

Parental feedback from S2 Parents Evening 8.12.21

3. How easy did you find the booking system in advance of this evening (1-struggled, 3- smooth)

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Responses



2.75 Average Rating

4. On the evening did you manage to connect to all of your child's teachers that you were booked in to see? (1- none, 2-a few, 3-most, 4- all)

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Responses



3.60 Average Rating

5. How did you find the user interface between you and the teachers? (1- struggled to see and hear teachers 3- clear to see and hear teachers)

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Responses



2.81 Average Rating

6. I used the following device to connect with my child's teachers

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- mobile phone 10
- tablet 11
- desktop 8
- laptop 48



Please indicate any positives from tonight's experience.

Much easier than physical parents evening for busy families.

Very useful to hear from my child's teachers regarding progress and contextualizing where they are at in their studies

It was good to be able to make appointments back to back and, being online meant everything ran to time

Having on appointment straight after the other worked much better this year. Last year you had to have 5mins between each one.

Well organised and structured.

Efficient

Very straight forward, hassle free and great that it all stays on time :)
Great that the teachers name popped up each time and the time counting down was helpful.
Good session with all teachers
All worked smoothly
Lovely to put faces to names of my daughter's teachers. Very positive feedback and nice to hear how well she is doing despite missing a lot of school from illness.
Feedback on Freya's progress, also will be helpful when choosing subjects next year
Yes, I managed to speak to two teachers and both were positive about my daughter.
No waiting for appointments and childcare (for parents evening) wasn't a problem.
Almost all staff have a good understanding of Fraser and his additional support needs. Some teachers expressed they were able to be contacted by email if we required further support or information.
Simple to use
Good information from teachers with opportunity for us to ask questions
Went smoothly, no connection issues.
I likes hw the maths teacher Mrs Leishman made a special effort to give us another spot after technical difficulties canceled out the first one . I liked how most of the teachers seemed to know my daughter
Great to meet some of the teachers. Easy to log in.
Efficient and at to speak to multiple teachers
All teachers were very well prepared and all meetings were very productive.
Well prepared teachers
Good teacher feedback
Could not connect with two, but overall found it great to interact with my son's teachers
Less travelling around it and quick and easy as back to back
Meeting my son's teachers for the first time. We'll prepared feedback and next steps of support, quick gap for questions
Smooth and efficient without the poor acoustics of the gym hall. Would hate to see this event return to the gym
All appointments ran to time and were focused discussions about pupil progress.
Great chance to get an update on my child. Teachers were very well prepared and knowledgeable, they really knew her. Many thanks to them all for the continued support and effort.
Everything was on time.

Teachers were well prepared and gave concise personalised updates
Teachers were prepared and were able to give good insight into your child's learning
Being able to see so many teachers in a short space of time, with no technical hitches, thank you to the teachers for making themselves available.
I felt that the teachers knew my daughter quite well. It was also helpful to talk a little about future S3 choices- it was timely in this respect.
Very focused, direct positive feedback
Quick and liked that no 5min gaps required between each appointment, all done in an hour. Like the mop-up sessions as there was a teacher off sick tonight which means we can reschedule for next week,
Easy to fit in to busy day.
It worked fairly well and we got a good sense of how our children are doing. We really appreciate the chance to book to 'mop up' sessions as we couldn't get appointments with everyone we want to with having twin .
Its really nice to meet teachers even virtually
From all of child's teachers I got a real experience of who she is in the classroom, (ready to start her lessons, engaged in class, asks when she doesn't understand or if she has been absent, works well and grown in confidence) also pleased to hear she is doing well in her subjects.
The system was seamless with sessions starting / finishing on time. The 5mins more than enough time to discuss performance.
Can't imagine trying to run round the school - online is great
Great to be able to speak to so many staff members, very convenient and much better for me than having to come to the school in person.
Timings are strictly adhered to
Everything went very smoothly and nice
Opportunity to hear how child is getting on
It was good to hear how my child was progressing and to get more information to help with the S3 choices coming up.
I think the online system is efficient.
Nice summary of progress from each teacher
Teachers were all well prepared and informed about my child. They were able to get over a good amount of information in a short time
Much better experience than previous due to clear IT guidelines and FAQ's
Good to hear how child is getting on
The ease and efficiency of the system.

Call started promptly and no audio video issue except the final call at 7.55 pm
good quick format and easy to use. Was useful when the teachers were prepared and structured in their approach - topics covered, student's performance and then Questions.
The evening runs to time and 5 mins is generally sufficient for each subject.
Its always good to receive direct feedback from the Teacher about your child's progress
Great to get feedback and virtual meet teachers
It was good to have some questions answered
All the teachers were prepared, specific about my sons ability, performance and personality
The system worked far better for us this time. On previous occasions we only heard 1/10 teachers. This time it worked brilliantly. And of course we heard how well child was doing, and so that was the most important thing

Were there any frustrations that you experienced?

Not being able to speak to some teachers because of lack of slots (wasn't sure what the tidy up sessions are, pay have missed that communication)
Very impersonal, abrupt cut off, having to connect the mic and camera every time was crazy, not enough time if you have concerns.
Yes. Our last appointment Maths counted down to the video then said 'this page has not been recognised.' We re-entered our login details however there was no live feed. Apologies to child's maths teacher. We were there and are interested in how he is getting on in Maths.
Had to try laptop and iPad before getting it to work as result missed my first appointment. Then my fifth appointment just didn't happen for some reason. The minutes were counting down but could not engage, don't know why. Voices a bit laggy not always clear to hear.
At times the sound quality from some teachers wasn't great
I couldn't connect with the maths teacher and, because it is a 5 minute appointment, there isn't a contingency option.
On a couple of occasions the meeting cut out when we were mid sentence.
Some appointments did not connect initially so time was lost.
One teacher spoke generically about the class work with no time for us to ask specific questions
Got cut off from one teacher, and no way to retrieve the call
It's frustrating when a teacher is mid way through talking and your time runs out abs you get cut off. I understand you need a cut off time but 5 minutes often isn't long enough especially if you have concerns. I've also still not managed to get a maths appointment for today or the mop up. There needs to be enough slots for each child. It's not acceptable to spend a year without even getting 5 minutes with the maths teacher.

Commented [GA1]: Nearly all frustrations are technical. To give more time per appointment means less appointment slots. We need to get a balance here. 5 mins is the standard time although we will slightly more time for senior parents evenings.

Commented [GA2]: No due to the booking slots. Mop Up evening is available.

Commented [GA3]: That is unfortunate. Teachers are asked to talk about your child's progress.

Cancelled appointments and couldn't get three of her teachers as they were full

Just felt 5 minutes was just a bit too short. I know there's lots of parents to speak too so understand the reason why but maybe 7.5 minutes?

It could be slightly longer and not cut off when times up

Not being able to say bye

Did not see last 2 teachers. It was as though they did not connect. Not enough time is allocated

One teacher did not connect at appointment time - not sure if he was absent or if had technical difficulties at time of appointment. Have rebooked appointment for mop-up evening.

Sometimes only parts of sentences could be heard so content was difficult to pick up.

It would have been useful to understand the process for option selection prior to parents evening.

Felt like for each of our interviews we arrived on time but teachers were late which meant at least 30 seconds of your time had gone before interview started. Not sure if that was because they were back to back. It was frustrating that time was taken up to confirm your child's name when they could see your child sitting with you and acknowledged them

The automatic booking system gave us only one 5 minute break in the hour and twenty minutes- I think a 5 minute window every second or third appt would have been easier. Valuable time was also lost at the start of each meeting by having to confirm our child's name.

Couldn't connect via laptop, page wouldn't open although it has opened previously

Yes - we couldn't connect with 2 teachers -and then it said "call completes' before the time was up and we had no way of trying to return to the call. We also had delays at times getting into the calls so ended up being left with 3-4 minutes. The amount of time is fine when things are going well - although rushed. I do not think it is enough time to discuss issues

The appointments are too short for some subjects. the booking app is OK but you can easily amend bookings without starting again

First valuable seconds spent accepting microphone, camera etc.. the cut off anytime after 4mins 30secs

Found it difficult to connect to system on mobile needed to move to laptop so missed the first 3 consultations. This was frustrating because the link was all set up with 1/2an hour to go then didn't connect

One call with English teacher failed about 3 minutes in and we were unable to reconnect

The 5 minute time limit helped focus the conversations however the instant disconnect was frustrating and left some discussions hanging that need a follow up email - but fully appreciate the need to keep to a tight schedule given number of meetings each teacher had.

Couldn't get booked in with all the teachers I would have liked to see

Commented [GA4]: Mop up evening is taking bookings now.

Commented [GA5]: This would reduce available appointments on the night by 50%.

Commented [GA6]: Need cut off or system will not keep to time.

Commented [GA7]: This is part of protocol.

Commented [GA8]: Mop Up evening is next week

My last call was a complete failure. I couldn't hear what the teacher was saying and it was with a back ground noise as if a hoover was running.

we had one example where it quickly became apparent the teacher was clearly unprepared, didn't follow any structure or forthcoming in information - which we had to take control and ask for topics / performance - which we didn't really get any in depth **answers**.

Yes - unfortunately the session ended abruptly whilst we were in mid sentence. Not something that I wish to experience again and is off putting. Might be better to receive a written feedback report instead. Time slot too short. There were insufficient appointment slots available and I was not able to book slots with Maths and English which were **important**.

Could not get online for first appointment, so missed computing update

5 minutes feels just too short - cut off every time. 7 minutes would be a better **time**.

I tried 2 phones and a laptop but the teachers couldn't hear me. Finally on the 3 phone it worked but only on the last 2 meetings

The booking system crashed when we went on (just after midnight when it opened), only booking in half the number of teachers we wanted. After trying several times, I ended up booking manually

Commented [GA9]: That is unfortunate.

Commented [GA10]: Over the session there are 2 reports and 1 parents evening. 9 in total over S1-S3. See previous comments

Commented [GA11]: See above comments

Would you support this online parents evening format continuing to be the new normal over the years to **come**?

Commented [GA12]: A very positive response overall for this format to remain.

10. Would you support this online parents evening format continuing to be the new normal over the years to come?

[More Details](#)

[Insights](#)

Yes	54
No	8
Maybe	15

