



20 April 2021

Dear Parents and Carers

### Year 10 Parents' Evening - Online Appointment Booking

I would like to invite you to attend our Year 10 Virtual Parents' Evening on Thursday 22<sup>nd</sup> April between 3.30pm and 6.30pm. This will be an opportunity to discuss your child's progress and find out more about how they can further improve in their learning and progress. Given the periods of disruption to face to face education throughout the beginning of your child's KS4 study, we feel it is especially vital for you to attend.

Unfortunately, to ensure the health and safety of our school community, the evening will take place virtually using an electronic device (mobile phone/laptop/computer). **You should not come into school to attend the event.**

### Booking appointments:

Please use the following link to book your appointments: <https://deantrustardwick.schoolcloud.co.uk/>

You can log in to make appointments with your son/daughter's teachers from 10am on Thursday 1<sup>st</sup> April. The last opportunity you have to make an appointment will be 3pm on Thursday 22<sup>nd</sup> April. If you miss this deadline, please contact [admin@deantrustardwick.co.uk](mailto:admin@deantrustardwick.co.uk).

Staff will still have a limited number of appointments available and these will be allocated on a first come, first served basis. Some staff teach several classes and their appointment times will get booked up quickly. When this happens, you will be given the opportunity to join a waiting list and will be notified if an appointment becomes available. I suggest that you make your appointments as soon as possible to avoid disappointment.

### Available staff:

In addition to your child's subject teachers, the following staff will also be available to book appointments with:

- Mr Hull– Head of Year 10
- Mr Randles Year 10 Pupil Support Manager
- Ms Jackson – Careers Assistant

### Meetings with staff:

Appointments will be a maximum of **5 minutes** long. There will be a countdown timer on the screen and the appointment will **end automatically at this time**. It is important that discussions have reached their conclusion at this point as **there will be no opportunity to extend the appointment**.

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## DEAN TRUST Ardwick

Chief Executive: Mr Tarun Kapur CBE  
Headteacher: Ms Suzanne Finlay B.Ed NPQH

During this meeting, we will be able to:

- discuss your child's health, wellbeing, progress and learning habits
- provide you with information about how your child has been engaging with onsite/remote education including the quality of work they have produced
- advise you as to what your son/daughter should be doing to support their learning in each subject
- provide information, support and guidance on next steps in terms of education, employment and training
- answer any other questions you may have related to your child

I would request that wherever possible your son/daughter attends the virtual appointment along with one or more parent/carer. It is only possible to log into the appointment from one device. Please ensure that you have read the remote meeting protocols which are attached to this letter.

### **Support and guidance:**

A guide on how to log in on the evening and conduct virtual meetings is included with this letter. Should you have any questions or require support prior to the evening please do not hesitate to contact [admin@deantrustardwick.co.uk](mailto:admin@deantrustardwick.co.uk)

If you do not have access to the internet, please contact [admin@deantrustardwick.co.uk](mailto:admin@deantrustardwick.co.uk) to discuss alternative options.

Yours sincerely,

Miss S Whittington  
Assistant Headteacher

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Registered in England 8027943 VAT Registration 195 3889 46



## Parents' Guide for Booking Appointments

Browse to <https://deantrustardwick.schoolcloud.co.uk/>

### Step 1: Login

Fill out the details on the page:

Parent's First Name:

Parent's Surname:

Child's Date of Birth:

then click the *Log In* button.

A confirmation of your appointments will be sent to the email address you provide.

### Step 2: Select Parents' Evening

Click on the date you wish to book.

Unable to make the date listed? Click *I'm unable to attend*.

### Step 3: Select Booking Mode

Choose *Automatic* if you'd like the system to suggest the shortest possible appointment schedule based on the times you're available to attend. To pick the times to book with each teacher, choose *Manual*. Then press *Next*.

We recommend choosing the automatic booking mode when browsing on a mobile device.

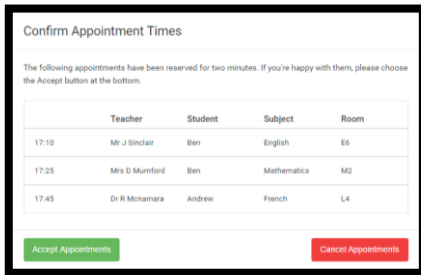
### Step 4: Choose Teachers

If you chose the automatic booking mode, drag the sliders at the top of the screen to indicate the earliest and latest you can attend.

Select the teachers you'd like to book appointments with. A green tick indicates they're selected. To de-select, click on their name.

You may book other teachers not listed on the screen by clicking *Add a Teacher*.

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### Step 5a (Automatic): Book Appointments

If you chose the automatic booking mode, you'll see provisional appointments which are held for 2 minutes. To keep them, choose Accept at the bottom left.

If it wasn't possible to book every selected teacher during the times you are able to attend, you can either adjust the teachers you wish to meet with and try again, or switch to manual booking mode (Step 5b).



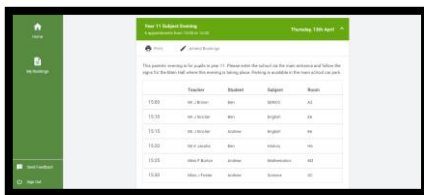
### Step 5b (Manual): Book Appointments

Click any of the green cells to make an appointment. Blue cells signify where you already have an appointment. Grey cells are unavailable.

To change an appointment, delete the original by hovering over the blue box and clicking Delete. Then choose an alternate time.

You can optionally leave a message for the teacher to say what you'd like to discuss, or raise anything beforehand.

Once you're finished booking all appointments, at the top of the page in the alert box, press click here to finish the booking process.



### Step 6: Finished

All your bookings now appear on the My Bookings page. An email confirmation has been sent and you can also print appointments by pressing Print. Click Subscribe to Calendar to add these and any future bookings to your calendar.

To change your appointments, click on Amend Bookings.



## Parents' Guide - How to attend appointments over video call.

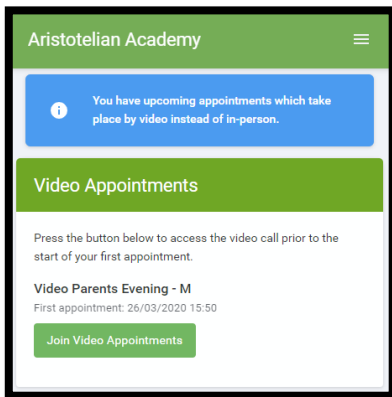
Browse to <https://deantrustardwick.schoolcloud.co.uk/>

### 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  
**Mac:** Safari, Chrome or Firefox  
**Linux:** Chrome or Firefox

### We also recommend:

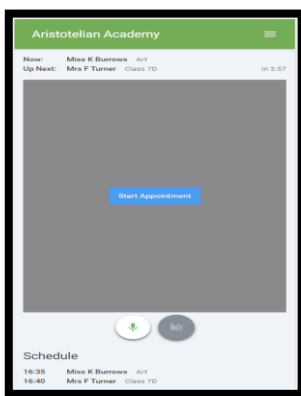
- Using your smartphone for video appointments. If you don't have a smartphone with a front-facing camera, use a laptop or computer with a webcam.
- Using a headset (or earphones with a microphone) to reduce echo.



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

On the day of the video appointments, login to Parents Evening at <https://deantrustardwick.schoolcloud.co.uk/>, 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.



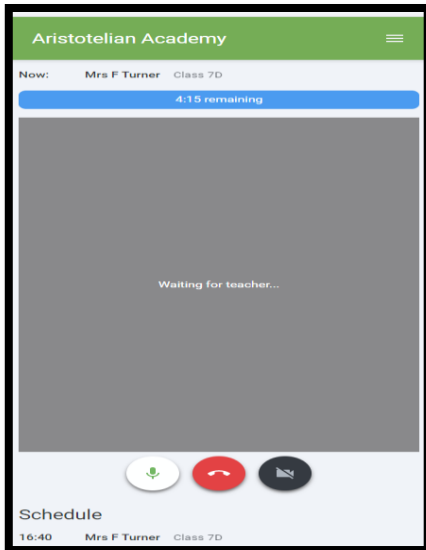
### 2. The Video Call screen

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.

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### 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 and you can start your discussion with them.

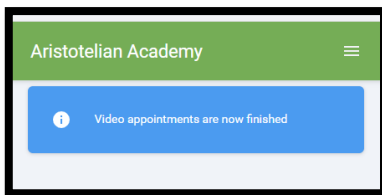
You will also see the remaining time for the appointment counting down in the blue bar at the top of the screen.

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 re-join 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 starting 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.

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## Remote Meeting Protocols for Parents

As remote meetings are new for The Dean Trust, we believe it important to share some protocols to safeguard the meeting.

- Remote meetings should take place in appropriate rooms e.g. kitchen, lounge, study and not in a bedroom.
- All participants should be appropriately dressed as they would for a parents' meeting at school.
- No conversations should be recorded.
- Both audio and video should be on for the meeting.
- As, would be the case for onsite meetings, your son/daughter is encouraged to attend. (Secondary Schools only/ where relevant)
- Please be punctual as the times are not flexible.
- Please be patient at the start of each appointment, as the teacher can begin the meeting at any point within the first 30 seconds.
- The meeting should be between the teacher, student and parent. Only meetings from one household are permitted. Should parents from two different households require appointments please arrange separate appointment times.
- We are proud of our very positive and constructive relationships with our parents and it is important that this continues. Our staff will be respectful, professional and courteous at all times. We would ask the same in return.

### Tips for troubleshooting

- Please read the guide carefully before the evening to ensure that you are using a suitable browser.
- Try logging on up to an hour before to check that your link is working. If you cannot see "Join Video Appointments" check the points below.
- The parent who made the appointments MUST be the person who then logs into the system.
- Ensure that you have used the log in details that were provided in the initial letter.
- Make sure your camera and microphone and volume are fully enabled in your settings and that you have allowed the system to access them.
- The sound quality is better if only one person speaks at a time.
- If one party loses connection, please wait whilst they log in again - you should be able to continue the meeting.
- If there is a sound /display issue, try clicking the microphone/camera icon off and on again.
- If there is still an issue try logging off and logging on webpage, or try another device.
- If possible, have another device ready for you to log on and use.
- Meetings have a pre-set time. The duration cannot be extended. When the time expires the meeting will end. If you have any further questions for the teacher please contact school in the normal way.
- If you miss an appointment, please contact the school so an alternative arrangement can be made.

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