

Adding Recipients and Understanding the Counts

For those using the Guardian Data model, SchoolMessenger has changed the way Message Sender displays their counts on their Subject and Recipients page for increased accuracy and clarity.

How it was before...

The counts on the Subject and Recipients page displayed contacts only (students and staff), even if the target selected was Contacts & Guardians. Associated guardians were never included in the numbers displayed under the Recipient Languages and Count column, whether the user narrowed their target recipients or not.

How it works now...

Now, the counts include all guardians associated with the contacts selected by default. Senders have a more accurate representation of how many people are going to be contacted.

Creating a List From List Builder

When you create a list in List Builder, the number shown in the Total field represents Contacts that fit your search criteria only. In the example below, the search pulled 2662 students in Grade 10. This number does not reflect the number of actual intended recipients.

List Editor

List Name ✔

Description

Total 2662

The Total number (2662) will not change if you narrow your target down to Associated Guardians in List Builder, as associated guardians are not included in this number. As mentioned before, this number only reflects the number of contacts that fit your search criteria.

In the example below, the Total number remained 2662 even though we narrowed our target recipients to only Associated Guardians.

List Editor

List Name All Grade 10 Students - Guardians Only

Description

Total **2662**

LIST CONTENT - USE RULES TO SELECT YOUR CONTACT RECORDS

List Rules

Remove All Rules

Rule #1	Grade Level	is	10	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
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To add another filter rule select a field

Field

Select a Field

TARGET RECIPIENTS - YOU CAN SELECT CONTACT RECORDS AND/OR THEIR ASSOCIATED GUARDIAN RECORDS

Target Recipients Contacts
 Associated Guardians
 Both

You will see the accurate recipient number reflected in Message Sender when you select the Saved List from your Recipient options. To illustrate how this works, we've created a list of Grade 10 students who have no associated guardians. Although the number of contacts displayed as "2662" in List Builder, Message Sender reveals how many recipients will actually get contacted. In this case, it would be 0.

Actions	Recipient/List Name	Recipient Languages	Targets	Count
<input type="button" value="X"/> <input type="button" value="Eye"/>	All Grade 10 Students - Guardians Only		Guardians Only	0
Total				0

Creating a Recipient List From Message Sender

When you create list of recipients from Message Sender, the counts shown under the Recipient Languages and Count column will accurately reflect how many recipients will be sent your broadcast. Both contacts and any associated guardians are included by default in this count.

When you narrow your targets to just Guardians or just Contacts, the numbers will update accordingly.



Note: The count will stay the same if no additional contacts or guardians are found. For example, if your list includes 10 students with no associated guardians, the count will remain at 10 when you narrow your target to just Contacts.

In the example below, the original recipient count includes all contacts and all associated guardians. The numbers under the Recipient Languages column should add up and equal the number shown under the Count column in the same row.

Actions	Recipient/List Name	Recipient Languages	Targets	Count
	All Grade 10 Students - Guardians Only		Guardians Only	0
	School is Apple Grove High School	694 English 1 Spanish 2	Contacts & Guardians	697
Total				697

When the target is narrowed down to Guardians only for that same recipient list, the count updates to reveal there will be 3 associated guardians who will be sent the broadcast.

Actions	Recipient/List Name	Recipient Languages	Targets	Count
	All Grade 10 Students - Guardians Only		Guardians Only	0
	School is Apple Grove High School	English 1 Spanish 2	Guardians Only	3
Total				3



Note: Clicking the (preview) icon to the right of the list will show the complete list of contacts that fit your initial search criteria when the list was created, even if the target is changed to Guardians Only.

To quickly view how many contacts will be sent your broadcast without including the number of associated guardians, simply update the target to Contacts Only in Message Sender. Note that you will have to switch the target selection back to Contacts & Guardians if you intend to send the broadcast to both groups.

Where we have updated our documentation:

- PDF Guide: [How to Build Lists and Troubleshoot Guide](#)
- Online Help Topics:
 - ◆ Sending a Basic Broadcast: [Step 1: Subject and Recipients](#)
 - ◆ [Send a Basic Message](#)

Questions?

If you have any questions, please contact your Account Manager, or SchoolMessenger Solutions Support.

SchoolMessenger Support

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