

## Feedback from Parent/Carers on Week 1

Thank you for taking the time to complete our survey last week and provide us with feedback on the experience of home learning during week one. We received 36 replies and a summary of the responses are as follows:

### Shared successes

- A significant numbers of responses made reference to being more structured and their youngster being more willing to engage
  - "Both kids up eager to learn last Monday"*
  - "Being able to plan out learning for a week with some subjects."*
  - "There is more structure with use of the time table"*
- Around 75% of the comments were around the use of MS Teams/Satchel One
  - "Satchel One has been really helpful for letting me monitor what should be and what is happening"*
  - "Instructions from teaching staff have been clear and in plenty of time."*
  - "Teams - it's great that children can still learn from their teachers"*
  - "Teams classes online meetings - great way to make them feel they are still at school"*
  - "Teacher speaking directly to my daughter, praising her and using her name meant so much."*
- A number of the comments shared examples of our young people working independently
  - "My children have worked hard, independently this week and have found everything they needed on Teams/Satchel one"*
  - "Promotes a responsibility for older students to own their own learning"*
  - "Independent learning with the use of iPad. Teachers available to meet with learners on teams to support their learning"*

### Areas for Improvement

- A number of responses had no areas for improvement
  - "Look after EVERYONE Tell them officially (staff & learners) how well they are doing & to take a break! "*
  - "Very settled happy child in home learning, thank you for all the communication and hard work put in by all staff."*
- A significant number of responses made reference to the ongoing issues with IT
  - "You need a member of the inspire team in the school to help with technology problems. It's worrying for the kids when their iPads don't work and we are waiting for someone to get back to us to fix it. "*
  - "SBC to push IT to resolve the iPad issue - still on-going after one week for one of my children, need more updates on the specific issues and timescales for fixing. Parents / children should be supported with direct contact from IT if issue remains unresolved."*

ACTION: As a school, we continue to share recent updates on the IT situation and provide updated help sheets on our website. Unfortunately we do not have an IT Technician within school but ask that any issues be shared with the school either by email or phone.

- Some of the responses were regarding to additional support to help plan the day  
*“A better understanding of what is expected of my daughter in terms of her home learning! I don’t feel we are informed enough”*  
*“A timetable for my child for home learning she can better understand what subjects she has each day”*

ACTION: We have collated timetables for S4-S6 along with individual timetables for each of the Practical class within the BGE. This should support with planning each day and when each subjects is sharing new content, support & feedback. There will be correspondence shared with each year group however an example of an S1 timetable is attached.

As of next week, I plan to hold our usually weekly Assemblies for each year group with invites going out today:

S1 Tuesday @ 8.50am

S2 Wednesday @ 8.50am

S3 Thursday @ 8.50am

S4 Friday @ 8.50am

S5/6 will be held within PSE time

- Finally we there were responses made with regards to the use of a variety of platforms  
*“Everything in one place instead of on satchel, teams and outlook. This gets confusing”*  
*“That all teachers would use the same methods and systems”*

ACTION: We formed a short-life working group to evaluate our use of Satchel One. We are asking all our young people to check every morning on Satchel One what tasks have been issued and to help plan deadlines. The parental interface with the Satchel One app allows for updates to be pushed direct to parents allowing for parental support for learners and the full inclusion of parents as partners in the home learning process. Satchel One also allows for all relevant stakeholders to track engagement. MS Teams is our platform to hold our online support sessions and every subject has identified a time to ‘check-in’ with their class teacher. Although we stated that these sessions were opt-in we are strongly encouraging all our young people to join these support lessons.