



Parents Survey_Remote Learning_January 2021

Introduction

In January 2021 we asked all parents to respond to a survey about their children's experiences of home learning provided by Kingsbury High School. There were a large number of responses representing every year group in the school.

Thank you to every parent for their warm words of gratitude for the work our teachers and support staff are putting in to educate your children. It's great to know we are getting it right for the vast majority of pupils.

Thank you also for your other questions and comments as it enables us to clarify the situation for you. We have collected them into broad categories to help you.

The issue: Connectivity.

Some parents report that their child is unable to access work or lessons; we have also surveyed pupils to find out how they are accessing lessons, but they may not have provided us with accurate responses.

Our answer: If your child is having issues accessing lessons because of poor broadband, or they don't have a computer, please contact their year leader.

The issue: Asking for help.

Sometimes it is hard for pupils to keep track of tasks and expectations, or for parents to know what is expected of their children.

Our answer: So that you can keep track of the tasks your child has been working on, we have invited you to accept Guardian Summary emails. These were sent to the primary contact email we hold for you in October 2020 from "KHS Salamander". If you have not received one, please contact your child's year leader to check we hold the correct email address for you.

If your child is having difficulty accessing lessons because they don't know how to use google classroom, please visit the [Home Learning Support](#) information on our website.

We know it's very challenging to be a parent and support the learning of your child at home. We are here to help - and are not expecting you to be the teachers. If your child does not understand the work they have been set, please ask them to email the teacher who set the work, or speak to them during their live lesson. Our colleagues are working hard to create lessons for online learning and may not be able to answer all emails immediately. If you think that an email has been overlooked, please contact the Year leader. If you believe we are not providing appropriate work or support, you can find the [complaints policy](#) on our website.



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The issue: Mental health and well being.

Although the vast majority of parents are happy with the lockdown curriculum, some feel that there is either too much, or too little online learning.

Our answer:

We are all keenly waiting for the news that schools will be fully open again, but in the meantime, agree that we would rather that remote education was not a necessity.

The lockdown restrictions are hard for us all to live with and it is important that we each look out for our mental and physical health. There are PE lessons during the week, active lessons posted for pupils each afternoon, and some excellent resources to support mental health can be found [here](#). If your child is not coping and you would like help from the school, please contact your child's year leader. We have tried to balance screen time and homework to retain a meaningful curriculum. If at any time you believe we have that balance wrong, you can find the [complaints policy](#) on our website.

The issue: Attendance.

Many parents were thankful for the telephone calls and text messages they have received to check their child is well and able to access lessons. So high is attendance at present that some may be unsure about the processes we have in place.

Our answer:

All pupils are expected to attend virtual start the day right with their form tutor each day on Google Classroom, and are asked during that session to register their attendance. We also monitor lesson attendance throughout the day and we are making contact with parents and carers to check attendance each day that pupils do not register. We will soon report on engagement in online learning.