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18<sup>th</sup> October 2023

Dear Parents/Guardians of Year 13 Students

### **Parents Consultations – Thursday 9th November 2023, 2.45-6.30pm**

Once again, we will be hosting our Year 13 Parents' Consultations online using SchoolCloud, an online video conferencing package. We have been conducting our parents' meetings using SchoolCloud which has been overwhelmingly successful.

Although each parents' evening is slightly different and can take a different focus, we anticipate that the main aspects to be discussed will be:

- What is working well for your child
- What areas of knowledge and/or skills need to be improved
- Advice outlining how to make those improvements
- Any concerns about engagement in class or learning in general

If possible, please can your child be present with you for the appointment. The parent who books the appointment will receive a link to join the appointment which could then be shared with the other parent and/or student.

For most it may be almost a year since you last logged in to SchoolCloud. Below are the key pieces of information that you need to know to be able to access the system, along with useful 'how to' information.

#### **How to access School Cloud**

**SchoolCloud is NOT an app.** You will need to use the SchoolCloud link below to book and attend your appointments:

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

SchoolCloud is hosted through the internet, using your name and your child's name and date of birth to access the website. Please refer to the handy user guide attached. **It is important that you enter your child's name exactly as it appears in Edulink.**

#### **When do appointments open for booking?**

Appointments **open on Thursday 2nd November at 2.30pm.**

Although you will not be able to book appointments before Thursday at 2.30pm, you can log into the system to check that you are able to access the web site. The booking system will **close at 9am on Thursday 9th November.**

#### **What equipment is needed for the appointment?**

You will need a device that has a microphone and a camera. This could be a mobile phone, laptop or a desktop computer. If you use a desktop you will need to make sure it has a camera and microphone. It is suggested you use the following web browsers:

- **iPhone/iPad:** Safari
- **Android:** Chrome or Firefox
- **Windows:** Chrome, Firefox, or Edge (latest version only)
- **Mac:** Safari, Chrome, or Firefox

#### **Additional Resources to help you access the School Cloud system**

For general information regarding SchoolCloud please refer to <https://www.parentseveningsystem.co.uk/>  
SchoolCloud is fairly straightforward. To help you with the process there are a number of resources:

1. A short video created by myself explaining how Arden parents can both **book appointments and attend meetings** <https://drive.google.com/file/d/1pWtqJ4fzcbnjMYvU-l6SavziRjwAlwSk/view?usp=sharing>



2. A copy of the presentation used in the video <https://drive.google.com/file/d/1pWtqJ4fzcbnjMYvU-l6SavziRjwAlwSk/view?usp=sharing>
3. A copy of the Parent guide to Booking Appointments (Attached)
4. A further video produced by the company describing the online meeting <https://support.parentseveningsystem.co.uk/article/801-video-parents-how-to-attend-appointments-over-video-call>

It may be that you do not need to read or watch all of these in order to understand the process, however they are here to refer to if needed. It is recommended that you watch the video as it explains the entire process and includes some answers to frequently asked questions.

If you have difficulties accessing the system and none of the support material helps resolve the problem, please contact school using [office@arden.solihull.sch.uk](mailto:office@arden.solihull.sch.uk)

### **How is SchoolCloud different from in-Person Appointments?**

There are a few key aspects that I would like to share with you that will help you prepare:

- The sessions will be booked within a **fixed time** frame. Towards the end of the meeting a **timer** will appear on screen and count down the final few seconds. *The teacher has no control over the timer.*
- The teacher's next session will be booked to follow immediately afterwards, so it is not possible for them to delay starting the next meeting.
- The meetings may feel more focused and direct than face-to-face contact.
- Your **child will be able to attend** meetings. It may be helpful to position yourselves so you can all be seen on the web camera
- Teachers and the pastoral team are also able to book to see you. You may receive an email with these appointment details before the booking platform is open.
- You will not be able to meet with a teacher unless you have an appointment with them. They will be in a meeting with other parents. This is obviously a little different to what has happened with face to face parent consultations.

I appreciate that this is quite a lot of information about a system you will not have used for a while. It is probably advisable to save this message, to refer back to later.

Please be assured that one of the reasons we picked this platform was its relative ease of use. As always if you need help setting up the system or have difficulties accessing the platform we will be happy to help.

Kind regards

**Miss L Page, Deputy Headteacher**

## Parents' Guide for Booking Appointments

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

### 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.

### Step 2: Select Parents' Evening

Click on the date you wish to book.

Unable to make all of the dates 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*.

### 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*