"CONNECT" Integrated Online Communication

INFORMATION PACK

Swanbourne PS will be implementing a new method of online communication, using the integrated online communication system 'CONNECT' provided by the Department of Education. 'CONNECT' is already used by many Department of Education schools\ and you may have experience with this system if you have children at other schools, or have been in another school previously. Swanbourne PS is introducing 'CONNECT' as a consistent and environmentally friendly method of communication.

'CONNECT' provides a secure environment for communication between home and school and can be accessed via a computer (for full access) or mobile device (access to the most used features).

From the beginning of Term 4 2018, many, but not all, teachers at Swanbourne PS will begin training and using 'CONNECT.' Parents will be issued secure login details, made up of a P-number and a password. This will allow you to login to the communication environment and view the information available in your child's class and the 'school space'.

During Term 4, 2018, some classes may take part in a trial to communicate with parents through 'CONNECT'. At the beginning of 2019, **all** classes will be using 'CONNECT'. The intention is that all school communication will eventually move over to 'CONNECT'. This is in response to feedback from the school community encouraging us to reduce the amount of paper being sent home. 'CONNECT' allows us to have a quick and responsive way of communicating with parents.

The 'CONNECT' integrated communication system is 'new territory' for the majority of the Swanbourne PS staff members, and as such, it will take time for everyone to adjust to using this system. We ask for your patience as we implement and learn how to use 'CONNECT', as there may be some 'teething issues'.

We will maintain paper based communication until all classes are using 'CONNECT', but will then begin phasing out paper notes.

This information pack outlines the information you need to set up and make the most effective use of 'CONNECT' and contains:

- This introductory letter

- Student Update Form (blue)

- Advantages of 'CONNECT'

- Frequently Asked Questions

- School Website

- Department of Education 'CONNECT' guide and videos for parents

- '**CONNECT**NOW**'** for parents' flyer

'Strive for Excellence'

Before Term 4 2018

- All parents complete the student update form. The Department of Education requires us to update student details prior to issuing parent login details. Please return this form to your class teacher.

During Term 4 2018

- Staff participate in four professional learning sessions and practice tasks
- Parents of participating classes will receive a variety of notifications from teachers and the school in place of paper-based communication. Later in Term 4.
- 'CONNECT' calendar will be populated with information.
- 'CONNECT' library in the 'School Space' will be populated with documents
- Paper based communication will continue for classes not using 'CONNECT'
- All parents will be issued with secure login email
- Parents access students reports through CONNECT.

Term 1 2019

- Parents not previously issued secure login emails will receive login details via email.
- New families will receive secure login details.
- Parents will receive a variety of notifications from teachers and the school in place of paper-based communication.
- Paper-based communication will begin to be phased out.

Please read through this information pack carefully to familiarise yourself with 'CONNECT' and our implementation of its use.

Parent information sessions will be organised at point of need and resources can be accessed from the school website.

We ask for your understanding and patience as we go through the implementation process. In addition, whist there will be some uniformity between teachers, each teacher will use 'CONNECT' differently, and we thank you for accepting these differences.

Trevor Mitchell
Principal
18 October 2018

EXPERIENCE THE OPPORTUNITIES

Advantages of 'CONNECT'

- **Less paper**

Paper use is very damaging to the environment. We have listened to you and want to reduce our paper usage. In some instances, we still need to have permission slips returned with signatures, however where possible we want to communicate with you digitally.

- **You will receive communication directly** (rather than find it at the bottom of a school bag!)

We have processes in place to try and ensure notes get home to you. However, despite this, most parents can tell stories about finding a note scrunched down the bottom of a school bag after it was due back at school. 'CONNECT' means you will receive the information directly, not via your child.

- **Digital communication is easily translated into different languages**

If you are more comfortable reading in another language you can easily use a digital translator to change school communication into a language of your choice.

- **Small snippets of information more frequently**

Currently most information comes to you occasionally in the School newsletter or a Classroom Newsletter. Sometimes this is too much information to take in at one time. Digital notifications allow us to send small snippets of information more frequently.

- **'CONNECT' communication goes both ways**

'CONNECT' allows us to communicate easily with you, but it also allows you to communicate easily with us.

- **In time, 'CONNECT' will provide a window into your child's classroom**

We know that many of you work hours that prevent you from getting to school frequently. Some of you even work remotely. As teachers become familiar with the features of 'CONNECT', this communication system will provide a further window into your child's class.

Frequently asked questions about 'CONNECT'

ALL classes will use CONNECT in 2019.

How will my child learn to be responsible if they don't have the responsibility of bringing home notes?

Children learn responsibility in a variety of ways. They still need to take responsibility for their diaries and homework, along with packing their own bag and remembering their lunch.

Why does one teacher put up photos but the other teacher doesn't?

Every teacher will use 'CONNECT' differently and it will also take time for teachers to feel comfortable with all the features. We thank you for accepting the differences between 'CONNECT' classes.

I sent my child's teacher an email at 5:30pm. Why didn't I receive an answer before school the next morning?

Work emails encroaching on personal life is an issue that all professions are facing. Teachers, like other professionals, may not access their work email overnight. Sometimes you may be lucky, so if you get an overnight response please be thankful. If a matter is urgent, please call the school office from 7:45am.

What is a reasonable time to expect an email reply from a teacher?

The core business of a teacher is to teach students. They are actively involved with teaching students for the vast majority of the day and often cannot access email whilst they are teaching. There is also considerable work involved with planning lessons and marking student work. In addition, all teachers at Swanbourne PS are actively involved with curriculum meetings and extra-curricular activities. Please understand that answering parent emails is additional work for teachers and detailed answers may take time to write, especially if anything needs to be checked with the Administrative Staff. Thank you for your patience and understanding. Please note that an extended written reply may take a week. If you haven't received a reply within a couple of days, please check with the office in case technical issues or staff absence is the reason for the delay.

I don't have access to a computer. How can I access 'CONNECT'?

There are many ways to access 'CONNECT'. When you access 'CONNECT' on a computer you get full access. This full access is also available if you log into 'CONNECT' using a browser on a mobile device (for instance, using Safari on an iPad).

There are also mobile options. You can download the '**CONNECT**NOW' App for iOS or Android. The App gives access to notices, photos and attachments. You can also access 'CONNECT' from any public access computer, such as a computer at the local library. You may also like to consider accessing 'CONNECT' from your work computer or on campus if you are a student at a tertiary institution.

Can each parent have their own login?

Each family can receive two different P-numbers and passwords to log into 'CONNECT'. The information seen is the same for each parent, however each account can be personalized with different settings.

Can Grandparents have a login?

Only legal guardians of students can have a P-number to log into 'CONNECT'. This is a requirement of the Department of Education.

I have children at another Department of Education School. Will I get another P-number?

No. You can only have one P-number. We can make your child's Swanbourne PS class available under your current P-number.

Our child spends time with each parent. Can we both log on separately?

Each family can receive two different P-numbers and passwords to log into 'CONNECT'. The information seen is the same for each parent, however each account can be personalized with different settings.

How do I get notifications of class and school 'Notices' on my mobile device?

Once you have installed the '**CONNECT**NOW App, make sure you select to receive push notifications.

Where can I get the CONNECTNOW App?

The '**CONNECT**NOW' App is available from the App Store for Apple devices and Google Play Store for Android devices. The App is free.

Is the information on 'CONNECT' publicly available?

Information on 'CONNECT' is only available to the people associated with a particular class. This will be the teachers, school admin staff, parents and students in each class.

How secure is 'CONNECT'?

The servers that run 'CONNECT' are held at the Department of Education in East Perth. No overseas or cloud based services are used to store data. The system is the only Department of Education approved method of electronically circulating digital School Reports.

I really like a photo posted on 'CONNECT' by my child's teacher and I want to put it on my Facebook page. Am I permitted to do so?

Photos and documents posted on 'CONNECT' remain the property of Swanbourne PS and the Department of Education. You must seek permission if you would like to re-publish anything found on 'CONNECT'. It is a condition of use that documents and images are not re-published. Swanbourne PS has strict rules regarding the publishing of photos and documents, and it is important that parents respect and follow these rules.

I sent a teacher an email, but instead of a detailed answer I received a request for a meeting! Why?

Email sometimes is not the best way to address an issue. Sometimes it is easier and clearer to discuss and resolve an issue by talking face to face.

I need help logging on and using 'CONNECT'. Can you help me?

Workshops will be organised in Term 1 2018 according to need. Check the newsletter or contact us via e-mail.

My child is in Year 6 and leaving at the end of 2019. Why do I need to fill in a Student update form?

The Student Update form is required by the Department of Education. If your child's next school uses 'CONNECT' then your P-number and login details will remain and you can access your child's class at the next school.

If you have any further questions regarding 'CONNECT' at CONNECT PS, please email Olga.white@education.wa.edu.au or call 9253 5304.

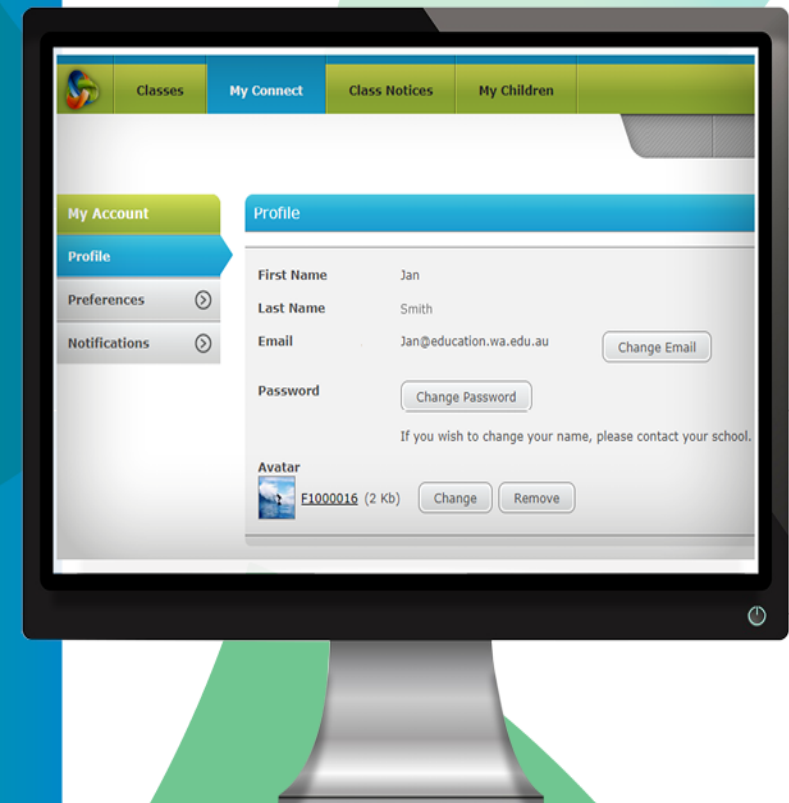# STUDENT REPORTS

NOW ONLINE

CONNECT

Secure
Convenient

I have three kids in three different schools and I can just go into Connect and see how they are all doing ... it's a one-stop-shop

WA school Parent

If you would like to know more about Connect please contact your school

Watch how other parents are enjoying the use of Connect
https://vimeo.com/234791047

Your child's reports online

- stored securely in the Department of Education WA
- building a history of reports over time
- available anytime, anywhere

| Classes | My Connect | Class Notices | My Children |

My Account

Profile

Profile

Preferences

Notifications

First Name	Jan
Last Name	Smith
Email	Jan@education.wa.edu.au	Change Email
Password	Change Password
	If you wish to change your name, please contact your school.
Avatar	
F1000016 (2 Kb)	Change Remove

Keep your contact email up-to-date