10:42:28 AM Date: 06/13/2014 10:39 AM

**Sent Message Log**

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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: teacherscn@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*

## Previous Version

[Send a Grades Message to Guardians \[.2211 - .2315\]](#)

