



September 2024

Dear Parents and Carers,

We hope this letter finds you well and we thank parents for their support as well as their patience and understanding while we introduce the new Arbor system. We are aware that some parents have experienced difficulties receiving communications from the new Arbor platform, and we aim to resolve these issues going forward.

Over the summer holidays, we transitioned from Edulink/SIMS to Arbor. Despite reassurances that the process would be seamless, there have been some external technical challenges. Our team has worked tirelessly over the last few days to resolve these issues, and we encourage any parents who are still facing difficulties to contact the school on 01268 794215 or via email at info@theappletonschool.org. Below, we have outlined some common queries and solutions.

School communications

If you are not receiving school communications, they may be going to your 'junk' or 'spam' folder. Please check these folders and mark our emails as "not junk," which should prevent future communications from being misdirected. Additionally, all key communications are posted on the school website under the "Parents" tab, in the "Letters Home" section. A summary of key information will also be included in the Parent Bulletin, with the first bulletin being sent home this Friday.

Satchel One

We were informed that the integration between Satchel One, Google, and Arbor had been set up correctly. However, some issues with student logins came to our attention on Friday and over the weekend. Our IT team has now rectified this, and students in Years 8-11 should be able to access Satchel One by selecting "Sign in with Google" and using their school credentials.

Year 7 students will be able to access Satchel One after their first Computer Science lesson, where they will be guided through logging into the school system. Teachers have been instructed not to issue sanctions for missed deadlines due to these access issues.

Parents will receive login details for Satchel One by the end of this week, enabling them to monitor their child's homework. Additionally, Year 7 students have been provided with physical planners to note down homework and reminders.

Headteacher: Sarah Cox, BA (Hons)

Croft Road, Benfleet, Essex, SS7 5RN **Tel:** 01268 794215

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Clubs and Activities

Clubs and activities will officially start on Monday, 16th September. However, taster sessions are available this week for students who want to explore different options. Letters and the club schedule have been shared on Arbor and are also available on the school website, in the same section as mentioned above.

Timetables

We acknowledge that there were some issues with timetables on the first day of term. Although we worked hard to minimise these problems, the new timetabling software and Arbor did not integrate as smoothly as expected. We dedicated considerable time over the summer holidays to address these issues and we believe the majority of these problems have now been resolved. However, if your child has any queries, please ask them to see Mr. Hannan, via the main office, for assistance.

Please note that Arbor will show no lessons for INSET days, such as Monday, 2nd September, and Friday, 20th September. This is to be expected.

Arbor Logins

A letter was sent home on Thursday 5th September, providing details about the parental portal for Arbor. If you have not yet received your login information, you can reset your password by entering your email address and selecting the "forgotten password" option, which will trigger an email with instructions to reset it. Parental login details were sent again on Monday 9th September. If you are still experiencing issues, please contact the school office.

We apologise for the frustrations experienced at the start of this term. We acknowledge that this has fallen short of our expectations and we are working closely with Arbor to resolve the issues as swiftly as possible. The transition to Arbor is part of a larger effort to consolidate all third-party platforms into one, addressing concerns raised by parents over the years about the difficulty of managing multiple logins. We believe Arbor will simplify this process in the long term.

As always, we encourage parents and carers to reach out with any questions or concerns. We are committed to working together to support the students in our school. In the near future, we will also provide information regarding a new Parent Association, which will offer more opportunities for collaboration and give parents a platform to share their concerns or suggestions. We are dedicated to addressing issues promptly and working with our community to ensure the best outcomes for our students.

Kind regards,



Mr J Hannan
Deputy Headteacher

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