

S3 Parents Evening Comments and feedback 17.2.22

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

[More Details](#) [Insights](#)

66

Responses



2.76 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)

[More Details](#) [Insights](#)

66

Responses



3.41 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)

[More Details](#) [Insights](#)

66

Responses



2.64 Average Rating

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

[More Details](#) [Insights](#)

mobile phone	10
tablet	5
desktop	8
laptop	43



Please indicate any positives from tonight's experience.

Very efficient use of time.

Good to speak to her teachers and get feedback

No need to leave work early to get to the session, could do the meetings from comfort of own home.

Easy to connect and speak to each teacher

I can get overall performance of child

Ran to time

Commented [GA1]: Positives around clear teacher input and summaries of next steps. Technology working and ensuring on time appointments. General feeling of efficiency and staff knowing your child well. On time appts and confidentiality maintained throughout.

Teachers clearly knew my child well
Much better than last year. Seems to be a great system.
Good quality interaction
Constructive feedback regarding progress
Much easier second time round
Got to have a parents evening.
Convenient
Appointments keep to schedule, ie no one takes longer than allocated, meaning no impact on our slots. All teachers were very well prepared, and gave us and our child the opportunity to ask questions. All teachers clearly know our child well.
At least we could get feedback from few teachers
Great feedback 👍
Worked really well
Quick and easy way to meet child's teachers
On time
Great snapshot of child's work. Enjoy being able to have meetings from home and that they are on time
Quick-
Didn't have to wait for teachers to finish other meetings. Able to hear well and not distracted by other meetings.
Good to meet the teachers. Very efficient - appointments mostly one after the other.
Was very efficient, better than a over crowded school hall.
Good to be able to talk in a quiet environment
Very well planned, seamless experience
Useful to get feedback
Good to talk to the teachers and ask questions. As a parent of multiple children, booking online allowed us to fit the appointments around dinner and after school activities
On time, easy to hear what the teacher had to say.
Teachers well prepared.
Great update with helpful information.

Great to really hear how child was doing in class and that the teachers see the individual and their personalities
Very little
See the teachers
On time and ran smoothly
One teacher had internet issues within school
Quick and easy.
It was good
Once again, it went really smoothly - personally much prefer it to traditional Parent's Evening in school hall, where volume of so many people talking and over-running appointments are big draw backs.
Good informed and focussed discussions
Good to meet each teacher. Felt they knew my son
Efficient way of seeing all teachers on time
Appointments ran smoothly, perfect length of time, everything very professionally done. Many thanks to teachers for a very informative and helpful session.
East to use and system worked well - liked the clock countdown
Time efficient
5 minute cut off ensures the conversation is focused on covering what is most important
Flexibility of it online is very good. No travelling or parking
The teachers were all so well prepared that I felt I got a good grasp of child's progress as well as looking forward to Nat5.
Appointments ran on time
whole experience went smoothly.
Easy, quick & efficient
Very effective
Each teacher was bang on time, and said what they needed to and each one of them interacted with my child which was very positive I felt.
A much more time efficient way of conducting parents night. Our child likes to listen in but not be in front of the teacher (too self conscious) and this gives them an opportunity to do this.
It was good to see the teachers and feed back about our child

Really like the online approach. Yes it is a strict 5mins but that is good! If more in depth discussion required it can be organised outside parents evening.

Teachers were well prepared and able to advise on best options for course choices

Were there any frustrations that you experienced?

A couple of appointments were too short.

Encountered technical problem and missed 5 teachers sessions

Didn't get to speak with all teachers booked and the appointments we did get cut in and out alot. There was also a delay which made it hard to ask questions etc. Not the best really

Technical difficulties experienced by one teacher, one teacher not present but no notification that she was absent

It didn't work with Safari but was fine when we switched to Chrome. Missed a couple of minutes of the first call but no real issue - the teacher spoke fast!

Some teachers were more difficult to hear.

Could not get through

Couldn't see or hear one teacher

Nothing on the night, just unfortunate we were unable to get an appointment with our child's maths teacher (despite accessing booking system on day one).

Lack of time and meeting end before you could complete your discussion .its not helpful at all

Yes, I couldn't book the appointment. I contacted the school Office and somebody from the staff tried to help me.

One teacher was unable to connect and I wasn't able to make appointments with all of her teachers.

First appointment wasn't started until 2 minutes into the appointment time so too limited

Poor sound- not enough time for certain subjects

One of the teacher microphones cut out and was hard to hear

getting cut off mid sentence after 5 mins

Slight technical error where screen froze and delay in communication

Every call took time to connect, generally about 30 seconds. I call couldn't cope with two logins and kept bouncing between us.

We logged on the day that the bookings opened but were unable to get a booking for maths as they were all gone. This is a core subject and an essential part of his learning journey so I was disappointed that there weren't enough slots for everyone.

Commented [GA2]: General frustration linked to wanting more time with teachers. Teacher feedback also indicates that they would prefer more time.

Issue comes with striking balance between the quantity of appointments available is directly impacted by the length of appointments. ie to change from 5 minutes to 6 minutes per appointment will mean each teacher can now only see 28 parents rather than the current 34. This then gives more issues with regards access. Teacher parents evening timings are part of annual working time agreement. We send tracking reports through the session for BGE pupils which also gives information. In addition there will be contact made if issues from either Guidance or Subject PTCs. Do not view this one evening as the only way you get information about your child.

Online ensures times are met efficiently. When evenings were in person they also officially last 5 minutes so no change from this previous model.

At upcoming Working time agreement meetings for next session we will discuss this further to see if any other models exist which can accommodate these frustrations.

Commented [GA3]: Technical issues may be at your end? We were not aware of any system issues reported by the company on the evening.

Commented [GA4]: This is in built in the system so that appts all run on time.

Commented [GA5]: Sound issues may well be at your end rather than due to system.

Commented [GA6]: See comments above re tis. Each teacher only has so many appts in a 3 hour window.

5 minutes was not long enough for some of the conversations.
A lot - short talk time. - cutting off mid sentence - little info shared.
Could not connect for first 4 appointments using mobile
I could not find or connect to even attend parents night .it makes me sad as I really needed to know how my youngest was getting on.
It sometimes took a bit longer to connect at the start of the meeting, therefore cutting down further the time I had with the teacher.
The time could be more than 5 mins. 5 mins is too short haven't had chance to ask all questions
One small glitch where system gave error message at start appointment so lost a few minutes
I struggled to hear them - sound was low even when set to top volume
5 mins is not long enough to have a detailed discussion about child's particular issues. We kept being chopped off mid-sentence.
Not always connecting with teachers immediately which meant valuable time was lost.
Calls were only 5 mins back to back. Maybe 7-10mins would be a more reasonable time.
Not being able to make appointments with all the teachers I wanted to see - Maths and Chemistry had no slots available.
No spaces available for maths, history appointment cancelled on the day and art cancelled 15 mins beforehand!
No none at all apart from the time, considering this is the year they choose subjects for Nat5 maybe a few more minutes would have been better for more indepth overview of how progress is being achieved.
When connecting to each teacher meeting it took up to 45seconds to connect. This is a lot of time out of a five minute meeting.

Commented [GA7]: Had you booked appointments in advance. Info in sent to you on how to do this or contact school office for support.

Commented [GA8]: Company aware of this. Will see if this improves.

Commented [GA9]: See previous comments re the problem with increasing time.

Commented [GA10]: Art teacher emailed you/ has spoken to pupils affected. Was outwith her control.

Is there anything you would like to see being developed to make this online event better?

Ask for extra time if required
A way to write a chat to a teacher when you are cut off before you can say something. Then the teacher could reply at any point.
if missed video meetings of few teachers due to computer problem, suggest to call by phone instead
Better Internet as this really wasn't very good. Not sure why as worked fine last time.
Slightly longer time to speak to head of houses re course choice

Commented [GA11]: Similar responses to frustrations above.

If we give more time per appointment less appointments can be achieved on the evening meaning less parents will see teachers.

Commented [GA12]: Remember teachers are on back to back 5 min appointments for 3 hours so not always possible.

Commented [GA13]: See comments above. Only 1 system to be used. Teachers will not have access to phone numbers during these appointment slots.

Slightly longer appointment if required.

Increase time to at least 10 min

East way to book the appointment. I tried my name and my son's name in so many ways and It was imposible to access to parents Booking. Should be fine if the school share with the parents how our details are registres in the school Office.

The chance to book into see the teachers I couldn't get at another time. The chance to request an increased time slot with specific teachers if required.

Option for longer app if issues

Slightly longer time with the main subject (English&Maths) and PSE teachers!

option to be able to talk longer with some teachers

Be good to have some work shared on screen, eg art work

Make it face to face

We had confusion over the log in details, the booked slots all came up when using my name and email address but there wasn't a link. It turned out that it needed my husbands name and email but by the time we had worked out what was wrong we had missed our first three appointments.

A contact email address at the school to detail where issues have occurred.

Opportunities to see examples of work done in class that are being discussed

Longer chat time?

Easier to connect using a mobile phone

Need longer than 5 min. Some were 30 seconds in before starting

Face to face meetings this cannot have been only myself that experienced problems.

Option to have a longer slot if you have concerns.

Ran out of time once or twice - I would like some was of contacting teacher to conclude discussion

7 min appointments. Maybe even 10 minutes.

More appointments

Yes, option to have a longer slot if needed for each teacher.

Just the availability of all the teachers, perhaps offer another evening?

More spaces available for maths

Option to text questions afterwards

Commented [GA14]: See previous comments regarding the negatives of this.

Commented [GA15]: This is all available through either website or contact school office for support.

Commented [GA16]: All appts need to be same length otherwise overall schedules for each individual will not work

Commented [GA17]: This is a facility the company are working on.

Commented [GA18]: Overall feeling across all parents evenings so far have this as a minority view.

Commented [GA19]: System works on the main contact details we have in school.

Commented [GA20]: This is the point of this form you have completed.

Commented [GA21]: You can see from all of these comments the overall feel people have of this evening.

Commented [GA22]: More appointments means making each appointment less than 5 minutes.

Commented [GA23]: See reasons why we can't do this as it impacts on all apt times over the evening.

Commented [GA24]: This is all part of the annual working time agreement which looks to ensure a 35 hour working week. Teachers currently have 6 parents evenings plus other time for tracking reports etc. Add something then something else needs to go.

Commented [GA25]: See previous comments as to why this is not feasible.

Meetings should be 6 or 7 minutes long. 5 minutes is not really enough time with the majority of teachers especially when you lose nearly a minute to slow connection.

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

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

[More Details](#)

[Insights](#)

● Yes	46
● No	8
● Maybe	12



Commented [GA26]: This is similar to other evenings with parents very much in favour of this becoming the new normal.