



SCS RAPID NOTICE

New “SCS RAPID NOTICE” Communication System to be Used for Parents & Employees in 2009-10

Shelby County Schools will begin using the new “SCS RAPID NOTICE” communication system during the 2009-10 school year. The “SCS RAPID NOTICE” system will be used to quickly send messages to SCS parents about important school matters and to SCS employees about important job-related information. The “SCS RAPID NOTICE” system will contact parents and employees using home, work or cell phone numbers on file.

- **To ensure parents and employees receive all intended calls, accurate contact information must be on file.**
- Parents should provide accurate information at the time of registration and notify the school whenever their contact numbers change.
- Employees can verify personal contact information by logging into their SCS employee portal.

Frequently Asked Questions about the “SCS RAPID NOTICE” communication system:

1. How will the “SCS RAPID NOTICE” be used for parents?

It will provide information to parents about daily student attendance, school events, system-wide reminders, such as registration, and urgent school matters, such as weather-related closings or school emergencies.

2. How will the “SCS RAPID NOTICE” be used for staff?

Staff calls may include information about training dates, event reminders or school/office closings, among other topics.

3. What number will appear in the Caller ID window during a “SCS RAPID NOTICE” call?

The “SCS RAPID NOTICE” will feature a phone number using the “321-” prefix, which is the prefix used by Central Office departments. School-based calls sent with “SCS RAPID NOTICE” will have the school’s prefix.

4. What time of day will “SCS RAPID NOTICE” calls be placed?

Automated attendance calls will be made in the morning hours to any parent whose child is marked absent. Other forms of non-urgent calls, including school event notices and system-wide reminders, will typically be sent outside of school hours. Urgent calls, such as weather alerts and school emergencies, will be placed as needed based on the recommendation of the superintendent.

5. How quickly can “SCS RAPID NOTICE” messages be sent?

The “SCS RAPID NOTICE” communication system has the ability to reach the parents of all 47,000-plus SCS students in a matter of minutes.

6. Can “SCS RAPID NOTICE” calls be replayed?

Parents and employees will be able to touch a key on their phone to replay any received message.

Read more about the “SCS RAPID NOTICE” system in the Spring/Summer 2009 edition of *The Staffer*.
The Staffer can be accessed from the SCS homepage, www.scsk12.org.