

Remote Working Surveys Summary Comparisons & Outcomes

February 2021: 675 parents responded and 979 Students responded. Most students are using the iPad as their device but some are using a combination of iPad and PC or Laptop. We are lucky that existing ways of working at Heathfield have meant we are well placed compared to many schools; everyone has a device and we have used some of the government scheme to help those who needed loaned items or older students whose own laptops didn't allow them to join Teams meetings, for example.

Almost all parents and students agree that students are getting a diet of their **daily timetabled lessons**. Where there has been a very small amount of confusion on this seems to be that there is an impression that Core PE is not being set - it absolutely is and often has been live!

Where Students and Parents agree:

- The vast majority of students are working between 3-5 hours a day
- Most students working over 5 hours are in older year groups who should expect to have additional retrieval practice. *However, a small number in Year 7 and 8 also state this is the case and we are looking at how to support in these cases.*
- The vast majority agree that the amount of work set is about right, although we understand that remote working takes longer.
- The vast majority agree that they know where to get help:
 - For lessons: email to subject teachers or messaging in Firefly
 - For IT: ITsupport@heathfieldcc.co.uk
 - For personal issues: Pastoral Managers and Heads of Year
- The vast majority feel they are coping with lockdown - whilst a small number prefer it, most don't but do accept it and have found ways to cope.
- About 20% of both parents and students agree that remote working is affected by Wi-Fi or other distractions in the home.
- About 15% of parents and students feel their mental health has been affected through lockdown, this is higher in exam year groups (24%).
- There are similar ideas about what could be kept from lockdown afterwards: use of video clips and Looms to support homework or revision, ideas for a more blended approach through the week or term to learning on site and remotely, the idea of less homework and more time for family was also a common theme.

Areas where answers differ...

- Far fewer students think they are working for less than 3 hours a day than do parents. Barely any students feel they are getting too little work!
- Students are far more positive about the amount of Microsoft Teams input in their lessons; over 93% saying it is a feature compared to 83% of parents. They also believe they receive far more recorded delivery from their teachers (Looms or narrated PPT) than parents' replies suggested.
- Students are also more positive about the amount of feedback they are getting with 84% saying it is a regular feature compared to parents at 73%.
- Equally more students stated they receive regular weekly praise than parents (90% compared to 85%)
- The disparities between perceptions was also mirrored in students: as many loved Looms as don't like them; as many enjoy Live Teams lessons as really don't!

Outcomes and Actions

- **Feedback:**

Whilst students are positive about this there is still a desire from teachers to continue to refine, improving the nature of feedback and increasing personalisation.

- We have issued further ideas to teachers for interpersonal and collaborative interactions on Microsoft Teams so students can meet their teacher in small groups and discuss feedback.
- We have also suggested ways in which “whole class” feedback whilst effective and efficient can be more personalised so students can relate it more to their work.
- Staff have also been supported with more workload-efficient methods of sending praise and feedback home so there can be more of this morale-boosting messaging.

- **Mental Health and anxiety.**

We know that this period of time has been hard for us all. Learning remotely is hard, teaching remotely is hard and everyone misses being part of a happy and busy College environment. Motivation is more difficult to maintain. We know this is a concern for exam year students for obvious reasons. The most important thing we can do is reach out and be there for each other.

- Every student who identified as not coping well on the survey will receive an individual follow up, this will include:
 - a repeated invitation to get in touch and talk.
 - resources that signpost external support for anxiety and mental health.
 - resources shared within College on positive steps we can all take for our mental health.
- Parents identifying with difficulties will receive contact and may be guided towards our Firefly resources and Health and Wellbeing page.
- In the first week back, live speakers have been booked for parents and students. These will include a focus on motivation and well-being (*more information is available in the Head's letter*).
- Ms Burgess is refreshing the well-being resources on Firefly on a regular basis to provide top tips for parents and students on how to stay balanced and healthy.
- As soon as the consultation is released on exams 2021 and we have a sense of where we are going, Ms Barlow will provide weekly drop-ins for Year 11 to be able to ask questions and raise points about this process so their voices can be heard. The Sixth Form will equally support Year 13.

- **Specific Issues Raised**

Where a specific issue in a subject or aspect of remote working has been raised, this has been discussed with the Head of Department and follow up actions are taking place.