



Friday, 22nd January 2021

Dear Parents,

Year 9 Parents' and Options Evening - Schoolcloud Server Issues

Firstly, thank you for your patience and persistence at last night's parents' evening, particularly if you tried to attend your appointments between 4.30 and 5.00pm. If this was the case, we are sorry that a part of your child's consultation with our staff was interrupted.

It has been well publicised that the Schoolcloud system which we, along with many other schools in the UK, use had a technical problem last evening. The outage lasted for approximately 25 minutes, followed by intermittent connection issues for some parents and staff. Since September we have held two parents' evening events using this platform, both ran smoothly and efficiently with overwhelmingly positive feedback. We are disappointed that this difficulty arose, but it was an issue that was totally beyond our control.

We appreciate that some of you will have questions because of the outage and not being able to speak to the teacher(s) you were scheduled to meet with. This will be especially true in relation to conversations around option choices. For the appointments you missed as a result of the technical problem, please click the link below and complete all of the required fields so that your query can be recorded and directed to the correct faculty and member of staff in school.

<https://forms.gle/zWoJR11AF6nRHvPn8>

This form will be open until 10.00am on Monday, 25th January. We aim to respond to all queries by 3.30pm on Friday, 29th January. Thank you for your ongoing support of our school and especially in this current period as your child works remotely. Any other questions or queries that you may have should be directed to enquiries@tarletonacademy.org.

Yours sincerely,

M Cunniffe

Head of School

Outstanding education at the heart of the community