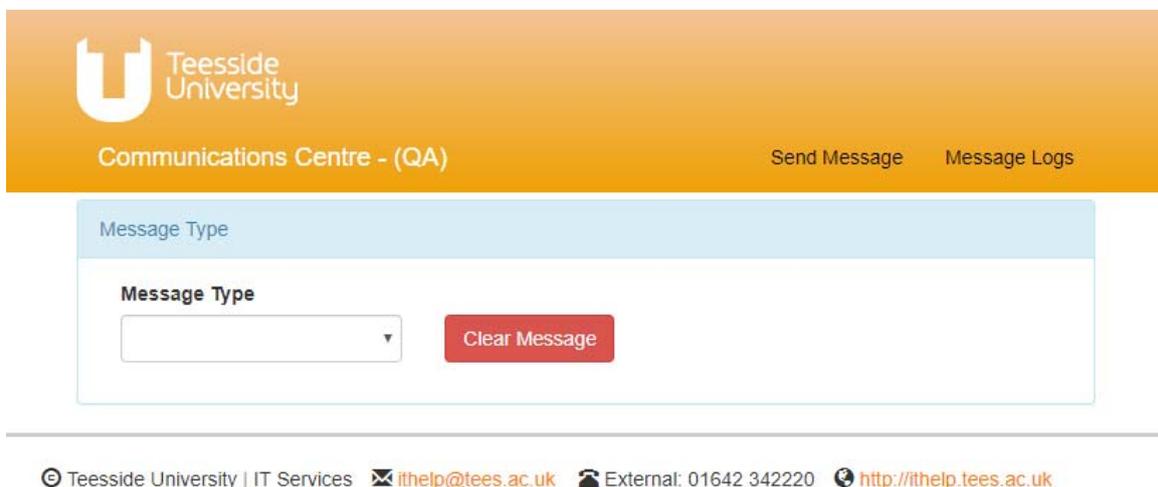# Communications Centre Manual

Communications centre has been created to help streamline text / email communications with students throughout the university. The system will enable parts of the university to send texts in a simple manner where they have previously not had this functionality. Its will help to unify how messages are sent to students to a common interface.

Sending a message is broken down into 4 steps:

1. Select the message type
2. Search for students
3. Building the recipient list
4. Typing the message to send

Sending a text

When you first load up http://apps.tees.ac.uk/CommunicationsCentre you will be presented with the message type selection:

Select Text from the dropdown list, and the selection options panel will appear. This will allow you to search for students.

You can change this selection at any point by clicking the clear message button.

You can select students by Student number, or by module code. You can also send a message directly to a mobile number if you have that to hand.

Searching by Student number

The simplest way to send a message is by using the student ID (in the format T701234567). Click on the student number option, and then enter a student number into the student number field.

Searching by Phone Number

Click on the phone number option, and then enter a phone number(s) into the phone number field.

Searching by Module

Click on the Module Code option

Enter a module code(s) into the module code field.

Select the academic year for which to find students.

Clicking on the find module button will show a list of modules for the year / codes entered.

Module Name	Module Code	Period Slot	Occur	Module Groups	Add Group	Remove Module
An Introduction to Human Development and Functioning across the Age Continuum	SDH1041-N	BC1	A		●	●
Mentoring in Practice	SDH3024-N	GI1	C		●	●
An Introduction to Human Development and Functioning across the Age Continuum	SDH1041-N	FG1	A		●	●
Mentoring in Practice	SDH3024-N	JL1	A		●	●
Mentoring in Practice	SDH3024-N	GI1	B		●	●

Clicking on the ● button will remove the module occurrence from the search.

A red user icon (👤) is displayed for a module occurrence when there are no students attached.

If you see a grey ⊕ button, this means there are no module Lecture, seminar or Practical groups assigned to this module occurrence.

This is based upon values entered into SITS SMO record via the UDF fields. This will need to be entered before this feature is available in communications centre

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Clicking on the orange ⊕ button will show the Add Module Group popup:

Select a module group and click the save button. The module list will be updated so that it now has the module groups listed.

Module Name	Module Code	Period Slot	Occur	Module Groups	Add Group	Remove Module
An Introduction to Human Development and Functioning across the Age Continuum	SDH1041-N	BC1	A	LEC04 ⊗	⊕	⊖

If a module is listed with module groups, only students attached to that module group will be returned by the search. If this column is blank, then all students attached to the module occurrence will be returned by the search.

Performing a search

Clicking on the search button will search for the students.

If the search returned some results the Recipient Selection panel will be shown.

The search fields allow a list of values to be entered. These can either be comma or new line separated. i.e. entering 'T7000813, T7180020' into the student number search field will search for both students. This helps when getting lists from other systems into a message list.

Building the Recipient List

Non Existent Student Numbers: T7180020

Recipient Selection

Search Results

	ID	Name
☐	T7000813	Gabby Raykova

Recipients To Message

	ID	Name	Address

If any of the students that were searched for could not be found, then they are reported in the red bar.

The search results are added to the search results (blue left-hand list). The right-hand list is shows students that will be sent the message.

To add users into recipients list, select the check box next to their name and click on the ➡ button to add them to the recipients list.

To remove students from the recipients list, the select the checkbox next to their name in the recipients to Message list, and click on the ⬅ button.

Clicking the check box in the table header will select all students in the list.

The recipient list is retained between searches, so you can add students from different searches in to a single message.

When there is more than 1 recipient, the message panel will appear.

Message

Send Message

To text the recipients, enter the message and click on the send message button.

If the message was successful, then the screen will be refreshed, and you will see the message type selection again.

If the message could not be sent, then the message screen is retained, and an error message is shown.

Sending an Email

This is mostly the same as sending a text. You will need to select the message type of Email. Once this is done the selection / recipient list is the same as other message types. However, the Message panel will now allow formatting and a subject to be entered.

To email a group of users, enter a subject, message and click the send message button.