



You said... ...We did



“Homework plan is hard to read”

We will issue this in pdf format which will enable re-sizing on all device types making it easier to read.

“Is there any support available for dyslexic students?”

Yes – please [contact us](#) and this will be arranged.

“Our Internet connection is very slow”

Whilst we can't do anything to improve connectivity, we'll ensure that all file sizes are as small as they possibly can be to assist with download speeds. For example, we'll avoid using un-necessary images within documents.

“Teams and Glow can be very slow and unreliable at peak times”

We are aware that there are reliability issues due to the demand on these packages. Where possible, we'd suggest downloading materials at quieter times – perhaps in the evening for pupils to work on the following day. If necessary, completed materials can then be uploaded in the evening when usage is lower and reliability better.

If pupils are experiencing difficulties opening files, they should contact their teacher or [contact us](#) for support.

“Microsoft documents do not format meaningfully on iPads”

Where possible, we will issue documents in pdf format to ensure that they render properly on all platforms. We'd also recommend that you download the Office App which would help with this.

“All children are missing interaction and discussion”

Pupils can interact with their teachers via Teams or Show My Homework. We're also looking at more specific options to enable further interaction.

“The amount of work and range of approaches taken in secondary is completely overwhelming”

We're working to ensure that approaches taken are appropriate and the work being set achievable. We plan to provide a weekly overview of work set for secondary year groups.

“With shared devices and mobile phone internet, remote learning and parent working is very difficult to manage”

If you have 3 or more pupils sharing a device, please [contact us](#) to see if we can help.





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“We are struggling with the amount of work coming home that requires additional parental support”

We appreciate the difficulties that parents may be having supporting their children’s learning. We are trying to ensure that tasks set can be undertaken independently with minimal support. In all cases, we simply ask that you do what you can.

“It’s difficult to download power point presentations which have seemed to be the choice for some teachers.”

If you are having difficulties with particular files, please [contact us](#).

We will try and ensure that file sizes are manageable where download is required and will also look at alternative formats to ensure accessibility.

“I would appreciate more feedback from teachers on the work that has been completed.”

Teachers will provide feedback on work submitted – this may not be immediate due to the additional and different demands that they are currently experiencing.

Some teachers are also facing challenges in relation to technology, broadband connectivity, systems access etc.

“The amount of homework being sent home is not always realistic to the expected date for it to be handed in”

We would always want homework to be meaningful and achievable in the timescales set. If you have specific concerns, please contact us.

Video conferencing between teachers and kids is good to keep sense of normality but maybe an idea for these to take place much more frequently (at set times) and with a smaller group of children participating in each.

We are looking at a range of ways to engage young people, bearing in mind the difficulties some pupils are experiencing in relation to unreliable connectivity and/or hardware.

“It would be really useful if teachers could collaborate when deciding how much work to give classes or could at least see what other teachers were giving them”

We will issue a weekly plan on a Friday of work for each year group by subject for the following week.

This should hopefully assist everyone in managing their time and expectations.

