

System Enhancement: Adding Preferred Phone Numbers and Emails

Introduction

The Migrant Student Information Network (MSIN), version 6.0, collects standard contact information for migratory families and youths. Current contact information, including current and mailing addresses and up to two phone numbers, are initially collected on a Certificate of Eligibility (COE). Previously, the two phone numbers stored in the MSIN 6.0 system were linked to addresses (current and mailing), not to particular people. Developers have made several enhancements to improve how address and phone number information is linked in the system.

This MSIN 6.0 enhancement adds new fields in the Child Record Modal to collect phone numbers and email addresses that are linked to specific children or youths and their parent/guardians. In addition, the new Preferred Phone Number and Preferred Email fields have been added as export options in the Enrollment Report, which will make it easier for users to create contact lists. Lastly, the Contact Info tab in the Child Record Modal has been updated to focus specifically on address information, while phone numbers can now be found by each person under the Demographic tab. Each of these updates is described in more detail below.

Adding Preferred Phone Numbers and Emails to the Demographic Tab

Challenge: In the past, when a family or youth could not be reached by calling the phone number(s) listed in MSIN 6.0, Migrant Education Program (MEP) staff would conduct an in-person home visit. This is currently not possible because of the social distancing measures instituted in California and across the nation to combat the COVID-19 pandemic. Recruiters have been asked to conduct eligibility interviews remotely and other MEP staff provide remote services. In this context, it is very important for MEP staff to have a variety of contact options to stay connected with families and youths.

Solution: Two new contact fields have been added for each person listed under the Demographic tab, within the Child Record Modal. The new fields are meant to collect each person's Preferred Phone Number and Preferred Email. This additional contact information will increase the probability of reaching families and youths, both while adhering to COVID-19 public safety requirements, and post-pandemic.

Update Highlights

Under the Demographic tab within the Child Record Modal, developers have added:

- Preferred Phone Number and Preferred Email fields for each child or youth.
- Preferred Phone Number and Preferred Email fields for each current parent/guardian and legal parent/guardian.
- A Past Edits table under the new fields to list historical changes.

See the orange arrows in the screenshot below for new field locations.

Child Record Modal – Fictitious child and parent/guardians

Diaz Rojas, Gunther Manuel - Region 01
[Edit](#)

Demographic
Address Info
Enrollment Info
Eligibility Status
Move History
Service Participation
Communication Events
Course History
INA/ILP

Child's Last Name*
Second Last Name
Child's First Name*
Middle Name

Diaz
Rojas
Gunther
Manuel

Child's Information

Suffix
Gender*
Race*

- Suffix -
Male
White

Date of Birth*
Birth Verification*
Birth City

05/18/2008
07 – parent's affidavit, including v
Long Beach

Birth State
Birth Country
Medical Alert*

California
United States
N – No identified problem

☒ Latino
☐ Multi Birth

Preferred Phone Number
Preferred Email

408-677-5656
diaz.gunther@gokids.net

Past Edits (3) >

Parent/Guardian Information

Parent Type	Last Name	First Name	Preferred Phone Number	Preferred Email
Current Parent/Guardian 1	Diaz	Jorge	408-343-2345	jdiaz23@gmail.com
Current Parent/Guardian 2	Rojas	Claudia	619-723-7896	claudiar44@gilroyconnected.org
Legal Parent/Guardian 1	Diaz	Jorge		
Legal Parent/Guardian 2	Rojas	Claudia		

Past Edits (4) >

Documenting Preferred Phone Numbers and Emails on the COE

The current COE, in both paper and electronic versions, does not have a specific section to collect Preferred Phone Number and Preferred Email information. Until these new data elements are integrated in future versions of the paper and electronic COE, recruiters can record this information in Section XII, Local Comments. When capturing this additional contact information, recruiters should list each person by name, then their preferred phone number (if applicable) and their preferred email (if applicable). Note that a person could have multiple phone numbers and email addresses; in this case, Recruiters should ask for the one where they are most likely to respond. It is important to note that this information is optional, and interviewees should understand that they can decline to provide it since it is not mandatory. See the screenshot below for an example.

COE, Section XII – Fictitious information

XII. LOCAL COMMENTS ⓘ

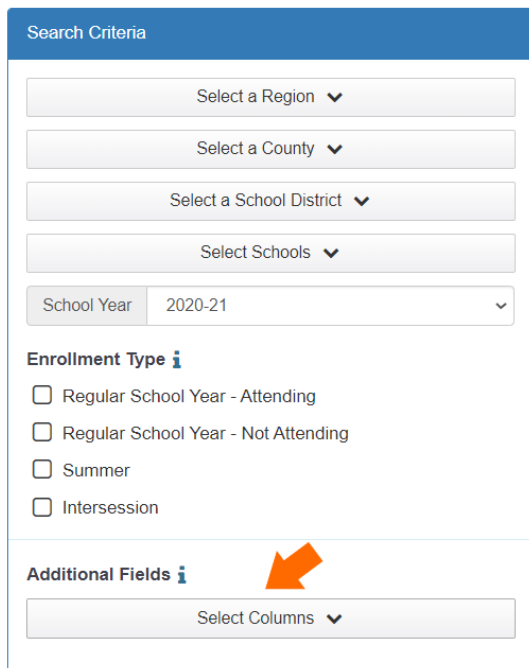
Sections IX and X: In accordance with the state's covid-19 guidance, verbal agreement was obtained from the interviewee in lieu of signatures.
 Preferred Phone Numbers & Emails:
 Edwin Duarte (510) 555-1212 Duarte34z@yahoo.com
 Sandra Miller (408) 343-7676 SandyMillerD@gmail.com

Designated State Education Agency (SEA) Reviewers who are also Data Specialists can add the new contact information listed in Section XII, Local Comments, to each child's record (within the Child Record Modal) immediately after approving a COE. Otherwise, the Reviewer should notify the local Data Specialist immediately after approving a COE so this task can be completed.

Additional Fields in the Enrollment Report

The Enrollment Report has an export function that allows MSIN users to extract data elements from the child record, including contact information. Users can choose the data elements they want to add to the report by clicking on the Additional Fields button, as shown in the screenshot below (see orange arrow).

Enrollment Report ⓘ



Search Criteria

Select a Region ▼

Select a County ▼

Select a School District ▼

Select Schools ▼

School Year 2020-21 ▼

Enrollment Type ⓘ

☐ Regular School Year - Attending

☐ Regular School Year - Not Attending

☐ Summer

☐ Intersession

Additional Fields ⓘ

Select Columns ▼

The new Preferred Phone Number and Preferred Email fields have been added to the list of export options, as follows:

- Child's Preferred Email
- Child's Preferred Phone Number
- Current Parent/Guardian 1 Email

- Current Parent/Guardian 1 Phone Number
- Current Parent/Guardian 2 Email
- Current Parent/Guardian 2 Phone Number
- Legal Parent/Guardian 1 Email
- Legal Parent/Guardian 1 Phone Number
- Legal Parent/Guardian 2 Email
- Legal Parent/Guardian 2 Phone Number

Contact Info Tab Updated and Renamed as Address Info Tab

Challenge: The Contact Info tab previously contained addresses and phone numbers that initially came from an approved COE and were subsequently updated with each new COE. The addresses and phone numbers could be updated manually by Data Specialists, as needed. In addition, the current address phone number was labeled as Other Phone and the second phone number was labeled as Home Phone, making the labels confusing.

Solution: The confusing labels have been removed. Given that Preferred Phone Numbers and Preferred Emails are now linked to specific people under the Demographic tab, the Contact Info tab was renamed as Address Info. This new label better reflects the content of the tab, since it only contains addresses and phone numbers that are linked to physical addresses (not applicable for P.O. boxes). For example, the first phone number is now labeled as Current Address Phone (e.g., a home landline phone) and the second phone number is now labeled as Mailing Address Phone (e.g., a landline for a relative's home).

Update Highlights

Within the Child Record Modal, developers have:

- Changed the Contact Info tab label to Address Info (see screenshots below).
- Aligned the address types with the labels in the COE form (i.e., the only options are Current Address and Mailing Address).
- Clearly labeled the phone numbers to align with the addresses (i.e., each phone number is linked either with the current address or the mailing address).
- Removed other phone type options in the drop-down menu (e.g., Cell Phone, Work Phone) since they did not actually link to specific people and these numbers could not be exported.
- Added logic to display the Current Address Phone and Mailing Address Phone in chronological order, based on COE dates and manual updates.

