



# Ryecroft C.E. Middle School

## Protocol for Virtual Parents' Consultation Evenings

<https://Ryecroft.schoolcloud.co.uk>

As virtual parents' evenings are new to us, we thought it important to establish some ground rules so that all participants are following the same protocol, which should ensure everyone's wellbeing.

- Conversations should take place in appropriate rooms e.g. kitchen, lounge, dining room and not in a bedroom.
- All participants should be appropriately dressed as they would be for a real life face to face meeting.
- No conversations should be recorded.
- If you are using a device with e.g. FaceTime or WhatsApp to enable both parents from different households to attend simultaneously, please flag this up to the teacher as a matter of courtesy at the start of the conversation.
- Both teachers and parents have the choice of using audio or video.
- As in real life, your son/daughter is welcome to attend.
- Please try to be on time as the 5 minute time slots are not flexible at all and will start/finish exactly on time.
- Ryecroft is often commended for the very positive, constructive relationships between staff and parents and it is important that this continues. Therefore, please note that in the extremely unlikely event of verbal abuse, staff will end the conversation and refer the matter to the Senior Leadership Team.

### Tips for troubleshooting

- ❖ Staff have checked their devices work so we hope all is well at our end.
- ❖ Please read the guide carefully beforehand to ensure you are using a suitable browser.
- ❖ Try logging on a few minutes before your first appointment - if you can't see "Join Video Appointments" check as below.
- ❖ The same parent who made the appointments **MUST** be the one to log in as the appointments are linked to his/her details only and **NOT** to the other parent.
- ❖ **Check the names match exactly what we have on the system.**
- ❖ **Check the email address** - in some instances the system shows that parents are sharing the same email address which you may have forgotten.
- ❖ Make sure your camera, microphone and volume are fully enabled in your settings and that you have allowed the system to access them.
- ❖ Better sound is achieved if only one person speaks (closely) to the microphone at a time.
- ❖ If one party loses connection, please just wait whilst they log in again - you should be able to resume.
- ❖ 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 again, or try another device.
- ❖ Keep an eye on your email/appointments in case the teacher has a later slot they could book you into.
- ❖ If possible, have a backup device ready for you to log on and use.
- ❖ We cannot do any more on the night, so please be forgiving in case of technical hitches. We are doing our best to make contact at this difficult time. If you miss a conversation, the teacher will drop you an email in the next couple of days.