

Senior Phase Parents Evening January 2021

Parent/carer Feedback on online system

Please see a summary of responses received below.

All parent/carer returns are then available to read specific returns

How easy did you find the booking system in advance of this evening (1-struggled, 3- smooth)	2.71 average rating
On the evening did you manage to connect to all of your child's teachers (1- none, 2-a few, 3-most, 4- all)	3.23 average rating
How did you find the user interface between you and the teachers? (1- struggled to see and hear teachers 3- clear to see and hear teachers)	2.21 average rating
Would you support this online parents evening format becoming the new normal over the years to come?	Yes: 52% No: 17% Maybe: 31%

Main themes coming from parental/carer responses and some school feedback

Please indicate any positives from tonight's experience	What were the frustrations you experienced	What would you like to see being developed next to make this online event better?
Overall themes: Privacy of conversation Appointments on time Simple to use Appreciation of chance to meet with teachers	Overall themes Connection and sound issues 5 minute appointment times	Overall themes Longer appointment slots Solve technical issues Other platforms to use? Make appointments on the night

Commented [GA1]: This is possible but then reduces the amount of interview slots available meaning you may not get to see all teachers. Unable to give adhoc additional time as it knocks out the next appointments. Parents choose their timeslots so system cannot override this. It is about getting the balance right.

Commented [GA2]: We have to presume the IT company behind system solves software issues as they appear. Our and parents own IT hardware and home internet will also impact on connectivity. This appears to have caused some limited connectivity issues.

Commented [GA3]: We must use this platform as has been authorised by WLC. TEAMS is linked to a pupil's account and not a parent so is not possible. Zoom is a commercial platform we do not have permission to use.

Commented [GA4]: System currently does not allow teachers/parents to make additional appts on the night.

Specific individual parent /carer responses to questions asked

3. I used the following device to connect with my child's teachers

[More Details](#)

● mobile phone	13
● tablet	10
● desktop	7
● laptop	22



4. How easy did you find the booking system in advance of this evening (1-struggled, 3- smooth)

[More Details](#)

[Insights](#)

52

Responses



2.71 Average Rating

5. On the evening did you manage to connect to all of your child's teachers (1- none, 2-a few, 3-most, 4- all)

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[Insights](#)

52

Responses



3.23 Average Rating

6. How did you find the user interface between you and the teachers? (1- struggled to see and hear teachers 3- clear to see and hear teachers)

[More Details](#)

[Insights](#)

52

Responses



2.21 Average Rating

7. Please indicate any positives from tonight's experience

[More Details](#)

Latest Responses

Please indicate any positives from tonight's experience

Thought it was really good, saved hanging around for a long time waiting to see teachers

Teachers well prepared, appointments ran to time, good to receive feedback despite lockdown situation

Nice to see the teachers we did - closest to f-f interactions

I thought the evening went well, enjoyed the flow of the appointments and the limited time meant it was timely.

Online sessions worked well, all teachers arrived on time

Simple to use and must preferable to having to go into school

Excellent

No hanging around waiting for other parents to finish first and discussion was much more private.

All ran smoothly, format worked well

Good to have appointments running to time, made possible by appointments being limited to 5 minutes.
Positive would be consultations could at least go ahead
Everything ran really smoothly for us tonight, 1 teacher had tech issues so came on a little late, but we still managed to speak with her. Great that no appts can overrun - really like the online parents evening format.
Great evening, went smoothly for us and good to get a face to face update. Well done to the staff
Good to see teachers face to face and at allotted time.
Unfortunately none. we did not manage to get more than 1 minute with a couple of teachers
Teachers were well prepared and able to give a good account or progress and update on recent assessments. Reassured by teachers that they are available for support if needed and there is still an opportunity for further evidence gathering.
It was nice to meet with the teachers face to face and hear about my child progress this year
It was great having an opportunity to "meet" with the teachers and discuss daughter's progress and experience of home schooling.
Running to time and no stress of trying to get around the school. Also more private.
Better than we had thought. Went really well.
I really enjoyed getting to speak to my son's teacher's about his Prelims and what is going to happen further down the year with his education.
When you did connect it was useful to get feedback
Teachers gave a really good amount of information for such a short period. Very prepared.
Joining instructions were very clear and the system automatically showed all your appointments and very easy to operate. I found the experience very relaxing and enjoyed the interactions with the teachers whilst in my own home and not trekking around the school. Vast improvement and very much impressed.
It was great to receive an update on how son is progressing and to identify any supports we as parents can provide to support his learning. Didn't have to travel out in the snow and cold. 20-30 minutes between each chat didn't matter as we were at home and not hanging around.
Easy enough to connect. Good to get the feedback that's needed for your child to progress.
Good to meet new teachers.
Appointment booking screen was better laid out than the past couple of parents evenings. Appointments ran to time. Good to see the teachers with everything going on at the moment.
Ran more smoothly than regular parents evenings. More private and on time
Good to talk to the teachers face to screen face. The teachers provided good advice and descriptions of the pupils progress in limited time available.
All teachers were succinct and clear about objectives. Most said if we didn't have all questions answered. To email them.
Specific appointment times, good to speak to teachers privately.
Nothing positive from tonight's experience

Time saving. Less time spent waiting between appointments

It was nice to have the opportunity to thank daughter's teachers and reassure them she's doing okay. It felt relaxed and friendly.

Great to have one to one updates in a safe environment for everyone. Many thanks to the teachers and staff involved. Not having to queue and run from one side of the school to the other was a bonus :)

Very beneficial to have the face to face connection with teachers and appreciate the opportunity to do so.

I thought overall it was a very good experience, I liked that you were forced to stick to your allotted time slot.

On time

Efficient way of running on time. Preferred it to hall / classes.

Simple and very efficient

Great idea

It was convenient and all worked perfectly - just followed the instructions and used the correct browser and all good - clear to hear and be heard and seen.

The last 2 appointments I was able to doesn't to the teachers and discuss progress

At least there was some conversation

What were the frustrations you experienced?

The connection constantly dropped

Just the last teacher appointment didn't work until the last 30 seconds

Sound issues, not enough time to ask questions as cut off after the 5 mins slot

Glitches in system, could not see or hear most of the teachers. Only managed to hear and see 2 teachers clearly

A bit of issues logging on and missed the first appointment, but after that it was fine. Just a couple of teachers didn't show but I had received a message saying there were some connection issues, so understood this fully.

Business Teacher was listen only, we could hear her but whilst she could see us, she couldn't hear us.

Need longer than 5 mins, also the quality of sound was bad

We had some connection issues (believe on teacher end as others were very clear) and one teacher that didn't make meeting (assume connection issue her side) and one late joining. Hadn't expected the auto cut off after 5 mins however on calls that started promptly with good connections this wasn't an issue

Can't get through first & second appointment

Was unable to see 2 of son's teachers. The 5 minute "time" was counting down but teachers didn't appear (English & History)

Hard to hear a couple of teachers clearly
No frustrations but miss meeting staff (and other parents/pupils) in person.
5 mins was not sufficient. Couldn't always see video.
I could not get on to speak to any of the teachers
1. Not always enough time devoted to specifics on what L needs to do to progress on weak points. 2. Need a way to test connection b4 event. (We did use video test feature and everything passed but on night no sound or video and we lost 3/4 of first appt logging in on alternative device.3. No opportunity to discuss virtual campus classes.
Lost connection temporarily with 3 teachers but recovered this. At times the connection was a little glitchy and sound was lost making it difficult to hear. Limited time for questions, particularly where more information action was required in order to support learning and revision at home. I understand the reasons for time limits but feel at Senior Phase more time should be allowed.
Some hearing problems
Tried 3 laptops, Unable to connect so missed all appointments.
The 5 minute cut off and some expected loss of connection, given the numbers of pupils using the platform.
Cutting off. Felt 5 mins not quite long enough for some, especially in senior phase and now need to follow some questions up.
Not enough time to ask questions, 5 minutes is not enough time especially if someone has technical issues
Only one teacher didn't come on call
No teacher or wrong teacher plus freezing
One teacher connectivity issues experienced but all others were fine. 5 mins is very short time but keeps conversations concise.
Ran out of time but know we can email questions.
Just the usual getting kicked off every teacher we signed into. Clock keeps ticking away also meaning you lose valuable time.
No video and no sound. Didn't have long enough to talk with teachers because of technical issues.
I couldn't get the system to choose my appointments so ended up booking appointments for both children one at a time. The five minute time limit was ok if you have a 'model' pupil but only just enough time if there were areas for improvement to discuss.
Connection from teachers side was lost for 10 minutes in the middle of the evening as we logged on three times to try and get reconnected to the member of staff..
Just 1 teacher we couldn't get in touch with.
Connection issues and time restrictions meant that we couldn't have a proper discussion. Less than 2 minutes with one teacher.
By the time the teacher connected you were left with just in some cases 3 minutes. Connection was terrible, teachers were cut off mid sentence due to running out of time and you did not have opportunity to ask questions.
Some appointments had interference. We didn't hear all comments made by 2 appointments. (mathematician and chemistry). Got most of the points discussed
Finding the link to take us to the parents evening site. Finding the instructions on how to join. 15 minutes between appointments seemed far too long.

I understand the need to keep to 5 minute appointments but you lose 20 seconds connecting and confirming microphone and camera when your time starts. This was frustrating.

Technology not smooth, tried iPad, mobile phone and eventually desktop which was the best.

The 5 minute timer counts down before the teacher logs on to call therefore timer is counting down while nothing is happening - don't feel 5 minutes is long enough to discuss.

First teacher was not there

Time on the call and loss of connection or not even getting a connection

Couldn't really early rather frustrating when just cut out

No frustrations, but there should be a one minute pause between appointments to give the teachers time to gather themselves for the next parents - we deliberately spaced ours out by five minutes to give ourselves time to digest and get ready for the next one.

Initially kept disconnecting, could not get any information if discussion with the teachers, at 5 mins just immediately cuts off

Difficult to engage and teacher was basically just talking due to time restraint

What would you like to see being developed next to make this online event better?

Would be great if the appointment times were a little bit longer, even 6 mins, as it goes so quickly

Longer appointment times

Improve system to allow connection with teacher

Honestly, I don't know. I enjoyed this evening and felt it was nice and relaxed.

For Senior phase pupils it needs to be more than 5 minutes with each teacher. Not enough time to discuss recent assessment & any improvements needed for next assessment. No time to discuss strengths. Felt very rushed.

I didnt make some meetings due to connection and some were cut short. I tried to arrange another call but its not possible even though yoh can see teachers are free. I think if the teachers are free you should be able to use another available time slot. So it was disappointing to miss speaking to some teachers.

Really great format just a shame about connection issues outwith your control. Would be good if follow up call could be arranged for one that was missed.

I felt 5 minutes was a bit too short, 7/8 minutes would have felt less rushed but overall thought it was great
Having tracking report available via email/other online in advance of parents' evening. Paper copy still helpful.
Longer slots
Can't think of anything
1. See point 2 in Q8. 2. With strictly limited time can Teachers bullet point their summary so gives meaningful feedback rather than just they are 'doing well' so parents know where child is at and what focus needs to be to progress. 3. Perhaps a set format to use the 5 mins.
Screen Sharing would be useful so information could be shared on areas of strength and those where improvement is required / suggestions.
I would prefer appointments through Microsoft Teams. The platform is familiar to all pupils now and many parents/carers use it too.
Longer appt or function to arrange f/up
Maybe the good idea will be 10min for each parent-teacher chat
Improve connectivity & all the correct teachers to book for your child
It went well, nothing to add
Would like to increase the 5 min limit even to 6 or 7 and maybe reduce the to and from timespan that teachers are available to compensate.
More time if needed.
Just any glitches.
Solve connection issues.
Overall we were happy with the format.
Maybe allow you to pick the duration of 5 or 10 mins if you have a lot you would like to discuss.
Could the time be extended to 10 minutes so it's less rushed?.
Nothing. It was really well done. Much better than face to face at school parents night.
A longer time to allow for glitches in connection.
More time with teacher say 7/8 minutes as this may give time to connect and give you the full 5 minutes to discuss report
Better connection support for teachers
The link could perhaps have been added to the parents evening notice on the calendar.

I think it went really well other than the unavoidable (but short) connection issues. The only thing in my view would be slightly longer appointment times - even an extra couple of minutes, but I understand the extra cumulative effect this would have on teachers and probably isn't possible.

Difficult to say. Longer time slot where technology was an issue but completely understand the difficulty with this. Re question 10 ...definitely online for as long as COVID is an issue but wouldn't want it to replace the normal face to face parents evening when it is safe to return.

The logging in was included in the 5 minutes. Would appreciate a slightly longer slot. Even 6/7 minutes.

Excellent as it is

Longer time slots and connectivity improved

Much longer so times as this is such an important year

Space them out a bit, and try to ensure the teacher who is actually teaching the pupil is giving the update.

Use zoom or teams and have 10 minute slots in case of connection issues

Easier interaction