



Deer Park School

Protocol for Virtual Parents Evenings Using EduLink

As virtual parents evenings are new to us, we thought it important to establish some ground rules so that all participants are following the same protocol which should ensure everyone's wellbeing.

- Conversations should take place in appropriate rooms eg kitchen, lounge, study and not in a bedroom. All participants should be appropriately dressed as they would be for a real life face to face meeting.
- No conversations should be recorded or photos/screenshots taken.
- Please ensure you enable video where possible so that participants can see each other.
- During the meeting, please keep your device stable so that your image is not constantly moving around.
- As at face to face parents evenings, your son/daughter is welcome to attend, please try to be on time as the slot times are not flexible at all and we will need to start/finish exactly on time.
- Where possible other siblings should not be in the room when the meeting is taking place.
- Please note that in the extremely unlikely event of verbal abuse, staff will end the conversation and refer the matter to the Senior Leadership Team.

Tips for troubleshooting

- Staff have checked their devices work so we hope all is well at our end.
- There are several things you can check if you are experiencing trouble with your connection in Parents Evening. You can use the network test feature provided by Twilio to ensure you will not have any issues on the school/home network. Use the following link for testing: <https://networktest.twilio.com/?region=ie1>
- Additionally, you can try the following to see if it improves your connection:
- Reboot your PC before logging on to Edulink One
- Make sure there are no Windows Updates downloading or waiting for installation
- Log in and start appointments 10 minutes early, this will identify most of the issues you might get on the device you are using.
- Where possible use Chrome Browser, including on your mobile device. Avoid using Internet Explorer (which is no longer supported).

- If on a Mobile device do not connect to the Parents Evening using a Mobile Data plan, try to use a Wi-Fi connection and make sure you have good connectivity (other users on the network are not streaming films or games)
- Ensure you grant access to your cameras and microphones before the Parents' Evening.
- If you get a black screen, click 'refresh', which may help clear the problem.
- Better sound is achieved if only one person speaks (closely) to the microphone at a time or using microphoned headphones that might have come with your phone.
- If one party loses connection please just wait whilst they log in again - you should be able to rejoin.
- Blurring your background will increase the load on the device you are using and slow it down.
- If your son/daughter has a Chromebook these will work well for the meetings.
- We cannot do any more on the night so **please be forgiving in case of a technical hitch**: we are doing our best to make this as smooth as possible. If you miss a conversation the teacher will phone you in the next couple of days.

A reminder that parents must attend each meeting on time because we have to adhere to strict timings to enable us to stick to the schedule