EFFINGHAM
CRANMORE • ST TERESA'S

Guide to Online Learning

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Overall Principle and Introduction

St Teresa's School will provide all the girls with a Guided Online Learning programme, appropriate to their age and ability. Our aim is to ensure that all our pupils continue to receive the high quality of education they are used to, during times of school closure (for example a Snow Day). Online learning is not provided in the case of absence due to illness.

Where applicable, live lessons will be delivered via Microsoft Teams. Resources will be made available online on appropriate platforms for age and stage.

Parents and guardians will understand that there will be issues that arise, and as always, we welcome your feedback and suggestions to enable the Schools to continue to improve.

Responsible Guided Online Learning

Expectations of Pupils

- Participate as fully as possible and contribute positively to the online classroom environment.

- Behave appropriately, respectfully and responsibly in all communications with teachers, peers and others: understand that this is seen as an extension of the normal classroom.

- Be prepared for live online sessions. Make sure you in a quiet space, dressed appropriately and have all the resources you need. Pupils need to be on time for lessons.

- Follow the timetabled teaching as much as possible.

- Regularly check Firefly/Teams/Email to see the instructions for each lesson.

- Endeavour to complete all work set to the best of your ability and as independently as possible.

- Make sure all work/assignments set by your teachers are uploaded electronically so that regular feedback can be given to support your progress.

- Contact your teacher in the first instance if you have any queries about the work.

- **Do not** record, post or take photos of your peers or teachers during Online Learning or share recorded lessons and resources publicly.

- **Do not** deliberately browse, download, upload or forward material that could be considered offensive or illegal.

- Understand that your teachers are available for you if there are any concerns or worries.

- Read your comments and messages carefully before posting them online in Teams Chats

- **Do not** do more than the allocated time for any one subject. Notify your teacher that it was the amount of work completed in the allocated time and let them know if you could not complete the work for any reason.

- Use the suggestions from the PE Departments to keep fit and healthy.

Parent Guidelines

In order to support Guided Online Learning, we request that parents facilitate the following, wherever possible:

- Provide a quiet workspace that is free from distraction.

- Encourage and support your daughter with her work. This includes, but is not limited to, finding an appropriate place to work, checking that set work is completed by the end of each day and ensuring that the timetabled teaching and learning programme for the day is followed.

- Ensure your home network meets technical requirements.

- Ensure that your child accesses Firefly/Teams every school day.

- Minimise parental involvement during Team Meeting sessions. The interactions in these meetings sessions should be limited to the teacher and the pupils.

- Encourage your daughter to work independently as much as possible and to complete all tasks to the best of their ability.

- Discuss the learning outcomes that have been achieved each day.

- Inform the School if you are concerned about the progress your daughter is making.

- Inform the School if your daughter is unwell and unable to complete set tasks by emailing the school office.

- Encourage a balanced lifestyle that involves daily exercise.

- Prioritise your daughter's wellness and happiness over completion of work. In the Prep schools, teachers will be setting work which is optional as well as the core work that needs to be completed.

- Remain patient and flexible as the pupils and the teachers adjust to this new way of working.

- Do not record, post or share resources set for your daughter.

- If you have any concerns, please contact the class teacher for subject-specific queries in the first instance. Senior staff, and Heads of Department in the Senior School, are also available to provide support if the teacher cannot be contacted.

Advice for setting up a Workplace

Balance your screen brightness with your workplace:
- Do not work in a dimly lit room, with a bright screen
- Try to be in a mid-lit room, with the computer screen away from a window.
- Use a desk lamp to aid lighting within a room.
- Change your display brightness within your computer's system settings.

Posture is key:
- Working at a computer for any period of time should be well planned.
- Sit comfortably.
- Do not strain your neck.
- Ensure that you stare straight at the computer, to make sure the monitor is at eye level.
- Do not sit too close to the computer screen.

Take frequent breaks:
- As an absolute minimum you should stand up and move around.
- Stretch your body.
- Preferably get some fresh air and walk around outside.

Focus on other things within a room every 20 minutes:
- Do not stare at a computer screen for too long.
- Ensure that you regularly focus on something else in the room at a greater distance.

Advice for setting up your device

Adjust your monitor refresh rate:
- Some monitors have a low refresh rate which makes them flicker, although not always noticeably.
- A low refresh rate can cause eye strain.
- Set the refresh rate as high as possible in your Display properties.

Don't read a font that is too small:
- Squinting can cause eye strain and produce headaches.
- Enlarge text using the zoom function to ensure that you can read it easily.

Use a screen filter:
- Either apply a physical screen filter or use the device's settings to reduce the blue light from the screen. On Chromebooks, under 'Settings' (bottom right of the screen by the clock) you can use the 'night light' setting and easily adjust the screen 'warmth'.
- Software called Flux is a free download for Windows: https://justgetflux.com/

Keep your screen clean:
- Ensure that you clean your screen and make sure it is not covered in dust.

Useful Contacts

St Teresa's School Contacts

Prep Reception:
Tel: 01372 453456
E-mail: prepinfo@st-teresas.com (this is the best way to contact us as we are not physically in school)

Senior Reception:
Tel: 01372 452037
E-mail: info@st-teresas.com

ICT Support (for technical difficulties of any kind):
E-mail: techsupport@st-teresas.com

Academic Staff
A list of academic staff is available on our website www.st-teresas.com

Effingham Schools Trust Contacts

Accounts (for fee enquiries):
E-mail: accounts@effinghamschools.org

Admissions (for admissions enquiries):
Annabel Charles
E-mail: admissions@effinghamschools.org

Technical Help Sheets

How do I Install Microsoft Office?

Every child is entitled to a copy of Microsoft office. To install it, you need to get your child to log into their Office 365 account. On the top right is the button 'Install Office'.
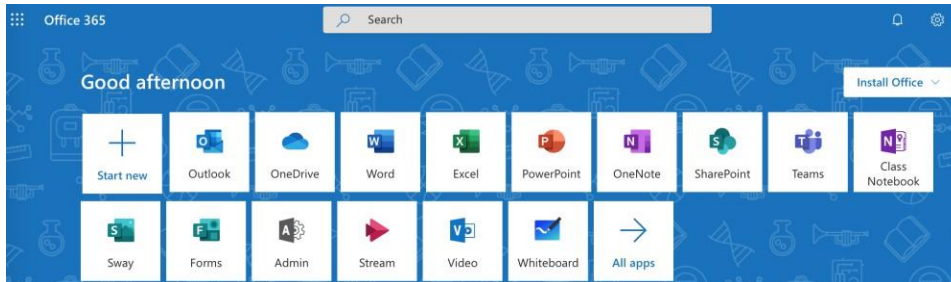
Click this and following the instructions based on the machine you are using.

For Tablets and phones, you can download the apps for free from your App stores.

We strongly recommend you download 'Microsoft Teams' for your device. This is a free application. This allows for better functionality and a smoother service.

All these downloads will require your child to log in with their school username and password.

How do I log into Firefly?

From the school website click the link to firefly at the bottom right-hand side of the page. Please use Google Chrome as your browser.

Press the 'Office 365 logon' button on the right hand side. If asked for your Office 365 email address use your school email address and computer password

On the homepage you will find a list of tasks that your child has been set for you.

Additional resources at located at the top of the page. Here you will find each of the subject's pages for further information.

How do I upload work in Firefly?

When your child is set a task, a button appears at the top to send a file.
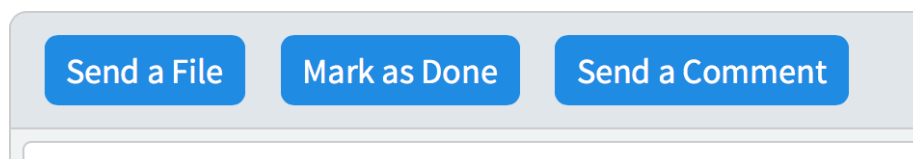
If you click on this button and then select attach a file, you have two options which will work. It can be any type of file: doc, docx, ppt, pptx, jpeg and many other types are also accepted.

Option One: File from this computer. If you choose this it will open the files on the computer, you are using. Select the file and it will attach.

Option Two: File from One Drive. Each pupil has a Onedrive account where they can store their files. Selecting this option allows students to choose a file they have saved in this location.

If you struggle to upload the file, please send a comment to explain the problem and email the file to the teacher.

How do I upload an image?

If the image is on the computer you follow the normal method of uploading a file. If the image is on your phone, you need an additional step to email it to your child's school account. When the child opens the email they will be able to save the attachment to 'OneDrive'. (Right clicking or at the top of the email.). This then allows the child to upload the file from the OneDrive. All email downloads will be in a folder called Attachments.

How do I log into Teams?

From the Office 365 home page you should see a button called 'Teams'. If this is not visible, please press all apps and you will find the Teams button will appear on this new page.

Click on this link and you will be taken to the Team home page.

If your teacher has scheduled a class via Meetings, when you click on the Team (class) it will show the meeting and you click 'Join Meeting'

If you are joining a drop in session go into the Team and your teacher should be in a meeting. Click 'Join Meeting'

Remember there is no recording, sharing or reposting. **Please have your microphone off unless you would like to ask a question.**

We strongly recommend having Teams installed onto your device for a better experience.

How do I clear the cache?

When Teams or Firefly no longer work in your web browser it is normally your web browser is cached. To clear your browser follow the links depending on the browser you are using:

CHROME:
https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en
 INTERNET EXPLORER
https://neosmart.net/wiki/clear-internet-explorer-cache/
 EDGE
https://support.microsoft.com/en-gb/help/10607/microsoft-edge-view-delete-browser-history
 SAFARI
https://www.macworld.co.uk/how-to/mac-software/clear-safari-cache-3496193/
iPad/iPhone
https://support.apple.com/en-gb/HT201265

Firefly Support pages

Help pages and video clips for firefly can be found at this location:

https://helpcentre.fireflylearning.com/students

Teams Support Pages

Here is a link for Guidance for Parents using teams. It explains how to install the app, issues and ways to overcome low broadband widths.

https://support.office.com/en-gb/article/distance-learning-with-office-365-guidance-for-parents-and-guardians-89d514f9-bf5e-4374-a731-a75d38ddd588

Where are my child's files being saved?

If your child makes a document using the schools word app, the file should save to one drive. On a PC your child will also have an option to save to the computer. However, if your child can save and upload to one drive it will be seamless sharing between Firefly and Teams

This is a quick video showing you were your child's files are stored, and how they can be shared or uploaded. https://support.office.com/en-us/article/get-started-with-onedrive-work-or-school-b30da4eb-ddd2-44b6-943b-e6fbfc6b8dde

What if I can't get into Firefly?

techsupport@st-teresas.com

Updated: 31st October 2023 SRA/CMS/SFI
Next update: 31st August 2024