



Headteacher: Mrs Lucy Miles

22nd January 2021

Dear parent/carer,

I hope this letter finds you and your family well. I would like to thank you all for your support in encouraging such high levels of engagement from your children in their remote learning. It has been wonderful to receive such positive feedback from students, staff and parents alike - particularly about the live tutor sessions this week.

Thank you also for your communications regarding any technical issues you have had. We have used this feedback to populate our support guidance page at:

<https://www.highfield.herts.sch.uk/page/?title=Google+Classroom&pid=93> with helpful information and video tutorials (for example on handing in assignments) and we have, to date, sent out nearly 100 devices to ensure that students are able to access the excellent online provision our teachers are offering through our Google Classrooms. Please do continue to contact us with any IT support needed on:

help@highfielditsupport.on.spiceworks.com

Through the monitoring systems we now have in place, we are able to offer regular feedback to parents and carers on the engagement/progress in terms of both attendance and handing in/quality of work. This is to support discussions around learning at home in such a challenging educational context. Once again, we know how challenging the current situation is and really appreciate all of your support in working with us to ensure that your child continues to make good progress.

Take care and stay safe.

Yours faithfully,

Mrs Miles
Headteacher

