

15<sup>th</sup> January 2021

Dear Parent/Carer

### **YEAR 8 – Parent/Carer Consultation Evening Update**

Unfortunately, due to server issues with our parents evening system provider, Schoolcloud, the parents evening on the 14<sup>th</sup> January was not able to go ahead. This issue affected a number of schools nationally.

Whilst the issue was fixed promptly by Schoolcloud, by the time the system was ready to use a high number of appointments had already been missed.

We can confirm that Year 8 consultation evening will now take place on **Thursday 4<sup>th</sup> February**. All appointments previously booked have been moved across to this date. The booking system has been re-opened and you may continue to book/or amend appointments. The deadline for making these appointments is Wednesday 3<sup>rd</sup> February at 4.00pm. Please use the login details sent to you previously. You will also be required to enter your child's date of birth. The evening will run between 4.30pm and 7.30pm.

If there are no appointments available with a particular teacher, you will have the option to join a waiting list. If you are on the waiting list then a teacher will be in contact with you by e-mail shortly after the parents evening takes place to discuss your child's progress.

There is some further information on how the video call at the end of this letter and on our [website](#). Please ensure that you read these instructions before you attend your appointment. Your 4-minute appointment will be automatically cut off when the time has ended. Please note our preferred method is video call as this means that staff do not need to share devices such as telephones as the video call can be facilitated from a personal laptop. The video function can be switched off if preferred giving an 'audio only' experience. Video calls can be accessed using a personal laptop, smartphone or tablet. If you do not have the facility to access the video call, please contact the Head of Year, Mr Cox on [scox@corbytechnicalschool.org](mailto:scox@corbytechnicalschool.org) to make alternative arrangements.

If you would like some support booking an appointment, please contact our main reception on 01536 213100, or via [enquiries@corbytechnicalschool.org](mailto:enquiries@corbytechnicalschool.org).

Thank you for your continued support.

Yours sincerely,



Mrs A Reynolds  
Principal

# Video Appointments: Parents - How to attend appointments over video call

This article tells you what to do when your school has informed you that your appointments with teachers will be held via video call.

**In order to make video calls you need to have as a minimum:**

- a device with a microphone and speaker
- a compatible web browser:
  - iPhone/iPad:** Safari
  - Android:** Chrome or Firefox
  - Windows:** Chrome, Firefox or Microsoft Edge (Chromium - download here (<https://www.microsoft.com/en-us/edge>))
  - Mac:** Safari, Chrome or Firefox
  - Linux:** Chrome or Firefox

**We also recommend:**

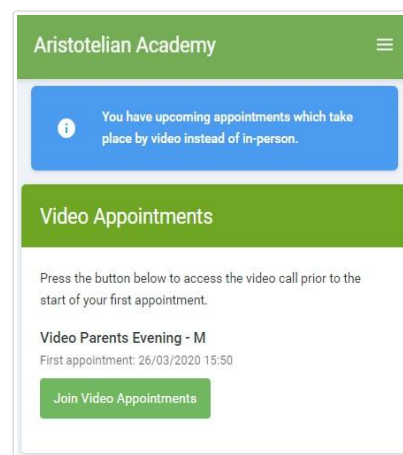
- Using your smartphone for video appointments. If you don't have a smartphone with a front-facing camera, use a laptop or computer with a webcam.
- Using a headset (or earphones with a microphone) to reduce echo.

## How to attend your appointments via video call

### 1. Log in and go to the Evening

On the day of the video appointments, login to Parents Evening at the usual web address for your school, or click the login link from the bottom of the email confirmation you will have received.

Once logged in you will see a notice that you have upcoming video appointments and under this the details of the event, along with a *Join Video Appointments* button. This will become available 60 minutes before your first appointment.

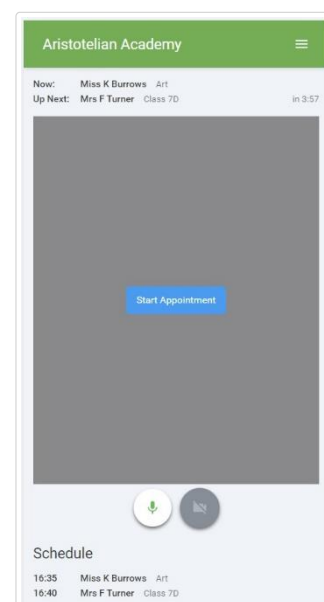


### 2. The Video Call screen

When you click *Join Video Appointments* the video call screen will be displayed. You may at this point be asked if you wish to allow access to your camera/microphone, in which case please click yes.

On this screen you can see the following:

- At the top left the teacher name (and subject details) for the current and next appointment
- At the top right a countdown to the start of the appointment.
- At the bottom the controls for the microphone and camera (once a teacher is available or you are in a call these also show a pick up and hang up button).
- In the middle, when your appointment is due to start, the *Start Appointment* button.



### 3. Making a call

Click the *Start Appointment* button. You will see yourself in the bottom right corner of the screen (unless you have no camera, or have chosen to turn it off). If the teacher has not yet joined you will see a notice to that effect in the centre of the screen.

When a teacher joins a call you will see them in the main part of the screen - or hear them, if they have no camera (or have turned it off) - and can start your discussion with them.

You will also see the remaining time for the appointment counting down in the blue bar at the top of the screen.

If you lose access to the system for some reason during the call, log in again and click *Start Appointment* on the video call screen. As long as the teacher is still in the call this will let you continue with the appointment (this is the same for the teacher if they lose their access).

When the countdown in the blue bar stops the appointment time is over and the call will automatically end.

**Note** that if you or the teacher are late, or leave and rejoin the call, it does **not** reset the timer. The appointment will always end at the scheduled time.



### 4. Follow on calls

If you have a consecutive appointment scheduled the screen will display a *Start Next Appointment* button. When you are ready to proceed, click on it.

**Note** that if you delay sitting a call it does **not** extend the duration for that appointment. The appointment will always end at the scheduled times.

If you do not have a consecutive appointment, but you have not completed your final scheduled appointment you will see a countdown telling you how long until the start of your next appointment.

Once your final appointment for the evening is complete you will see a message advising you of this.

