



RAINFORD
HIGH

18 November 2021

PART OF RAINFORD ACADEMIES TRUST

Dear Parent/Carer,

Year 9 Parents' Evening – Thursday 2nd December 2021 – 5pm-7:30pm

I would like to invite you to attend our Virtual Parents' Evening on Thursday 2nd December. This is an important evening and provides you with an opportunity to discuss your child's academic progress with their subject teachers.

Experience tells us that it might be advisable for parents to prioritise making appointments with teachers of Core Subjects (English, Maths and Science) and the option subjects your son/daughter are considering studying at KS4.

Last year, school introduced a new intuitive and easy to use online appointment booking system. This allows you to choose your own appointment times with teachers and you will receive an email confirming your appointments. Following this, on the evening itself, you will need to log into the system again and all of the appointments will be conducted virtually.

The booking system will open on Wednesday 24th November at 6pm and will close on Tuesday 30th November at 12pm. Should you wish to make any changes after this date please contact the school office.

Please visit <https://rainford.schoolcloud.co.uk/> to book your appointments. A short guide on how to add appointments and join each video call is included with this letter, along with some frequently asked questions which I hope you find useful.

If you do not have access to the internet, or you make appointments and find there are unexpected technical issues on the night, please contact Mr Penfold (i.penfold@rainford.org.uk) and he will collate feedback on your child's progress.

Yours sincerely,

Mrs Laura Cross
Director of Stakeholder Academic Engagement
l.cross@rainford.org.uk

Frequently Asked Questions

What should I do if I have trouble logging in?

If you have trouble logging in, please contact parentsevening@rainford.org.uk and provide the following information so that we can support you:

Your full name, including title

Your child's full name

Your child's date of birth

What should I do if I don't have a device/connection to the internet?

Please email j.penfold@rainford.org.uk and he will collate progress information or arrange a mutually convenient time for you to speak with your child's teachers.

What should I do if I don't want to be on camera?

There is an option to turn off your camera when you join the call. Alternatively, if you wish, you can have your camera and microphone switched on to enable discussion with your child's teachers.

How long is each appointment?

Appointments will last for 5 minutes – this will allow staff to accommodate as many parents as possible on the evening.

My appointment is 5 minutes, but what if we haven't finished our discussion by the end of the time slot?

To ensure all appointments run effectively and on time, they will be scheduled to last for 5 minutes. There will be a countdown timer that both you and the teacher can see which should prompt you to finish your discussion with the teacher. At the end of the allocated slot, the software will automatically end the call so the next appointment can start on time. If the call ended and you still require to speak to the teacher, please email j.penfold@rainford.org.uk

Can I test my camera/microphone set up before a Parents' Evening on the platform?

Yes, you simply visit <https://rainford.schoolcloud.co.uk/> log in and go to the video consultation evening that has been made available to you, and press the green *Join Video Appointments* button to test your camera/microphone at any time.

What browser is best to use to access SchoolCloud?

IPhone/iPad: Safari

Android: Chrome or Firefox - please note that Samsung phones often default to using the Samsung Browser, this is not supported.

Windows: Chrome, Firefox or Edge

Mac: Safari, Chrome or Firefox