

VOICE MESSAGING

(14)

1 So, Why did you even try it. Why did you not say,
2 I did say that. I decided that, well, I did have a time where I
3 checked my messages and the mother had a question and it was at that
4 time when I felt that question needed to be answered and did not have
5 the time to do it so I left a message. The communication was really
6 affective. That made me feel more comfortable about it.

7
8 You get to a point where some time you have to establish your own
9 identity and your own family values and your own life. I really felt
10 that I did not want that to be taken away by this house to house
11 communication. I did not want an angry parent or a happy parent or
12 whoever to call me on Friday at 4:00 and wanted a response. I did not
13 think that was fare. That has not happened but I was concerned about
14 that.

15
16 The others seem to be very interested in this.

17
18 You know. I think it is a great idea. I did not have any problems
19 with it.

20
21 That was not the general feeling at our school. Everybody was like,
22 one more thing? One more thing? We did not have an option. this was
23 a requirement and we will get messages in our mail voices saying,
24 please, up-date your voice mail. The parents got to the point where
25 they would get upset if your voice mail was not up-dated by Monday at
26 4:00.

27
28 It was a little bit stressful but it got your into that routine and
29 the big picture is that it was a great idea. I was not really happy
30 at the time but the parents really do like it and the parents were the
31 ones who showed up really quick by getting messages. In fact, I was
32 one of the ones who got messages like crazy. Again, it was because I
33 have not gotten to a telephone to put it on and it was like in the
34 first week, two or three weeks, I had not up-dated my message. I
35 think this was also a sign from the parents saying, hey, we are going
36 to use this so, please, make sure you use it too.

37
38 The school had a policy requiring you to use it?

39
40 No, our principal did not require for us to use it. She would have
41 liked it for us to use it.

42
43 I was of the impression that she was using it because there were a
44 lot of benefits ; the teachers who were using it were happy using it.
45 I think it was more of a positive feedback from other teachers which c
46 used me to try it and find out that it was okay. As I said, I was
47 really apprehensive at the beginning and I was glad she did not force
48 me because there were a lot of other things we were handling and the
49 school is only two years old and this is my first year there. I
50 really felt overwhelmed because everything. I think she read that and
51 I think the principal understood the circumstances and since there is

Tape Transcription

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(15)

1 such good communication between the parents and the teachers, anyhow,
2 they always had the school being very involved. so it was not that
3 we would not be able to communicate with them on Monday.
4 newsletters, everything was going out and it was not that they were
5 not getting communication and feedback. I felt that she was letting
6 it up to us. She thought it was a great program and they did a great
7 service for us. In that respect she wanted it promoted. I did not
8 feel forced to use it.

9
10 There was one time when we did get messages and a note on mail box to
11 up-date.

12
13 You see, because I was not, I did not get anything ...

14
15 That was only one time and that was because she was presenting into
16 the board.

17
18 When I first started using it, of course, I had sweaty fingers and
19 sweaty palms. I had a parent send me a message back and say, I liked
20 your message, you did a nice job, no, you do not sound silly. I think
21 it just took a couple of encouraging words from parents for me to
22 feel more comfortable with it.

23
24 Do you agree with that?

25
26 I agree with that. It is nice when you get one of those nice
27 messages; I think we are all bound to like good input. There were a
28 couple of times when I had a parent respond right away and say, gee,
29 thanks. That is all they say. that was a nice message, thanks.
30 Those wonderful pad on the back.

31
32 So, you saw some of the teacher be a little apprehensive to this.
33 There was some resentment to getting pushed into it with yet other
34 things to do.

35
36 In the service break you have to realize that I think you would see
37 the same apprehensiveness you saw being given to computers. They were
38 told, this is now hooked up and all communications are going to be
39 done by computer. I can see many of our teachers go, ah!

40
41 That is part of who we are with being a new school high
42 technologically speaking and, [REDACTED] and I are both brand new to this
43 school this year. So, we are dealing, although we had a computer in
44 the past, you are now networked and you have that. We now have TV's ,
45 it took me for ever to figure out those. I had to learn the blue
46 monsters, the videos, go through the library. It is wonderful but you
47 are learning the TV, the telephone, US WEST the computer ... I felt
48 like I was an out of space worker for a few weeks. there was a lot to
49 learn at once.

50
Tape Transcription

VOICE MESSAGING

(16)

1 So, you did not grade here. What was your grade over all for this
2 service.
3
4 I gave it a B. over all.
5
6 I gave it a B+.
7
8 I gave it a B.
9
10 B minus.
11
12 Why did you grade this a B. as an average but why?
13
14 I think it is a good program. I do think that the there are things
15 that need to be fixed. the simplicity of getting your messages on and
16 off. One of the things that I would really .like to see is some kind
17 of a system where you would know there was a message on there. There
18 is no indicator when you pick up the phone. On of the things, even
19 with your own phone in the room ...
20
21 You do not have your own number; unless you have your own number I do
22 not think it would even work. If you had your own number it would be
23 different.
24
25 Still, we need an indicator.
26
27 I even, personally, I mean, going from an answering machine to US WEST
28 voice message, I love it. I am still bothered .
29
30 If I am busy doing something I do not think to pick up the phone right
31 away and check it. I try to get into a habit; but, you know, it is
32 nice to have something that is more visual.
33
34 I was just telling them out there that this is all personal. We
35 obtained this great system and I gave this number to my husband and
36 said, look, you do not have to leave me a message, just call this
37 number and I will know you did call me. Well, he has used it three
38 times. Two times I did not listen to it; I was supposed to be at
39 dinner at 5:340 and I showed up 5:40 ten minutes to six. The next
40 time, we were having people come over for dinner that he had invited;
41 I did not check my message.
42
43 You just forgot? Or you got busy?
44
45 Well, there are only two lines. I did not get to it and I figured, if
46 there is anyth9ing the matter of life and death, you know it can wait
47 until tomorrow morning. consequently, he does not use my voice mail.
48
49 My husband has only used my twice and those were two days when I got
50 this and I did not check it.
51

Tape Transcription

VOICE MESSAGING

(17)

1 Now, he calls direct and leaves a message to get back to him.

2
3 Is there a reason for the B. grades, right?

4
5 I was B. plus over all. I am really pleased with it. I do not think
6 it is necessarily perfect but I am really pleased.

7
8 Why not and A.

9
10 I think that getting started, up and running, a lot of the hardware
11 issues. I have access to one that is not quite as bad as you have.
12 Those are inconveniences and those make it difficult.

13
14 You are talking about the problems with getting the message out and
15 those types of things.

16
17 I gave it a B. After I finally got into it I though, oh, this is not
18 so bad and it is really nice to get to call the parents and it is nice
19 to leave a message when you are in a hurry and the ones that the
20 children can also hear. I felt comfortable with that. I did not feel
21 comfortable enough to give them and A. because it took me so long to
22 get into it and I do not know whether it is the frustration of the
23 instructions or it is just my own, I am not sure what I want to do.

24
25 Nancy gave it and A.

26
27 I gave it and A. minus and the only reason that it did not get just a
28 plane old A. was the training thing. I cannot tell you how many
29 hours I spent working at getting other people ready to use the
30 system. That was okay; I mean, that was not a major problem for me.
31 the other thing is, when you have messages that are returned; I do not
32 know if you have returned messages when you send it to your list and
33 somebody is not on voice mail any more. No six, phone numbers, such
34 and such and such and such, message was returned on such and such a
35 day, on such and such a time. You have to listen to the whole message
36 where you can go right through it but if you have six people who have
37 cancelled their voice mail, you are sitting on the phone for ten
38 minuetts waiting to hear all the people who did not get your message
39 because they are not on voice messaging any more. You do not care,
40 just you have to take them off your list. I wished there was a way
41 that US WEST and all their wonderful technology could automatically
42 delete that from my list when they get deleted from voice messaging.
43 I have six lists for different classes so I have to think some of them
44 you do not get a name, you get a phone number. Oh my gush, whose
45 phone number is that, is that a seventh or and eighth grader. Then
46 you have to find the child. By looking at the number I have to find
47 the child and figure out what class they are attending , on what list
48 they are and then go to that list and delete it. That was my main
49 problem when people got out of voice messaging. I guess the moral of
50 the story is, do not get off voice messaging. You know, when they
51 would get off voice messaging I would get ...

Tape Transcription

VOICE MESSAGING

(18)

1 You do not like to having to cancelling yourself, you would like to
2 have it automatic.

3
4 Yes, would that not be great?

5
6 You like to listen to it and if sounds like that was cancelled ...

7
8 Some times they leave a message that is 60 seconds long or 90 seconds
9 long and if I have six people who do not have voice messaging any
10 more, a minute for each of those people. You are talking six
11 minutes. You can press 3-3 and go to the very end of the message and
12 I do that but it still is, when I do it I have 90 seconds. I have
13 three children under my feet and working full time, my husband is
14 working full time and I have a million things going on; I do not have
15 time to listen. Then, to sit down and figure out who it was in order
16 to take off from which list. I have six lists so that makes it really
17 different.

18
19 I send a message to the parents and they no longer have voice
20 messaging then US WEST technically send you a return to sender and
21 says, here is your message back, they will tell you a phone number.

22
23 Oh, I see. So you have a whole recording from them and a whole
24 recording from the next one.

25
26 That was another one; teacher would call saying, I am trying to get in
27 and it is not letting me do anything. I keep getting this thing
28 saying node six. I have to say, just keep listening to it, press
29 seven and you will be right. I wished there was a way.

30
31 You did not know, the first time you got that, you did not know what
32 was going on. It is really goofy if you want to add or delete someone
33 you do the same thing. If they are already on the list and you put
34 their phone number it gets delete.

35
36 Yes, but it does not say how to do it.

37
38 that is the only reason they did that.

39
40 So what do you do at that point. Is it what you expected. Did you
41 expect it to be like that. Was it different from what you expected?

42
43 I really did not have any expectations.

44
45 Were you surprised about it?

46
47 I use it more than I ever thought it possible. I would have never,
48 never, unless we went on this trip to San Diego, I had no way of
49 getting in touch with the parents; I had no way of letting the parents
50 know. The only thing was, give everybody my home phone number and
51 say, call my husband. I did, 84 children one of whom had a medical

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(19)

1 condition. I needed to keep her mother up-dated on what was going on
2 and I did. I ran into problems and I call my husband and said, start
3 making phone calls, we are going to be two hours late. That was last
4 year. This year I did not have to do this.

5
6 so, it made your husband happy, ah?

7
8 I would have never thought the system had that capability. do I worry
9 about children cheating an extra credit any more. Not a bit. They
10 call me up, they tell me the answers, they get it right and they get
11 them honest. Some of them say, I forgot to call you last night, I am
12 sorry. Also trying to see what time these children are making these
13 calls. you know, 10:37 I have been in bed for an hour and they are
14 calling me to tell me it is a fool moon.

15
16 That is a very good subject to be different. If someone calls me on
17 my social studies to give me a report on ...

18
19 Well, not a report, but if you want some specific fact. Let us say
20 you wanted to say, what did the dollar do on the Tokyo market today.
21 did it go up or down; they could call you and give you the answer they
22 find out. I do not know but whatever it is that kind of things make
23 it useful. I never ambition the system doing anything like that.

24
25 You thought about doing that before?

26
27 No. It is interesting. We now may go home and try it.

28
29 I think it is workable for a lot of things. See, I encourage the
30 children to use the system.

31
32 If you have something the share with them all; I never heard anybody
33 use it that way.

34
35 Nor have I and I have not thought of the system primarily as a system
36 between teacher and parent. I have not thought of it and if I can use
37 it to teach my students, all the better.

38
39 I think if it had been presented with that also, that idea, not just
40 communication between parents and teachers, I would have looked at it
41 without that fear of being just a link with the parents.

42
43 I tell the children, I encourage them. I do not have a great book.
44 My book is on the computer, thank goodness. I will tell the children,
45 if you need a computer print out you need to leave me a message on my
46 voice mail. Every now and then I would check my voice mail and I will
47 get two or three messages saying someone needs a print out and I sit
48 down and do it. The next morning the have it.

49
50 I use it for the children more than for the parents.

51
Tape Transcription

1 Can you use it with second graders?
2

3 I think I would still want to keep it more as a parent; I think that
4 occasionally, they should ask permission from mother and daddy to call
5 or do it with the parent of kind of keep it.
6

7 that could be a part of their homework; to call it and get that
8 information. Call in and get a question. it is like an adventure,
9 treasure hunting.

10
11 I always thought of giving a letter a day or a clue a day and then
12 giving up pizza at the end to get then used to using it. I am getting
13 them used to do it any way.
14

15 Even for me, if they use it. they attempt to pick up their messages;
16 the students do, specially when they are absent. The students
17 probably use it more than the parents do to pick up their home
18 assignments.
19

20 have you tried something like this before regarding the applications.
21

22 You and [REDACTED] both have E Mail so that is how you communicate between
23 teachers. So, for the other three of you, we already talked about
24 this a little bit. Any teacher to teacher?
25

26 [REDACTED] does it. I have not used it in that; I have not had any need to
27 do it. If have had the need it was probably with one teacher and I
28 usually just take the minute to jot the note and leave it for that
29 person.
30

31 I use it to put the schedule in and sank, third grade do a math on
32 this fourth grade do this and so forth.
33

34 You send a confirmation so you know they received it. You know they
35 are not going to put in a pile and lose it. It is going to be right
36 there and you are going to say. HI teachers, this is [REDACTED] I need you
37 to take out your calendars and I need you to write some stuff down for
38 the graduation. You can say we are graduating on this and that day
39 and then we will go to Disney Land so there will be no teacher who did
40 not know the messages.
41

42 That has been one of my problems because I have not thought of that.
43 That was the situation when we had a field trip. I wrote notes to
44 every single teacher and put it in their boxes. I probably could have
45 picked the phone just as easily but I have not thought that far. I
46 could not probably get to a telephone.
47

48 If you do not have the list to do it you have to sit down and
49 establish the list but that is the only problem.
50

VOICE MESSAGING

(21)

1 I am sitting here thinking there are about two or three teachers right
2 now who I can call and leave a messages for them tonight instead of
3 seeing them tomorrow.

4
5 How did you communicate before PTX?

6
7 Newsletters, notes, phone calls.

8
9 did you really get stock into these calls?

10
11 I will have my children running into our building, oops, sorry,.

12
13 It is not that you do not want to talk to them; it is just that they
14 think you are the only ... You have this knowledge of their child
15 that they want you to share. That is understandable; but they would
16 go on and on because they have not had enough of what you need to tell
17 me.

18
19 You do your best to convey and do your best to help their families.
20 It is not that you do not want to deal with the parents but it has to
21 be done at a time when it is the right time. If you think about 25
22 children in your class and you have 25 sets of parents who want to
23 talk to you. It is just impossible.

24
25 It is also the time-frame. Your time after school you really want to
26 use for accomplishing things you need to be done. The next day, or
27 for the week, if you are doing weekly plans or whatever. Then you get
28 caught in that trap, well, I wait and I call when I get home.
29 Whereas, a parent yourself, f you get home, you need to make dinner,
30 you need to do this. In your routine at home you hit a point, is it
31 too late to call, can I call or yet, you do not want to call them
32 because their children are still up and you do not want to interfere
33 with their process of getting fed and you get to the point of thinking
34 it is too late. So the fact that you c an use at any time is a great
35 asset

36
37 Before we had, if a parent wanted to get in touch with me, I did not
38 get the message, I have already left, I had a meeting or something,
39 they want to talk bout it right then and there or they wanted to make
40 a comment about right then and there. The next day, they are standing
41 at the door, well, I left you a message and I could not get a hold of
42 you. I think it makes it easier for them because they can say what
43 they want to say and they can talk for three minutes and they do.
44 They feel better.

45
46 Can this replace the communication with parents?

47
48 No. it cannot.

49
50 What needs to be directed?

51

Tape Transcription

VOICE MESSAGING

(22)

1 You still need to be able to talk to their parents when there is a
2 real problem. We are talking right now about communicating...

3
4 I would never leave a negative communication on their phone. Because
5 you do not if the children could pick it up.

6
7 A lot of them have the access number and you still need to talk to
8 the parent. There are some situations which I would not even think to
9 discuss on the phone with the parents.

10
11 You can call and say, good job, because you knew that.

12
13 The frustrating part is there are not a lot of our students, I do not
14 know, about a third, who do not have voice mail so those are the only
15 ones with whom you can do that.

16
17 That is a really good public relations tools; because you are getting
18 nice messages to the parents.

19
20 I think we touched on one thing that I think it is important. I think
21 as far as the over all school announcements; I think it is great. I
22 know at our school it is working very well. We are not just talking
23 to teacher. We are also talking school material; if your child is
24 sick at three in the morning you do not have wait until 7:30 to call
25 in. The secretary will not have break downs because of answering the
26 phone five times in a row. they are able to do their job and
27 accomplish more.

28
29 I see this also being very useful as far as the over all school as
30 much or in some cases primary grades more so than just looking at us
31 individually as teachers. So, at least that is my opinion.

32
33 I agree with that.

34
35 So, it has been a general announcement tool?

36
37 That is the only disadvantage. When you call, you have to go through
38 all those messages and get to the final one and say okay, this is the
39 one.

40
41 Well, I always, when Mr. [REDACTED] starts talking, I press my number
42 eight and I ----.

43
44 You can do that; as soon as you hear Mr. [REDACTED] you press 1337101 and
45 you get me. Just, as soon as he starts talking you can press my box,
46 can we do that.

47
48 Is there any way to resolve that besides just telling them?

49
50 I think education is the key.

51
Tape Transcription

VOICE MESSAGING

(23)

1 Just the education; I think with the older children it does not take
2 them too long to learn the system. They are probably better at this
3 than we are. I am talking about middle school, junior heights age
4 children. I think they are probably better off than we are.
5

6 I have never heard of any problems saying, I have not heard a student
7 come in and say, Mrs. [REDACTED] today is Monday at two O'clock and you do
8 not have your message on it. I would say, my break is not yet; give
9 me ten minutes. We are talking at 3:30.

10
11 so, they really keep track. We already talked about this. The grade
12 we gave it for the ease of use.

13
14 C. plus.

15
16 B.

17
18 B.

19
20 A.

21
22 If you would have asked me this initially ...

23
24 It is the same thing with me. I am the one who did that because, as I
25 said.

26
27 I think it is friendly if you can feel comfortable calling and saying,
28 I do not understand this, explain this to me. He would take the time
29 and explained it to me. It made a big difference. That is why I
30 think it is so easy to use because I had someone sit down with me and
31 train me. We all know, when you teach it you learn better, do you
32 not. so, when you sit down with someone else and teach it how to use
33 it you become the expert and you learn it better and that is case with
34 me.

35
36 You gave it lower grade because of the time you took learning it and
37 you gave it a higher grade because you could use it.

38
39 Any other changes or improvements other than the ones we covered in
40 order to make it easier to use?

41
42 How about training material. Have we discussed that?

43
44 Training materials or training? You asked us both.

45
46 Let us start with training.

47
48 I would give a B. for training.
49

Tape Transcription

VOICE MESSAGING

(24)

1 I take some of the responsibility of learning at the beginning. I
2 imagine it is my responsibility with that. The training was there; I
3 just did not do it right.

4
5 I gave it a C. plus. but listening to you say that I should probably
6 have ... I was probably one that felt like, gee, I can bother to go
7 there again. I admit it, I struggled through it as opposed to, I
8 probably should have

9
10 bothered more often. Again, I am a visual person so for him to say,
11 okay, you need to do this and this and that; I do not know. Give me
12 the telephone and the buttons, I need that.

13
14 I gave it a C. plus. It took me a while and I had the training. I
15 guess I was not good at it. It is someone else's fault. I thought he
16 could have been more training. He did come twice and I needed another
17 time.

18
19 What did he do?

20
21 The first time we met with our great level and there were four of us.
22 Then we had some other teachers in there who are special teachers who
23 had time off at that time. We probably had six to seven teachers in
24 there and, he gave a nice presentation, used the telephone, showed us
25 how to do it; we, who brave enough, those who were brave enough,
26 worked the telephone and practiced. It is surprising, out of the four
27 of us, those two who did try it still have not used it. I felt we
28 needed more one on one and actual use and a whole row of telephones .
29 Not just one telephone for six of us because we watched other people
30 do it and it was not the same thing as doing it yourself. I can watch
31 you do that but I really do not know how you are doing it because I do
32 not really understand what you are doing.

33
34 I do not always appreciate it well, It is easier to relate to it if
35 you are doing it yourself.

36
37 There was another training time where he came in and the other ----
38 teacher and I went into a small office where we were both in view of
39 the telephone and able to watch what each were doing. That seemed to
40 help much better and I felt more comfortable after that one. I think
41 that type of training with someone like this would be helpful.

42
43 nancy does a great job of teacher teaching the teacher; if you train
44 ten of us or seven of us and we go in and train the other ones it
45 would be just fine.

46
47 I think that first time too actually having my first message that I
48 wanted to put out there; I am leaving a message and I have to write it
49 down and I had really thought it through and say, this is what and
50 then sat down and actually done the first message and to know that it
51 could go ...

Tape Transcription

VOICE MESSAGING

(25)

1 Everything after the initial training going back to my room and
2 sitting for an hour after school, playing with this thing and still
3 not coming back exactly the way I thought and re-reading and the
4 frustration of going to someone else and saying, what in the world am
5 I doing wrong here.

6
7 If you were told that person had been trained to do help you would
8 have been more likely to do that.

9
10 I think you need to have a period of training here and those will
11 train a couple there and so forth. It has to be one on one; you can
12 learn it unless it is done that way.

13
14 You have to have that phone and actually do it over and over on your
15 own because you sit there and you look t the screen and say, okay, and
16 they model like a --- is being done. Well, that was not mine. So you
17 have to transfer that information to your own.

18
19 We should be able to put the message and you were able to hear and
20 then you had a decision of changing the message but you do not know
21 how it really sounds until you are home in the room with just the
22 machine. Since there is no one else there to help you are bound and
23 determined to do it. so, you will figure how to work with it. I
24 think it would have been nice to have another teacher sitting with you
25 after the training because it would have been really comfortable to
26 have them do that.

27
28 I know I am the one to always say, [REDACTED] I am going to come over and,
29 would you help me and she said, yes. Well, I did not have the time;
30 you say, okay, I am coming. She is way on the other room I did never
31 get there to have her show me that to me.

32
33 What did you give as a grade.

34
35 I gave and A. for training because I did not have any problem. I
36 cannot tell you why. I said, we had our training sessions and I knew
37 immediately what to do. I did not know how to do it but I sat home
38 and figured it was me. I played with the numbers until I figured it
39 out.

40
41 I took it upon myself to do it. What was wrong was that I was not
42 understanding. There was also one difference. When I was there, I
43 was the one who was pressing the numbers. I was the model. I do not
44 know that it had anything to do with it or not because I did it at
45 home a few hours later.

46
47 The training part was not a problem and I really thought it was me; I
48 just sat at home and fiddle around until I got it and I still fiddle
49 around. So, that is what I think. the training was not the problem,
50 I put the blame on myself and I finally figured it out so I said, okay
51 I was the only dummy who did not know how to do this.

Tape Transcription

VOICE MESSAGING

(26)

1
2 I gave it an A. minus because, frankly I got frustrated with getting
3 calls every night. Not that I mind it doing it but after a while I
4 started saying, enough already. I had teacher calling to say that
5 they could not get a message on or off. I am getting this node six,
6 what does that mean. How do I make a distribution list. Everything.
7 I am a parent as well as a teacher and I would come home from school
8 and pick up my phone and say, you have seven new messages. Well, four
9 of them would be from the same teacher who forgot to say something and
10 thought she could go on and delete it after she had sent it out to
11 her distribution list. she could not so I had to call her and say;
12 you know, I hate to be the one to tell you this, but once you send it
13 you cannot get it back and ... she would send a message saying,
14 today's assignment for such and such subject is, and the grade is;
15 thank you, good bye. The next message would say, today's assignment
16 is such and such, which is slightly different from the first one. She
17 thought she had deleted it; you could not pull back from other people
18 to whom you sent it. It was a little frustrating for me. I have to
19 tell you; my big thing was, I would call and, this is an answering
20 machine, right?> Hi, thanks for calling, this is Mrs. --. You sent
21 it to their home. They did not call you. so they are picking up
22 listening to

VOICE MESSAGING

(27)

1 their messages and it says, hi, thanks for calling. They did not
2 call; you called them. You see what I am saying? It took me a long
3 while to get into the routine of just saying hi, it is Mrs. [REDACTED]
4 from [REDACTED] and here is the information you need to know; a long
5 time. It took me a while to realize that I need to put my name on
6 that.

7
8 I would call and just say, hi parents. and go on and everything.

9
10 Or say, this is the week of ... It took my a while.

11
12 Nowhere did anyone say or mentioned to me that was going out to people
13 and, you know, a parent finally said something, oh, that was you was
14 it not?

15
16 I did not think about that originally. She always do your best to
17 sound perky and refreshing.

18
19 That is why I always write it down because I listen to mine and there
20 is something ----. I hope I am using proper English; am I using
21 proper English?

22
23 You record it perfectly and you hit the star key and you erase
24 everything and you to start all over again.

25
26 Any suggestions at all regarding training?

27
28 The training materials were great. I put a B. plus because I use the
29 same as you can see.

30
31 I have used this and I gave a B. plus because most of it is there.

32
33 I need a flow chart something visual. do you want to change your
34 message, yes, no, go this way. do you want to listen to your
35 messages, yes, no.

36
37 Some of it was confusing and I do not know the terminology; for some
38 reason. When you are removing messages, whatever it tells you number
39 four is does not sound anything like removing a message. It says,
40 administrative options. It is not something to verify receipt of a
41 message or something like that you press four. Then you have to go
42 into your specific box and your own box and not ...

43
44 so, it is not consistent.

45
46 What if, I cannot remember but, the terminology on the button pressing
47 four gives you no clue that there it where you would go to remove
48 messages. That is why I have these little notes.

49
50 partially the terminology used.

51
Tape Transcription

VOICE MESSAGING

(28)

1 I heard earlier that you get some feedback and you get some from the
2 parents ... How do you get that feedback. do they leave you a
3 message back?
4
5 Mine just reply or else they just send a separate message.
6
7 I do not think I have gotten a message on my voice mail. You would
8 not know if they sent it in response to what you said.
9
10 I do not send any out so I have not gotten anything saying, hey, good
11 job.
12
13 You are putting out a whole work for the week on Monday and it is just
14 for them to get it if they want to get it. What percentage would you
15 guess are calling in to get information?
16
17 I could not give you a percentage.
18
19 Would it not be nice to get those numbers. I have no idea because I
20 have no idea who call. The only way I know is if they tell me the
21 next day. I do have maybe, I could give you this; just off the top of
22 my head, maybe two students a week say something about their homework
23 they got from the machine. that is the way I know they are listening
24 to it but there is no way I could give you a number.
25
26 the type of feedback you are getting is what? Positive ...
27
28 If they have voice messaging.
29
30 I am not sure ...
31
32 is there any difference in reaction between the parents who have voice
33 messaging versus those who do not.
34
35 those who have it respond more often to me. If you call in to
36 retrieve my message, as a parent, if I would have called into my mail
37 box I have to press two, I think it is, to leave me a message. If I
38 get it sent to my home and I want to respond would have to press
39 eight or something like that. again, there is an inconsistency to
40 reply to a message. You should, to me, you should always have to
41 press the same thing whether you get it in your home or in school. if
42 you press the same thing. The other thing is, if I am getting a
43 message and it will say, if you would like to erase this message press
44 seven and if you want to respond press eight. Well, I will press
45 eight and it says you have pressed and incorrect key. You just told
46 me you could press eight. It probably means I do not know for sure
47 but it probably means that they do not have voice messaging; that is
48 what I assume. I do not know if that is true or not but if I say,
49 okay, I am going to tell this student, good job and you
50

VOICE MESSAGING

(29)

1 [REDACTED] you were to say something else. You looked like you were at a
2 loss ...
3
4 any other changes to the training materials?
5
6 flow charts; and extra copies so that you can keep them by the phone.
7 maybe like a spiral binder things that is laminated each page is
8 laminated and you can just hook right up there and when you want to do
9 something you just look at it.
10
11 Even that would be nice and you can just look through it and you can
12 say, okay, this whole page is to remove a message and this is how you
13 would do it. You put on a message and this is how you do it. Maybe
14 with little tabs.
15
16 I still like the idea of a flow chart. One column, I like your idea.
17 this is to leave a message, to remove a message, to use and listen
18 only mail box.
19
20 I like your idea. this is to leave a message, to remove a message to
21 use your only mail box. Just going o.
22
23 I like the concept because I would hang up in between steps and now
24 that I am more comfortable I go back and forth. I knew that if this
25 is what I was doing and I did it and I got to hang up I said, oh, now
26 I can do the next one.
27
28 Feedback from parents. You have feedback from students?
29
30 Yes, I have not.
31
32 I encourage my students to call at all time.
33
34 You know, I want to bring lemonade tomorrow, I keep forgetting; would
35 someone please leave me a message on my voice mail reminding me to
36 bring the lemonade. They do. would you please let me know. I keep
37 forgetting this, I want to remember this and I know when I am at home
38 I need to pick it up when I forget and someone please leave me a voice
39 mail and they do. The children do. There are two or three children
40 who remind me of everything.
41
42 Then, other times, like last night. I have to have some grades at
43 home that I kept forgetting to bring so a little boy called me and
44 said, I do not need to bug you but you ask me to remind you to bring
45 those grade so I remember.
46
47 That opens lines of communication between me and the children. One of
48 the children called me and said, do not make a big deal out of this
49 but I really want to go and see the --- tomorrow. That was great
50 because a read the --- and I said, this person wants to see you and he
51 came in and said, I would like to see, you know, like it was his idea

Tape Transcription

VOICE MESSAGING

(30)

1 and that person got to go to the concert and that was all low key; no
2 one saw me in the little corner talking to this lady and it worked
3 really well.

4
5 So you handle confidential things.

6
7 Yes, I told the students it is my private mail box and no one is
8 listening to it but me; they have no way of figuring the code.

9
10 We talked earlier about the kind of obstacles and the reactions from
11 other teachers about this. Their feelings about it now. How do they
12 react now.

13
14 I agree with what [REDACTED] said. I think we have a mixed feeling; I
15 think we have those who really use it and really like it. You still
16 have those who feel like is just one more thing to do and they are not
17 using it.

18
19 Have they tried it?

20
21 Very little.

22
23 They refuse?

24
25 I think it is the same thing. they are doing it but probably not
26 using it as much as they could.

27
28 There are some teachers who used to use twice a day and I go home and
29 hear, hi, this is Mrs. so and so. Delete, I am not going to listen to
30 it. I think it just depends on the teacher and, again, I would come
31 up to the idea that if they have a computer sitting in front of them
32 and they were computer literate they would have a hard time using it.

33
34
35 the same thing; you still get those who are eager to try things; those
36 things that are resistant to changes.

37
38 Eventually it will come, as anything else. I mean, our district put
39 computers on our desks like four years ago. I mean, we had the same
40 thing; when you started you had, and we did a pyramid. We started we
41 ten teachers at each school who have one and they in turn helped
42 train them. There were, initially people who, you know, I am not
43 using this, I am afraid of it and all that. I think you see more and
44 more people using them constantly now.

45
46 The reaction I see ... I do not see them as scared of them any more.
47 It' is not a big deal to get a phone line. The deal is that more and
48 more teachers see the positive that comes out of it; they are more
49 likely to try it. I tell you, when I had that success with that extra
50 credit, I told everyone who I could ---. You would not believe what
51 happened last night; I had 25 children and I know those children did

Tape Transcription

VOICE MESSAGING

(31)

1 it. I do not have to worry about them tapping into somebody else.
2 then I heard, you know, that is a good idea; maybe I should try it.

3
4 Today I was sitting talking ... You know, it is fun to brain-storm
5 ways in which, I think it would benefit schools. Not just your own
6 school. Within your own school, but also ideas of what you get even a
7 newsletter type thing that would throw out maybe some little ideas of
8 ways to do it.

9
10 [REDACTED], why did you fast forward to teacher who sent you a message.

11
12 Because she tells me if the children read a page of a book. today
13 they read page 97. they read 92. But she is almost ghat bad. She
14 would leave me the same message every single day. Okay, for sixth
15 grade now, they are still working on their stories. do not forget it
16 has to be typed by Friday. Good god If you told me that on Monday
17 you do not need to tell me that on Tuesday and the rest of the days.
18 I am an adult and I can remember.

19
20 In fact, I took that hint from one of my parents. she sits with a
21 calendar and when I leave my message she writes it in her calendar for
22 what we are to do everyday. I have two children who go to school and
23 both of their teachers use voice mail and my son has four different
24 teachers two of whom send home messages and two of whom do not. I
25 will write, [REDACTED], your book report is due Friday; I know [REDACTED] then, on
26 Wednesday I would say, [REDACTED] your book report is due on Friday because
27 it is on my personal calendar. Yes, I want her to be responsible and
28 she is a responsible child. Likewise, I also want to be a good parent
29 and let her know I am not let her slide. Same thing with my sixth
30 grader. You know, how --- human body will coming along [REDACTED] well [REDACTED]
31 it is coming along [REDACTED] it is, can I see it, can I take a look at it.
32 I am just curious how you are doing. Three pages and it is supposed
33 to be 50 or whatever. I will sit down; I got this from a parent who
34 did it with my messages and I write it on my calendar.

35
36 maybe I am over potty trained or something.

37
38 How about US WEST personnel. What do you think of the service
39 provided by them?

40
41 Very good job. A. plus.

42
43 Anyone who can come into an elementary school and not run out
44 screaming from being with a group of teachers has to be good. I was
45 very impressed with them. He was very articulate, was able to , like
46 I said, at least I could communicate with him.

47
48 I really thought he did a good job of it; and then, there was a lady
49 who was sent also. There were two of them and both were very good.

50
Tape Transcription

VOICE MESSAGING

(32)

1 e had [REDACTED] and a woman back in September and then a new lady who had
2 just started recently I had to tell you that I always felt really
3 comfortable just picking up the phone and saying, [REDACTED] I have a
4 problem, here is what it is. He had a voice mail box on my system at
5 school and then made all the difference in the world. I was not
6 calling into his office; he knew that he needed to check that on a
7 regular basis and I could leave him a message and he would get back to
8 me and he was really good doing that.

9
10 He also left us messages. Is everything okay? now, here is your new
11 list. I do not want your box.

12
13 Why can they not put just an editorial comment on your list.

14
15 Would you like it if they did?

16
17 I thought that was good and I did call him a couple of occasions; like
18 I said, it was probably just my ego. It is like, why am I not getting
19 this.

20
21 One of the teachers in your school to whom you could go and ask
22 questions.

23
24 How about in the future? What type of involvement would you like to
25 see from US WEST?

26
27 more hands on. When they start to do the instruction; if they find a
28 message

29
30 or bring us into a place like this; it is already prepared. Not
31 necessarily this room; but this is good for us all.

32
33 I think it needs to be grouped.

34
35 If there is someone who understands it is a lot easier for that person
36 to help me and if I know I can help you. We can group.

37
38 if I can remember correctly, and correct me if I am wrong. We did it
39 during school time, during our break time and that can be really good
40 timing. Maybe it was not long enough; maybe we needed to have a
41 service after school and you knew you were going to be there for an
42 hour or an hour and a half or whatever instead of doing it on your
43 break time when you signed out and know that, okay, I only have 20
44 minutes to do this. Then you have to go back to class and I think it
45 might help. it was done during school time, if I can remember
46 correctly and it was at a break time and being a teacher that break
47 time, no matter if you have one or two you do not have enough time to
48 get everything done that you need.

49
50 Well, it was early in the year when you are doing everything anyway.
51 I need this time.

Tape Transcription

VOICE MESSAGING

(33)

1 It might be a good idea at the beginning of the year; I do not know
2 what you do but we have like, a week in service time when we are not
3 in the class-room. That you know it is the time when you can take to
4 learn and you do not have to worry about students or anything. That
5 would be a very good time.

6
7 I definitely think there has to be a review for next year.

8
9 new teachers come in and leaving the school in our district.

10
11 you are going to have to re-train them every year.

12
13 I have to tell you there will be a lot of gripping in high-school if
14 the system does not continue next year the parents are used to that
15 system. In fact, at one point, I suggested to [REDACTED] that they make it
16 a 900 number and the charge when you call in. [REDACTED] that would take care of
17 children who are still responsible for writing down their own homework
18 but it would also help those people whose children were absent or
19 might have missed something and it would ... Now, in terms of I
20 would guess, you could ask the parents, they would be willing to pay
21 for this kind of program; not a lot, I am not talking add it to their
22 phone bill or anything. I know, as a parent, I am going to be at loss
23 if I do not have that.

24
25 I am wondering if by having it another year we are going to have
26 people that are thinking, well, it was not so bad and so and so really
27 uses it and now, I think I am going to use it next year if I feel more
28 comfortable.

29
30 Like anything; I do not think you can get a true reading on something
31 on one year. I think the second year of continuation and like this,
32 the brain storming and discussing and the helping one another and the
33 sharing of ideas of way of which it has been used would be a motivator
34 for those who may have not used it.

35
36 Just listening right here; I was making the comment. oh, I am going to
37 go home and go back and play with the number. Seriously, I think that
38 would be beneficial to all schools.

39
40 it is also beneficial from the parent's stand point because once the
41 parents have moved in and they have to go everywhere and they move
42 into this school area and the neighbor is talking about this great
43 connection we have between the school and the homes and the new parent
44 wants to you have the same connection. there is always a change and
45 you need to develop it with the two year program. they can feel
46 comfortable with the connection; they are a little hesitant to leave a
47 message some times. they are not sure if they are getting through or
48 they are going to get a response or not. so, it is a new beginning
49 for everyone and you cannot judge everything in just a year's time.
50

VOICE MESSAGING

(34)

1 I find an increase in usage as time goes by, from the teacher's stand
2 point. if it continues.

3
4 do you have any other suggestions from groups and teachers.

5
6 I have one. when a parent leaves a message, at the end it says, if
7 you are satisfied with your message press one, if you want to send it
8 press then a parent would hang up and say, oh my gush, I never
9 pressed one and they call back and leave the same message again. I do
10 not know that it is not necessary. they do not know that it is
11 necessary for me to mark a message private when I am sending it to a
12 parent or urgent, which we have the capability of doing, and some
13 times you cannot take your private --- I tried, I pressed buttons to
14 fast and I get messages sent to 30 homes saying, private. Well, when
15 I get a message that says private you think, well, this is the IRS or
16 something like that. You cannot take that off once you put that one
17 on. When you press number one after you record your message you
18 cannot ... I have not figured out a way to take it off. So, you
19 could make it easier. They do not have to press one, they do not have
20 to send with any kind of urgency; let them just send it.

21
22 Not only that; if it is urgent and they do want you to hear it, there
23 is still no way of us knowing it is urgent unless we have picked up
24 our phone to listen. if you could have a way of letting us know we
25 have messages out there. I do not know how you can do it.

26
27 There is not an option.

28
29 No, it does not help them other than once you get it you know they
30 want to talk to them.

31
32 It is just confusing and then you get the same message from the same
33 person twice because they forgot to press one.

34
35 What do you think of US WEST offering these services?

36
37 Impressive. I have US WEST voice messaging at home as a result of it
38 because I could not give up my answering machine. then I thought,
39 well, if we are going to have it at school. so, I have it at home
40 now.

41
42 So you got it as a result. So what do you think of the service?

43
44 I am very pleased.

45
46 Would you keep voice messaging or you like your answering machine.

47
48 I have to wait.

49
50 So you think highly of US WEST.

51

VOICE MESSAGING

(35)

1 Very.

2
3 Why.

4
5 It is a business. it is a nice thing the business sector inter-acting
6 with school. I know that is kind of the trend for businesses to do
7 that and I think it is very beneficial. it says a lot for the company
8 which is interested in schools and education f the future.

9
10 You know, one of the things also, it is bringing, like you said,
11 business into the environment of school. a lot of our parents now
12 have voice messaging in their office or have dealt with it in their
13 profession and you are always saying, well, put the number in there or
14 they will give you a voice messaging and I have two sons who both have
15 voice messaging. I think it just brings education into the business
16 sector and I think for a lot of parents this may have been something
17 that is more convenient for them and they feel more comfortable with
18 it because of that.

19
20 so it is efficient for them as well as convenient.

21
22 It is good for US WEST. it is good business because they are getting
23 people to sign up and they want to find out what is going on at school
24 and they are more inclined to want to have it. it is good business.
25 I think it is a partnership both ways.

26
27 I am sure that US WEST has not recover nearly what they have put into
28 this program. they gave it to us for free; not only that, they gave
29 us thank you for getting it on.

30
31 well, we have a lot of people sign up.. We did too; now we are only
32 down to about a third of our school; I do not know what we were
33 initially. That is good of that. I think really highly of them as an
34 organization to say, you know what, the dollar is not all mighty. We
35 are willing to put the dollar aside to see if we could get this to
36 work and yes, we will maybe eventually make some bocks and that will
37 be nice but we are not just out for the money. I know my husband's
38 office signed up for business voice messaging as a result of me having
39 this at school. When they said do you want distribution list he said
40 yes and he knew all that was going because he sat there and went
41 through that with me. I think that is going to be the dominal effect.
42 Eventually if there is some way you could tack it, you could find that
43 eventually US WEST would probably recover.

44
45 it is really admirable for them to be willing to do this to help. We
46 are not saying we are doing this to make money.

47
48

APPENDIX 3

VOICE MESSAGING

(1)

VIDEO NEWS REPORT

PHOENIX T.V. NEWS

1
2
3 You wonder whether your child tells the truth when you ask him if
4 there is homework tonight and he says, no.

5
6 Frustrated you can't reach a teacher to answer a simple question?

7
8 US WEST hopes they have the answer.

9
10 A cutting edge voice mail system is now in three schools and blaming
11 the family dog for chewing up an assignment just became obsolete.

12
13 This is Nancy Gunty, seventh grade science class at Saint Thomas the
14 Apostle Catholic school. She hopes her students are paying
15 attention; but just in case, (telephone sound).

16
17 Hi, this is Mrs. Gunty from Saint Thomas, and this is the assignment
18 for seventh grade science for the week of January 23rd.

19
20 (Parent listening). Today in science we studied stars, the different
21 characteristics of stars and how they are formed. For homework
22 tonight, the student need to do exhibition M19.

23
24 Before Cory Bellan even gets home from school, her mother hears her
25 teacher's voice message: "Thanks Mrs. Gunty; we will talk to you soon
26 about Cory's progress in science".

27
28 Tell me what you like about this voice mailing system. What I like
29 about it is that it fosters so much communication between parent and
30 teacher and the school. A lot of times I will dial in with a simple
31 question that needs to be answer but that I would not dream of
32 disturbing a teacher at night, after, her kids are in bed and she
33 needs quiet time. I can do it at my convenience and then she message
34 me back, which is great because she does not interrupt what I am
35 doing. So, you can always plan a conference for something that is
36 very important; but just for the everyday, it is great!

37
38 So, some day we are all going to be connected to each other through
39 Voice Mail.

40
41 That is our hope; that is our hope and more customers would be using
42 Voice Mail. it is really the way of the future and how we are going
43 to communicate.

44
45 And we heard our own future through Saint Thomas' principal's Voice
46 mail message: There will be a special presentation on the channel ten
47 news, this evening at 10:00 O'clock. The presentation will be done by
48 June Thomsen, one of the news casters for Channel ten who visited our
49 school today.
50

Tape Transcription

VOICE MESSAGING

(2)

1 there will be a test tomorrow. Who know! We may some day be voice
2 messaging you about the news of the day.

3

4 The parent teacher exchange program, as it is called, is in three
5 schools as part of a pilot program by US WEST. If it is successful it
6 may, one day, be standard in all school.

7

8 Dave and I were talking, just a moment ago, about your story, before
9 it aired, and we just said that both of us would be in severe trouble
10 if they have had this at school.

11

12 I believe it, I believe it. Force them to tell the truth; that is how
13 you go about it.