



Friday 21<sup>st</sup> April 2023

Dear Parent/Carer,

### **Changes in the Parent Portal – Introducing Arbor**

You will know from my recent letter that we are changing our parent portal from Go4Schools to Arbor. We are really looking forward to getting started with Arbor and invite all our parents to familiarise themselves using the link below.

[Getting started - Log into the Parent Portal and the Arbor App](#)

We will send further communication on the parental app and how to register **early next week**. Please look out for this information and register your child when prompted.

#### Important Information

- We'll send out login details early next week.
- Getting started with Arbor is very easy but we'll offer lots of support for you, if you need it:
  - We've set up a **dedicated Arbor helpline email address** – [Arborqueries@codsall-middle.staffs.sch.uk](mailto:Arborqueries@codsall-middle.staffs.sch.uk)
  - We are holding informal **drop-in support sessions** for parents on Thursday 27<sup>th</sup> April (session 1: 3.30-4.30 and session 2: 5.30-6.30)
- *Please note:* We won't use the full functionality of Arbor at first, but over time we will broaden our use.
- A reminder that there will be a week or so when behaviour points and online homework may be disrupted. Please be patient as we transfer these processes to Arbor.
- We are sure there will be the occasional hiccup, but with your support and feedback, we think this will be a really positive move for the school and our community.

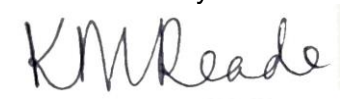
#### **Why are we making the change?**

As you may remember, in the recent parent survey we asked for your views about Go4Schools. A lot of parents expressed the idea that they like what Go4Schools does, but they don't necessarily like the way it does it! As a school, we quite agree with that: we find the platform a bit limited and clunky. For that reason, we have decided to make a change, moving away from Go4Schools, to a platform called Arbor.

We believe that Arbor is easier to use and can bring into one place a lot of the functions that our various online platforms perform, making life easier for home and school. We are really excited about the move to Arbor, but I can't overstate what a big change this is for our school. It reaches into every area of school life and requires a lot of planning and training. It has been recommended that we make the transition step by step, rather than trying to do everything all at once, so we'd really appreciate your patience and understanding as we make the change.

We hope that you are looking forward to using Arbor as much as we are.

Yours sincerely

A handwritten signature in black ink that reads "KM Reade". The signature is written in a cursive style with a vertical line at the end.

Mrs K Reade  
**Head of School**