

4<sup>th</sup> April 2025

Dear Parent / Carer,

# Re: Arbor / ClassCharts / ParentMail Update (0109-24ASW)

I wrote to you in February with prior notice that we were changing our MIS (database) system from SIMS to Arbor. The first phase of migration to Arbor has gone well and we are now in a position to incrementally release new features that will streamline the systems we use. For parents / carers and pupils, in a nutshell, this will mean you have to use less systems... win, win!

## The Next Phase: Communication and Choices Behaviour Points

From Monday 7<sup>th</sup> to Friday 11<sup>th</sup> April 2025, we will be internally testing the behaviour module we have set up in Arbor. Therefore, for next week only, you will not be able to see your child's live behaviour points. This is because we will be recording them in Arbor, not in ClassCharts - don't worry, points will still be awarded.

Work will continue through the Easter holidays in order for us to fully replace ClassCharts with Arbor. This will include the release of our Arbor **Parent Portal and the Student Portal**.

Please be aware, as with all new systems, we may have some teething problems. Due to the layers, we have within our behaviour system, it is difficult to know exactly how our setup will feed through into the portal. Once we go live, if you experience any issues with access or you require help in some way, please email: [enquiries@longfield.nalp.org.uk](mailto:enquiries@longfield.nalp.org.uk) - we welcome any supportive and constructive communication or feedback and will endeavour to respond within 48 hours.

## Changes to Expect

Date of Change	Event / Parental Action Needed	Information
Monday 7 <sup>th</sup> April 2025	Please ensure the school has your current / preferred email address.	You will receive messages and notifications via the portal / app and communication via email.
From Monday 7 <sup>th</sup> April 2025	ClassCharts will no longer show green or red clicks. All staff will be recording clicks in Arbor.	All staff will log green and red clicks on Arbor only. <b>You will start to use this after the Easter break, from Monday 28<sup>th</sup> April 2025.</b>

Cont...

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Date of Change	Event / Parental Action Needed	Information
Monday 7 <sup>th</sup> April 2025	Historic green clicks will be downloaded from ClassCharts.	Historic clicks will be seen as a 'total sum' in Arbor. All new positive clicks will be collated separately in Arbor, but the cumulative total will be evident to parents / carers.
	All red clicks will also be logged on Arbor, but we will not download the historic information. This will give all children the opportunity to start afresh after Easter.	The school will download the negative data internally, but we will use this opportunity to reset the balance and encourage all children to use this opportunity to make right choices from Easter to the end of term.
From Friday 11 <sup>th</sup> April 2025	We will start the process of switching on the parent portal and triggering the parent / carer 'welcome email' – this will contain instructions on how to login to the parent portal and/or download the app. Whichever you prefer to do.  <b>This will continue into the holidays until we have completed this step.</b>	The parent portal will provide all communication. You will be able to monitor your child's choices (positive and negative, including detentions given). You will also be able to see information such as: enrichment clubs / trips / attendance / lates etc.  *Due to the payment module being a later phase, payments will still be managed via Parentmail, this includes dinner money top-ups and paid trips.
	<b>Please delete your ClassCharts app and encourage your child to do the same.</b>	ClassCharts will not be used from Monday 7 <sup>th</sup> April 2025 and therefore, the information in there will no longer be up to date.
Monday 28 <sup>th</sup> April 2025	Form tutors will ensure all children have the student portal login.	All children will be provided with a student portal so they can monitor their choices and choose their rewards (like they did in ClassCharts)

### **Things to be aware of / changes in the way things will work:**

#### **Detentions:**

As with ClassCharts, detentions will appear in the portal (parent / student), and we kindly ask this is monitored daily.

#### **Suspensions:**

We will always contact parents / carers via phone in the first instance and follow this with a letter. However, you will now also receive an email notification, and you will see the suspension within the portal / app.

#### **Assessment / Year Reports:**

At the moment, assessment information will be provided via our usual report card. As we become more familiar with Arbor we may move to putting assessment information on the portal.

**For now, all progress reports will be sent via email / post or handed out at parents' evenings.**

### **Choices Points - Positive (Green Clicks) / Negative (Red Clicks):**

Positive and negative choices points will be recorded on the Arbor dashboard. As we embed the system we may add more features. There will not be any narrative to the positive choice (green clicks) this is to encourage a positive conversation between you and your child.

Negative (red clicks) will continue to show the narrative so you can see the specific reason for the negative and each negative choice leading to the sanction.

### **Attendance:**

The parent portal / app will allow you to report your child as absent. We encourage you to use this to avoid telephone wait times. However, we will also continue to accept telephone calls to report your child's absence. If you wish to telephone, please dial T: 01325 380815 – and select **Option 1** – this will transfer you to the pupil absence line where you can leave a voicemail. You must continue to notify us by 9:00am each day your child is absent.

### **ParentMail:**

As mentioned above, for now we will continue to use Parentmail to manage payments. This includes dinner money top-ups and any paid visits. However, from Monday 28<sup>th</sup> April 2025 you will no longer receive communication via ParentMail. We will write to you again when we are ready to release the payment phase and withdraw ParentMail.

I appreciate this is a lot of information to take in. Please do not hesitate to contact us if you require further support and guidance. Please be mindful that this is also new to us and there is likely to be teething problems.

Thank you for your support.

Yours sincerely,

A handwritten signature in cursive script, appearing to read 'A Sweeten'.

Mrs A Sweeten

Headteacher