



Parental Survey on Remote Learning

Summary Report January 2021



KINDNESS



AMBITION



INTEGRITY



RESILIENCE



RESPECT

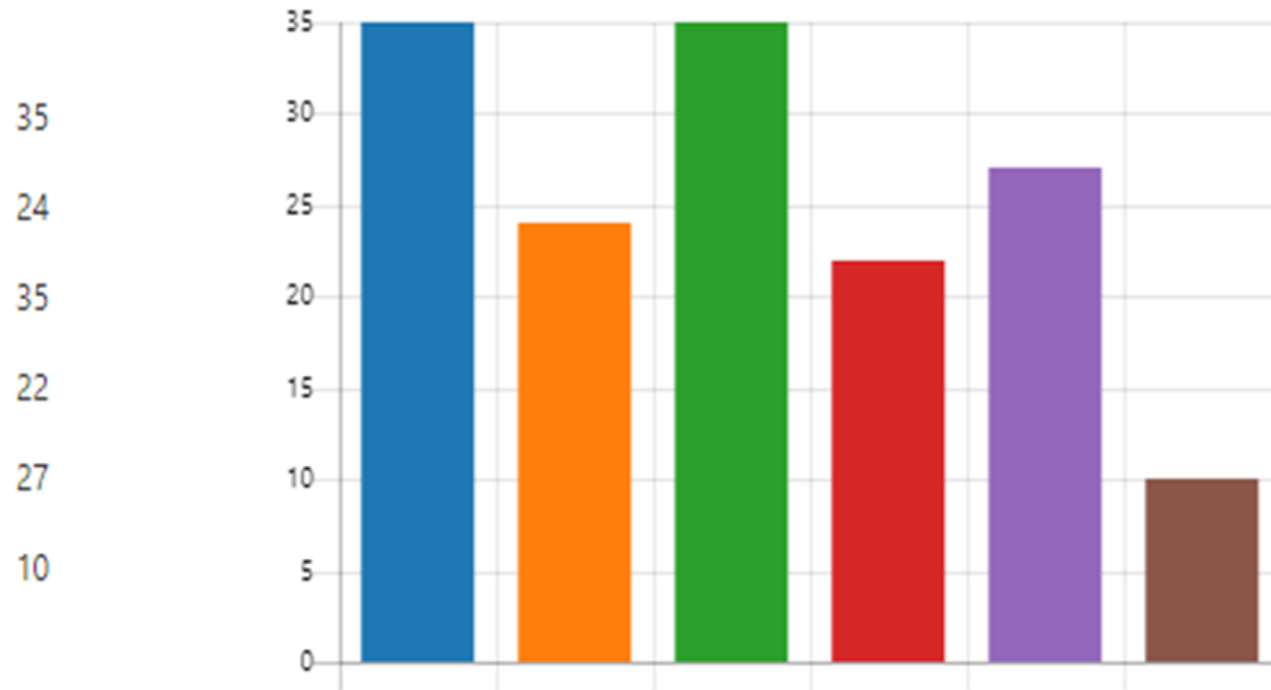


Survey Information

- The Parental Survey on Remote Learning was open from Mon 18th - Wed 20th January.
- Most parents completed it on the Mon or Tues, meaning it was completed after the first 5 or 6 days of remote learning.
- Survey could be completed anonymously though parents could add their name and the name of their child(ren) in Q1 if they wished.
- 122 parents completed the survey in relation to their children - 153 pupils. This is approx. 15% of our school roll.
- Parents completing the survey had the option to ask for a phone call from a member of the senior leadership team to discuss their comments or raise a query. 23 parents indicated they would like a phone call and all were contacted.

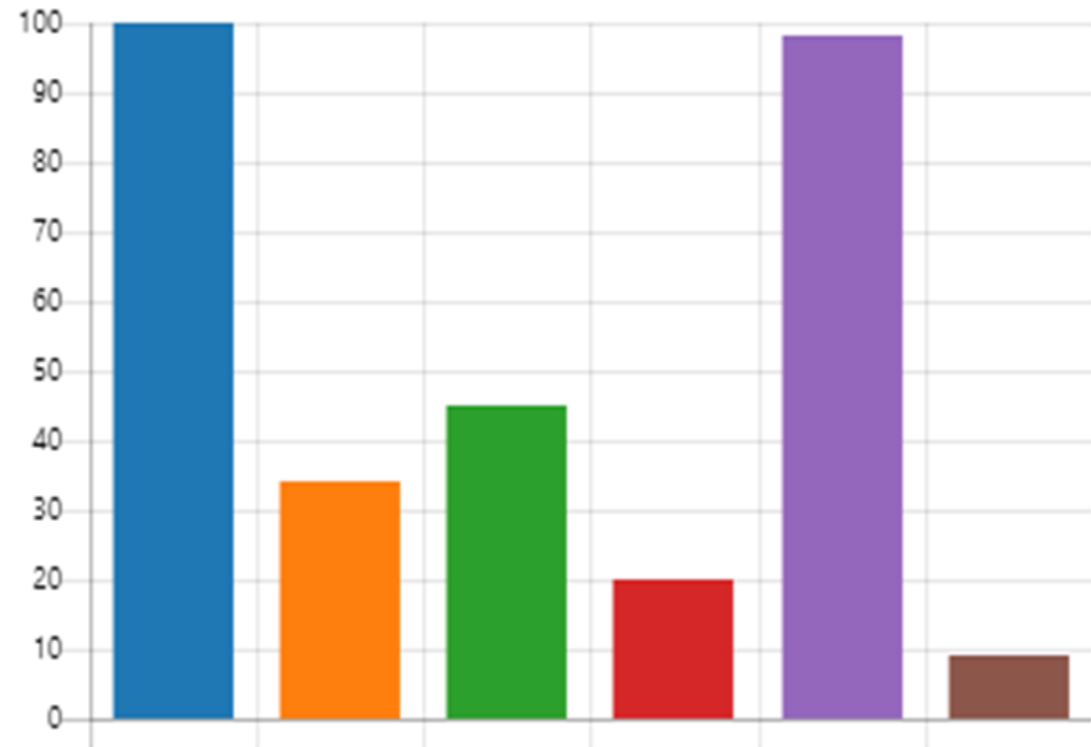
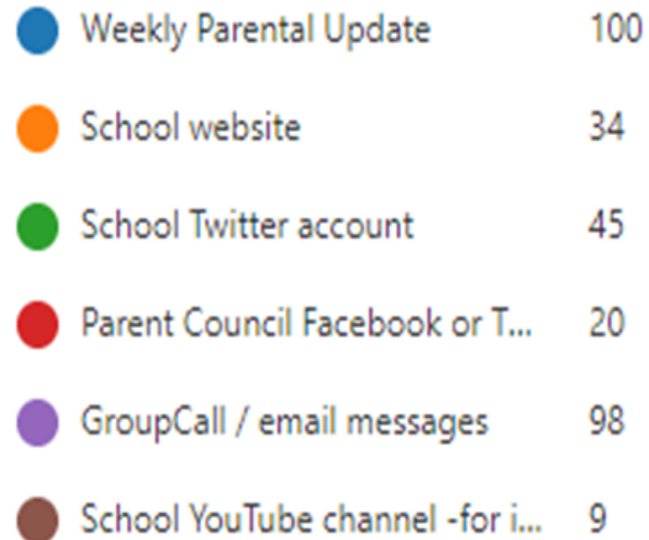
Q2: Please indicate the year groups of your child(ren). Please tick all year groups that apply.

- S1 pupil
- S2 pupil
- S3 pupil
- S4 pupil
- S5 pupil
- S6 pupil



Comment: overall survey returns represent a good range of pupils across all year groups.

Q3: Which sources of school information do you check? please click on all that apply.



Comment: GroupCall expressions app is our main communication with families and our Weekly Updates provide a summary of key information for all parents. We would advise all parents/carers to download the Groupcall app or provide us with a current email address as otherwise you could be missing out on important information.

Q4: Overall, what is your opinion on the communication from the school since the start of the new term in January.

● Very good	57
● Good	46
● Fair	16
● Not good	3



Comment: Continuing to improve communication has been a school priority for the past few years and has been particularly important over the last year. A significant amount of time has been put into improving and streamlining our school website, creating our school YouTube channel, and using our school Twitter account to share examples of learning and teaching across the school as well as successes and achievements of our school community. We know there can be a lot of information and so the weekly newsletter is a summary of all important information in one place.

Q5: Please add a comment if you wish on the answer above - e,g, If you answered "fair" or "not good" what could be improved?

34 responses were given to this question.

Almost all comments were very positive about the amount of communication and very positive about the weekly bulletin as a summary of key information which helps as it is all in the one place.

Summary of other comments

- *One parent said they would like daily updates*
- *Three parents said they would like less updates and/or more targeted updates for year groups*
- *Two parents wanted more information on options process*
- *One parent said more information on wellbeing*
- *Two parents wanted more communication to pupils*

School Feedback and Next Steps

- *All comments on whole school communication were read and discussed by the senior leadership team.*
- *GroupCall expressions app and the weekly parental bulletin remain the primary sources of information. We know parents are busy and appreciate having a summary of important information sent out that week however we also use targeted messages where relevant so as to reduce the amount of messages you receive.*
- *Following on from the Information Sessions in December, more information on the options process was sent out by Mr Brown via GroupCall app and email last week to relevant year groups and that section of the website also updated. Reminders and information also shared with pupils at virtual assemblies on Fridays. Mr Brown also shared at last week's online Information Evening. Mr Brown and Miss Black have also been contacting S3 pupils and families who did not complete the scoping exercise in December so as to offer support.*
- *All weekly parental bulletins are added to pupil year groups Teams pages too so pupils know what is shared. Pupils should check year group Teams pages daily. All pupils have virtual assemblies on Friday afternoons to share important information and to allow for questions.*
- *There will be a reminder in the bulletin that the parental weekly bulletin is the main source of information which will have links to any important updates on the website etc.*
- *Twitter is used to share examples of what is happening in school and in our local community and helps keep us all connected a present, however, as above all important information will also be in the weekly parental bulletin. Therefore parents should not feel they need to keep up with Twitter.*
- *As well as our regular Parent Council meetings throughout the year where communication is always discussed, Mrs McAlaney has weekly phone meetings with Catriona Futter, Chair of our Parent Council and these will continue for as long as lockdown lasts just as they did during last year's lockdown.*

Q6: From October-December the school ran a series of online Information Evenings (.e.g. Senior Phase Options process, Senior Phase Pathways and Q&A session, Year Group Information Evenings for most year groups) with material also shared on our website. We are planning more sessions over the next two months. To support us in the planning please indicate what you would like to know more about.

● Supporting your child with onl...	84
● SQA update	41
● Pupil Wellbeing	54
● Other	15
● None at present	15



Q7: If you answered "other" above, please indicate what session(s) you would like to see.

There were 19 responses to this question. Most were about:

- More information on options process for the senior phase and also for personalisation and choice for S2 pupils going into S3 next year
- Plans for SQA assessments.
- More information on support for wellbeing.

Other comments:

- Information on work experience /careers advice.
- Getting on to Teams pages.
- How are pupils progressing?
- Can material shared at these evenings also be made available to parents/carers who cannot attend?

School Feedback and Next Steps

- *More information on Options process has been sent out to all pupils via Teams pages and also to parents via GroupCall app. S2 into S3 Options portal updated on school website:
<https://blogs.glowscotland.org.uk/gc/hillheadhigh/curriculum/curriculum-architecture/option-choice-explained-s2-into-s3/s2-into-s3-options-portal/>*
- **S3 into S4 Options Portal** is on our website and more information will be sent out by Mr Brown in the next few weeks about the process for final options choices.
<https://blogs.glowscotland.org.uk/gc/hillheadhigh/curriculum/curriculum-architecture/option-choice-explained-s3-into-senior-phase/s3-into-senior-phase-options-portal/>
- **SQA:** Mr Neil and Miss Black will arrange an online Information Evening and Q&A session for parents/carers and pupils on SQA later this month once we have more information from the SQA on timelines and assessment arrangements.
- **Wellbeing:** Ms Higgins and Miss Black are working on plans for online support sessions for parents /carers in relation to wellbeing. We also have virtual drop-in wellbeing sessions for pupils – information was in most recent parental bulletin, added to pupil year group pages and shared on Twitter.
- **Work Experience:** Mr Richardson regularly posts information to pupil year Group Teams pages as well as updating the school website and sending out information to parents via GroupCall. Mr Richardson's email address is also in every parental bulletin.

School Feedback and Next Steps

- **Getting into Teams pages** – All pupils have received lessons on this during Friday period 5 lessons from October to December. Mr Tait has made over 40 support videos that can be found on our YouTube channel here:
<https://www.youtube.com/channel/UCGGLSsvH065TkKC8e4bnByg/playlists>
- Simple one page how to guides are also on our website, are the pinned to our Twitter page (so they always appear first when you look at our Twitter account), have been shared by our Parent Council via their social media channels. Mr Brown, Mr Tait and Miss Cuthbertson have also been providing one to one support to any pupil or parent/carer who has requested help.
- **Pupil Progress** – we have been tracking pupil engagement over the past few weeks both within departments and across the school in order to identify any barriers to learning and provide support for pupils and families. Plans for how to report to parents are currently being discussed.
- **Material from Online Information sessions** – All material shared at the sessions that took place from October to December was added to our website and shared in weekly updates so all parents could access it. The same will happen for all online sessions that take place this term.

Q8: Since the last lockdown all pupils have been provided with an iPad and wifi support offered to families who need it. What are your views on the digital support at present?

Very good	62
Good	50
Fair	9
Not good	1



Comment: Overall the introduction of the iPads to staff in June and to pupils in September and October has been very positive indeed. Staff have taken part in a significant amount of training on digital learning and teaching over the past 6 months which has helped to improve the delivery of remote learning. Pupils have been using their iPads in school for a few months and so are fairly comfortable with Glow/Teams etc.

Q9: If you wish to add a comment on the answer above, please do so.

There were 37 responses to this question. Most common answers:

- iPads have made a significant and positive difference to remote learning this time. Most pupils can access resources with little or no difficulty.
- Material for remote learning is easier to find this time.
- Issues with Teams and Proxy Authentication caused some frustration for the first few days but were mainly resolved by the time parents completed the survey. Excellent support from Mr Brown, Mr Tait and Miss Cuthbertson with these issues.

Other comments:

- Can the school use Zoom?
- Some links did not work for pupils
- Not the same as learning at school

School Feedback and Next Steps

- *Glasgow schools are not using Zoom but pupils and staff have had training in how to use Teams. All lessons on using the iPad that were covered with pupils between October and December can also be found on our school YouTube channel. These are also great for staff and pupils.*
- *Video showing how to fix Proxy Authentication sent to all pupils Year Group Teams pages and added to parental bulletin and website and tweeted.*
- *Mr Brown presented on how to fix common issues at the Supporting Your Child With Online Learning session and support resources have also added to our website, linked in the weekly update, sent out via GroupCall, added to pupil Teams pages and tweeted.*
- *Any family with no or inadequate home wi-fi reminded to get in touch with Ms Higgins so we can support.*
- *We know that learning is not the same as in school but are doing our best to deliver high quality remote learning based on guidance and also research. Staff continue to engage in a range of bespoke training offered by Mr Tait each week. We will continue to review our provision on a regular basis.*

Q10: Overall, across the whole school what was your view of the amount of work issued for your child/children last week. - You will be able to give feedback on specific subjects below.

● Far too much	6
● Slightly too much	20
● About right	71
● Slightly too little	18
● Far too little	7



Comment: Parents completing the survey were commenting after 5 or 6 days of remote learning. Some technical issues meant that not all pupils could access resources for the first few days which may have affected feedback. These have now been resolved. A pupil survey was issued on Mon 25th Jan and pupils asked to complete it by Thurs 28th Jan to get their views on work after 2-3 weeks of online learning.

Q11. Before moving on to the second part of our survey about particular subject areas do you have any comments to add on what is working well, what is not working, what further support the school could give?

There were 84 responses to this question. Main points made were:

- Lots of positives about learning and teaching in this lockdown. Praise for staff for getting things ready so quickly and much more support for pupils this time. Parents feeling less pressure to be teachers.*
- Awareness this is hard for pupils, parents and staff - gratitude to staff for what they are doing and phone calls home by Pupil Support/ SLT have meant a great deal.*
- iPads really helping and while there were problems last week with Teams and then with Proxy Authentication that caused some stress there was lots of praise for school support resolving these.*
- Regular connection with teachers is by far the most valued thing by pupils and parents. Live lessons are excellent – chance to connect, ask questions etc.*
- Pupils need a clear structure and tasks broken down and new things introduced. More live lessons and/or check-ins would be really appreciated. Following timetable is working best and helping get pupils into a routine.*
- Having enough time for pupils to complete tasks. A small number of parents/carers indicated they were already overwhelmed and wanted more flexibility with deadlines. Some pupils cannot follow timetable as it is too stressful.*

- *Information for parents on expectations, how much work will be set per subject, number of “live” lessons per subject area would be very useful.*
- *Pupils who are very motivated are doing well but some need more help to engage and this is stressful for parents. Breaking tasks down helps.*
- *Some material put on Teams won’t open or upload. Some work can be hard to find if it is not put in assignments.*
- *Resources – stationery, textbooks, art materials etc. would be helpful.*
- *PowerPoint presentations with voiceover are engaging and work being put into these is appreciated.*
- *Give pupils enough time to complete tasks and time away from the screen.*
- *Like tasks to be issued at the start of a week.*
- *Break tasks down and don’t issue all of them on a Monday as can be overwhelming for some pupils.*
- *Teacher recordings are excellent and allow pupils to go back over if needed.*
- *Tracking – how do I know my child is engaging / making progress?*
- *Opportunities for pupils to work together would be appreciated. Pupils miss this connection.*

School Feedback and Next Steps

- *All feedback read and discussed by the senior leadership team. Key points on previous two slides shared and discussed with curricular leaders, Pupil Support Team, chair of Parent Council and at Parent Council meeting on 25.01.21. Awareness that everyone's circumstances are different and that this is a stressful time for families. Balancing expectations with flexibility that respect and take into account individual circumstances is paramount.*
- *Parent Remote Learning Support Guide created and issued to pupils and parents on 26.01.21. Online Information Evenings arranged for 28.01.21 for parents/carers of S1-S3 pupils and for 02.02.21 for parents/carers of S4-S6 pupils. All material will also be shared with pupils and added to our website.*
- *Stationery trolleys at school entrance from 10.00am-2.00pm and bespoke packs also made by Support for Learning staff for a number of pupils.*
- *Curricular Leaders continue to meet on a weekly basis to discuss what is working well, where improvement is needed and the balance of work across the schools.*
- *Virtual assemblies for all year groups on a Friday afternoon have been running for the past two weeks to share expectations, encourage good routines etc.*
- *All pupils expected to register in the morning between 8.50am and 9.00am by visiting Year Groups Teams pages and liking the message sent by their Depute Head Teacher that day.*
- *All of the Depute Head Teachers have virtual office hours where pupils can have a 1:1 Teams chat if requested. All information on Teams pages.*
- *Pupils now have access to YouTube on iPads so links should work.*

Qs 12-18: Parents/Carers had the opportunity to add any questions and or comments for subject areas and all of these were passed on to curricular leaders to discuss with their teams.

- As with all other questions comments were anonymous but where a parent indicated they would like a phone call about any issue raised in the survey or simply wished a further discussion they were called by a member of the senior leadership team. This was 23 families in totals.
- Over the past two weeks the Pupil Support Team have made check-in calls to nearly 250 families with another 150 calls planned for this week. Depute Head Teachers have also been calling home to offer support on a range of matters and/or replying to emails from parents. As always, parents/carers are encouraged to contact the school if they have any queries or concerns.