

Selecting Roles in TalkingPoints

Enhancing Communication and Support Beyond the Classroom

Some staff within a school or district may not have direct classroom responsibilities or have additional responsibilities outside of traditional teacher roles that play a vital role in student support and school operations. By leveraging the unique capabilities of TalkingPoints, schools and districts can enhance communication, support student success, and foster stronger family engagement. This resource provides guidance on options for giving users the ability to message families beyond their class rosters.

Who Might Need Access to Students Outside of Traditional SIS Rosters?

Counselors, Social Workers, School Nurses, Media Specialists and Other School Support Staff, Athletic Directors, Coaches, Club Advisors, Main Office Staff, School Administrators

For staff who have set rosters in the SIS but take on additional duties such as the roles listed above. To give them access to additional students outside of their SIS rosters, consider the following options:

1. Share grade-level class(es) with staff or assign the staff member a non-rostered staff role. Both of these options will give them access to additional students at their assigned school(s) and will allow them to create custom teacher groups with any students from their assigned school(s). Once they have created groups, they will be able to flexibly message those groups or the entire student body's family contacts at their assigned school(s).
2. Create a custom school group at the school admin level and share it with the staff member. This will allow admin to choose which additional students they want to give staff access to. If the students in the group change over time, it also means an admin will need to help with group maintenance.
 - If you would like to assign a staff member to be in charge of school group creation and maintenance, but do not want staff to be able to see or send messages at the school level, consider giving them a Technical School Admin role.
 - District partners: If the TalkingPoints Technical School Admin role does not quite fit your needs, consider creating a custom role at the school level.

For staff who are not in the SIS at all and may need to be added to the TalkingPoints platform manually or given additional roles en masse.

1. District partners: Bulk upload staff + roles via .csv file. This will allow district admins to quickly add staff members who may not be part of the TalkingPoints sync. When selecting a role for these staff members, consider assigning the staff members a non-rostered staff role. This will give them access to all students at their assigned school(s) and will allow them to create custom groups with any student from their assigned school. Once they have created groups, they will be able to flexibly message those groups or the entire student body's family contacts at their assigned school(s) from a personal inbox.