



Newsletter

Term: Spring 2021

Issue No: 9

Date: 8th January

Dear Parents, Carers and Children

Welcome to our first Newsletter of 2021

I hope you all managed to have a relaxing and enjoyable Christmas, albeit a very different one. I also hope that our end of term Christmas videos managed to bring a little festive joy into your lives.

I don't think any of us anticipated this start to the new term. I would just like to say thank you for all the messages of support and appreciation we have received from parents since we came back this week and also for your ongoing understanding as we iron out the inevitable 'hiccups' that the world of remote learning will throw our way.

I would like, at this point, to say a huge thank you to **Mrs Knapp, Mrs Blumire & Mr Cross** who make up our IT Team. I do not know what we would have done without them, not just this week but throughout the whole of last term, helping us to plan for each possible scenario the school may have needed to face as a result of the ongoing pandemic. I think we are far more fortunate than many other primary schools to have a dedicated IT Team help us achieve as much as we have and to continue to offer support.

Obviously, in an ideal world we would have wanted all systems to work seamlessly from the get-go but the feedback from parents and staff, regarding issues which have been encountered as we all get to grips with remote learning, has been incredibly helpful. It has assisted us in changing and modifying our resources as the week has gone on; this will continue to be an ongoing process.

I know the children have very much appreciated the live sessions when they can 'meet' with their teachers and classmates (*please do remember these sessions are for pupils and teachers only*).

Feedback from parents has also highlighted how much the children have also appreciated the marking and feedback. This will continue but teachers may not be able to mark every piece of work every day. Feedback will of course continue (and House Points awarded!).

We are only on Day 4 so I do think it is important that we **all** give ourselves a 'pat on the back'. It has been a huge learning curve for everyone but the most important thing is that you all keep yourselves safe and well. Please do not put pressure on yourselves. You can only do what you can do and we will certainly help as much as we possibly can and make it as manageable as possible for all.

To that end, we have created a new contact email address for IT support which parents can use to contact a member of the IT Team with any technical issues.

home_technology_support@northdowns.surrey.sch.uk

Based on support we have offered this week, along with feedback from parents and staff, we are also putting together a document of 'What to do if's...' This will focus on difficulties which have been encountered around logging in, accessing documents, editing documents etc. We will send this home next week but in the meantime here are a few reminders:

- To access your child's online home learning resources - you must log in to **Microsoft Teams** using your child's allocated Teams login details. *If you have 2 children each with their own Teams account they must login using their own account to be able to access the home learning assignments and resources in their Teams Class.*
- If you would like a reminder of your child's login details, please contact the school office (info@northdowns.surrey.sch.uk)
- Please do not try to access Microsoft Teams using the Parent Stream account - this is only to be used to watch assemblies and videos which are made available to all the school families in Microsoft Stream.
- The 'Chat' option for Teams has been disabled. If you have any queries regarding work/activities please email teachers directly. Email addresses can be found on the school website.

<https://www.northdowns.surrey.sch.uk/page/?title=Staff+Contact+Details&pid=600>

Once again, thank you for your understanding and patience but if you have any concerns or queries please do please do contact us. Have a safe and restful weekend.

JL Douglas