



THE DEAN TRUST
Park View Academy

Chief Executive: Mr Tarun Kapur CBE
Academies Director: Mr Barry Bridden MEd MSc
Executive Headteacher: Mr Damian Kenny

Dear Parents and Carers,

Parents' Evening - Online Appointment Booking

I would like to invite you to attend our Virtual Parents' Evening on Monday 30th November and Tuesday 1st December, both taking place at 4.00pm - 6.00pm. This will be an opportunity to discuss your child's progress so far along with areas for improvement and how we intend to address these.

Unfortunately, due to the current situation, it is not possible to have this evening face to face, therefore the evening will take place virtually using an electronic device (mobile phone/laptop/computer). **You should not come into school to attend the event.**

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

Please login with the following information:

Parent's First Name: «Forename»
Parent's Surname: «Surname»
Child's Date of Birth: «DOB»

Please be aware that this is our, as well as your, first time using this system. We aim for these evenings to run without issue however, when working with IT, unforeseen issues can arise. Please be patient and communicate any concerns back to us in the normal way.

You can log in to make appointments with your son/daughter's teachers from 8.00pm on Monday 23rd November. The last opportunity you have to make an appointment will be midnight on Friday 27th November. If you miss this deadline, please contact the school office.

Appointments will be a maximum of 7 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.

Staff will have a limited number of appointments available and these will be allocated on a first come, first served basis. 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.

A guide on how to log in on the evening and conduct virtual meetings is included in this letter. In addition, we have included a list of protocols that you should read and adhere to at all times. Should you have any questions or require support prior to the evening please do not hesitate to contact the school office.

If you do not have access to the internet, please contact the school office to discuss alternative options.

Yours Sincerely,

Mr Morland
Deputy Headteacher

Believe Achieve Succeed

Parents' Guide for Booking Appointments

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

The screenshot shows a login form with two sections: 'Your Details' and 'Student's Details'. In the 'Your Details' section, there are fields for Title (dropdown menu with 'Mrs' selected), First Name (text input with 'Rachael'), Surname (text input with 'Abbot'), Email (text input with 'rabbot4@gmail.com'), and Confirm Email (text input with 'rabbot4@gmail.com'). In the 'Student's Details' section, there are fields for First Name (text input with 'Ben'), Surname (text input with 'Abbot'), and Date Of Birth (date picker with '29', 'July', and '2000' selected). A green 'Log In' button is at the bottom left.

Step 1: Login

Fill out the details on the page then click the *Log In* button.

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

The screenshot shows a 'Parents' Evening' selection screen. It has a green header. Below the header, there is a paragraph: 'This parents' evening is an opportunity to meet your child's teacher. Please enter the school via the main entrance and sign in at reception.' To the right, there is a section 'Click a date to continue:' with two date options: 'Thursday, 16th March' and 'Friday, 17th March', each with a right-pointing arrow and the text 'Open for bookings'. At the bottom, there is a blue link that says 'I'm unable to attend'.

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*.

The screenshot shows a 'Choose Booking Mode' screen. It has a header 'Choose Booking Mode' and a sub-header 'Select how you'd like to book your appointments using the option below, and then hit Next.' There are two radio button options: 'Automatic' (selected) with the sub-text 'Automatically book the best possible times based on your availability', and 'Manual' with the sub-text 'Choose the time you would like to see each teacher'. A green 'Next' button is at the bottom.

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.

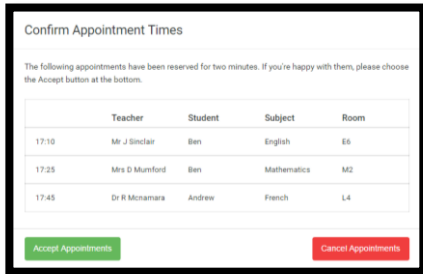
The screenshot shows a 'Choose Teachers' screen. It has a header 'Choose Teachers' and a sub-header 'If there is a teacher you do not wish to see, please untick them before you continue.' Below this, it says 'Ben Abbot'. There are two teacher cards: 'Mr J Brown' (SENCO) and 'Mrs A Wheeler' (Class 11A). Both have a green checkmark in a box. Below the cards is a blue link 'Add a Teacher' and a green button 'Continue to Book Appointments'.

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.

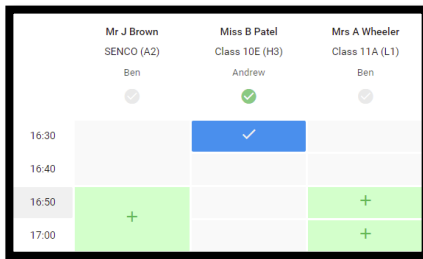
You may book other teachers not listed on the screen by clicking Add a Teacher.



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).



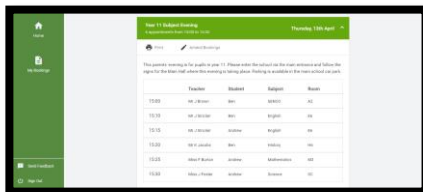
Step 5b (Manual): Book Appointments

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

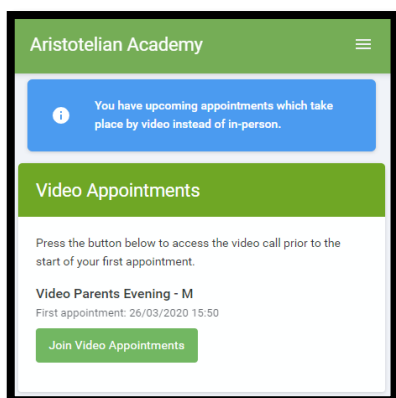
Browse to <https://parkviewacademy.schoolcloud.co.uk/>

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:

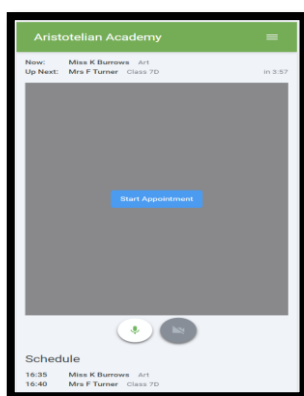
- Using your smartphone for video appointments. If you don't have a smartphone with a front-facing camera, use a laptop or computer with a webcam.
- Using a headset (or earphones with a microphone) to reduce echo.



1. Log in and go to the Evening

On the day of the video appointments, login to Parents Evening at <https://parkviewacademy.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.

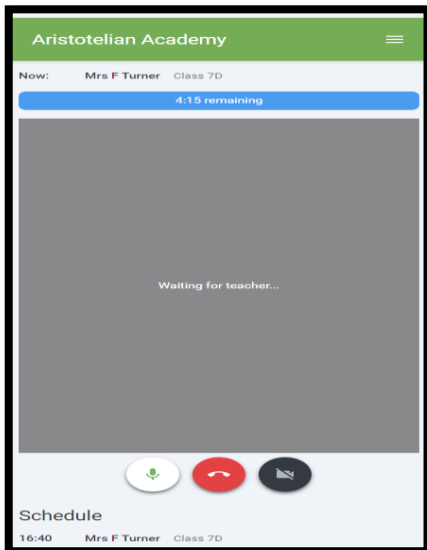


2. The Video Call screen

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.



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.

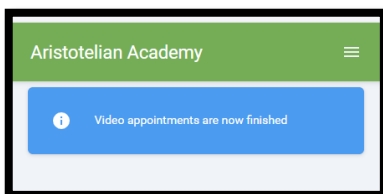
You will also see the remaining time for the appointment counting down in the blue bar at the top of the screen.

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.

Protocols for Parents

Due to current guidance from Public Health England advising against face-to-face meetings during the pandemic, The Dean Trust will be conducting all parent/carer meetings virtually for the foreseeable future. As such, in order to safeguard both staff as well as parents/carers, we have introduced guidance on how these meetings should be conducted.

- Virtual 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. (KS2-5)
- 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.
- 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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