

# SY24-25 Back-to-School Guide for District Administrators

Welcome to the 2024-2025 school year! We are thrilled to continue our partnership with you in creating effective family-school communications through TalkingPoints. Your district's investment in TalkingPoints is a powerful gift to teachers/staff and families. While TalkingPoints is a tool, its true impact lies in the mindset and approach to family engagement it fosters.

This guide is designed to provide you with the resources, checklists, and reminders needed to launch a new year with TalkingPoints. Need something different? Do not hesitate to reach out to your Partner Success Manager. We are here to support you every step of the way!

## DATA INTEGRATION AND VALIDATION: REVIEW DATA IN YOUR TALKINGPOINTS SITE

Do this after the new school year data is shared to TalkingPoints. We estimate this will take you about 30 minutes.

To ensure a smooth start to the school year, it's essential to verify that all data is accurately flowing into your TalkingPoints site. This section will guide you through the necessary steps to review and update your data integration and staff permissions.

### Data Integration

- With your tech department, identify the date when new rosters will be available for your school admins, teachers, and staff to start sending TalkingPoints messages. TalkingPoints continues to sync with Clever, ClassLink, TalkingPoints Connector files on a nightly basis. Your new data will be present in TalkingPoints one day after it is shared to us.
- Communicate the above date to your School Administrators and Staff to ensure that they understand when they'll be able to start communicating with their new families.
- New Feature (Optional): Turn Off Class and Group Visibility** If rosters have not rolled over yet, you can turn off class and group visibility for family app contacts to prevent confusion.

### Data Validation

- Students Tab
  - Student count:** check the number of students that are currently in your school's account. Does this number look accurate based on the number of students you are sharing with TalkingPoints for SY 24-25? If not, reach out to your Partner Success Manager to discuss any discrepancies.
  - Contacts:** Ensure all families are getting the communication they need through TalkingPoints. Take a look at the filters that show you the number of students with an invalid contact or with a missing number. How can you work with your team to create a plan to get this information updated?
  - Manually added students (if applicable):** review the list of manually added students in your account. Do you need to delete any of these students from last year? Are there any duplicate student accounts that you need to clean up?

- Staff & Roles Tab

- Staff:** Do your non-classroom staff, such as school counselors and support staff, have accounts created for them? If not, you can send them through the nightly sync, [add them manually](#) or via New Feature: [Bulk Add Staff + Roles by .csv](#)
- Roles:** Review District and School Admin - District and School Admin can view messages and make changes at the district or school levels. Make sure this role is assigned to the correct users. Review information about [Roles and Permissions](#) here.
- New Feature: Custom Roles** - TalkingPoints has seven default roles (Teacher, Non-Rostered Staff, Technical School Admin, School Admin, School Viewer, District Viewer, and District Admin). This summer, we released a new feature allowing you to create your own custom roles. While you may not see the need for custom roles, [please find examples here](#) of roles that have been created in TalkingPoints. [Make a copy of this document](#) to work through creating your own custom roles. [Directions on how to create a custom role](#) are here.
- Sync Mapping (Optional):** Ensure synced staff are mapped to the appropriate TalkingPoints role. Review information about [sync mapping](#) here.

- Schools Tab

- Ensure all of your schools are listed and active.
- Ensure all of the numbers (staff, admin, students, contacts) for each school are accurate.

- Settings Tab

- Student Messaging (Optional):** Do you plan to ? If so, read through this [overview document](#).

## HELPFUL RESOURCES FOR DISTRICT ADMINISTRATORS

- [Recommended Communication Timeline and Resources](#) → Share TalkingPoints best practices with your community.
- [TalkingPoints Help Center for District Admin](#) → Get information, tutorials, and answers to frequently asked questions.
- [District Admin Webinar](#) → Learn how to make the most of your TalkingPoints District Admin account.
- [Analytics Overview](#) → Learn how to navigate and use the all new Analytics Dashboard.
- [See What's New](#) → Check out new Back to School features and stay up-to-date on enhancements to the TalkingPoints platform.
- [See What's New for District Admin](#) → Stay up-to-date on product feature news for District Administrators.
- [TalkingPoints Partner Resources](#) → Access training, end of year and back to school guidance, family resources and more.
- [TalkingPoints Status Page](#) → Subscribe to this page to receive updates if there is ever an issue with the TalkingPoints platform.