



Education Resources
Executive Director **Tony McDaid**
Head Teacher **Miss Angela Sneddon, Carstairs Primary**

Parental Responses – February 2018

58 returns received (of possible 94)

During the snow days / school closures the following text messages were sent:

(Day 1 – Wednesday 17 Jan 2018)

1. A notification just before 8.30am that we were delaying start time until 10am
2. A notification at approximately 8.50am that we were closing the school
3. A notification at approximately 4.00pm that the school would be closed on Thursday 18 January

(Day 2 - Thursday 18 Jan 2018)

1. A notification at approximately 8.10am to confirm one last time that the school was closed for the day

(Day 3 – Friday 19 January 2018)

1. A notification at approximately 8.10am to state that we were delaying start time until 10am
2. A notification at approximately 10.55am to state that the school would be closing early and pupils should be collected at 1.15pm

Please tick the one response below that best describes your text message receipt over these three days:

I received all of the texts outlined above at approximately the times shown

30

I received all of the texts above but with a delay on the times sent to the times received

15

Additional comments related to this point:

Delay on first text only.

Only the first text was delayed by about 20 minutes, all others were only by ten minutes or less.

Only a delay on first text – all others were received on time.

I received some of the texts at the approximate times, but others did not arrive

4

I received some of the texts but with a delay on the time of receipt and others I did not receive

7

I did not receive any of the text messages that were sent

2

(reasons shown below)

Our text messaging system sends the text messages to the person identified on our system as 'main carer' (see above).

Please let us know who it needs to go to as an alternative

(or as well as) 6 families have indicated that the text needs to go to an 'as well as' number

Green Avenue, Carstairs ML11 8PT Phone: 01555 870462 Fax: 01555 871023
Email: office@carstairs-pri.s-lanark.sch.uk Website: www.carstairsprimary.org



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Additional comments

- (Had not received texts) – I had not updated you with my new phone number but was made aware by a friend.
- Did not receive any of the texts as this was sent to wrong / old number. Have already given note of the new number.
- I did not receive any text messages on Wednesday the 17th about late start or closure. This wasn't anything to do with the system. After arriving at the school, I believe I was then added to the system as thereafter I received messages. Thank you.
- I appreciate everything that was done to communicate to parents during a fluid and changing situation. I found Twitter very helpful and FB updates.
- I think sufficient measures were taken to notify us, I couldn't access my phone at work so made arrangements with another parent to keep me updated – as would be the case any day. No complaints at all.
- I can't think of any other way the school can contact parents quickly, other than these methods, sorry.
- No mobile phone or Twitter at work so please call my office / email / text father.
- Combination of text and Twitter works very well and much appreciated.
- I think the school do a fantastic job in keeping parents very well informed about everything!
- I thought it was a good system being kept updated between text / Twitter. No problem.
- Information was put on social media, but some people, like myself, cannot access this at work. I found out from a friend on 19/1/18 because I never received a text message.
- No issues. I also follow Twitter solely for school and SLC update.
- The school can't help the weather however the comments on the Facebook page when some parents expressed concern left a lot to be desired.
- I'm happy with the Twitter process as it stands. It is received on my phone as a notification so I don't even need to access Twitter. The text messages are simply an added measure for me.
- I received some of the texts at the time they were sent but some much later. I followed the school on Twitter on the snow days so wasn't relying on texts.
- I understand it can be difficult to make the decision whether school goes ahead when faced with weather challenges but if possible, to know as soon as possible as some of the kids using the bus are onboard by 8.05.
- I wish I could have been told much earlier of school closures as m children usually leave for school well before 8.50am and this could cause problems.
- I think the system in place works, when weather warnings are in place, I think it is a dual responsibility of both the school and parents and as a parent, I ensured I was keeping track of Twitter, Facebook and SLC website.
- I was extremely impressed with the school's communication. No problems at all.
- I received an update through Facebook which I was happy with.
- If possible if closures, or delayed starts, text by 8/8/15 would be helpful to parents needing to leave for work to allow time to organise childcare rather than leaving the decision to later, if

possible. * NB – bus usually arrives with us 8.10-8.15 a text before this would be helpful.

- These texts were very helpful and thank you.
- Twitter is a great way to be kept up to date.