14th January 2021

Dear Parent/Carer

Remote Learning

Thank you to pupils and parents who are working so hard to adjust to remote learning. It is a very different way of learning to what we have previously been used to, but the early signs are encouraging. We receive regular informal feedback from pupils and staff and constantly review this so we are able to develop the remote learning experience.

We would like to crystallise thoughts and experiences and therefore ask you to give formal feedback through our online questionnaire.

Feedback from the first week included accessing work and the speed of the system and we have looked at different ways in which we can help resolve these.

There are two ways you can access SharePoint, Outlook, Word, Excel, and Teams. They are:

1. Through your Citrix account: this is what you use when you are at school.
2. Through the Microsoft Office 365 account that you have been given by the school. To do this you will need to use modern browsers such as Chrome and Edge.

Currently, most of us are using Citrix, but it is becoming clear that using your Microsoft Office 365 accounts is probably an even better way of remotely accessing your work and is likely to be faster. Microsoft Office 365 is a web-based platform for accessing Word, Powerpoint, Outlook, Teams etc (all of the Microsoft programmes we use daily). There are increasing numbers of pupils already moving to Office 365. For those who are not sure how to use the software, a training video and a guide will be sent out to all pupils soon.   If you type "Microsoft 365" into your browser then you can use your school log-in details to access most of the programmes you use to do your work.

As part of Office 365, you will need to use OneDrive as the area where you save your work. OneDrive is part of Office 365. Again, the support materials will show you how. If you have any problems, please contact pembroke@prioryacademies.co.uk will be able to help you resolve the problem.

Over the coming week, if you feel able to, please use Office 365. There may, however, be occasions when you need to use Citrix because you are using specific ICT or Technology software in your lessons (e.g. Adobe) which requires you to be logged in via Citrix.

We must remember that we are in this together. I would like to again thank everyone for adjusting quickly to the national lockdown. There has been an incredible amount of work over the last 2 weeks by everyone at Pembroke. We will make mistakes and we must not be too harsh on ourselves. As long as everyone is doing their best, this is all we can ask for in these conditions.

We value your feedback and will continue to review and monitor the remote learning offer and provision as well as provide regular updates.

Yours Faithfully

S Evans