



# Cardiff High School

## Ysgol Uwchradd Caerdydd

Headteacher/Pennaeth  
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14th June 2021

Dear Parent/Carer

### Y10 Virtual Parents' Evening 2021 - Online Appointment Booking

I would like to invite you to attend our Virtual Parents' Evening on Tuesday 6<sup>th</sup> July 2021 (15:30-18:30). Due to the current situation we are unable to hold Parents' Evening in the usual format, so instead we are providing you with an opportunity to meet remotely with your child's subject teachers. We will be using an online system called SchoolCloud. This will allow you to select your preferred appointment time from the teachers' availability. The booking system will become live at 8 am on Monday 28<sup>th</sup> June and will close at 12 noon on Monday 5<sup>th</sup> July to allow staff to prepare for their specific attendees. Appointments will be on a first come, first served basis. Please note that the evening will focus on subject specific feedback only, and should you need to speak to your child's Achievement Leader, please contact them via phone call/email in the usual manner.

Below is guide on how to log in to book, and later attend, video appointments. A brief support video containing an instructional walk-through can be found here: <https://vimeo.com/473882995>

#### To book an appointment:

1. Visit <https://cardiffhigh.schoolcloud.co.uk/> in your web browser.
2. Enter your details (Title/First Name/Surname/Email address). These must be entered in exactly the way you supplied to us when your child joined the school. Please do not use shortened/alternative/preferred names e.g. Sam instead of Samantha, as the system will not recognise you. It will also ask you for the email address you would like your appointment confirmation to be sent to.
3. Next, enter your child's First Name, Surname and date of birth. Again, these must match exactly what is on our records.
4. This will then take you to the homepage where you will be able to see your child's teachers and their available time slots (**Please note:** Due to time constraints you should only book one appointment per child, per subject).
5. Two parents can separately attend the same appointment. In this instance, the parent/carer listed as primary contact on Sims will need to make the initial appointment on SchoolCloud and then click on the *Invite Parent/Guardian* link at the top of their bookings. It then asks for the name and email address of who you wish to add and requires you to consent to them joining your meeting. Once confirmed they will be emailed a secure link.

#### In advance of the evening:

1. Check that you are using a compatible browser. The following support video appointments:  
**iPhone/iPad:** Safari  
**Android:** Chrome or Firefox

**Windows:** Chrome or Firefox  
**Mac:** Safari, Chrome, or Firefox

2. Should you wish to test that your browser will support running video appointments on SchoolCloud, then please run the following: [Twilio Network Test](#) .

### On the day itself:

1. To join the Parents' Evening, simply log in to SchoolCloud using the same personal information as above a few minutes before your first appointment. When you reach the first appointment slot, a button allowing you to join the meeting will automatically appear - click on this. The same will happen at the teacher's end and the meeting will commence.
2. The appointments are 4 mins and 50 secs each (this allows a 10 second gap between back to back appointments). A countdown clock clearly indicates the remaining time left in the call.
3. **The system will automatically cut the meeting at the end of this allotted time (teachers have no control over this).** This will ensure that the next appointment starts on time and that no parents are kept waiting. We apologise in advance should your conversation end abruptly due to this feature.
4. The screen will show you how long until your next appointment starts. Simply click the 'join meeting' button when it next appears.

### Troubleshooting:

1. In the unlikely event that a member of staff is unavailable on the day then we will contact you to arrange a mutually convenient alternative time to provide feedback.
2. If, after a few seconds of joining a meeting, the teacher's name appears but no image, click the red phone symbol to hang up and then immediately re-join the meeting.
3. If you accidentally end the call during the appointment, then simply click the green phone symbol and the call will reconnect.
4. As the event is programmed in advance of the day, all of the timings are fixed and so should there be a delay to the start of your meeting for any reason, the time will automatically be deducted from your slot and the system will still move the teacher on to their next appointment when the countdown clock runs out.
5. Should the technology fail on the night, your child's teacher will phone you at the earliest convenient opportunity instead.

To ensure the evening is as efficient as possible, where your child has multiple teachers for a subject, you will only be asked to see one. Pupils will be given a booking form to complete and should speak to their teachers to confirm who is seeing their class. This will ensure that when the booking system goes live on Monday 28<sup>th</sup> June, you will know specifically who to make an appointment with.

As some teachers have multiple classes, they will also have some availability throughout the day (planned around their teaching commitments). In these instances, your child will be informed by their teacher and should record this on the booking form.

We hope that you find the information in this letter useful, however, should you have any further questions or issues, please contact: [YoungS11@hwbcymru.net](mailto:YoungS11@hwbcymru.net).

Yours sincerely

*S Isaac*

Sian Isaac  
Associate Assistant Headteacher