

S3 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

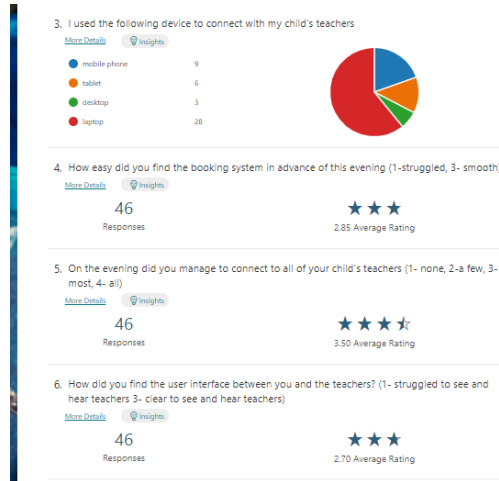
How easy did you find the booking system in advance of this evening (1-struggled, 3- smooth)	2.85 average rating
On the evening did you manage to connect to all of your child's teachers (1- none, 2-a few, 3-most, 4- all)	3.50 average rating
How did you find the user interface between you and the teachers? (1- struggled to see and hear teachers 3- clear to see and hear teachers)	2.70 average rating
Would you support this online parents evening format becoming the new normal over the years to come?	Yes: 76% No: 7% Maybe: 17%

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 Some connection and sound issues 5 minute appointment times Mention of using TEAMS instead Automatic cuts offs	Overall themes Longer appointment slots Have some subject slots longer than others Solve technical issues Make appointments on the night

- Commented [GA3]:** 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 [GA1]:** TEAMS is only accessible via your child's password so cannot be used for this type of format.
- Commented [GA4]:** This cannot happen as it will knock out appointments slots for others.
- Commented [GA2]:** This ensures timelines are kept to. It is abrupt!
- Commented [GA5]:** 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 [GA6]:** 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

No waiting or running late. Straight from 1 apt to next
So much easier than having to come to school
Absolutely take my hat off to teachers. You are all amazing. The effort you have put into continuing to teach despite lockdown is truly amazing. Our children's unsung heroes. Thank you
I did struggle to get in and hear at first but once on and running felt very comfortable using it
Worked better than the S2 parents night
It was really easy, less stressful and more private than attending Parents night at the school
Ease of being within home environment after being at work, seamless and easy
Easy to use and all appointments ran on time
Everything went well, connected no problem and was good to find out how your child was getting on and also saved having to go up to the school, the way of the future
Great to see teachers face to face. Lots of positive comments and they all clearly knew my child well. We were very grateful teachers gave up their time at home tonight to speak to us.
A lot quicker online than in school
Did not spend time running between opposite sides of the school trying to find class rooms

Much easier and convenient than traditional parents evening. Timed slots means no one runs over and appointments are kept on time.
None
I thought it was great just being at home instead of having to go to the school.
Well organised and teachers were prepared and ready to discuss my child's progress, linking to subject choices for S4. Teachers also knew my child well. I feel confident about my child subject choices are appropriate. Good balance of info pre remote learning and during remote learning.
My child is doing very well
Ran perfectly. 5 minutes limit was enough and automatic cut kept everything on time.
On time and get to see all teachers you want much smoother than face to face.
Ease of use and much quicker
Preplanned specific useful feedback given
System was very user friendly.
All teachers were extremely informative and enthusiastic to share my daughter's progress. It was very helpful to discuss the course content in order to inform her choices.
Was a straightforward procedure
efficiently and qualitatively without reservations
The countdown timer was helpful. Perfect time for both teacher and us.
No hold ups/waits
Excellent feedback on son's progress. Son has put in a lot of effort onto the online learning and this was highlighted. I am so happy with what the teachers said about him
Didn't have to wait around ages to speak to teacher and could see lots of teachers. Last year I only went to see 3 all we're running late, people jumping in. This was much better 5 minutes and on time
Simple to use, with swift transition from one teacher to the next
I feel the parents evening went very well, few wee teething problems we did I initially sign in on the ipad however signed me out on the first appointment, I then signed in on laptop and all went smooth apart from very last appointment with English which we resolved. I feel given the circumstances the school/ teachers have done a great job!
Great to get feedback face to face.
It was great no waiting about between appointments. Appointment didn't overrun
Good to catch up with teachers.

Video option was really good; strict schedule allowed to stay on time.

It was pretty straightforward and no tech issues

Very efficient reporting due to time limit; liked the continuous, speedy flow of the evening.

There was no waiting about for ages, it all ran to time due to timers.

Efficient timed appointments

Auto start for each subject teacher and clear audio and video signal

What were the frustrations you experienced?

Session ended mid conversation at times

Some teachers weren't on time so the timer was counting down regardless, 5 minutes weren't long enough

Worrying about getting in but no hassles when on

The 5 minute cut off came around very quickly

Teacher in mid sentence and 5min ended and video chopped. Not joining together till around 4.5mins.

Missed a couple of appointments due to our video link

If I didn't use up the full time allocated, I didn't know if I could hang up or it would have cut me off from the full parents evening or just ended that call, would be good to know for the next time

Not being able to connect to daughter's maths teacher

Could not thank teachers before end of call - cut off mid sentence

Getting cut off mid conversation but it's the first time using it so will know what to expect the next time! I'm sure teachers are asked to give feedback succinctly but allow for parent/child feedback. Most teachers were great at this but some didn't allow enough time for questions.

Not getting to find out anything about my daughters progress

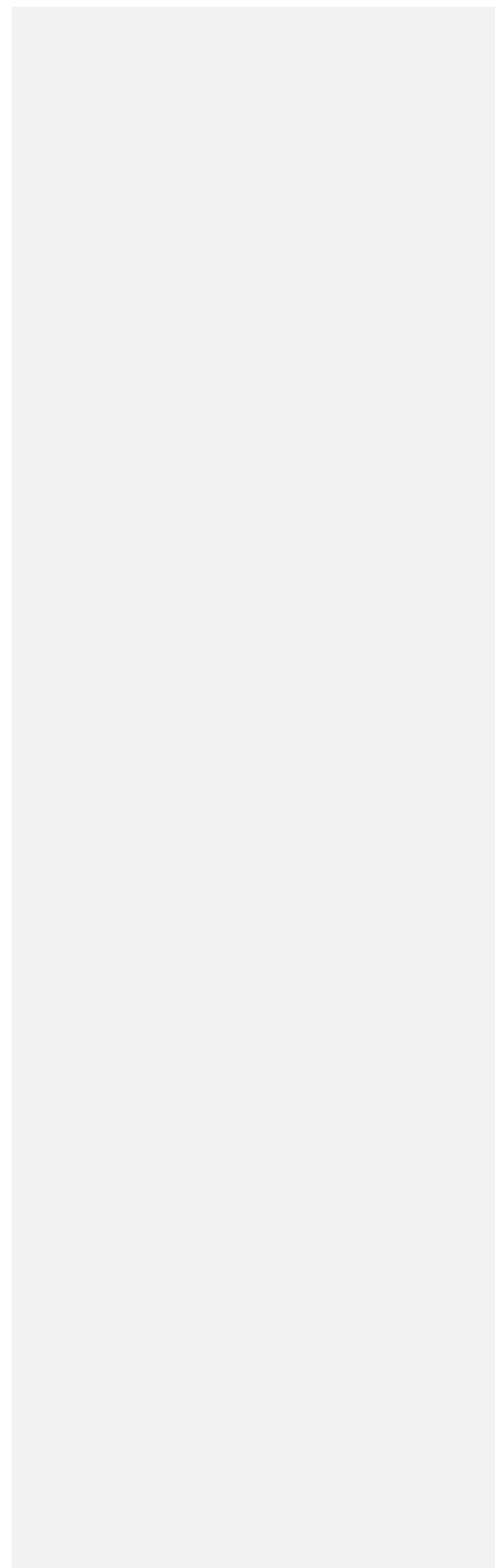
The 5mins went really quick

No frustrations, love this system and pleased with the detailed information on strengths and next steps.

Just wasn't aware of the automatic cut off to start with but got used to it.

Only once where we didn't get a word in edge ways and nothing positive to say was quite deflating for child.

Was glitchy in between longer breaks but after thirty seconds was fine
Unfortunately 3 teachers meetings didn't take place assuming there was Internet connection issues on teachers side as our log in was successful
No frustrations. One issue with technology but the teacher responded quickly to my email and we had a thorough discussion.
Every now and again we were cut off from the video so that cut into the 5 minutes allowed trying to reconnect.
Often cut off due to time allocation (not full 5 mins per teacher). Often cut off mid sentence
Few teething problems all minor issues.
The way the call ended abruptly. Didn't have an opportunity to thank them. Impolite sums it up
We missed one teacher due to IT problems and two others had intermittent problems. Five minutes is not long enough for questions, particularly when there are IT glitches.
Couldn't connect to one teacher. I think that was their connection. Found the appointments a bit rushed to make sure you were done in the 5 minutes and some teachers were still talking as it cut out
3 of the teachers couldnt hear me but I could hear them so didnt get the opportunity to ask any questions.
Never got to talk to half the teachers
Callas kept disconnecting and due to 5 minute limit sometimes it was hard to properly discuss things
Unable to speak to one teacher. Had it been a subject o had concerns over that would have been frustrating. Presumably technical issues.
All but one teacher ran out of time, abs were cut off prematurely, didn't have enough time on nearly all time slots. An extra couple of minutes would have been beneficial.
Technical issues! I moved from lap top to iPad eventually only being able to you phone to access appointments.
Incompatible with some laptop audio/video hardware which leads to difficulty in setup



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

Slightly longer for each appt..maybe 7 mins
Time to be made 8-10 minutes
Maybe a few more minutes added
It worked much better than expected, I would have liked a couple of minutes longer with each teacher
Maybe a warning alarm the last 30 seconds when time was running out?
I felt 5 minutes with most teachers was sufficient just the odd teacher I felt I could have done with a couple minutes more
A 10 second warning and maybe a little bit longer with each teacher - can they share screen for visual results/feedback?
A more balanced teacher/parent/child opportunity to speak
Being able to find my appointment slots
Maybe if you needed a bit more time with a certain teacher you could maybe ask for a bit more time
Our first time doing this remotely and was very impressed. Thank you!
Slightly longer times 6-7 mins. Careers was good at 10-15 head of house would be good for 10 mins too.
Longer individual teacher sessions
This was a very helpful event. The conversation did cut off a few times due to the time limit but this is understandable and much better than times running over causing delays and missed appointments.
more time to talk to the teacher
It was excellent
Nothing it went excellent for me.
Maybe 7 or 8 minutes an appointment but was so much better than my experience last year.
Option for additional time for some subjects or ability to book an additional time slot
I feel this would be a useful toll to use when pupils return back to school was much smoother parents evening than when all attending at once at the school.

Think it works well as is. I understand it is open to follow up with teachers if you had my specific questions.

5 mins was not long enough to receive feedback and ask questions. Felt like we had to choose

IT glitches ironed out (appreciate that's not easy). Variable times available where necessary or follow up opportunities.

It would be good to have a 10 min appointment for 2-3 subjects to have a proper conversation with teachers.

Slightly longer appointments as most didn't start bang on 5 mins so they were a bit shorter

I would like the children to return to school and this never needs to happen again

Possibly the facility to ask questions of specific teachers in advance so they know what you would like feedback on.

Maybe 7-8 minute slots?

Due to issue in Qu 8, I think Teams would have been more suitable. For S3 appointments I feel 5 minutes was insufficient time especially when you are trying to discuss performance and potential course choice for this subject

Allow to enlarge video box for better experience