



WEST HILL SCHOOL

Aiming High Since 1927

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March 2021

Year 10 Virtual Parents' Consultation Thursday 11th March 2021 - 3:30pm-6:30pm

Dear Parent/Carer,

Please find enclosed your son's most recent Assessment Report. A guide to understanding your son's Assessment Report can be found on its reverse.

The Year 10 Parents' Consultation will take place on **Thursday 11th March 2021** and will happen via video call.

The booking system opened on Monday 22nd February. You will have received notifications regarding this.

Booking and Attending Appointments - We continue to use the same online booking system to both make and attend your appointments. Instructions on how to book and attend your appointments can be found attached to this letter. To get the best experience from the Parents' Consultation, please read them fully as they contain some very specific advice. In particular, which internet browsers are supported – please use Google Chrome.

You can book your appointments from any device with the appropriate Internet access. The easiest way is by using a Smartphone; just open a web browser and type the address to the booking system below or click the 'Parents' Consultation' link from the school website.

<https://westhillschool.schoolcloud.co.uk/> (Booking System) <https://www.westhillschool.co.uk/> (School Website)

Appointments will last strictly for 5 minutes each and they will automatically cut off at the end of your time slot. You will then move on to your next appointment. Teachers can not extend this time, it is a feature of the video call system. Therefore, if you have any specific questions for your son's teachers, please add them as a message as you book each appointment so that staff can prepare a concise response in advance. Further details can be found within the instructions.

If you do not have Internet access, please phone school and ask to speak to Miss Mayall who will contact teachers on your behalf.

If you have any connection issues after 3:30pm on the day of the Parents' Consultation, please email mayall@westhillschool.co.uk and we shall try to help you in time for your appointments.

Waiting Lists - If you are unable to book a meeting with a particular teacher that you wish to speak with, please add yourself to the waiting list by pressing the 'Request an Appointment' button on the booking system. This can be found directly underneath the teacher's name on the screen where you choose your appointment times. You will then receive a follow-up email or phone call at a later date. If an appointment becomes available however this will be added to your bookings and you will be contacted via email. You will not need to do anything.

If you do not wish to attend Parents' Consultation, or are unable to, please log on to the booking system and notify us through the '*I'm unable to attend*' button.

The booking system will close at **11:55pm on Tuesday 9th March 2021**.

We look forward to speaking with you on the evening.

Yours sincerely,

Miss K Jedd
Head of Year 10



How to book your Year 10 Parents' Consultation video call appointments

Parents' Evening System
Welcome to the Grove Abbey parents evening booking system. Appointments can be amended via a link from the email confirmation - please ensure your email address is correct.

Your Details

Title: Mrs First Name: Rachael Surname: Abbott
 Email: rabbot4@gmail.com Confirm Email: rabbot4@gmail.com

Student's Details

First Name: Ben Surname: Abbott Date Of Birth: 20 July 2009

Step 1: Login – Go to <https://westhillschool.schoolcloud.co.uk/>

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.

Please use your child's preferred forename as we have it stored at school e.g. the name as it appears on school registers.

Step 2: Select Year 10 Parents' Consultation – Video Call

Click the green tick to select the Parents' Consultation you want to make an appointment for.

Choose Booking Mode

Select how you'd like to book your appointments using the option below, and then hit Next.

Automatic
Automatically book the best possible times based on your availability

Manual
Choose the time you would like to see each teacher

Step 3: Select Booking Mode

Choose Automatic if you'd like the system to suggest a time for you. Or if you'd rather choose the time yourself, choose Manual. Then press *Next*.

We recommend choosing the automatic booking mode when browsing on a mobile phone.

Choose Teachers
If you don't wish to see any teacher below, deselect them by clicking the button to continue.

Ben

Mr J Brown (SENCO) Mrs D Mumford (Mathematics) Mr J Sinclair (English) Mrs A Wheeler (Class 11A)

Andrew

Miss F Burton (Mathematics) Dr R Mccannara (French) Mr J Sinclair (English)

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 teacher you'd like to book an appointment with. A green tick indicates they're selected. To de-select, click on their name.

Step 5a (Automatic): Book Appointments

If you chose the automatic booking mode, you should see a provisional appointment which will be held for 2 minutes. To keep it, choose *Accept* at the bottom left.

	Mr J Brown SENCO (A2) Ben	Miss B Patel Class 10E (H3) Andrew	Mrs A Wheeler Class 11A (L1) Ben
16:30	⊘	✓	⊘
16:40		✓	
16:50	+		+
17:00			+

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.

After clicking on a green cell to make an appointment, a pop-up box appears where 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 your appointment, at the top of the page in the alert box, press *click here* to finish the booking process.

Year 10 Parents Evening
Appointments for Ben, Rachael Abbott

My Bookings

Print

If a parental evening is for a child in year 11, please ensure the correct use the table entries and follow the steps for the Year 11 table for the evening you are booking. Please to enable this the user will see the link.

Time	Teacher	Student	Subject	Room
16:30	Mr J Brown	Ben	SENCO	101
16:40	Mr J Brown	Ben	English	101
16:50	Mr J Brown	Andrew	English	101
16:50	Mr J Brown	Ben	History	101
16:50	Mrs A Wheeler	Andrew	Mathematics	101
16:50	Mrs A Wheeler	Andrew	English	101

Step 6: Finished

You're now on the *My Bookings* page and your booking is below. An email confirmation will be sent and you can also print your appointment from this page by pressing *Print*.

Once you have made your bookings (or when you later log in and go to *My Bookings*) click on the *Invite Parent/Guardian* link at the top of the list of your bookings. If you have already sent an invitation this link will show as *Manage Invites* instead.

To change your appointment, click on *Amend Bookings*.



How to attend your appointments over a video call

Please follow the web browser information in the box immediately below. This is very important for your camera and audio to work. If you do not follow this advice, your camera will not work and you may miss your appointment.

In order to make video calls you need to have as a minimum:

- a device with a microphone and speaker (mobile phone, laptop, netbook or computer)
- a compatible web browser:
 - iPhone/iPad: **Chrome**
 - Android: **Chrome or Firefox**
 - Windows: **Chrome, Firefox or Edge** (latest version)
 - Mac: **Chrome or Firefox**

It is also recommended that you:

- Use 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.
- Use a headset (or earphones with a microphone) to reduce echo. This is not essential but it is recommended to use if you have them.

1. Log in to the Parents' Evening Booking System and select the Year 10 Parents' Consultation

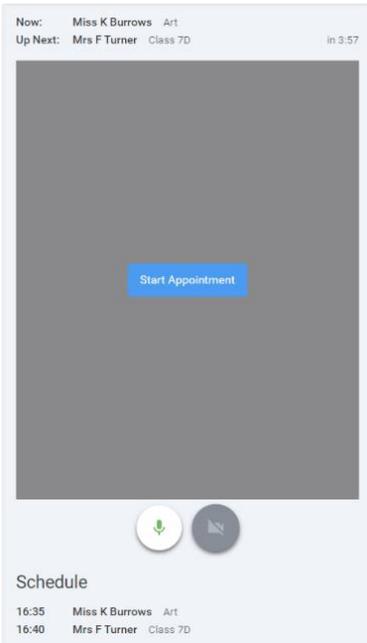
On the day of your video appointment, login to the Parents Evening Booking System at the usual web address - <https://westhillschool.schoolcloud.co.uk/> or click the login link from the bottom of the appointment confirmation email that you have received.

IMPORTANT: You must log in as the parent that has made the appointment and that has therefore received the confirmation email!

The screenshot shows a notification box at the top with an information icon and the text: "You have upcoming appointments which take place by video instead of in-person." Below this is a green header for "Video Appointments". The main content area contains the text: "Press the button below to access the video call prior to the start of your first appointment." followed by "Video Parents Evening - M" and "First appointment: 26/03/2020 15:50". At the bottom is a green button labeled "Join Video Appointments".

Once logged in you will see a notice that you have an upcoming video appointment and under this the details of the event, along with a **Join Video Appointments button**. This button will become available 60 minutes before your appointment. Make sure that you log in and are ready for your appointment *at least* 5 minutes before your appointment time.

A camera and audio check may also show on your screen. Once confirmed that all are connected and working, please click 'Join Video Appointments'.



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 (by a pop-up message) if you wish to allow access to your camera/microphone, in which case **you must click allow.**

On this screen you can see the following:

- At the top left the teacher name for your 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 member of staff is available or you are in a call these also show a pick up and hang up button).
- In the middle of the screen, when your appointment is due to start, you will see 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. If the member of staff has not yet joined you will see a notice to that effect in the centre of the screen. Depending upon your/our connection strength, there may be a few seconds delay.

When a teacher joins a call you will see them in the main part of the screen and 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 member of staff 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.

Once your final appointment for the evening is complete you will see a message advising you of this.

