People Directorate

Head Teacher: Mrs Yvonne Templeton

Colmonell Primary School, 75A Main Street, Colmonell, KA26 0RY
Telephone Number: 01465 716806
Colmonell.mail@southayrshire.gov.uk
Our Ref:
Your Ref:
Date: August 2019

Improving Communication with Parents – Groupcall Messenger

In line with many other schools in SAC, our school is now using a new communications application which allows us to send a message to groups of parents quickly and easily, whilst also being able to see that these messages have been correctly delivered to you.

Nothing can replace a telephone call when it is needed and so text messaging and emails will only be used in appropriate situations. Examples of this might be:

- Absence notification, Emergency closure, late buses – by text
- Changes to school meetings or events
- Cancellation of after school activities
- Class trip reminders
- Reminders for notes when pupils are absent

Many parents have already provided us with their mobile telephone number and e-mail address, but to allow us to make the best use of this facility, it is important that you keep us updated with any changes. We will contact you soon if any of this information is missing.

Should you not be able to receive the information via text or email, hard copies will be available from the school office.

We would encourage you to download the Groupcall Xpressions app which is free of charge to you and can be installed on your mobile phone or tablet. It currently supports both Apple iOS and Android devices (with Windows mobile to follow). If you download the Xpressions app this also means that you will be able to send and respond to any of our messages, free of charge.

If you have children in different schools and those schools also use Groupcall Xpressions, you will be able to view information on multiple children within the same app. This will reduce/remove the need to send information home in school bags which may be lost or damaged before it is delivered. It will allow you to have a record of all information sent by the school in the same place.

There are also financial and environmental benefits such as a reduction in photocopying and paper costs and staff time. E-mails are free for the school to send therefore we will increasingly use that method of communication, where appropriate. We recognise that there will be times when we require to provide parents/carers with paper copies of documentation but with your support we will aim to reduce this.

Information on how to install the app can be found at http://parents.groupcall.com   You will require to register using the e-mail address and mobile number that you have previously provided to the school. Please refer to the Groupcall Help Pages if you experience any issues. If you require any additional information please do not hesitate to contact the school office.

Once installed and set up you will be able to see information sent by the school in the app. It would be helpful if you could switch on the app alert, to ensure that you are alerted to incoming information.

Unfortunately the Groupcall system is currently not available for use within our nursery classes/schools therefore we will continue to communicate via established methods.

Yours sincerely

Yvonne Templeton

Head Teacher