



Nedlands Primary School

EXPERIENCE THE OPPORTUNITIES

“CONNECT” Integrated Online Communication

INFORMATION PACK

Nedlands 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. ‘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 2017, many, but not all, teachers at Nedlands PS will begin using ‘CONNECT’ to communicate with parents. 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, 2017, participating classes will communicate with parents through ‘CONNECT’. At the beginning of 2018, **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 Nedlands 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
- Parent Information Sessions
- ‘CONNECT’ guide for parents
- **‘CONNECTNOW’** for parents flyer

IMPLEMENTATION TIMELINE

Before Friday 8 September 2017

- 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.

Term 4 2017: Week 1

- Parents of 2017 participating classes will be issued with secure login email

During Term 4 2017

- Parents of participating classes will receive a variety of notifications from teachers and the school in place of paper-based communication.
- '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'.

Term 1 2018

- 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 held in the Library (see separate sheet) if you would like to receive information face-to-face. Sessions during Term 3 will be 'show and tell' sessions where you can see 'CONNECT' and ask questions. One of these information sessions will be repeated early in Term 4. During Term 4 some 'hands on' sessions at a computer will be offered, giving assistance with setting up and navigating your personal 'CONNECT' accounts.

Nedlands PS is introducing 'CONNECT' as a service to our community in response to feedback. As mentioned previously, this system is new to most staff members of Nedlands PS, so it will take time for everyone to become familiar with the system. We ask for your understanding and patience as we go through the implementation process. In addition, whilst there will be some uniformity between teachers, each teacher will use 'CONNECT' differently, and we thank you for accepting these differences.

Julie Simpfendorfer
Deputy Principal

28 August 2017



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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**
41% of Nedlands PS families speak a language other than English at home. 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.



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Frequently asked questions about 'CONNECT'

Is my child's class participating in 2017?

The following classes will begin using 'CONNECT' in Term 4, 2017

Pre-Primary 1	Room 6	Room 12
Pre-Primary 2	Room 7	Room 13
Nedlands Park K/PP	Room 8	Room 14
Room 1	Room 10	Room 15
Room 2	Room 11	Room 16
Room 3		

ALL classes will use CONNECT in 2018.

What happens if I have several children but only some of the classes are participating?

You will only receive 'CONNECT' notices from the participating classes. Other classes will communicate with you in the traditional way. You will still be able to see absence data in 'CONNECT' for every child.

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 7:30am.

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 Nedlands 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 '**CONNECTNOW**' 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.

My child attends Nedlands Park Early Learning Centre. Can I log into 'CONNECT'?

Some of the classes at Nedlands Park ELC are participating in 2017, and parents from these classes will be issued with login details. From 2018 all classes are participating.

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 Nedlands PS class available under your current P-number.

My child's class is not participating in 2017. Why do I have to complete the update form now?

We want our records to be up-to-date and ready for joining to 'CONNECT'. This will make the process more efficient for school staff. If your details change before 2018, please inform office staff so that we can update your record.

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 '**CONNECTNOW** App, make sure you select to receive push notifications.

Where can I get the CONNECTNOW App?

The 'CONNECTNOW' 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 Nedlands 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. Nedlands 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?

There will be several hands on workshops at the beginning of Term 4 to assist parents accessing and setting up their accounts. These workshops will be repeated in Term 1 2018 according to need.

My child is in Year 6 and leaving at the end of 2017. 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 Nedlands PS, please call Julie Simpfendorfer on 9386 2278.



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‘CONNECT’ Parent Information sessions

Parent information sessions will be held in the Library if you would like to receive information about ‘CONNECT’ face-to-face. The following sessions will allow you to see ‘CONNECT’ and ask questions.

Tuesday 5 September	5:00 pm (1 hour)
Thursday 7 September	3:15 pm (1 hour)
Wednesday 20 September	3:15 pm (1 hour)
Thursday 21 September	7:30 am (1 hour)

Please complete the RSVP slip if you want to attend one of these sessions, as each session is limited to 50 participants and places will be given on a first come-first served basis. We will notify the community via a Newsflash if a session is no longer available.

One of these information sessions will be repeated early in Term 4, along with some ‘hands on’ sessions at a computer, giving assistance with setting up and navigating your personal ‘CONNECT’ accounts. A notice will be issued early in Term 4 for these sessions, as they are intended as a face-to-face ‘Help desk’ and may not be required by all parents.

Julie Simpfendorfer
Deputy Principal
28 August 2017



Please fill in and return this slip to your classroom teacher if you wish to attend a ‘CONNECT’ Parent Information session. Please note that sessions have a limit of 50 participants and places will be given on a first come-first served basis. We will notify the community via a Newsflash if a session is no longer available.

- Tuesday 5 September 5pm (1 hour)
- Thursday 7 September 3:15pm (1 hour)
- Wednesday 20 September 3:15pm (1 hour)
- Thursday 21 September 7:30am (1 hour)

Parents attending: _____

Student name (returning note): _____

Class (of student returning note): _____