

FAQs for remote parental events

1) **First and foremost is it secure?**

Yes, it is 100% GDPR compliant and fully encrypted. No personal details are compromised. The company have won best small ICT business of the year recently, so we are confident that their procedures have been vetted and they have always served us very well to date.

2) **How does it operate?**

The booking system operates in the same way. The slots appear as a window on your screen instead of a teacher at a desk in front of you and you just click go to start the conversation.

3) **I don't want my home to be shown on screen - is there an alternative?**

You can turn off the camera if you wish so it is just like a phone conversation.

4) **Will teachers choose audio or video?**

It really depends on individual preference or circumstances, but the key thing is that both methods facilitate a conversation. You too can choose the method you prefer.

5) **What happens if a parent keeps talking and holds up the queue for the teacher I am due to talk to?**

The slots end automatically after 4 minutes so it cannot overrun. Therefore, you will finish exactly on time.

6) **What if one of us loses internet connection temporarily?**

If you log on again and the other half waits, you just rejoin the conversation and carry on.

7) **I'm no good at technology – will I cope?**

The process is simple. Once you log in there are just 3 buttons to press – a) allow access to your camera and/or audio b) join your video session c) start conversations. Our parent guide will help you with the process.

8) **How do I keep track of time?**

There is a countdown timer for the conversation itself and for any gaps in your schedule, so you know exactly when your next slot is. You can see your whole schedule including who is next on your list and whether they are offline/on a call/waiting to start or online with you.

9) **Do we have time between appointments?**

You probably won't need time as your screen moves seamlessly from one teacher to the next. The first 30 seconds will give teachers time to prepare at the beginning of each slot. Teachers will initiate the call before 30 seconds are up. However, when you book your appointments is up to you.

10) **What devices does it work on ?**

Virtually anything – laptops/phones/Ipads. Please see the Parent Guide for advice on browsers and devices.

11) **Is there any other support available?**

Yes, there is a step by step guide for both staff and parents.

12) **Are there any disadvantages?**

The 4 minutes go quickly so there is no time for general chit chat - you need to use the time fully, so you don't get cut off before you've said what you wanted to say. It doesn't allow for joint appointments at the minute.

13) **What are the obvious advantages?**

This solves the social distancing issues that we would have with a conventional evening at the current time and which may be in place for a while yet. Occasionally connections don't work but it allows us to do the best we can at this time.