

Communication Log

Path: Menu > My Students > Communication Log

Overview

This area allows you to maintain records of your contact with a student's parents and guardians. You may also have the option to view entries made by other staff members, depending on your permissions.

User Permissions

In the **General Operations** area, the following permissions are available:

- **View ALL Staff Parent Contact Logs** – Allows a user to view communication log entries of other users.
- **Delete Parent Contact Log Entries** – Allows a user to delete communication log entries.

View Entries

By default, the Communication Log initially shows all entries made by the current user at the currently selected school, with the most recent entry at the top.



More	Date/Time	Student Name	Type	Contact Person	Subject	Comments	Result	Actions
▼	07/01/22 7:55 AM	Abbygayle B Janney	LETR	B/S	Performance		Y	⋮
▼	06/07/22 9:44 AM	Jeanne Marie Barker	NOTE	B/S	Status Report	Left a message.		⋮
▼	05/11/22 4:55 PM	Jeanne Marie Barker	LETR	GP		Trouble with attendance.		⋮
▼	05/05/22 3:26 PM	Meshelle S Brouillette	TELE	MO	Classroom Attitude	Spoke to mother about M...	Y	⋮
▼	04/14/22 9:42 AM	Debbie Filene Barker	LETR	B/S	Requesting parent con...	Due to Debbie's continued...		⋮
▼	04/01/22 1:47 PM	Nandita N Tripp	EMAL	FA		Discussion re: tardiness		⋮
▼	03/30/22 5:41 PM	Daejera E Ayoub	EMAL	OTHR	Touching base with pa...		Y Y	⋮
▼	03/30/22 5:12 PM	Daejera E Ayoub	EMAL	OTHR		test abhay E-mail to Abha...	Y	⋮
▼	03/18/22 11:04 AM	Michelle "Shelly" Kay Barker	EMAL	AN				⋮
▼	03/16/22 8:30 AM	Meshelle S Brouillette	PERS	DFS	Monthly performance ...		INT2 Y	⋮

Items per page: 100 | 1 - 10 of 10 | < > >|

Expand All Collapse All Filter Legend Add Entry Mass Add Entry Show as PDF Show entries created by all staff Preferences

The following information is displayed in the grid.

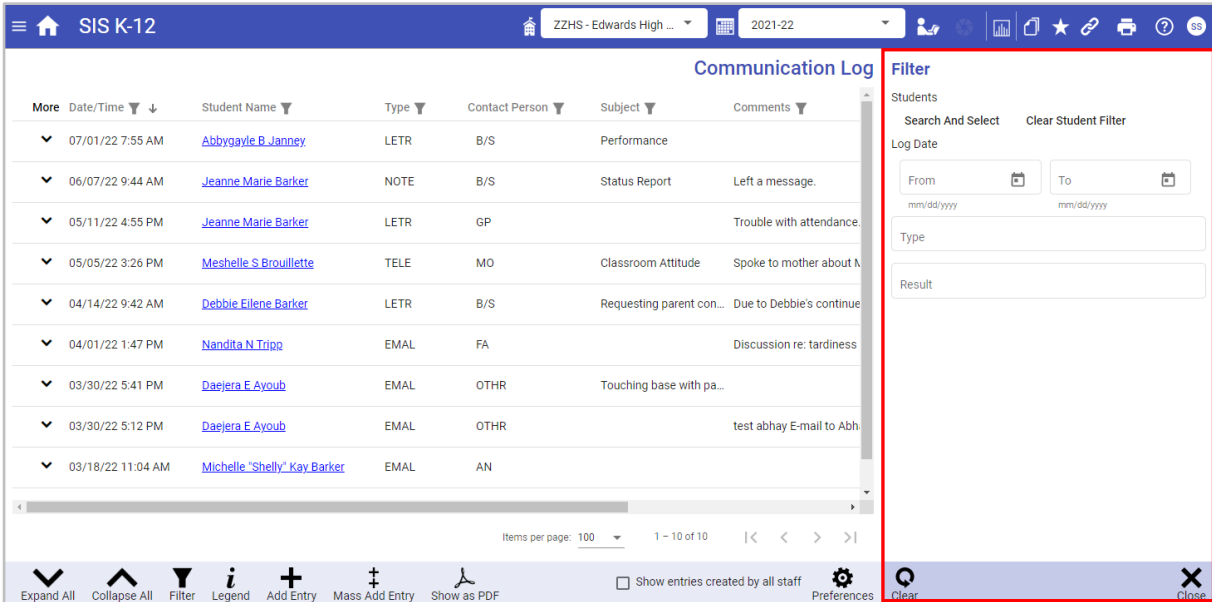
- **Date/Time** – The date and time of the communication.

- **Student Name** – Student name, if multiple students are displayed. This column does not appear for single-student view. Select the student name to open the Student Information panel.
- **Type** – The method by which the person was contacted. Click **Legend** to view descriptions of the Types.
- **Contact Person** – The relationship to the student of the person contacted. Click **Legend** to view descriptions Contact Persons.
- **Subject** – The brief description of what this contact was regarding.
- **Comments** – Any comments entered on the entry.
- **Result** – The result code from the log entry. Click **Legend** to view descriptions of the Results.
-  – Indicates this entry has one or more attached files.
-  -- Indicates this entry has confidential notes. This column does not show if the user does not have permission to View Communication Log Confidential Notes.
- **Actions** – Provides actions that may be used for a selected message.

For any row, the **More** column up/down arrows in the left column can be used to expand the row and display the date the record was added, who last edit the log, and the last edit date/time. **Expand All** and **Collapse All** in the bottom bar can be used to expand or collapse all rows in the grid at once.

If your permissions allow, **Show entries created by all staff** displays in the bottom bar. Check this to see entries made by any user for the students you have permission to view. This also allows staff to see entries created at CO level.

Use **Filter** in the bottom bar to narrow the focus of the entries being viewed. This option displays a side panel on the right side of the screen. The referrals actively filter as you make selections. Click **Save** to save the filter choices, **Clear** to remove all filters, or **Close** to exit the filter and disregard the filter(s) chosen.



More	Date/Time	Student Name	Type	Contact Person	Subject	Comments
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- **Search and Select** – Enter and search a student's name.
- **Clear Student Filter** – Clears the student search selection.

- **Log Date** – Enter **From** and/or **To** dates to narrow the date range being viewed.
- **Type** – Enter the method of contact to filter to a specific Type.
- **Result** - Enter the result code to filter to a specific result.

Click **Legend** to view descriptions of the Types, Contact Persons, and Results.

Add a Communication Log Entry

From the Communication Log, click **Add Entry** in the bottom bar.

Click the name of a student or enter search criteria and enter. Once a student is selected, the **Add Entry** window displays.

Add Entry

Buttler, Karen R - #9899456521

Date*

Time*

Requested By

Requester Name

Type*

Contact Person*

Location

Subject

1000 characters left

[Add Pre-Defined Comments](#)

Comments

2500 characters left

[Add Pre-Defined Confidential Notes](#)

Confidential Notes

2500 characters left

Reason

Duration

Result

Reaction

2000 characters left

Informed

Parent(s)

Primary Counselor

Student

Teacher(s)

Others informed

Add Attachment

Save And New

Save Cancel

The options available in Requested By, Reason, Result, Others Informed, and the pre-defined Comments and Confidential Notes are all determined by the values in the code tables with the same names.

Enter the **Date** (*required*) and **Time** of the communication or use the buttons to the right of each field to set these to the current date and time.

Type – (*required*) Select the method by which the person was contacted (e.g., e-mail, phone, etc.).

Contact Person – (*required*) Select the relationship to the student of the person contacted.

Subject – Enter a brief description of the topic of this communication.

Comments – The details of the communication. If the code table for Communication Log Comments has been populated, the **Add Pre-Defined Comments** link above this field will be enabled (blue) and can be used to display a window of choices from the code table:

Confidential Notes – This field only shows if the user has the permission View Communication Log Confidential Notes. The field can be used to enter text that should not be visible to all users (only those with the permission to view it will know the notes are even there.)

Just as with Comments, if the code table for Communication Log Confidential Notes has been populated, the **Add Pre-Defined Confidential Notes** link above this field will be enabled (blue) and can be used to display a window of choices from the code table.

Requested By – Select from the dropdown who requested this communication.

Requester Name – If Requested By is populated, the name of this person can be entered.

Location – The place where the communication took place.

Duration – The time in minutes that the communication lasted.

Result – Select from the dropdown the communication's outcome.

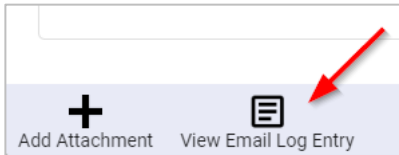
Informed – Select those who have been informed of this communication. This will not inform these individuals but serves as a record that they were notified.

Reaction – Notes regarding the reaction of the participants of the communication.

Select **Add Attachment** in the bottom bar to upload a file to the entry:

Enter a description of the file, select a Document Type (to control who can access the file) and then select the file to attach. Once complete, click **Save** to save the attachment.

If the communication log was automatically generated from Send Email or Mass Email, a button will be available to **View Email Log Entry**, providing a quick way to view the actual email sent:



If you want to create another entry after this one, check **Save and New** before clicking **Save**.

Click **Save** to save the entry or **Cancel** to abandon the addition and discard the information entered.

Mass Add a Communication Log Entry

From the Communication Log, to add an entry for multiple students at once, click **Mass Add Entry** in the bottom bar.

Select the box to the left of the student's names to select them for the entry or enter search criteria and select **Continue**. Once students are selected, the **Add Entry** window displays and the fields are as described above in Add a Communication Log Entry.

Student Search and Select Searching students available in Academic Year 2019-20

Last Name First Name Student # School Status Student Filter

<input type="checkbox"/>	Student #	First Name	Last Name ↑	Grade	Enrollment	Enroll Date	DOB	School	Status
<input type="checkbox"/>	9995231641	Michelle	Barker	11	Primary	08/08/19	05/01/03	Edwards High School	Active
<input type="checkbox"/>	9899399528	Tazshia	Brooks	09	Primary	08/08/19	08/14/03	Edwards High School	Active
<input type="checkbox"/>	9899737046	Savana	Bryan	11	Primary	08/08/19	12/06/01	Edwards High School	Active
<input type="checkbox"/>	9899518917	Carly	Buerger	10	Primary	08/08/19	10/27/03	Edwards High School	Active
<input type="checkbox"/>	9899321499	Anna	Bynoe	09	Primary	08/08/19	12/26/04	Edwards High School	Active
<input type="checkbox"/>	9999954343	Jeraka	Collins	11	Primary	01/02/20	02/07/03	Edwards High School	Active
<input type="checkbox"/>	9899165801	Dakota	Cormier	09	Primary	08/08/19	09/10/04	Edwards High School	Active
<input type="checkbox"/>	9899052854	Tyler	Corona	09	Primary	08/08/19	01/01/04	Edwards High School	Active
<input type="checkbox"/>	9899933712	Miah	Crivello	10	Primary	08/08/19	02/05/05	Edwards High School	Active
<input type="checkbox"/>	9899076900	Christopher	Curci	09	Primary	08/08/19	04/23/04	Edwards High School	Active
<input type="checkbox"/>	9899706445	Cole	Curci	10	Primary	08/08/19	02/19/04	Edwards High School	Active
<input type="checkbox"/>	9899071228	Lary	Dick	10	Primary	08/08/19	11/06/03	Edwards High School	Active
<input type="checkbox"/>	9899283994	Summer	Dioennaro	09	Primary	08/08/19	12/25/04	Edwards High School	Active

97 total

Edit or Delete Entries

The **Actions** menu at the right end of each row provides options for the entry:

- Click **Edit** to make changes to the selected entry.
- Click **Add Attachment** to upload a file without having to go to the Edit screen.
- Click **Delete** to delete the current entry. A confirmation window is displayed. Click **OK** to confirm and delete or **Cancel** to return to the Communication Log without deleting the entry.

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