

## Guidance for Remote Parents' Evenings

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

As we embrace new technology and ways of communicating with parents and carers, we at St Thomas More Catholic High School, 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 locations.
- All participants should be appropriately attired as they would be for a real-life face to face meeting.
- Conversations must not be recorded.
- Both teachers and parents have the choice of using just audio, or audio & video combined.
- As in real life, your son/daughter is welcome to attend.
- Please try to be on time as the appointment times are not flexible and will start and finish exactly on time. Appointments will be automatically stopped once the allotted time has ended.
- Positive, constructive relationships between staff and parents are a priority at St Thomas More 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.

### Advice

- School Cloud has been trialled extensively within school and therefore we anticipate things to run smoothly from the school site.
- Please read the guide carefully before the parents' evening to ensure you know how to join your video appointments
- Try logging on up to an hour before - 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. If you have invited another parent/guardian to join the video appointments via SchoolCloud they should use the link in their confirmation email. Click here for further information. [\(link to pdf\)](#)
- Make sure your camera and 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 the conversation.
- 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.
- We will respond to any technical difficulties as far as possible but please be forgiving in case of technical hitch. We are doing our best to make contact at this difficult time.