

8th November 2021

Dear Parents/Carers

At the start of this academic year we conducted an online survey asking for your experiences of parents evening last year. Firstly, thank you to those of you who took the time to provide feedback, one of the key pieces of information we were interested in was whether you felt we should return to face-to-face parents evening or keep them online. Your views on this varied with roughly equal numbers wanting a return to the more personal face-to-face meetings and others finding the convenience of online meetings preferable.

We had hoped to offer a blended approach to parents' evening to satisfy everyone's personal preferences, but we feel at this time that the number of positive Covid-19 cases within our community is too high.

The Year 10 Parents Evening will take place online on Thursday 18th November between 4:00pm and 7:00pm.

Basic details about how to make bookings with your child's teachers are included in the information that follows this letter. More comprehensive details on how to make bookings can be found on the company's website:

<https://support.parentseveningsystem.co.uk/article/801-video-parents-how-to-attend-appointments-over-video-call>

The website provides a short video, further details about the devices which will support their software and information on a new feature they have recently added that allows a second parent/carer to be invited to join the remote meeting from a separate device. This is a feature some of our parents, who attended remote parents evenings last academic year, had previously expressed a desire for.

You will be able to make appointments on the booking system from **Tuesday 9th November**.

The booking system will be **closed after Wednesday 17th November** and you will not be able to make bookings after this date, this is to ensure staff can access their full list of appointments in good time and prepare for the remote meetings effectively.

On the day of the remote parents' evening we strongly advise that you login at least 10 minutes before your first scheduled meeting. Each meeting will take place via video link and will require you to have internet access and a computer, tablet or mobile device that has a speaker, microphone and video capability.

The software we are using operates a strict five minute time slot per appointment and if you are late to login or delay accepting the remote meeting this will reduce the amount of time you have to

Speak to each teacher. The software operates in this way to ensure that meetings run to schedule, and that discussions do not overrun and impact on others who have later appointments.

If you do not have the facilities to access the remote parents evening, but would still like to speak to your child's teachers in relation to their attitude and progress so far this academic year then we ask that you contact the office by Monday 15th November and inform a member of the office staff. Teachers of your child will then be advised to contact you by phone at a convenient time.

Parents/carers who are able to access the remote Parents' Evening service are required to book appointments remotely and cannot opt, as a preference, to receive either a phone call or email. Unfortunately, teaching colleagues do not have the capacity to offer this service en masse.

We anticipate the vast majority of parents will have the necessary technology to access this evening remotely.

Yours sincerely



Mr S Newstead
Vice Principal

We are part of...

WENSUM TRUST

FOR CHILDREN, FAMILIES AND COMMUNITIES

Parents Evening Booking System Video Calls

In your Web Browser, navigate to: <https://acleacademy.schoolcloud.co.uk/>

You should see the below screen, fill in all of your details in order to access your Parent account.

The screenshot shows the login page for the Parents Evening System. It features a green header with 'Acle Academy' and 'Parents Evening System'. Below the header, there is a welcome message and a 'Your Details' section with input fields for Title, First Name, Surname, Email, and Confirm Email. A 'Student's Details' section follows, with input fields for First Name, Surname, and Date of Birth (with dropdown menus for day, month, and year). A green 'Log In' button is at the bottom. At the very bottom, there are links for 'Teacher Login' and 'Administrator Login', and the 'schoolcloud' logo.

Booking

Once logged in, you will be able to create bookings for any upcoming parents evening that your child is assigned to.

You will be able to make amendments to your bookings up until two days before the event.

The screenshot shows the 'Choose Teachers' selection screen. It has a title 'Choose Teachers' and a sub-header '17 Tester'. Below this, there are two teacher cards: 'Mr N Bliss' (Physical Education) and 'Mr S Newstead' (Chemistry), both with checked checkboxes. There is an 'Add a Teacher' link and a green 'Continue to Book Appointments' button at the bottom.

You will receive an email with the below information when you create appointments.

The screenshot shows an email titled 'Appointments List' for a 'Test Parents Evening'. It includes a 'Video Call Testing' section and a table of appointments. Below the table, there is a link to make changes to the appointment schedule and instructions on how to join the video call.

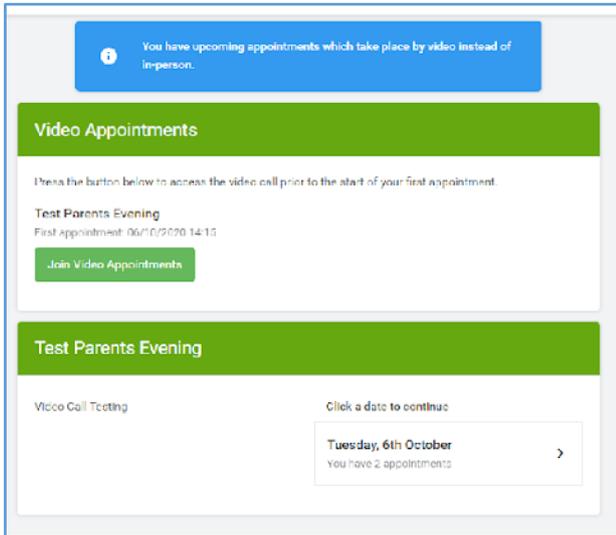
Date	Time	Teacher	Department
Tuesday, 6th October	14:15 - 14:20	Mr N Bliss	Physical Education
Tuesday 6th October	14:20 - 14:25	Mr S Newstead	Chemistry

[Click here to make changes to your appointment schedule.](#)

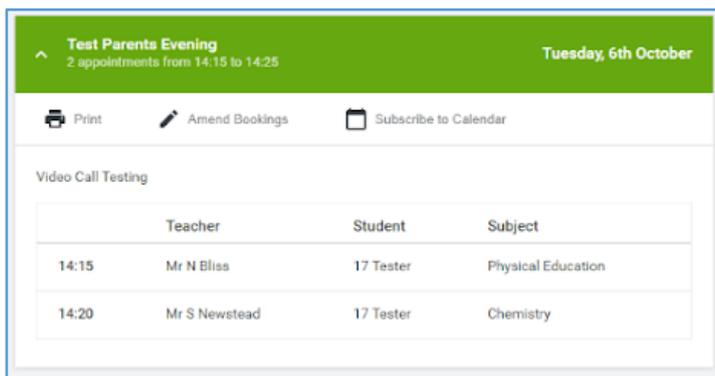
To join the video call, [click here](#) to login to the system. When your call is due to start, click the green 'Join Video Appointments' button.

On The Evening

Once logged in, you will see the below screen, with information on the date of appointments & how many appointments you have.



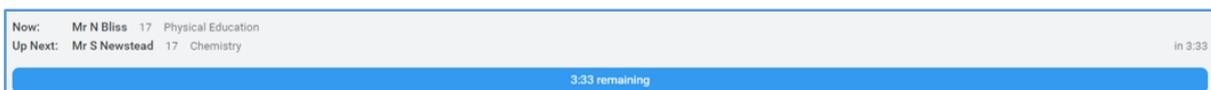
Click the button underneath “Click a date to continue” to see all of your appointments for that evening.



Click “Join Video Appointments” when you are ready to. You may have to allow your camera and microphone access, via a pop-up in your browser. It is advisable to test this beforehand on a service such as <https://www.onlinemictest.com/webcam-test/>

On-screen you will then see a countdown to your next appointment.

Once the countdown ends, above the video call it will display your current & next appointment, and the time remaining. Appointments are 5 minutes long & cut off automatically once the timer ends.



Underneath the video call you can enable/disable your audio & video, or end the call prematurely.

