



DEAN TRUST Wigan

Chief Executive: Mr Tarun Kapur CBE
Executive Headteacher: Mr James Haseldine

24th November 2020

Dear Parent / Carer

Year 8 Parents' Evening - Online Appointment Booking

I would like to invite you to attend our Year 8 Virtual Parents' Evening on Thursday 3rd December between 3:30pm and 7pm. 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.

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://deantrustwigan.schoolcloud.co.uk>
A short guide on how to add appointments is included with this letter.

You can log in to make appointments with your son/daughter's teachers from 12pm on Wednesday 25th November 2020. The last opportunity you have to make an appointment will be 12pm on Thursday 3rd December. If you miss this deadline, please contact Pupil Services on 01942 511987.

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.

Staff will 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.

I would request that wherever possible your son/daughter attends the virtual appointment along with one or more parent/carer.

A guide on how to log in on the evening and conduct virtual meetings is included in this letter. Should you have any questions or require support prior to the evening please do not hesitate to contact Pupil Services.

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

Yours sincerely

Mrs D Howard
Assistant Headteacher KS3

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Parents' Guide for Booking Appointments

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

The screenshot shows a login form with two main sections. The 'Your Details' section includes fields for Title (Mrs), First Name (Rachael), Surname (Abbot), Email (rabbot4@gmail.com), and Confirm Email (rabbot4@gmail.com). The 'Student's Details' section includes fields for First Name (Ben), Surname (Abbot), and Date Of Birth (20 July 2000). A 'Log In' button is located at the bottom left of the form.

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.

As a minimum you will need to enter at least the title and surname in the "Your Details" section. In the "Student Details" section all fields are required.

The screenshot shows a 'Parents' Evening' selection screen. It includes a green header and a main text area explaining the opportunity. On the right, there is a 'Click a date to continue:' section with two date options: 'Thursday, 16th March' and 'Friday, 17th March', each with a right-pointing arrow and a link to 'Open for bookings'. At the bottom, there is a link for '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 asks the user to select how they'd like to book appointments. There are two options: 'Automatic' (selected with a radio button) and 'Manual'. The 'Automatic' option is described as 'Automatically book the best possible times based on your availability'. The 'Manual' option is described as 'Choose the time you would like to see each teacher'. A '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.

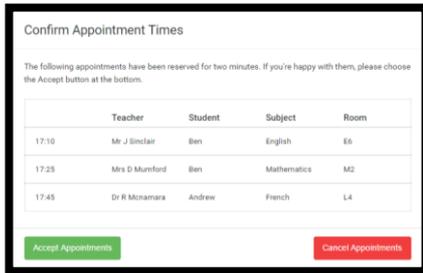
The screenshot shows a 'Choose Teachers' screen. It includes a header and a main text area. Below, there is a list of teachers: 'Ben Abbot', 'Mr J Brown' (SENCO), and 'Mrs A Wheeler' (Class 11A). 'Mr J Brown' and 'Mrs A Wheeler' are selected with green checkmarks. There is an 'Add a Teacher' link and a 'Continue to Book Appointments' button at the bottom.

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.



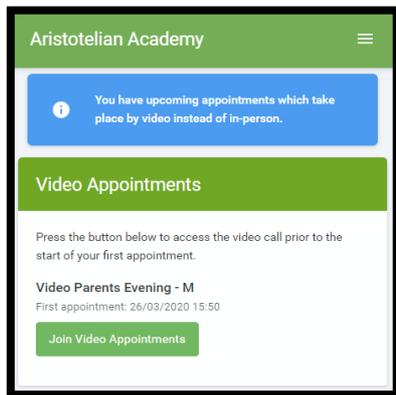
Parents' Guide - How to attend appointments over video call.

Browse to <https://deantrustwigan.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:

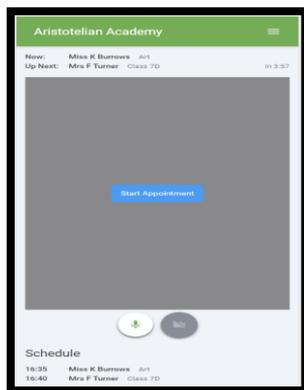
- Using your smartphone for video appointments. If you don't have a smartphone with a front-facing camera, use a laptop or computer with a webcam.
- Using a headset (or earphones with a microphone) to reduce echo.



1. Log in and go to the Evening

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

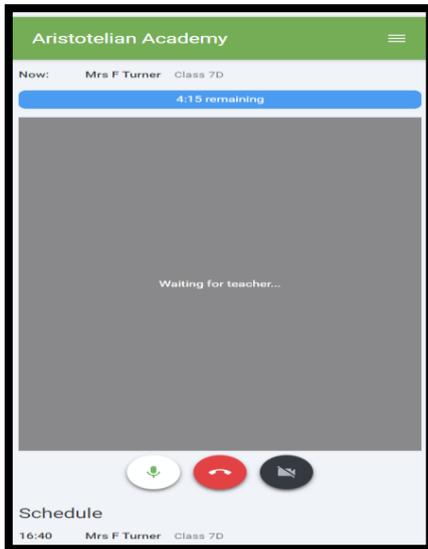


2. The Video Call screen

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.

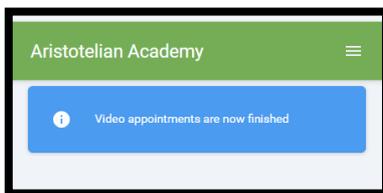
You will also see the remaining time for the appointment counting down in the blue bar at the top of the screen.

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.



Virtual Meetings

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.