

Unified Operations Attendance Intervention Suite: Engaging Families to Improve Student Attendance for Teachers

Learn how to use the tools in the Unified Operations Attendance Intervention Suite to get to know your students and their patterns, manage your classes and small groups, and communicate positively and effectively with student families.

Sign In and Basic Navigation

Unified Operations Communication is a mobile tool that allows schools to engage families through real-time, two-way translated text. Previously known as KiINVOLVED, you will notice lingering KiNVO terminology throughout this QRC.

In the address bar of the browser, type in the URL of the server:

Go to <https://kinvo.kinvolved.com/>

Enter school email

Click Next

Choose - New to Unified Home Communication? Click here to create your password

Enter school email

An email will be sent to the address entered. Follow the steps to create a password and log in.

Check your inbox for the link to create your password

Log In using your school email and password

KiNVO Mobile App

KiNVO is available for the iPhone, iPad, and Android phone. Note: for the iPad, download the app for the iPhone. When a parent contact receives a KiNVO message it is from a KiNVO phone number or email address, not a personal phone number or email address.

1. After logging into the iPhone KiNVO mobile app, touch the three dots at the top left of the screen
2. Tap **Settings** on the bottom left on the menu
3. Select the preferences for Push notifications
4. Swipe right to turn on **Notification Enabled**

User Settings

To personalize PowerSchool Unified Operations Attendance Intervention Suite, open **Settings** under **Manage Account**.

1. Click **Personal settings** to manage password and email notifications

Dashboard

Familiarize yourself with the Dashboard as it's the launching point whenever you sign into PowerSchool Unified Operations Attendance Intervention Suite.

The header section includes the PowerSchool logo, the student search field, your inbox, your settings and logout link.

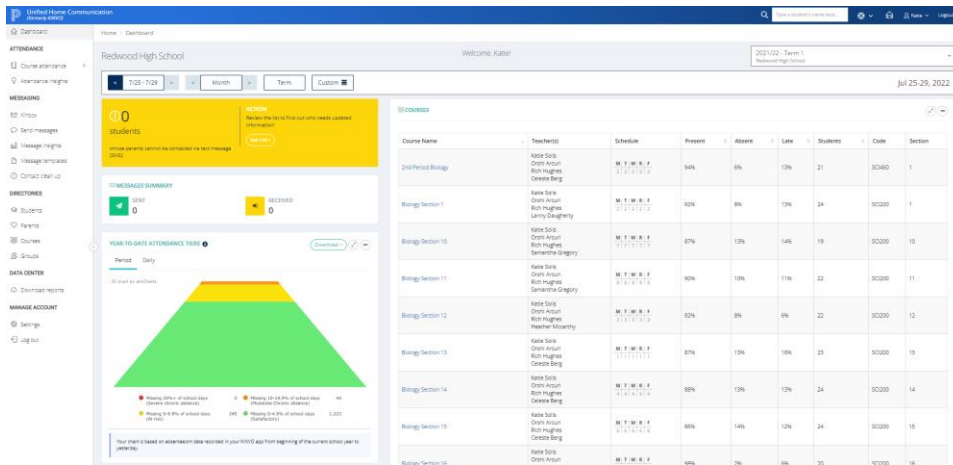
The navigation bar includes the term indicator if at the school level.

Use the main menu on the left to navigate and use attendance, messaging, directories, reports, and manage account.

Unified Operations Attendance Intervention Suite: Engaging Families to Improve Student Attendance for Teachers

Quick Reference Card

The main part of the dashboard, beneath the navigation bar and to the right of the main menu, allows a user to switch to a weekly, monthly or customized view, and shows message and attendance analytics.



Messaging

Two-way communications can be sent in over 80 languages to connect with all community members. Automated notifications can be set up to target messages district-wide, school-wide, grade, class or to custom groups such as special programs, ELLs, bus routes, clubs or teams.

Send Messages

Communicating regularly with families will help strengthen family engagement, build relationships and trust, and improve student outcomes. Send notes of appreciation, positive behavior, and compassion to parents.

1. Click **Send Messages** under Messaging on the main menu to compose a message to student contacts and/or students.
2. On the **To Parents** field, type a minimum of three characters to activate the smart search feature.
3. On the **Template** drop-down menu, select a template if applicable. The template verbiage will populate in the **Message** text box.
4. In the **Message** text box, type *Hi! I hope you are well. I just wanted to let you know that I appreciate all that you do to help {{student}} at home. I am here for you and {{student}}. Send questions to me any time via text message.*
5. Click the to record a message. (**IF** your district purchased Premium Features: Voice Recording Add On)
6. Click the to add a PDF or Picture. (**IF** your district purchased Premium Features: PDF and Picture Add On)
7. To schedule a message, click **Schedule**.
8. Click **Once** or **Recurring**.
9. Choose date(s).
10. Click **Save**.

You will be directed to the **Scheduled (once)** page in your **Kinbox**. Click **Schedule (Recurring)** if you saved a recurring message. Further edits can be made.

Unified Operations Attendance Intervention Suite: Engaging Families to Improve Student Attendance for Teachers

Quick Reference Card

Attendance Insights

Attendance Insights provides in-depth look at the number of student absences.

1. Click **Attendance Insights** under **Attendance** on the main menu
2. If at the district level, select a school to view a table of absences for the students at a particular school
3. Select the week, a month or custom date range to filter the report
4. Toggle either Daily or Period
5. Use Filters to focus on specific data points such as a **Tier Level** or number of **Unexcused Absences**
6. Click **Actions** to download the student data in a CSV or PDF file
7. Select a student name to view a student's attendance analytics

Attendance Insights 2022/23
Bonsai Elementary School

< Week > < Month > **School Year** Custom Jul 31, 2022 - Feb 21, 20

Active Students **Discharged Students**

SHOWING 1-4 OF 4 STUDENTS Send Message - Download multiple report card

Name	Grade	Tier	By All Absence	By Excused	By Unexcused	By Consecutive	By Rate
<input type="checkbox"/> Crapo, Chad	Kindergarten	Tier 2	Greater than or equal to Equals Less than or equal to	Excused	Unexcused	Consecutive	% Days Present
<input type="checkbox"/> Reed, Rebecca	Kindergarten	Tier 2	24	0	24	10	84%
<input type="checkbox"/> Smith, Colton	Kindergarten	Tier 2	24	0	24	10	84%
<input type="checkbox"/> Smith, Gina	Kindergarten	Tier 2	19	0	19	11	87%

Kinbox

Kinbox is your repository for all messages.

1. Click **Kinbox** under **Messaging** on the main menu.
2. Click a parent name to open a side drawer to view the conversation history between you and the parent contact.
3. Click the bubble on the bottom right of text message to add a category such as attendance, positive, behavior, academic, or announcement.
4. Open the **Stats** tab to view total numbers of messages sent to and received from a contact.
5. Open the **More Info** tab to view **Your KiNVO Number** used to send texts to the contacts.
6. Click **Export** to download the conversation history between you and the contact.

Message Insights

Message Insights for mass messaging provides an in-depth look at the number of messages delivered and failed, the break-down of delivery methods, and the delivery summary. If a pdf was included in the outgoing message, Insights reports how many recipients opened the attachment.

1. Click **Message Insights** under **Messaging** on the main menu to view a table of all messages sent.
2. Click **More** on a message row to open the detailed analytics of one message.
3. The **Failed Delivery List** provides the student and parent names of the failed delivery and the reason.

Unified Operations Attendance Intervention Suite: Engaging Families to Improve Student Attendance for Teachers

Quick Reference Card

Mail Merge

Mail merge is perfect for quickly sharing grades, behavioral information, or custom information with parents in bulk. Note: mail merge messages are sent in real-time. They cannot be scheduled or saved as a draft.

A CSV file must be prepared first with the Student ID and content and must include column header. A sample template to download is available on the **Send Message** page.

1. Click **Send Messages** under Messaging on the main menu.
2. Click the **Mailmerge** button for either the Students or Parents depending on your intended audience.
3. Click **Browse** to locate the file.
4. Click **Upload**.
5. Write the message and include the proper template tags where the template tags are the column headers from the CSV file.

Sample Message: Hello! {{student}} received a {grade} on the Algebra II midterm. {{Comment}} Thank you!

A	B	C
StudentId	Grade	Comment
12008	95%	Great job!
18005	80%	Let's discuss how {{student}} can improve.
30	65%	Please write back to schedule a phone call
20009	98%	Great job!
15008	82%	Let's discuss how {{student}} can improve.

Sample CSV file

6. Click **Send**.

Message Templates

Templates enable flexibility and efficiency for sending messages.

1. Click **Message Templates** under **Messaging** on the main menu to view templates and to create a template.
2. To create a template, click **+Add**.
3. Add a **label, template tags**, and the **content** of the message.
4. Select a **Topic** and determine if the template will be shared with others.
5. Click **Save**.
6. To edit a custom template, click a template name on the **Templates** page, then **Edit**.
7. Make the necessary edits, then click **Save**.

Contact Clean Up

Building relationships and connecting with students and families is a critical component to engage students and families. It is important to maintain current contact information for communications to be received. At times, it might be necessary to perform a contact clean up.

1. Click **Contact Clean Up** under **Messaging** on the main menu to view a current list of unreachable contacts.
2. Filter by SMS Status to view a specific status.

Unified Operations Attendance Intervention Suite: Engaging Families to Improve Student Attendance for Teachers

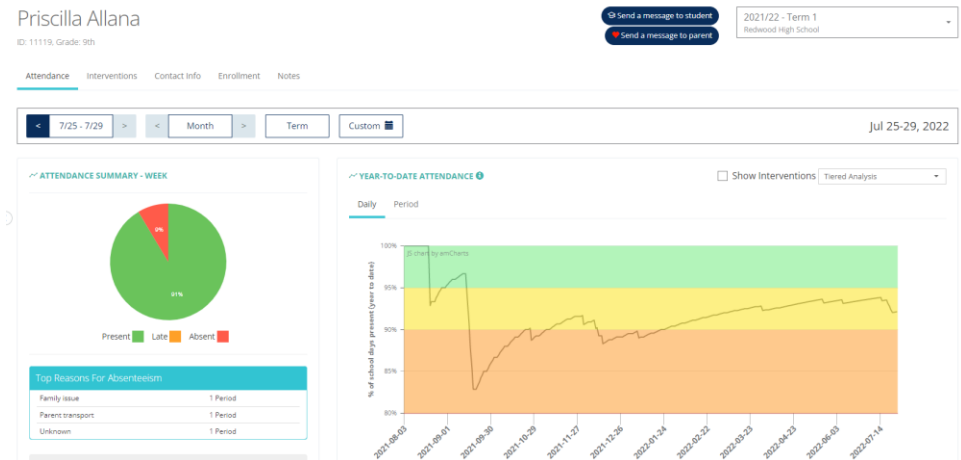
Quick Reference Card

Working with Directories

Use Directories to access students, parents, staff, courses, and groups data. District level administrators will be able to use the school indicator to switch schools and view all data. School level administrators will see just their respective school data. Teachers will see only those students rostered to them in their courses and those students' parent contacts.

Student Directory

2. Click **Students** under **Directories** on the main menu
3. To view an individual student record, click **More** to the left of a student name to open the page
4. Click **Actions** to download **Attendance Data** and a **Report Card**. The Report Card displays attendance and parent engagement analytics
5. For analytical attendance information, click either the first or last name of a student to view weekly and year-to-date attendance data



6. Student and Contact information can be viewed and updated on the **Contacts Info** tab including a contact's primary language and contact methods

The screenshot shows the student record for Dorothy Abernathy (ID: 12008, Grade: 11th). It features a navigation bar with tabs for Attendance, All Messages, Contact Info, Enrollment, and Notes. Below the navigation bar, there are filters for the date range (7/25 - 7/29), a view selector (Month, Term, Custom), and a date (Jul 25-29, 2022). The main content area is divided into two sections: 'STUDENT INFO' and 'PARENT CONTACT INFO'. The 'STUDENT INFO' section includes a table with the following data:

FIRST NAME	LAST NAME	STUDENT ID	GRADE	PHONE	EMAIL	CONTACT METHODS
Dorothy	Abernathy	12008	11th	Add mobile number	Add email address	<input type="checkbox"/> SMS <input type="checkbox"/> Email <input type="checkbox"/> Parent

The 'PARENT CONTACT INFO' section includes a table with the following data:

FIRST NAME	LAST NAME	RELATIONSHIP	PRIMARY LANGUAGE	PHONE	EMAIL	CONTACT METHODS	CONTACT ABOUT
Alex	Brown	Grandparent	Turkish	+15624557947	Add email address	<input checked="" type="checkbox"/> SMS <input type="checkbox"/> Email <input checked="" type="checkbox"/> Parent	Attendance GeneralOther
Jill	Brown	Grandparent	Spanish	+14872524444	Add email address	<input checked="" type="checkbox"/> SMS <input type="checkbox"/> Email <input checked="" type="checkbox"/> Parent	Attendance GeneralOther
Gregg	Buck	Parent	Danish	Add mobile number	Add email address	<input type="checkbox"/> SMS <input checked="" type="checkbox"/> Email <input type="checkbox"/> Parent	Attendance GeneralOther

Parent Directory

7. Click **Parents** under **Directories** on the main menu

Unified Operations Attendance Intervention Suite: Engaging Families to Improve Student Attendance for Teachers

Quick Reference Card

- To view contacts whose assigned phone number might not be receiving text messages, use the SMS status drop down



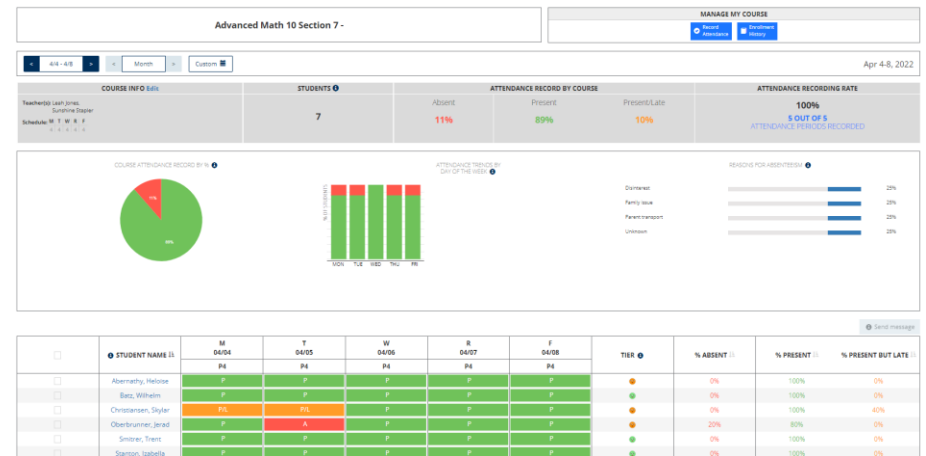
- Click **Actions** to the right of a parent name, then **edit Parent** to update contact information

- Click **Save Contact**

Course Directory

All courses for the active term are listed in the **Course Directory**. Course information can be edited in this directory. Attendance analytics for a course is also available. Staff can use the Course Directory to send communication to an entire class or a select number of students.

- Click **Courses** under **Directories** on the main menu
- Click **Edit** in the right column of a course name to update **Course Name**, **Course Start Date**, **Course End Date**, and the **Schedule**
- Click **Save**
- Click a course name to view overall course analytics
- Select the entire class or several students and click **Send Message** to communicate with students.



Groups Directory

Use groups to communicate to a specific set of students. For example, an afterschool club or tutoring, at-risk students, virtual learners, or IEP students.

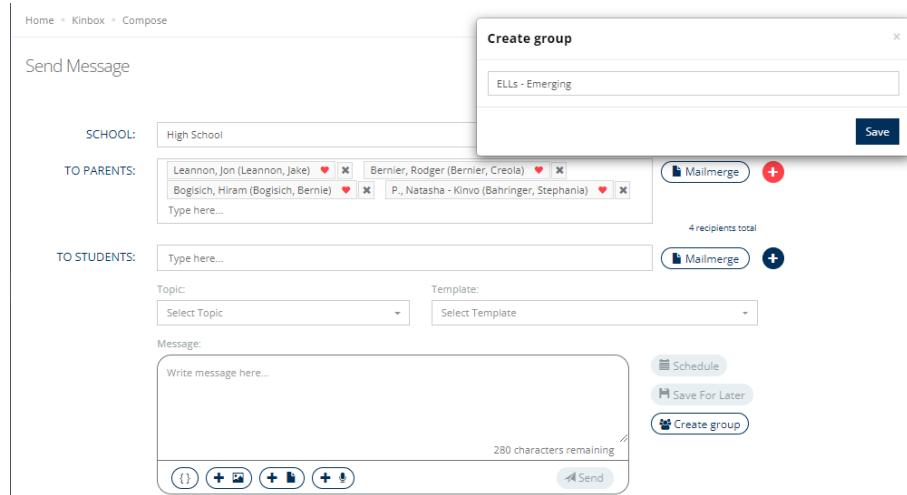
There are two methods to create groups: manually or uploading a .csv file.

Manually:

- Click **Send messages** under **Messaging** on the main menu
- Begin to type first three letters of a name to show a list of matches, select the parent
- Repeat step 2 until all parents are selected
- Click **Create Group**
- Type a group name such as ELL-Emerging
- Click **Save**

Unified Operations Attendance Intervention Suite: Engaging Families to Improve Student Attendance for Teachers

Quick Reference Card



2. Click a group name
3. On the **Staff with access** tab, click **+Add staff member**
4. Type the name in the search field, select the matching name
5. Click the **Add to XX** button

Manage groups on the Groups Directory page.

1. Click **Groups** under **Directories** on the main menu
2. Click a group name
3. To add another student(s) to the group, click **+Add student** to search for and add a student
4. Click **xRemove** next to a student to remove from the group
5. To communicate with the parents of the group, click **Send a message**

Uploading a CSV file:

22. Click **Groups** under **Directories** on the main menu
23. Click the green **+Upload a group** button
 - CSV file must include StudentID, LastName, and FirstName or StudentID and StudentName (a sample template to download is available on the pop-up screen)
24. Type a **Group Name**
25. Click **Browse** to select and attach the .csv file
26. Click **Upload**

Assign staff to groups on the Groups Directory page.

1. Click **Groups** under **Directories** on the main menu

Analytics and Reports

Use reports to pull school-wide and staff member data on parent communication. Reports can be found under the **Data Center** grouping in the main menu. Select **Download Reports** and run selected reports to view your school and staff usage details. For example,

The **School-Wide Level Communication Rate of Parents** report shows the total number of messages sent and received and the number of unique parents reached at the school level.

1. On the **Data Center** page, select the **Start date** and **End date** for a report.

Unified Operations Attendance Intervention Suite: Engaging Families to Improve Student Attendance for Teachers

Quick Reference Card

(District Admins also need to select the school from the school indicator drop down in the top right corner.)

2. Select a course or All Courses from the **All Courses** drop down menu in the top left corner.
3. Select a grade level or All grades from the **All grades** drop down menu.
4. Click the blue **Download** button on the right column for the **School-wide level communication rate of parents** report.
5. A green confirmation banner will briefly display.
6. The link to the report displays on the **My Reports** column.
7. Click the link to download and view the report.

The screenshot shows the 'Unified Home Communication' interface. The top navigation bar includes a search bar, a user profile for 'Katie', and a 'Logout' button. The left sidebar contains navigation options for 'ATTENDANCE' and 'MESSAGING'. The main content area is titled 'Home - Reports' and 'KiNVO Data Center'. It features two dropdown menus for '- All courses -' and '- All grades -'. A date range selector is set to '2022/23 - Term 1' for 'Bonsai Elementary School', with a start date of '02/01/2023' and an end date of '02/21/2023'. Below these are tabs for 'Period Attendance Reports', 'Daily Attendance Reports', 'Parent Communication Reports', 'Student Communication Reports', and 'General Reports'. A table with three columns: 'REPORT NAME', 'MY REPORTS', and 'DOWNLOAD' is shown. The first row contains the report name '** School's attendance rate (%A, %P, %P/L)', the date '02/01/23 - 02/21/23, generated on 02/21/23', and a blue 'Download' button.