

S2 Parents Evening February 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)	2.84 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)	3.55 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)	2.66 average rating
Would you support this online parents evening format becoming the new normal over the years to come?	Yes: 64% No: 9% Maybe: 27%

Main themes coming from parental/carer responses and some school feedback (very similar to previous evenings)

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 Have some subject slots longer than others Solve technical issues 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. Currently teacher can have 36 slots on one night, if we move to 6 min slots this will reduce to 30 appointment slots.

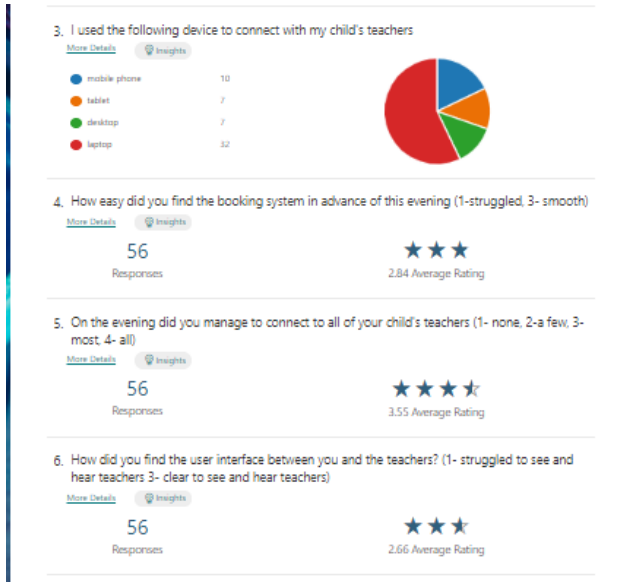
Unable to give adhoc additional time as it knocks out the next appointments. Parents choose their timeslots so system cannot override this. It is about getting the balance right.

Commented [GA2]: This cannot happen as it will knock out appointments slots for others.

Commented [GA3]: 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.

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

Specific individual parent /carer responses to questions asked



Please indicate any positives from tonight's experience

Comfort from home
It was great to see teachers faces who are teaching him in various subjects.
Smooth , worked very well
Very well organised and ran very smoothly
Really good way to organise, dont want to do in school again
Was great to have update on my child work as working online. I know it hard for everyone appreciate the update.
It was a much smoother experience than walking around the school building trying to find the right teacher at the right time
Really easy and son enjoyed seeing teachers.
Clear concise feedback given by teachers. Everything ran to time and went smoothly.
Fantastic use of technology to make parents evening possible. Mostly ran really smoothly.
Well organised, easily accessed and ran to time. Teachers knowledgeable about my daughter's progress and next steps. Good to speak face to face with teachers albeit virtually.
Excellent setup- should be used permanently so much easier. Connected when appointment scheduled and no waiting for others to finish. No parking issues either- brilliant, well done.

Very efficient, no hanging about, excellent.
Punctual
Good reporting with clear next steps from most teachers. Appointment times were kept to.
No time wasted finding teachers, ran to time, didn't need to go out in the rain!
Didn't over run
Overview how he is doing at school
Ran very smoothly, every teacher was expecting correct parents. Very informative
Really easy to use and interact with the teachers.
Time scales managed effectively. Engaging with the teachers.
All positive
It was great to get some feedback, and meet daughter's teachers. Also very useful advice re choosing subjects for next year.
No waiting in lines or running backwards and forwards round the school.
5 min slot meant you listened and no scope for appointments to run late
Good to hear how daughter is doing in school and home schooling engagement
Son doing extremely well
Full experience
Straight forward and worked well
On time, no waiting around, straight to the point. I also want to add that from a teacher's point of view I feel this is much less intimidating if there was an aggressive, angry or upset parent/s. Great idea!
Once I got in; super efficient with clear and direct feedback so no faffing about, much preferable way to communicate as opposed to f2f and teachers/people running over.
Went very well, like being moved from one slot to another. Also much easier from home as then don't have to bring all the family out.
Sessions all started on time. Teachers all showed concern for wellbeing and asked how my child was coping with online learning. Lots of positive feedback and next steps discussed.
Really liked how it automatically connected you to the next pre-booked appointment
Succinct discussion. To the point.
Good to be able to hear from teachers and it forced appointment times to be kept to.
Good to get some feedback and have some FaceTime with teachers
Timing just right
Good for my son to see the teachers and have direct communication with them.

Went very smoothly and everything ran to time
I thought it was very smooth and had enough time to speak to each teacher.
Clear process and system meant all appointments on time. Great to get feedback on performance, felt they all knew my daughter very well.
Easy to access
Quick and easy
Much better and more productive than wondering round a school.
Not having to leave the house, no navigating to find teachers in school made the evening shorter.
It was great to speak to teachers to fine out my child's progress and have a short talk about his class choices with them.
It was very effective and easy to speak to teachers. At some points I enjoyed it more than the face to face parent teacher evening!
This was a very good way to conduct parents evening. Far better than going to the school and trying to find the relevant class. The timings were exact as well, meaning there were no delays from others 'running late'. Definitely a positive experience and would welcome all parents evenings being in this format going forward.
Easy to access, smooth appt times/transition

What were the frustrations you experienced?

None compared to 2 weeks ago when the platform kept glitching
About 1min into every call it would cut the call of and we would have to refresh the call. Not sure if the issue was on our side or the schools side
5 minutes isn't very long if you have separate issues to discuss
Could allow longer for appointment maybe 7.5 mins?
One meeting had a bit of a delay so made it difficult to understand but the rest were fine. Some classes could have been better with more than 5 minutes but some classes we didn't need the full 5
If you had a gap sometimes it cracked and you needed to log out and back in.
Only one of the teachers we got cut off with.
Had a gap between appointments. Although it didn't look like it, I had been logged off. Didn't realise until appointment didn't start. 5 minutes is maybe a bit tight. Got auto-cutoff from list teachers.
Would have liked a couple minutes extra with 2 teachers. A way of messaging the teachers for them to respond to you at a later date would be great, as there were a couple of throngs after chatting to Lucy we would like to have asked.
Far too short to discuss key aspects of learners journey. Need to consider increasing time slots particularly when discussing subject choices. Not all teacher appointments were full so could be accommodated or consider splitting over 2 evenings.

Some teachers asked me to confirm my name and daughters name but others didn't. I understand reasons for this but feel it should be all teachers or none of them
Glitching/delays but only in two appointments
Missed one apt as interface stopped. Working
The 5 minute timer wasn't always ideal as it auto disconnects when you're still talking about progress. Also one teacher didn't attend which wasn't great when we were keen to get feedback following the last parents evening and report set.
Just one technical issue. I couldn't hear one teacher
Definitely not enough time especially during home schooling and the fact the kids will be choosing their subjects. I feel we needed to have more time to discuss the kids needs. One teacher I really struggled to hear. Every class a pupil attends should have availability for parents night but that isn't the case. Every child matters.
Not a frustration, just felt a little more time would have been nice.
Unfortunately we did not manage to speak to daughter's art teacher, for some reason we couldn't connect. Apologies to him. Sometimes the audio wasn't the best, but on the whole it was a great effort, thanks.
5 Minutes is just a little short with an very abrupt ending, sometimes the teachers were cut off mid sentence.
Not a lot of time if you wished to discuss anything or had any issues
Technical issues regarding homework for son
Sometimes a slight delay, meaning you miss the full 5 mins, perhaps need 7 mins.
I had to try three devices before finally getting connected.
Every call, except one, disconnected after approx 1 minute.
For some subjects 5mins was a bit short. My son had missed a few assessments as he didn't see them so some feedback to follow up with him would have been good as we thought he had fine everything. Perhaps a quick email to us if missed more than 2?
Loss of audio and video, very glitchy, much more so than S5 Parents evening a few weeks ago. Not able to make appointments with all the teachers.
Our first appointment we could hear but they couldn't hear us but this resolved for all further appointments.
Slight distortion in sound one subject but could still make out what was said.
Missed first appt due to a 'hardware error'.
Got cut off and missed about 50% of subjects
One class teacher I was unable to connect to due to server issues. Hoping the school will respond to my email requesting a follow up. After the s1 online parents night I had requested the English appt be repeated due to technical issues and got no response from the school. Am hopeful my email will be responded to this time
Both teachers and ourselves seemed preoccupied by the timer counting down.
Slight issue with one appointment with a bad connection unfortunately

There were a couple of teachers that froze or it was flickering, was only a couple of appointments that this happened.

Being cut off

Felt 5 min per teach wasn't quite enough as couldn't or didn't have time to ask questions before the chat ended and went on to next teacher. Plus one teacher didn't turn up which happened to be the last one. Therefore I wasted 30 mins from previous one to last one for no teacher to turn up.

Booking system didn't leave gaps in between appointments and trying to change them when you have bookings for two children was very difficult as only got five minutes to confirm new bookings

Poor sound on some calls & no sound during Modern Languages. Took 2 mins for first appointment to connect only got 3 mins of Computing.

I couldn't get an appointment for the computing teacher, and the science teacher cut off so didn't get to speak to him.

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

A longer time frame, maybe an email report sent out before and just use the call for questions.

Maybe a few minutes longer if possible

10 min option for appointments

Don't go back to in school visits

I had a good experience

Being to book double appointments/extend appointments with some of the teachers

Nothing it was really easy

Slightly longer appointment times.

Nothing- ran well

Online chat facility or a messaging facility.

Maybe an extra time function for parents that require a longer chat or the option for a follow up time to discuss further, I appreciate that current parents evening doesn't normally allow that either,

Longer appointments and having progress report in advance.

We felt it was better than in school parents evenings and were very impressed how easy the
Longer time. 5 mins too fast as countdown began before connection established
I feel it was very organised, could not fault the experience
Slightly longer appointment times so you can end early if needed instead
Maybe 6 or 7 minutes with each teacher
10 mins for appointments minimum. Availability for every subject for every child.
More than 5 minutes with the head of house
To be honest, I don't know. I'm not the best using this medium. Much prefer normal meetings. Perhaps I should have been better prepared. I would much rather have this opportunity than none at all.
Generally we liked this online event but even if the time was 10 minutes as it was when face to face in the school, we would support this format going forward.
Maybe extend appointments by couple of minutes, 5 mins is tight for teacher/parent/pupil comments. Frustrating to be automatically cut off
Missed three teachers tonight due to technical issues, would be good if the teacher has a spare 5 mins to maybe see parents that didn't manage.
Allow ability to book double slots if required
If continuing online, a button at the end to say please follow up if cut off. Teachers need support to have the best wifi and audio to ensure clear and smooth
I now know what to expect and the right device to use so nothing to change for you. This is the new norm for me and I like it.
Remedy the problem.
I think it worked well.
It's a good system but reliability needs improvement. It would also be useful to have access to class test results etc in advance of meeting.
A little extra time perhaps or option to book a slightly longer slot for subjects which parents feel they have concerns about.
Liked when Maths gave test score for actual performance.
Slightly longer times, maybe 6-7 mins?
No gaps between appointments
Connectivity
The opportunity to have more time with key teachers, particularly when the young people are due to choose subjects.

The ability to have a slightly longer slot perhaps 8 minutes for particular teachers

I think even after covid is over, this is the way forward for parents evenings, as there is no over running or waiting about. I also think that for certain subjects, such as English and maths, more time should have been

I think it worked really well tbh, headsets for teachers would help with sound quality and there was a slight delay, but overall really good.

Being able to and call yourself

Be able to have 2 min of required for parents to ask questions.

Five minutes was not long enough for most appointments it felt very rushed

Smoother connection for 1st appointment, longer appointment for core subjects.

Longer times maybe 7 minutes