

Sims App – Parental Feedback Q+A

152 Responses Received: November 2020

37 – Year 5

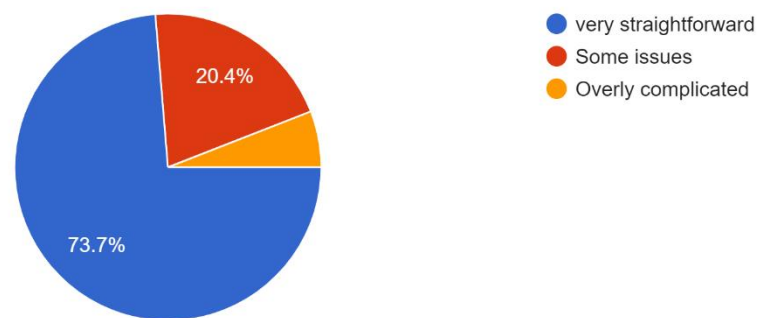
27 – Year 6

42 – Year 7

46 – Year 8

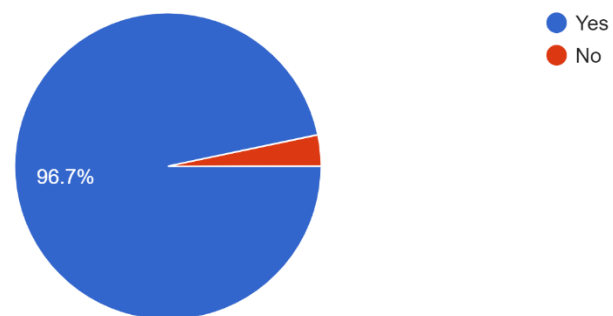
I found the set up

152 responses



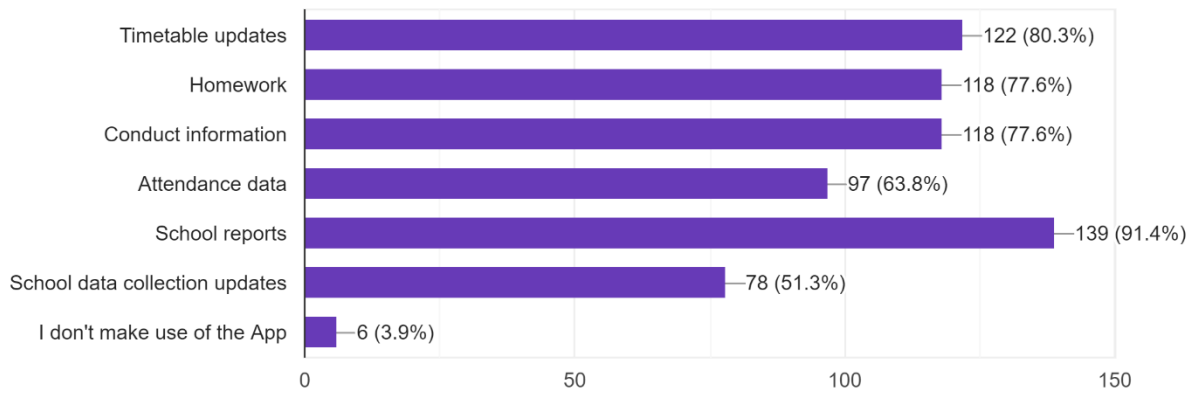
As a parent, I make use of the Sims App

152 responses



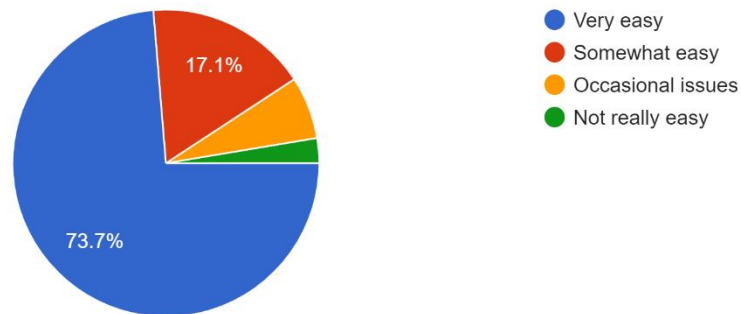
As a parent, I use the app specifically for (tick all that apply)

152 responses



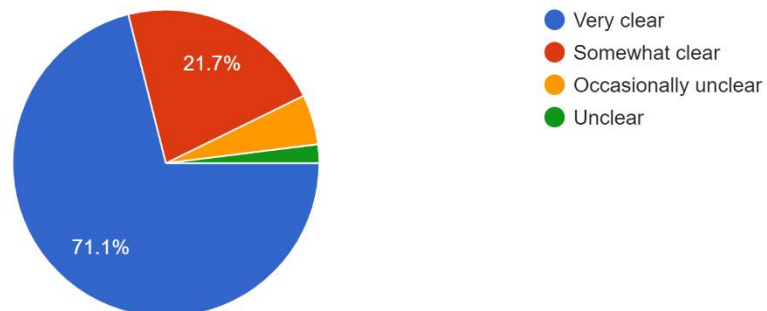
I have found the app easy to use

152 responses

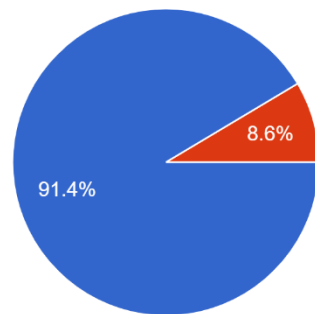


I find the information presented is

152 responses



With reference to conduct information. Do you find the recording of every aspect (positive and developmental) from initial warnings and acknowledgements to bigger, more specific logs helpful?
152 responses



- I prefer to have the full picture and like to see that steps are followed in terms of escalation
- I would prefer to only see the 'big ticket' issues (the ones that are followed up with an email or phone call)

Open Text – Key Themes for development.

<p>Issue: Too many families had technical issues when setting up the app</p> <p>RBA Response: We have made SIMS aware of this and asked that they make the necessary changes to the simplicity of logging in. We have already seen some major updates in this respect from the issues encountered last September. But we appreciate it is frustrating when the system doesn't work – we are equally annoyed by this!</p>
<p>Issue: Conduct and Achievement Notification home page “widget” is a tally of records, not a total points calculator. Parents need to click into the conduct section for actual totals</p> <p>RBA Response: We have logged this with the developer as a number of families found this confusing. Interestingly enough, this issue is not apparent on the student app version. We have requested that SIMS make their front page clearer for all families.</p>
<p>Issue: Homework can remain on the system stating it's overdue.</p> <p>RBA Response: Further training for class teachers on this feature is planned. This was a relatively new feature that launched just before the national lockdown. We will have this sorted in the next few weeks.</p>
<p>Issue: There are better versions of this app in use at other schools SWA have a strong system called Edulink</p> <p>RBA Response: We have requested a price comparison and will do a cost benefit analysis on which product best serves our needs</p>
<p>Issue: Could we have some clarity on the levels of sanctions and what a warning means?</p> <p>RBA Response:</p>

We will reproduce our Conduct guidance in the next newsletter and post on the school website. Warnings are very low-level events that are simply logged as a conversation prompt for tutors and tutees and also for parents and children. Any matter that is serious, will have a phone call as the primary communication method. The Sims app is really on a reference checker.