



# Parents' Evening

For each year group we hold an annual Parents' Evening. This is an opportunity for you to meet your child's teachers and discuss your child's progress in school. We recognise the importance of these evenings and want to make sure you can talk to teachers again this year.



Appointments will be through **School Cloud**, which will work on computers, tablets and smartphones. On the night, you will logon with your School Cloud account. Once you have logged on, the system will help connect to appointments at the correct time.

**Appointments are booked and held through our School Cloud website - <https://minsterschool.schoolcloud.co.uk/>**



Please see the guide here <https://support.parentseveningsystem.co.uk/article/801-video-parents-how-to-attend-appointments-over-video-call> for how to book your appointments and how connect on the night itself.

To allow the best possible access to teachers for parents **we ask that only one appointment is made per teacher for each child**. Where families are separated please see the information on the following page about multiple parents attending the same appointment.

## Useful Tips from Previous Evenings



One important point we noted from previous evenings is that the details you will log in with as a parent has to match what we hold on our school database; SIMS. Examples where this led to difficulty logging on include your title on SIMS was different to the one you use e.g. Ms instead of Miss, or where the short version of a child's name was held on SIMS e.g. Sam instead of Samuel. If the system will not let you in first time, please consider any likely alternatives to the information you are attempting to use.



**Appointments are 5 minutes long, with a short delay at the start of your appointment as staff transfer between calls.** The system will not allow appointments to run over, so that staff see all appointments at the correct time. **You can talk to staff later if further discussion is needed.**

# Solutions to possible problems

## **I want to see a particular teacher, but they are fully booked / not available at the right time**

Unfortunately, this will sometimes happen. Particularly when a member of staff teaches several classes in a year group. We are sorry that this means you won't be able to meet all of the teachers you may want to. If you would still like an update from that member of staff, please contact them.

Staff know that you value their feedback and will talk to you on the phone or through e-mail to provide an update on their subject area.

## **Can more than one parent attend a call?**

Yes, you can invite another person to an appointment once you have made it. Instructions on doing so are available in the SchoolCloud guide - <https://support.parentseveningsystem.co.uk/article/801-video-parents-how-to-attend-appointments-over-video-call#inviteparent>

## **My child's teacher was not available on the night**

We try to ensure staff are available for parents evening. Some absence, such as due to illness, is unfortunately unavoidable. If you would still like an update from that member of staff, please contact them.

## **I would like to talk to someone about more general questions**

Our pastoral team is the right place to start with more general questions, there is a Pastoral Support Assistant (PSA) for each year group who will be able to answer or direct your queries, their contact details are available on our website 'Contact Us' page <https://www.minster.notts.sch.uk/contactus>.

## **The time is not long enough for me to discuss everything I want to**

In some cases, a longer discussion about how to support a student may be necessary. If this does happen please arrange with the teacher how it is best to continue the discussion e.g. by e-mail, a telephone call. Unfortunately to allow as many parents as possible to meet their child's teachers five minutes is the longest appointment, we allow on the evening itself.

## **I would like to meet my child's tutor on the evening**

All our tutors are also teachers. On parents' evening we prioritise trying to make teachers as available as we can do. If you would like to talk to your child's tutor it is best to do so at a different time by contacting them directly.

## **A technical problem has happened on the night**

We hope there are no technical issues and are testing all aspects of the system we can, unfortunately problems may occur either for the night generally, for individual teachers or for parents. We will appreciate your patience and consideration if there are problems. Should your appointment not take place for any reason, we will contact you later to arrange contact with teachers.

## **What is the best way to contact a member of staff?**

Through the school e-mail system is often the best first step, teachers will be busy with classes through the day and may be hard to reach.

All of our school e-mail addresses are initial.surname@minster.notts.sch.uk e.g. [j.smith@minster.notts.sch.uk](mailto:j.smith@minster.notts.sch.uk) or you can e-mail our school office [office@minster.notts.sch.uk](mailto:office@minster.notts.sch.uk) and ask that they direct your e-mail to the right person.