



**Eastbank Academy**  
26 Academy Street  
Glasgow G32 9AA  
**Phone 0141 582 0080**  
Email [headteacher@eastbankacademy.glasgow.sch.uk](mailto:headteacher@eastbankacademy.glasgow.sch.uk)

**Head Teacher**  
Jonathan Graham

15 January 2021

Dear Parent/Carer,

### **REMOTE LEARNING: WEEK 1**

I hope that you and your families are well and have managed to cope with the demands of remote learning this week. In view of how things have developed in such a short space of time, I think it is important that I make contact to provide an update.

#### **A positive start**

Firstly, I must congratulate the Eastbank community on how well everyone has done this week. The home-learning landscape is quite clearly different, and better, than it was in the summer term of 2020.

The level of engagement from our young people has, overall, been encouraging. I'm very impressed with their willingness to be disciplined, follow their timetable and take part in the learning. It is clear from this that they take their schooling seriously and want to continue to progress academically. Often, this engagement happens in circumstances that are not ideal. A huge 'well done' to you all.

I'm very grateful to the Eastbank staff who have worked incredibly hard to ensure that young people are provided with interactive lessons, live and recorded teaching, and personal and academic support. I have witnessed first-hand a phenomenal amount of professional learning, innovation, planning, and preparation to ensure that this can happen. This is on top of the work that goes on to ensure the children of key workers are accommodated, and ensuring the care and welfare of our young people.

#### **Conduct during live lessons**

While this has been overwhelmingly positive, I have had a small number of reports about young people becoming 'over-excited' during the new experience of live lessons. In addition, Teams lessons have a 'chat' facility that should only be used for work-related conversations, rather than jokes and trivia. Can I ask you to remind your son/daughter about the importance of maturity, trust and concentration if participating in a live learning experience.

#### **Pupils not engaging**

Thank you to those parents who have made contact regarding their children's engagement. We are keeping a close eye which pupils are and are not engaging, and we will make contact with you by text or 'phone if necessary. Please do not be offended if we do contact you. You may feel that our text or call is unfair. Please be assured we are not trying to 'get at' anyone. Rather, we are doing this out of concern, and simply want to ensure that no one is disadvantaged academically due to the school closure.

#### **Family learning**

A reminder that our Family Learning team have been working hard for a number of months to provide resources and support for parents to enable them to work with children at home. These resources have

been published previously, but can be found in the Family Learning section of our website (under *Resources*), or [here](#).

In a separate message I will send a short reflection survey on the first week of remote learning that pupils should complete and return. Ideally, parents/carers will complete this with their children to learn about the pupil's experiences over the last week.

### **Health and wellbeing of families**

Remote learning places demands on all members of the household, not just the individual delivering or engaging in the learning. As I mentioned last week, I do rely on the support of parents ensuring that young people engage with learning at home. However, I also recognise the importance of balance, and the need for flexibility and being able to step away. Being in front of a screen all day every day is not conducive to good emotional and mental wellbeing. You may feel that you need your child to take breaks from working on iPads, and you should feel free to make such decisions.

### **Pupils attending school**

A reminder that key workers need to apply to have their children attend school on a weekly basis. The form is issued on Tuesday for a return by Thursday. It is important that we have that information in advance to allow to plan our staffing for the following week. The form for w.c. 18 January has now closed. A form for w.c. 25 January will be issued on Tuesday.

A small number of other pupils have also been invited to attend.

Due to the new strains of COVID19, we are encouraging all young people to wear masks while in the building, including whilst in class. Pupils attending school should ensure they bring a pair of headphones.

### **Contact details**

During periods of lock-down is especially important that we have correct contact details for parents, especially main contacts. We will contact you next week to gather some information from you.

### **Last week's letter**

A copy of last week's letter, which remains relevant, can be found [here](#).

### **Access to WiFi**

I understand that some families do not have access to WiFi at home. With the support of Glasgow City Council, we are working on a solution to this and hope to be able to provide support for these families very soon. I will communicate further with these families in early course.

### **ICT Issues**

There have been some teething problems with ICT, and we should not be surprised by this. The issue with Teams was Europe-wide, and is in the process of being resolved. On the back page of this letter you'll find some advice that should help pupils solve recurring problems themselves.

I wish everyone a pleasant weekend and will ensure you are kept up to date with developments.

Yours faithfully



Jonathan Graham  
**Head Teacher**

## **IPADS, ICT UPDATE & ISSUE RESOLUTION SUPPORT**

Most of this week's problems have centred around the volume of users and information being shared on Teams. Microsoft are working on this and Feedback is that things have worked better towards the end of this week. We are hopeful that less issues will present themselves next week.

Below are example of the most common iPad issues we experienced last week and how to resolve these issues should they arise.

### **Internet / Won't log on to Safari Issue / Proxy Issue**

Try switching off the iPad and restarting then going straight into Safari then clicking on the BBC icon. Doing this should prompt the iPad to ask for the Proxy user name and password, this is just the username and password used to log on to the computers in school. Completing this this should sort the problem, however this step may need repeated four or five times for Proxy to even appear. If the problem persists then Proxy may not be accepting the password. Sometimes if pupils haven't been on their iPad or school computer in some time this may be an issue. Staff will need to reset school computer password to resolve this so please contact the school and password will be changed to prompt a solution.

### **Software Update**

The iPad might need an update, check the software update in general on settings and try installing the latest update. If it's up to date then try logging on to glow and once there try and open teams from the tiles that appear.

Please contact the school if this issue persists

### **Not logging on to Apps / Teams**

Teams not responding- Delete the Teams App then from the Self-Service app click and re-install. Click on the Teams icon when it appears on the home screen, enter the Glow email and then this will take you to Glow home page and ask for Glow password. Teams should open from there.

### **Apple id Issue**

Request for Apple id update - click on *not now*, Teams etc. will work sufficiently without this.

Any other issues please return iPad to school and we will try to resolve.