

## **Parents Evenings: Online Parent Booking System (Parent/Carer FAQs–Version 1)**

### **Will this be as good as the system of face-to-face parents' night appointments that we have used until now?**

The most honest answer to this is we don't know but, in our opinion, it will most likely be a little different as we are all completely new to this form of digital interaction on this system. The online video system is the system that NLC has endorsed for a variety of reasons and although it should work in a very similar way to what we have all become used to over the past two years (such as Zoom, Skype, Teams etc) there may no doubt be some teething problems (hopefully as few as possible).

As a school community it is important that we are mindful of that and please be assured that staff are trying their very best to deal with current restrictions and circumstances and we are thankful for their support and perseverance every bit as much as we are of parents' and carers. Staff have all received recent training, FAQs, user guides and demonstrations.

### **What device is best to use?**

From talking to other schools who have already used digital parent evenings via the Parent Booking System, it is clear that a laptop with a camera or a PC with a web cam is the most effective. It is also strongly encouraged for your laptop/PC to be hard wired to the internet connection where possible rather than relying on WiFi. The system seems to work less well if accessing via phones, I-pads or tablets. The best internet connection/browser to use is Google Chrome or Microsoft Edge rather than Internet Explorer. If you have any concerns in advance about accessing appropriate devices or the internet, please contact the school in the first instance and we will try our best to help as far as we possibly can.

### **5 minute appointments –what if my time runs out?**

Unfortunately, there is no option for the appointment to run over. When the allocated time runs out the call will end immediately. Staff will skilfully navigate that and have been supported through professional learning to ensure that high quality feedback is provided about your child's learning, progress and next steps in the time available.

### **What if I can't get on or my connection fails during the call?**

As referred to in the recent letter sent out to parents/carers: in the event of an appointment being made but you experience connection issues or can't access the video call during parents' evening, teachers will take a note of this. As a school we will review the issues which were present on the night and consider the most appropriate course of action then communicate with you at the earliest opportunity following the parents' evening.

### **What should I do if I need support or if I don't hear from anyone on the night?**

If you foresee any issues prior to the parents' evening date, please contact the school office in the normal way and we will help as much as we possibly can in advance. If there are issues on the night itself and you do not hear from your child's class teacher, please contact the school office the next day where we will look to provide the most appropriate solutions.

### **What if the whole school internet system crashes/connection lost/ WiFi goes down etc?**

This would be the worst-case scenario and unfortunately would indeed be out of our hands/control. Teachers will be conducting video calls from the school building, and we are aware that at times, the system can become temperamental. Hopefully this won't be the case. If this is the case –we will arrange to contact all parents/carers affected to explain and then plan and communicate an alternative so that you can receive feedback on your child's learning and progress. We are confident that we won't have to do this but always best to be aware, just in case!

**Will I see my bookings sheet in advance to remind me of my appointment times?**

Yes, information on how to do this is in the parent guide. Please keep a note of appointment times. Please also ensure to be set up and ready to go a few minutes before your appointment times.

**Will I receive training/support?**

In the email that you have received with this document attached, you will also find a step-by-step parent guide. We have trialled this with a few parents and we have had success, so we hope you find the parent guide helpful in your preparation for your appointments to run as smoothly as possible on the night.

**Will I be able to book an appointment on the night with my child's Principal Teacher of Pupil Support?**

No, not on the night - although PS staff appointments have been available throughout the booking period, unless they are fully committed to subject specific appointments. In this case, please contact the school office directly with your request for a discussion with your child's pupil support teacher.

**Other information?**

- Best practice (safe, responsible, respectful) – we thank all parents/carers and staff for their support and responsibility in ensuring that all calls are effective and as high quality as possible. We ask that you set up in a space where you have access to good sound and appropriate backgrounds etc. Although it would be highly unusual and not expected at all, parents/carers who attempted to record would be doing so without and against permission/data regulations which is protected by Scottish Law. Although it seems very odd to have to say this –recording of parents' appointments must not happen under any circumstances to keep everyone safe, protected and in line with law and legislation.
- Please let us know if you cannot access a device/connection etc in advance so that we can support that as appropriate as much as possible.
- Split families – the main contact parent (as registered in our school management information system) can share the link as appropriate when they book the actual appointment (in the booking window). Families can therefore arrange links appropriately if in different households and both require to be at the appointment