

Parents Evenings Digital – Parent Booking System, Parent/Carer FAQs

Will this be as good as a face-to-face parents' night appointment that we have all been used to for so long?

The most honest answer to this is we don't know but, in our opinion, it will most likely be quite different as we are all completely new to this form of digital interaction on this system. This 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) we will no doubt experience 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.

What device is best to use?

From talking to other schools who have already used digital parent evenings via the Parent Booking System, it has been made 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 Wi Fi. The system does not seem to work very well with phones, I-pads or tablets and the best internet connection/browser to use is Google Chrome or Edge rather than Internet Explorer.

If you have any concerns in advance about accessing appropriate devices or internet – please contact the school in the first instance and we will try our best to help as far as we possibly can.

Nine 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 connection issues either not getting on to the video call or cutting out during the 9-minute appointment, teachers will make arrangements to call anyone affected, either during the time allocated for the appointment, or at another convenient time.

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 call cuts out during the appointment time or if I cannot access an appointment slot online due to Internet connection issues?

Again, unfortunately due to timings it will not be possible to re-connect. However, if this is the case or if parents cannot access the appointment, please arrange to contact the school in the normal way on the next day or as soon after as you can so that we can explore and arrange an appropriate way to feed back/update you on your child's learning and progress.

What if the whole school Internet system crashes/connection/lost Wi Fi 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 appointment sheet in advance?

Yes, the booking system for parents is the one almost all parents/carers have used in the past to book normal parents' appointments slots and therefore, you will be aware of the time you have booked. Please keep a note of that. Please also ensure to be set up and ready to go a few minutes before your appointment time.

Will I receive training/support?

In the email that you have received with this document attached, you will also find a step-by-step guide.

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 but parents/carers attempting 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 – we will make arrangements for additional appointments to be made after the two initial dates.