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11.7.25

SatchelOne Update

Dear Parents/Carers,

Over the past 12 months, we have had ongoing issues with the way that the Satchel One parent and teacher portals communicate with our information database SIMS. This has led to some frustrations for some parents, and our back-office staff, when attendance and behaviour information has been incorrect or automated process have not worked. For example, emails have been sent to parents for a child's absence when they have been in school; staff have had to spend a lot of time manually updating our database.

Satchel One have informed us that they are unable to fix the issues and so we have cancelled part of our contract with them. We will be returning to SIMS for our statutory record keeping.

This will have the following impact on parents:

Homework - still available as normal, we are confident with this part of Satchel's provision

Access to student timetable - still available as normal

Notifications regarding detentions or a child's absence from school - will not be automatic, and will come from SIMS

Access to reward and behaviour points - will not be available

From September, we will spend some time exploring a way to give parents access once again to reward and behaviour points from our SIMS database; I know that many parents have found this useful over the last 12 months.

I will write to you again when we are confident with the solution and are in a position to introduce this.

Yours sincerely,

Roger Eckersley
Assistant Headteacher (Pastoral)
Farmor's School