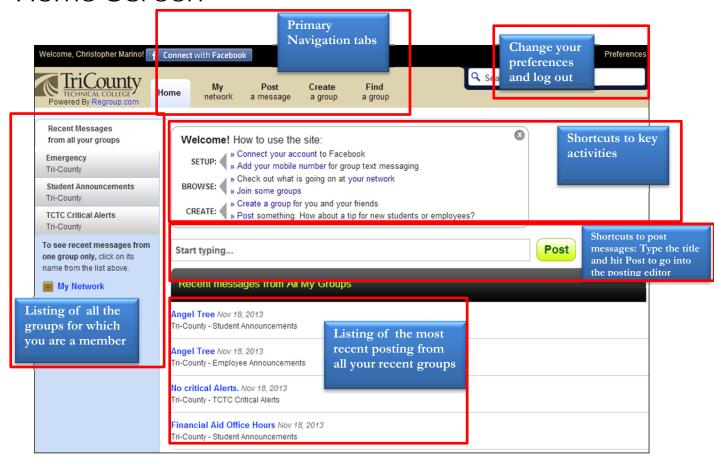


Regroup Quick Start User Guide

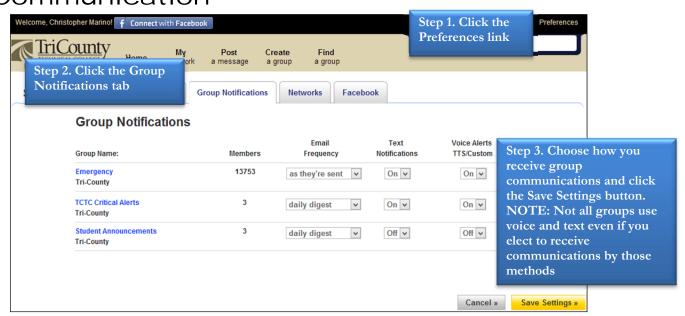
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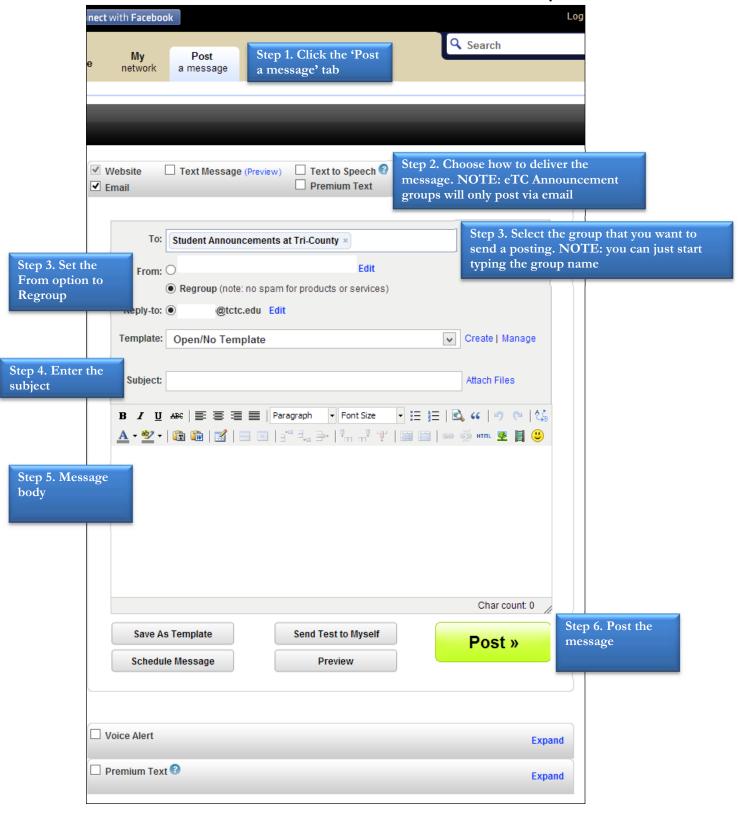
Home Screen



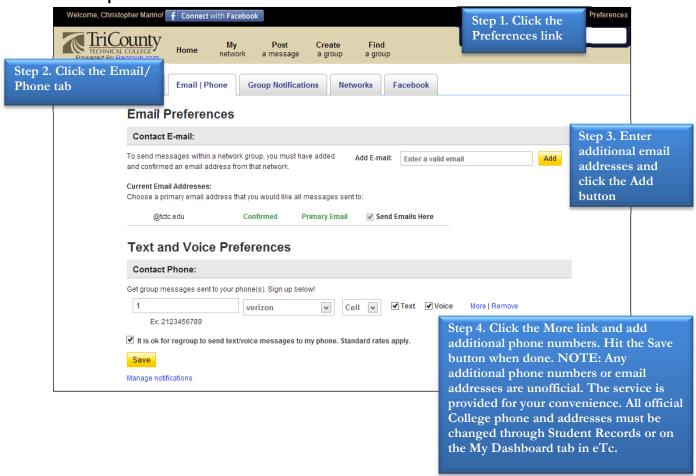
Change How You Receive Group Communication



Post Announcements to Your Groups



Add Optional Phone and Emails



Regroup Software User Information and Guidelines

Overview

What is Regroup? Regroup is a powerful group communications platform that allows for effective messaging across various communication platforms, e.g., email, text, SMS, and voice – with one click of a button.

Purpose and Intent: Regroup was originally purchased to be used as a communications tool for crisis management and other emergency situations. While evaluating Regroup, it became apparent that the software could be used for much broader communications. With this option in mind, the College purchased Regroup for its advanced capabilities.

Management and Use of Regroup: In an effort to balance the use of the tool in crisis management and emergency situations while capitalizing on the full potential of the software, the following guidelines for use of the Regroup have been developed.

Access to Regroup: A link to Regroup can be found on the Welcome tab in eTC.

Types of Regroup Communications

- eTC Announcements: When employees and students start working or taking classes at the
 College, they are automatically added to the Regroup system to receive eTC announcements
 appropriate to their role via email. If users take no action, they will continue to receive eTC
 announcement by email or they may log into Regroup to adjust the settings to (1) receive
 one daily email that includes all eTC announcement from the day, or (2) opt out of email
 notifications if they prefer to view announcements on the eTC Message Center tab. eTC
 announcements only will be issued as emails, not texts or voice
- "Opt Out" Communications: These communications are pushed to targeted audiences
 through their email, text, SMS, and voice options. These messages can be sent to all
 students and employees or targeted groups within those populations, whether or not they
 have opted to participate in Regroup. Audiences have the option to "opt out." The
 institution has adopted a high standard for Opt-Out groups.
 Categories are:
 - Emergency Notifications: Students and Employees
 - Crisis management/emergency notifications related to the safety and well-being of the employees and/or students. (E.g., evacuation notices, college closing for inclement weather, shooter on campus, etc.).
 - Critical Alerts: Students and Employees
 - Unplanned disruption and or changes in/or availability of systems, facilities, etc.
 (E.g., unplanned IT systems downtime, power outages, telephone outages, parking disruption, etc.)

- Priority Deadlines: Students and Employees
 - Critical information having a direct impact on student enrollment. (E.g. notification to students who will be purged from their class schedules for nonpayment.)
- "Opt In" Communications: Students and employees can choose to join a group (opt in) to receive communications through Regroup.
 - When joining an "opt in" group, users can choose how they would like to receive communications – email, voice, SMS, or text. (Note: Not all groups will offer all options.)
 - New groups may be introduced to faculty, staff, and/or students via an eTC announcement. Users can then join the group and select their preferred format for receiving communications from the group, e.g. voice, text, etc.)

Categories are:

- o **Student Resources and Services**: Targeted to students, but anyone can join.
 - Information provided to students to make them aware of resources and services, e.g., tutoring, academic counseling, library, Student Assistance Program, etc.
- o **Student Events**: Targeted to students, but anyone can join.
 - Information provided to students to promote their involvement in activities, projects or programs that are outside of their classes.
- Employee Information and Opportunities: Targeted to employees (these groups can be private).
 - Information provided to employees to make them aware of resources and activities available to them, e.g., professional development opportunities, benefits fair, etc.

Use of the System

Any employee may be trained to use the system as a communication tool and will be expected to follow the guidelines below. There are an unlimited number of groups that may be created, but they must all be managed. In an effort to create and maintain a manageable and streamlined system, inactivity or lack of membership may cause a group to be removed from the system.

- o Emergency Notifications (OPT OUT): Students and Employees
 - This category is limited to following administrators Campus Safety Director, Public Relations and Communications Director, IT Director and Personnel Director.
 - Groups can be public or private.
 - Type of messaging can be dictated by the group administrator.

Critical Alerts (OPT OUT): Students and Employees

- This category is limited to following administrators -- Campus Safety Director, Public Relations and Communications Director, IT Director and Personnel Director.
- Groups can be public or private.
- Type of messaging can be dictated by the group administrator.

Priority Deadlines (OPT OUT): Students

- Because the institution has adopted a high standard for Opt-Out groups, The
 Business Office Purge is the only group currently approved for this category. Any
 additional groups must be approved by the Dean of Transition to College in
 consultation with the Communications and Tools for Student Success Team.
- This category will have the capability to send messages based on an uploaded listing of data rather than via an established group.
- Group administrator will decide which type of communication mechanism to use as all may not be applicable.
- Groups, if established can be public or private.

Student Resources and Services (OPT IN)

- Any employee may request to have a group established.
- Groups must be voluntary.
- Groups can be public or private.
- Communication to the group must be in accordance with the preference selected by the members (e.g. voicemail vs. text vs. email).

Student Events (OPT IN)

- Any employee may request to have a group established.
- Groups must be voluntary.
- Groups can be public or private.
- Communication to the group must be in accordance with the preference selected by the members (e.g. voicemail vs. text vs. email).

Employee Information and Opportunities (OPT IN)

- Any employee may request to have a group established.
- Groups must be voluntary.
- Groups can be public or private.
- Communication to the group must be in accordance with the preference selected by the members (e.g. voicemail vs. text vs. email).

How to Get Started

If you wish to use the Regroup system for your communication needs, please contact the Public Relations Department (pr@tctc.edu, or Ext 1507). Once your request is approved, you will be referred to the Information Technology Department for setup and training.