

## Protocol and guidance for Parents

### Remote Video Call Parents' Evenings

<http://www.budehaven.cornwall.sch.uk>  
<http://www.budehaven.cornwall.sch.uk/parents-evening-system>

As virtual events are new to us at Budehaven, we 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.
- If you are using a device with eg FaceTime or WhatsApp to enable both parents from different households to attend simultaneously please flag this up to the teacher as a matter of courtesy at the start of the conversation.
- Both teachers and parents have the choice of using audio or video.
- 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.
- The first 30 seconds of each conversation allows for a short break for the teacher who will initiate the conversation at some point when they are ready during this time.
- Positive, constructive relationships between staff and parents are a priority at Budehaven 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 trialed extensively within school and therefore we anticipate things to run smoothly from the school site.
- Please read the guide carefully beforehand to ensure you are using a suitable browser.
- 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.
- Check the names match exactly what we have on the system.
- Check the email address - in some instances the system shows that parents are sharing the same email address which you may have forgotten.
- 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.
- If possible have a backup device ready for you to log on and use.
- 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. If you miss a conversation with a teacher we can arrange for follow up calls to take place if you wish. (Please contact us via [enquiries@budehaven.cornwall.sch.uk](mailto:enquiries@budehaven.cornwall.sch.uk)).

## How to attend your appointment

This article tells you what to do when your school has informed you that your appointments with teachers will be held via video call.

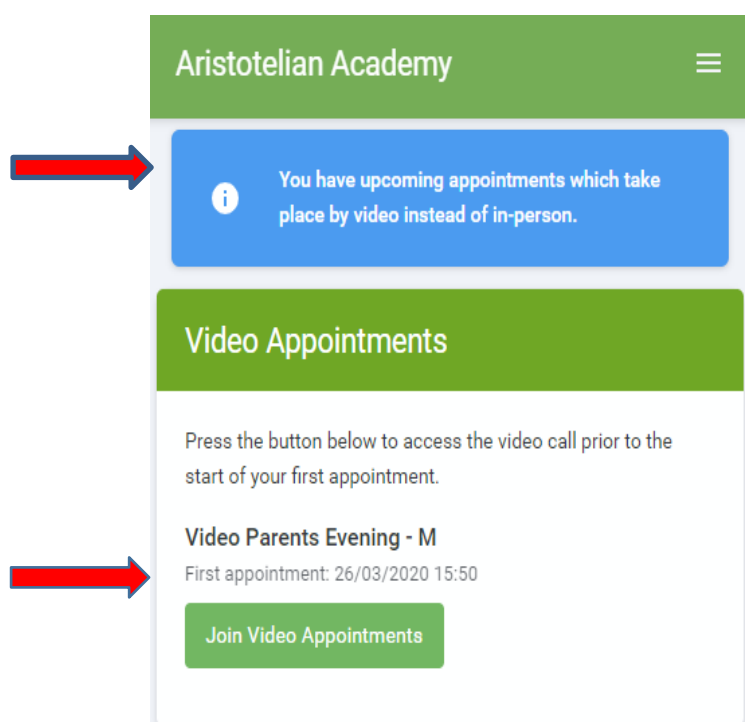
In order to make video calls you need to have as a minimum:

- a device with a microphone and speaker
- a compatible web browser:  
iPhone/iPad: Safari  
Android: Chrome or Firefox  
Windows: Chrome, Firefox or Edge (latest version)  
Mac: Safari, Chrome or Firefox

We also recommend:

- Using 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.
- Using a headset (or earphones with a microphone) to reduce echo.

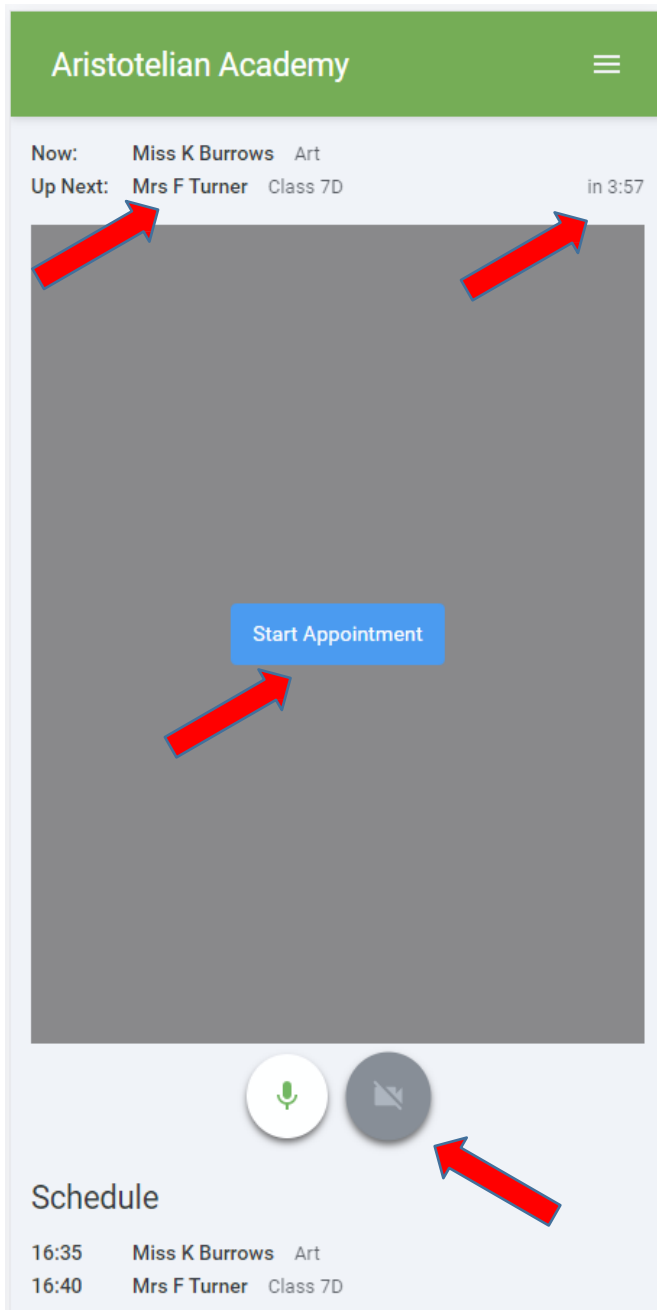
## How to attend your appointments via video call



### 1. Log in and go to the Evening

On the day of the video appointments, login to Parents Evening at the usual web address for your school, or click the login link from the bottom of the email confirmation you will have received.

Once logged in you will see a notice that you have upcoming video appointments and under this the details of the event, along with a *Join Video Appointments* button. This will become available 60 minutes before your first appointment.



## 2. The Video Call screen

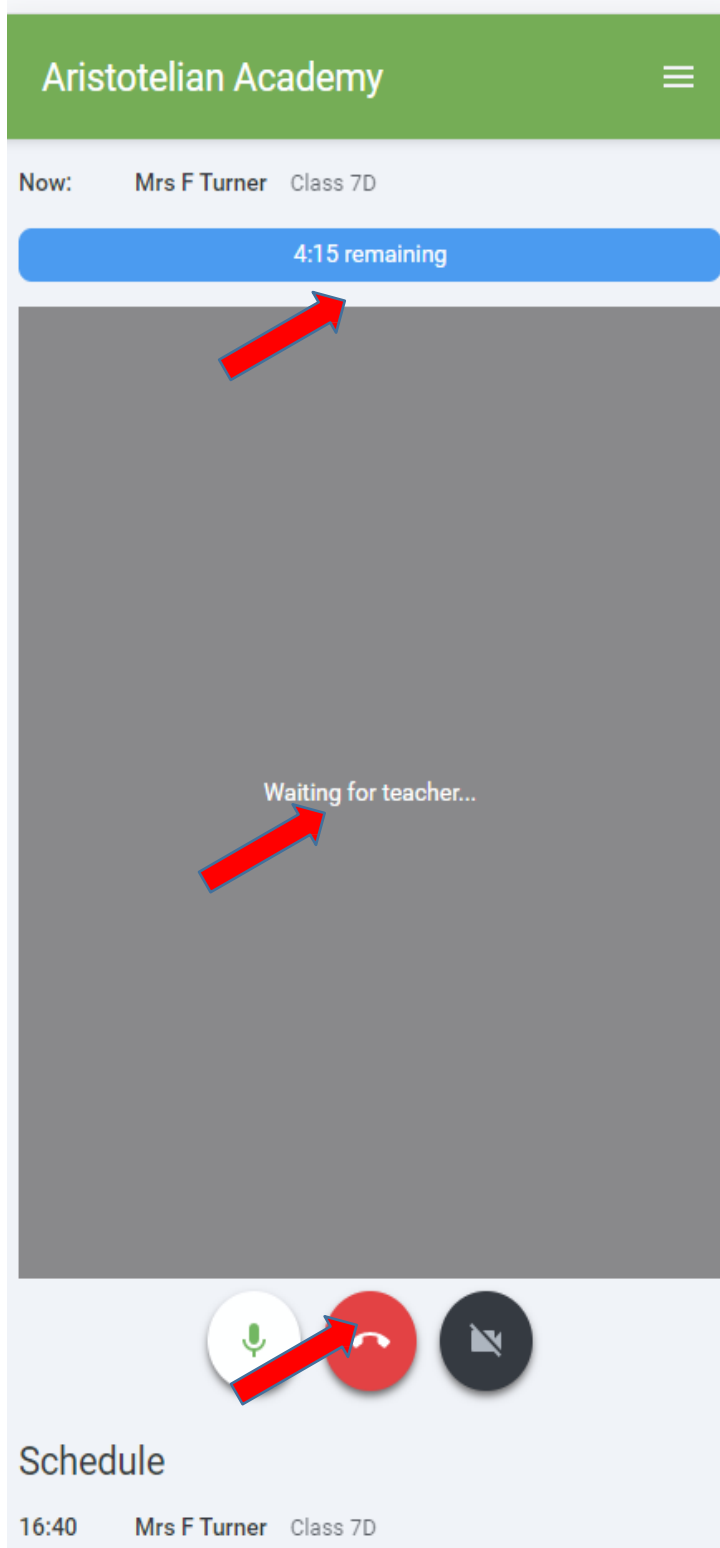
When you click *Join Video Appointments* the video call screen will be displayed. You may at this point be asked if you wish to allow access to your camera/microphone, in which case please click yes.

On this screen you can see the following:

- At the top left the teacher name (and subject details) for the current and next 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 teacher is available or you are in a call these also show a pick up and hang up button).
- In the middle, when your appointment is due to start, the *Start Appointment* button.

Keep scrolling down!

### 3. Making a call



Click the *Start Appointment* button.

You will see yourself in the bottom right corner of the screen (unless you have no camera, or have chosen to turn it off). If the teacher has not yet joined you will see a notice to that effect in the centre of the screen.

When a teacher joins a call you will see them in the main part of the screen - or hear them, if they have no camera (or have turned it off) - 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 teacher 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 rejoin the call, it does not reset the timer. The appointment will always end at the scheduled time.

#### 4. Follow on calls

If you have a consecutive appointment scheduled the screen will display a *Start Next Appointment* button. When you are ready to proceed, click on it

Note that if you delay starting a call it does not extend the duration for that appointment. The appointment will always end at the scheduled times.

If you do not have a consecutive appointment, but you have not completed your final scheduled appointment you will see a countdown telling you how long until the start of your next appointment.

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

