

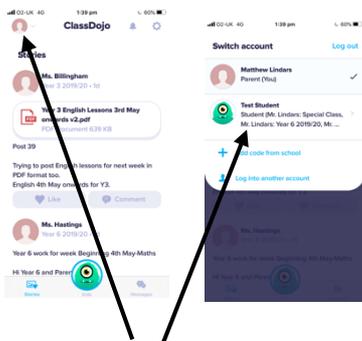


## FAQ For Class Dojo

### **What am I expected to get my child to complete during school closure? Am I supposed to be uploading everything they do onto their student portfolios?**

We appreciate that many parents are working from home, that many of you will be sharing and/or have limited access to computers, printers, books and stationery. We also realise that not all children will cooperate when you want them to.

Our aim is for your child to continue to have contact with their teachers and to be able to access some learning. If possible, we would hope children would take part in daily English and maths sessions, read, and practise appropriate spellings and mental maths. There is no expectation that you upload a child's work, but please do share anything you would like to. We are also providing weekly whole school activities for all the other subjects; Adam is posting regular ideas for physical activities and Mrs Pope has a daily story time. These are here for your children to engage with if your family has sufficient time and resources. When school opens again we will do our utmost to make up for the time the children have lost.



Click here if on the app

### **Is there a way of organising posts by year group/class page from the parent account?**

Unfortunately, no, Class Dojo do not offer this as a feature on the parent account. However, you can access the student account from their perspective by either toggling on the app (see the pictures on the left) or following the URL link sent through to the parent account, this does provide you with a way of just seeing the class story feed. Please note, from this view, student accounts are unable to see the Whole School feed – this is only shown to parents.

### **What we have done to ease this issue**

Initially, we were unaware of the lack of filtering ability available to parents from their accounts, so we have now made some changes to the way class teachers have been asked to share posts and information with you on ClassDojo.

Class Teachers will now limit the posts on the class story to a minimum. We will direct parents/carers to the White Rose Maths website for the maths resources instead of uploading the pdf documents. This is because we are only able to upload 1 pdf per post and with five lessons a week, that creates a lot of posts just for maths, especially if a parent has more than one child across the school. Class Teachers will try and upload a week's story videos in one post as much as possible. Additionally, we will post one pdf document at the beginning of the week with all foundation subject activities (music, art, history, science etc).

### **How often will teachers respond to portfolio posts?**

Teachers are working on a range of different things during the days they would normally be in school. They are monitoring Class Dojo posts and messages at set times during the day and will respond. Sometimes this will be a response to the whole class and sometimes this will be an individual response. Those teachers who do not need to self-isolate are in school on a rota basis to run our special class, so will may take longer to respond. If you need to contact the school for anything not related to Class Dojo, you should continue to use the school email: office.3216@st-michaels-oxf.oxon.sch.uk. The school telephone is not being regularly manned.



### **Can other children/families see the posts on my child's student portfolio?**

The short answer is no, but this is something that I have received several messages about. Many parents have posted things to what they think is the shared feed and therefore visible to other parents. I have checked on the Class Dojo website and if you visit the link [here](#) you will see the following message:

As a school, every member of staff is connected to each class, therefore, the only people able to see your child's portfolio posts are: the child themselves (from a student account) any parent accounts connected to that child and all staff at St Michael's.



#### **Only a child's parents see work**

Parents only see their child's work, making Portfolios a safe place to get positive feedback from their teachers and their parents

### **Can students comment on posts from their accounts or only do so through parent accounts?**

Student accounts are unable to post comments on teacher/class posts. We investigated this, but unfortunately, it is not possible to do so. We are aware, comments on posts such as the 'Conversation Piece' posted by Mrs Owen for Year 6 are coming from the children, through their parent's accounts.

### **If I experience a problem, who and how do I contact them?**

If the problem is specific to Class Dojo, then please contact Mr Lindars (the Computing Coordinator) through the Class Dojo messaging feature. Try to avoid commenting on an issue/problem on a whole school or class post, as this makes it harder to track and resolve issues. During this time, like all class teachers, Mr Lindars has responsibilities for the children of key workers in school as well as responsibilities for his own class. Please be patient when waiting for assistance and he will do his best to help, he will not have all the answers/solutions.

If your issue relates to something specific to a class, something that your class teacher is likely to be able to answer, please comment on their post and they will advise accordingly.

### **Tutorial Videos**

We have created and posted the following tutorial videos to help you as best we can during this time. We realise scrolling through the Whole School feed might take a while with the number of posts you have to filter through, so the videos can be accessed remotely by going to the school's website under the parents tab.

- ⇒ How to unsubscribe to emails from ClassDojo
- ⇒ How to upload on to your student portfolios

*Best wishes,*

*All staff at St Michael's C of E Primary School*