

Connecting with All Families

Inaccurate or missing parent contact information is one of the largest barriers to engaging students and families. This step-by-step guide shows how to update contact information and reach the students and families that likely need you most.

1 Identify students and families you have not been in touch with.

Work with your team to create a list of the students and families you have spoken with since your school or district closed. After the list has been compiled, ask your team to review it for accuracy.

2 Send a staff email to ask for any updated phone numbers or email addresses they may have.

Share the list with your staff and ask if anyone has updated contact information for any of the students on the list. Your staff—including all administrators, counselors, nurses, teachers, coaches, and librarians—have different interactions with different students. Because of this, different staff members may have a more recent phone number or email address for a student's parent, guardian, or relative.

Even if the data you receive is not a parent's or guardian's phone number, it could help you reach someone who is close to the student and can provide more information on where the student is and how they're doing. They may also be able to give you the direct contact information for the student's parent or guardian.

3 Implement and communicate an order of operations to update your SIS with updated information. addresses they may have.

As you source updated contact information, you will want to make sure that you have a formal process established for updating your student information system (SIS). Document this process and send it out to your staff so that everyone understands how to proceed if they have or receive a piece of updated contact information.

4 Re-attempt to contact the family or student.

With new contact information at hand, do another round of outreach and attempt to contact and connect with the families or students who were previously unengaged. If you are able to connect with them, remove them from your "uncontacted" list and update your records accordingly to document your conversation.

5 Rinse and repeat steps 1-4 for uncontacted families to close the communication gap and reduce the size of the list.

Take the list of remaining students who are still uncontacted, circulate it again with your staff and see if there has been any update on the contact information for any particular students.

Next, go through stages 1-4 again to try and source updated information for your SIS.

6 Contact city agencies to collaborate.

If you don't have contact information for a family after a couple rounds, you can attempt to partner with city agencies on a data sharing agreement to procure missing numbers. Be sure to abide by all local and state laws if you do this.

How KiNVO™ Helps

KiNVO makes this workflow easy by instantly identifying whether or not a phone number or email address is accurate.

Identification	Status		
KiNVO tells you if a phone number is a landline or not.	 Green indicates the contact information is accurate.	 Red indicates the contact information is inaccurate.	 Black indicates the district has not yet reached the contact.

If a staff member sees that a piece of contact information is inaccurate or unknown, but personally has it documented from a previous interaction, they can follow district protocols to update the SIS. If district policy allows, staff members can update the contact info directly in KiNVO. If a piece of information is updated, you will see the history of change in KiNVO.

Identification	
Caden Reynolds	03/30/2020 09:00am
Jessica de la Rosa	12/02/2019 02:13pm

Reach All Families

With updated contact information, districts can use KiNVO to reach all families—even if they don't speak English or have internet access. You can:

- Communicate with ELL students and their families via two-way messaging automatically translated in 80+ languages.
- Reach students and families without internet access via two-way text messaging that is instantly archived with administrative oversight.
- Communicate with families on the devices they're already using without needing a clunky app or parent login.
- Visualize attendance trends and reports for effective planning and budgeting.
- Automate attendance notifications to immediately notify parents via text, email, or robocall in 80+ languages.
- And much more!

Want to learn more about how we can help you reach all families? Send us a note:

hello@kinvolved.com | www.kinvolved.com

How Kininvolved Consulting Helps

Kininvolved can help you ensure that you are in touch with as many families and students as possible. Our suite of consulting services includes:

1. Audit the parent contact information housed in your Student Information System.
2. Create a list of family contacts whose phone numbers are incorrect or turned off.
3. Operationalize a Crowdsourcing Process to update phone numbers and email addresses from your district staff members.
4. Launch digital and social media campaigns to spread the word and raise awareness of these efforts.
5. Mail post cards to families as a second line of support in collection of contact information and offer additional resources.
6. Operationalize the updating of your Student Information System.
7. Measure the impact in contacting more families by way of these efforts.

We can also help you create a remote family engagement action plan that addresses the following:

Since your district shifted to remote learning, which families or students...

- Have you not connected with?
- Do you have inaccurate contact information for?
- Have since turned off their phones or have gotten a new phone number?

Since your district shifted to remote learning, which families or students...

- Need access to wifi or a laptop/tablet?
- Lack shelter?
- Are hungry?
- Have lost employment?
- Need mental health or healthcare services?

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