

Text Messaging with Adult EFNEP Participants

Agenda

- Overview of training
- Benefits of text messaging participants
- Google Voice Platform Overview
- Registering for a number
- Sending and receiving messages
- Example messages



Benefits of Text Messaging Participants

Benefits of text messaging participants

- Increased communication with Participants
- Ability to send reminder texts
- Participants can communicate being late/missing class
- Scheduling make-up classes
- Saves time vs. making multiple phone calls
- Can send images – recipe photos for example!
- Possibility to:
 - Increase class sizes
 - Improve graduation rates



How has text messaging worked for educators?

I've had a positive response. Participants do reply back to texts. Participants in one class started texting each other with questions and tips.

- Alicia Fraticelli, Sacramento County

I believe it has helped reduce my drop out rate. The parents have taken the opportunity to post messages regarding nutrition successes, or to post a recipes to one another.

- Santos Lopez, Contra Costa County



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Why Google Voice?

- Allows educator to keep your personal cell number private
- Educator can send messages from your computer OR your phone
- Participants don't need to sign up or download an app
- Message goes to participant's regular cell phone number
- Free to educator and participant

Google Voice Platform Overview



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Google Voice

- What is it?
 - Google Voice is a telephone (VOIP) service that provides call forwarding and voicemail services, voice and text messaging.
- How can I use it?
 - Make and receive calls and texts using a computer - or a cell phone with Google Voice app
 - Listen to voicemail online or via app; forward or download voicemails
 - Notification (optional) of voicemail messages via email or SMS (text)
 - View the web inbox from a mobile device/phone
 - And more...

Setting Up a Google Voice Account

Setting up a Google Voice account

- On your computer, open Google Voice. <https://voice.google.com/>
- Sign in to your Google account.
- You can create a Google account through UC Davis <https://itcatalog.ucdavis.edu/service/google-apps-education>
- Accept the Terms of Service and Privacy Policy.
- Will need to turn off pop-up blockers for this site

A free phone number for life 🌞

GET GOOGLE VOICE



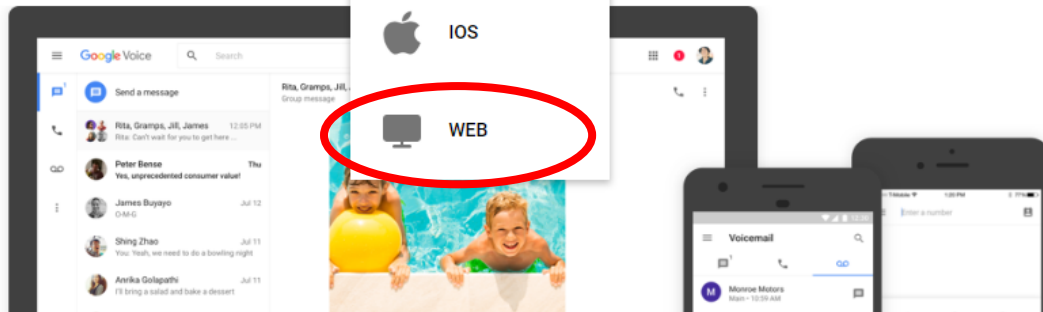
ANDROID



IOS



WEB





Choose an account



Rebecca Brock
rlbrock@ucdavis.edu

Signed out



Use another account



Remove an account

English (United States) ▾

[Help](#)

[Privacy](#)

[Terms](#)

UC DAVIS

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Central Authentication Service (CAS)

Username:

Passphrase:

LOGIN

[Need Help?](#)

Protect your campus computing account login ID and passphrase. Use them only for campus websites and campus online services.

UC Davis will never ask you to provide your passphrase via phone or email. A message that asks you to is probably a *phishing scam*. Delete it without responding.

Be extremely wary of messages that ask you to enter your passphrase into a non-UC Davis website. If you have doubts about a message or website, or think you have been tricked into submitting your passphrase or personal information, call your local IT service desk:

UC Davis Campus: IT Express at 530-754-HELP (4357)

UC Davis Health: Technology Operations Center at 916-734-HELP (4357)

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Welcome to Google Voice

A free phone number to take control of your communication

By continuing, you accept the [Terms of Service](#) and [Privacy Policy](#)

Continue



Setting up a Google Voice account

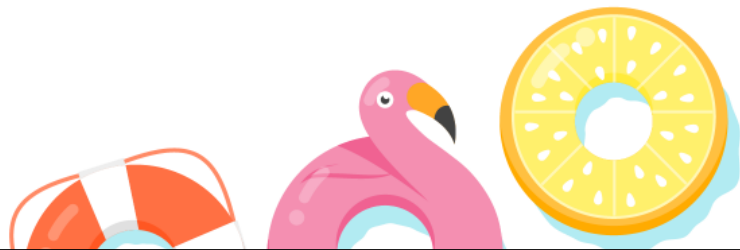
- Search by city or area code for a number.
- If there aren't any numbers available in the area you want, try somewhere nearby.
- Next to the number you want, click Select. Follow the instructions.
- Limit one Google Voice number per existing phone number

Choose a Google Voice number

Search for available numbers by city or area code. [Skip this](#)

 ×

⚠ No Google Voice numbers are available for Stockton





Choose a Google Voice number

Search for available numbers by city or area code. [Skip this](#)

Search	209	X
	(209) 214-8473 Modesto, CA	Select
	(209) 214-8245 Modesto, CA	Select
	(209) 214-8322 Modesto, CA	Select
	(209) 213-2254 Sonora, CA	Select
	(209) 214-8074 Modesto, CA	Select



Setting up phone to receive Google Voice calls

- You will be prompted to choose number where you want to get calls
You can set up any phone number to take your Google Voice calls and texts.
- To add a new number:
- At the top right, click Settings (cog wheel symbol)
- Under Linked numbers, click New linked number.
- Follow the onscreen instructions to add your number.
You can link up to six numbers.

You selected (209) 214-9202

To complete setup and start using Google Voice, you need to verify your existing phone number

Verify





You selected (209) 314-9302

To complete setup
existing phone nu

Verify

Enter a number to link

Inbound calls to your Google Voice number will be forwarded to this number

(209) 953-6116

To verify this number, Google Voice will call it and provide a 6-digit code.
You can also [verify by text message](#).

Cancel

Call





You selected (209) 214-9202

To complete setup and start using Google Voice, you need to verify your existing phone number.

Verify

Phone number added

(209) 953-6116 has been successfully linked to your account and will ring when someone calls your Google Voice number.

Finish





Calls



Send new message



Messages



Voicemail



Archive



Spam



Legacy Google Voice






No messages

Hi Rebecca!


You're all caught up


Sending and receiving messages

Sending text messages

- Open the tab for Messages 
- At the top, click Send new message.
- Enter a contact's name or phone number.
- To create a group text message, add up to 30 names or phone numbers.
- At the bottom, enter your message, and click Send. 
- To include an image with your message, click image icon 
- If your image is bigger than 2MB, it'll be sent as a smaller file. GIFs over 2MB won't send.

Receiving text messages

- Open the tab for Messages. 
- Messages you haven't read yet are in bold.
- If you don't see a text that you're expecting, check if it got marked as spam. At the top left, click Menu - Spam.

- Reply to a text message:
- Open the tab for Messages.
- Click the text message you want to reply to.
- At the bottom, enter your message, and click Send 

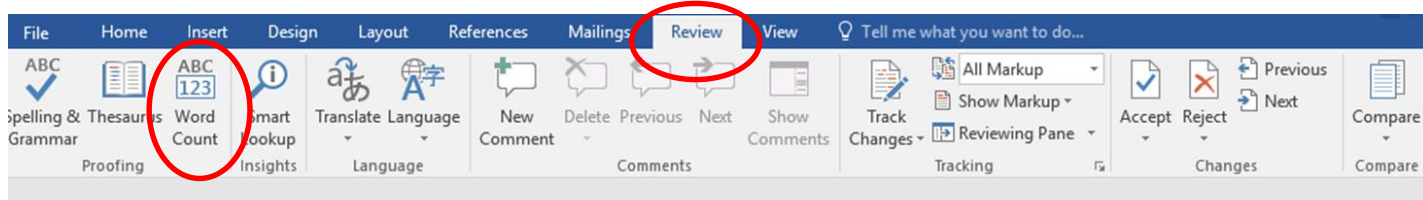
Example messages



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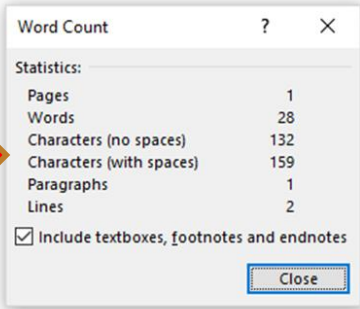
Timing	Characters (w/spaces)	Message
Prior to 1st lesson (if possible) - or after 1st lesson	155	Thank you [participant name] for enrolling in EFNEP <i>Eating Smart, Being Active</i> . I look forward to seeing you tomorrow at [time]! [Your name] EFNEP Educator
Before each lesson following	141	Hi [name]. At tomorrow's EFNEP class we will learn about [topic] and taste [recipe]. Will you be able to come to class? [name] EFNEP Educator
Before final lesson	159	Hi [name]. I look forward to seeing you tomorrow for our last EFNEP class. We will review and celebrate the healthy changes we have made! [name] EFNEP Educator

- Texts longer than 160 characters will be sent as multiple messages
- You can check the character count in your message in Word



The screenshot shows the Microsoft Word ribbon with the Review tab selected. The Word Count button, located in the Proofing group, is circled in red. The button displays 'ABC' and '123'.

Hi [name]. I look forward to seeing you tomorrow for our last EFNEP class. We will review and celebrate the healthy changes we have made! [name] EFNEP Educator



A red arrow points from the Word Count button to a dialog box titled 'Word Count'. The dialog box displays the following statistics:

Statistics:	
Pages	1
Words	28
Characters (no spaces)	132
Characters (with spaces)	159
Paragraphs	1
Lines	2

Include textboxes, footnotes and endnotes

Close

Participant Texting Tips

- Attention grabbing opening
 - Identify yourself so participants know the text isn't spam
 - Share with participants at first class what number you will be texting from
- Call to action/to respond
 - Ask participants to confirm their attendance
- Use full words - not txt spk
 - Not everyone understand text abbreviations
- Keep message short (160 characters)
 - Include the most important information.
- Proof-read
 - Check message before sending for errors and spelling/autocorrect mistakes
- Make messages timely
 - Send messages a few days before the beginning of a series, or the day before the next class



Questions?

Next Call: August 5th at 9:00 am