SET SAXMUNDHAM SCHOOL

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Dear Parents and Carers

SET Saxmundham, alongside all Seckford Education Trust schools, will be changing its Management Information System (MIS) from Capita SIMS/Progresso and Go4Schools to Arbor. This is a big change but one that should have a minimal effect on parents and students.

Where will parents see a difference?

The major change for parents of students at SET Saxmundham will be that we no longer ask you to use Go4Schools. We will be replacing these with the Arbor Parent Portal or the Arbor App (you can use the same login for both) and this will be your easiest way of telling us about changes to contact details or a change of address (NO ACTION NECESSARY YET, PLEASE WAIT FOR THE VERIFICATION EMAIL WHICH WILL BE SENT IN DUE COURSE).
Although we will not be using all the features of the parent portal/app in September, we do plan to use Arbor to distribute student assessment data and then to integrate other areas to allow parents to use their Arbor login to its fullest potential by October half term at the very latest.

What can you see on the Arbor Parent Portal and Parent App?
As a parent and carer, you will be able to access key details about your child's life at SET Saxmundham. This includes your child's timetable, attendance, personal profile information, parent contact details, medical information, permissions you have given, trips, clubs, report cards, house points and behaviour incidents. You will be able to book appointments for progress evenings and notify us of amendments to your child's details such as home address or emergency contact number. As part of our safeguarding procedure, we receive a notification if you make such a change which we have to accept before a change is finally made to your child's profile in school.

In App Messages!
One of the great benefits of parents using the Parent App is that you will receive messages directly within the app itself. These will operate just like you would receive a text message but they will be free for us to use and it will help you access any

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previous messages you have received from the school. Whilst we don't want to become a school that bombards parents and carers with messages, the in-app messages will be great to keep you informed about your child's life at SET Saxmundham; we will also be able to contact you easily if a club is cancelled at short notice or if we have to close the school. The Arbor Parent Portal and Arbor Parent App will undoubtedly improve the service we provide to parents and carers but we will always value and prioritise a personal approach. We will always believe that a face-to-face meeting or a discussion over the telephone is much more preferable to an exchange of messages or emails, particularly when you or your child face challenging circumstances.

What about the Parentmail?
We will continue to use Parentmail for payments initially. This will change to Arbor within the first few weeks of the new academic year but we will   communicate the change in good time.

What are the next steps?
We will write to you again on Friday with the release date of the Arbor Parent Portal and Parent App. This letter will confirm the steps that you then need to take.

Where can I find more information?
You can access more information about Arbor Education by following this link: Getting started - Log into the Parent Portal and the Arbor App – Arbor Help Centre (arbor-education.com)/.
You can also find parent guides on the Arbor website, but please note that we will guide you through the process of being able to access the Portal and App.
Finally, whilst we appreciate that changes to school systems are not ideal, we know you will join us in welcoming change for the better. Overtime, the Arbor system will help us meet the needs of students at SET Saxmundham and their families to a greater degree and will improve our efficiency. Therefore, we are very grateful for patience and support as we move between systems.

Best wishes

Lizzie Girling,
Head of school

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