

## COMMUNICATING WITH STUDENTS AND PARENTS

Communication is one of the biggest obstacles to effective remote learning. Student outreach poses a much larger challenge when you lose the ability to respond to non-verbal cues, provide on-the-fly coaching, and offer much-needed, face-to-face words of encouragement.

With MobyMax, you have access to an array of secure, self-contained messaging and discussion features for student, parent, and whole-class communications.

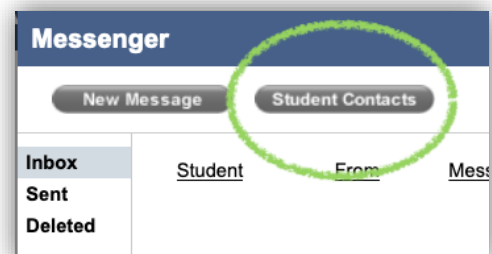


### MESSANGER

It's easy for students and teachers to correspond about outstanding lessons, expectations, and feedback with Moby's secure 1:1 messaging platform. Even if your school already uses a stand-alone messaging platform, MobyMax Messenger can be a valuable way to centralize all communications related to the program. Here's how it works:

#### STEP 1: ADD CONTACT INFORMATION

From your Moby Learning landing page, click on **Messenger** (found under the Classroom Tools heading). This will take you to your inbox. Click **Student Contacts** to open your contact list.



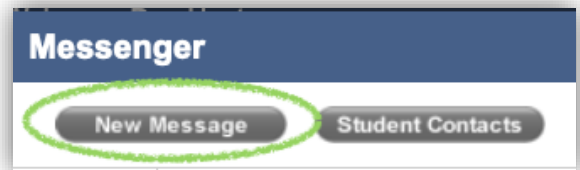
Click any student's name to enter related contacts, including the student herself and/or any parents or guardians who want to stay informed. Click **Add New Contact**, enter the information, and don't forget to save. When you have successfully added a new contact, you will see their information added to the student's list.

**\*Note:** Students also have the option to enter their own contact information. Student-entered info will be marked with a ^ symbol on the contact screen.

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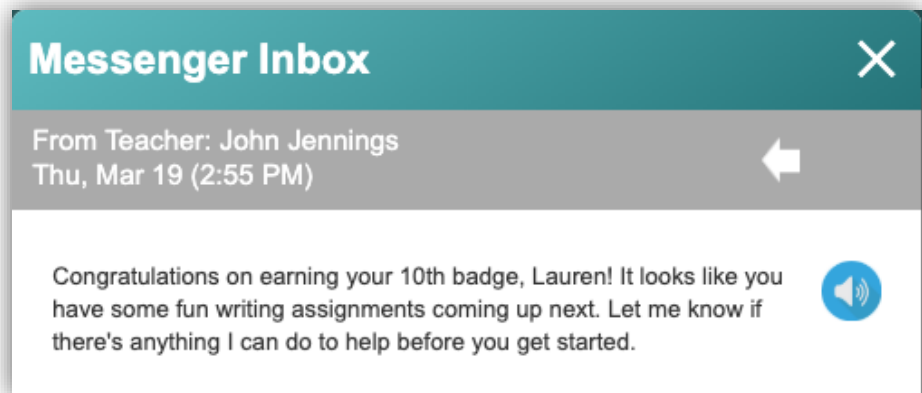
## STEP 2: SEND A NEW MESSAGE

Head back to the main **Messenger** screen and click **New Message**.



On the next screen, select the type of message you want to send. The most common option here is a **Student Moby message**, which will be delivered directly to one or more students in their MobyMax Messenger inbox. You can also send **emails** and **text messages** to students and/or parents/guardians as needed (you will only have the option to send where the necessary contact information has been added).

**Student Moby Message:** Check the box next to each student you want to send the message to, then enter your content in the box provided. Click **Send Message** when finished. The next time the student logs into Moby, they'll receive a notification of a new message.



**Email:** Check the box in each relevant column for student, mother, father, or guardian. Enter your content, click **Send Message** and it will be sent off

as an email. **\*Note:** Because these messages come from [messenger@mobymax.com](mailto:messenger@mobymax.com), parents will be directed to sign in to their Moby Parent Portal and respond via Messenger, rather than replying to the email.

**Text:** Follow the same steps as above. **\*Note:** Text messages are limited to 140 characters.

## STEP 3: CONFIRM RECEIPT

Click **Sent** in the left-side navigation menu to review the status of all messages, including whether or not they have been read.



## ANNOUNCEMENTS & TASKS

Some of the things we take for granted in a physical classroom space are much harder to duplicate when learning goes remote—think about the announcements you post on the whiteboard or the calendars, tasks, and instructions you set up around the room or otherwise distribute in person. With MobyMax, you can replicate many of these communications in a forum where you know your students are going to be spending their time anyway.

### ANNOUNCEMENTS

**Announcements** are the primary destination for general whole-class or group communications. Head here first for all housekeeping items, pep talks, major updates, and other items you might normally share at the start of class.

To get started, click the **Announcements & Tasks** icon in the **Classroom Tools** section of your Moby Learning landing page. From the **Announcements** tab selected, click **Create Announcement**.



The process from here is pretty straightforward. Craft your announcement (**step 1**), attach files if desired (**2**), choose whether or not students will be able to leave comments or contribute to a class discussion (**3**), select a group of students or send to all students (**4**), then post the announcement (**5**).

The screenshot shows the 'Create Announcement' interface. It features a text input field for the announcement (1), an 'Attach file' button (2), a checked 'Allow comments' checkbox (3), a 'Groups' dropdown menu set to 'All Students' (4), and a 'Post Announcement' button (5).

Fri, Mar 20 (11:26 AM) · [Comments](#)

Welcome to Week 2 of our E-Learning journey! I hope everyone has had a chance to settle in and become acquainted with our new class format. I was really happy to see how much effort everybody was putting in by the end of last week. Let's keep that momentum rolling. I've posted new events and tasks to take us through the end of the week. Don't forget to answer today's poll question!

**Files**



One

*example of how you might use Moby Announcements*

## TASKS

**Tasks** offer a flexible way to set daily expectations, both in and out of MobyMax. In remote learning scenarios, consider assigning analog tasks to go along with Moby lessons. It's a great opportunity to promote interdisciplinary and real-world connections!

**Feedback** (12:25 PM)

**Assignment**  
Tuesday Choice Day!

**Due Date**  
~~7/1/2020~~

**Details**  
Remember: To earn full points for Tuesday Choice Day, dedicate one hour of your time to one of these activities, then send me a message through Moby Messenger

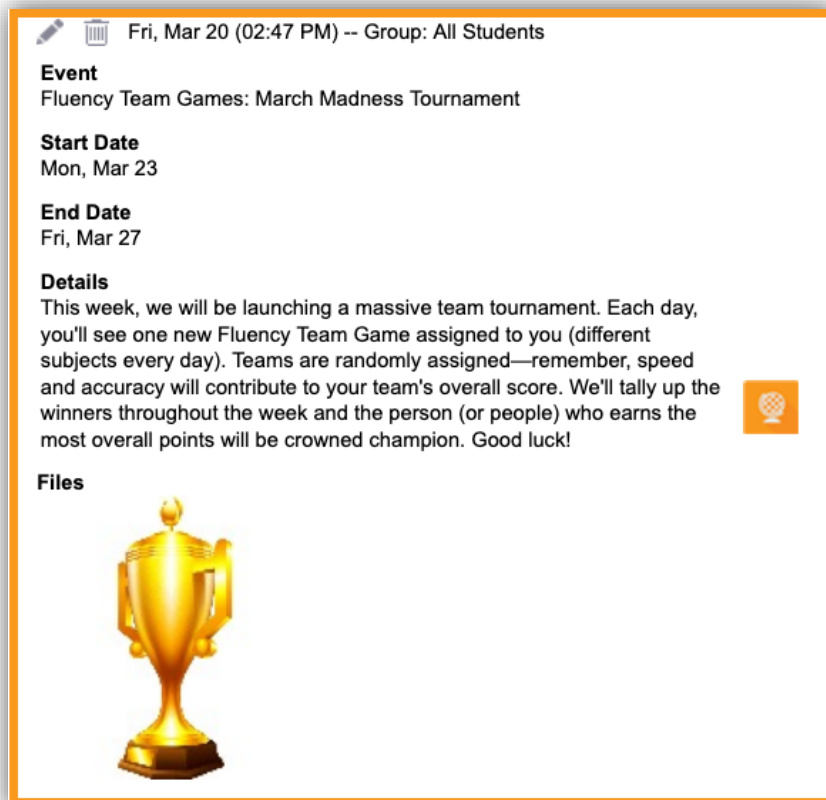
Choice 1: Get some fresh air  
To pass this task, spend at least one hour outside between 10:00 am and 2:00 pm. Send me a message with responses to the following prompts:

- 1) How did you pass the hour?
- 2) How did you feel after the time was up?
- 3) How much of your day do you usually spend outside when school is not in session?
- 4) What do you think are the biggest benefits of spending time outside?

Choice 2: Get to know a new country  
To pass this task, use the resources you have available to learn as much

## EVENTS

**Events** are where you'll go to showcase contests, challenges, key school-related dates, and any other time-sensitive happenings. It's yet another way to keep students in the loop when school calendars can't accommodate extenuating circumstances.



*Events are similar to announcements, but come with built-in start and end dates*

Your words and continuing visibility can go a long way toward keeping students focused on their schooling, even when there is no school in sight.

**Remember:** MobyMax's various communication tools are here for your exploration, but don't feel like you have to use them all! It's more important for you to find some go-to options and use them consistently than it is to try to learn everything at once. Happy communicating!



## Team Moby is Here to Help!

Our support team is firing on all cylinders and ready to facilitate your move to remote learning. We'll be here from 7:00 am – 6:00 pm Eastern Standard Time every Monday – Friday.

**Email:** [support@moby.com](mailto:support@moby.com)

**Help Center and live chat:** <https://support.moby.com>

**Phone:** (888) 793-8331

**Free training webinars:** Every Tuesday (8:30-9:30 am EST) and Thursday (4-5 pm EST); join [here](#).



### More than Just Practice

Unlike most online learning options, MobyMax is built on a foundation of evidence-based instructional methodology. You can be confident in the fact that your students are learning new concepts, rather than just practicing what they've already been taught.



### Close the Digital Divide

MobyMax is accessible from any device with a browser and internet connection. The program is purposefully designed to use minimal bandwidth, providing a stable and consistent experience even for students with slow and/or shared connections.