

Principal: **Mr M.Hacker**

Old Clough Lane, Worsley,
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walkden.coopacademies.co.uk



Co-op Academy
Walkden

February 2024

Dear Parent/Carer

Arbor Update

Thank you for your patience during our transition to Arbor. I wanted to use this as a reminder as to why we have made the change and how this will benefit us in the future, despite some obvious frustrations, whilst still becoming familiar with the new system.

Previously, we had multiple platforms that were essential in slightly different ways. Our internal Management System was SIMS and for parents and carers, we were using MyEd and Class Charts, as well as ParentPay. We have now replaced SIMS, Class Charts and MyEd with one system - Arbor. This now means that we are not looking in different apps for different information and we hope that having one single platform will make it easier for everyone in the long run.

We realise that this is a significant change and can be frustrating, as the new system looks and feels different. All the essential features are now live on Arbor and parents should be able to see the key information regarding their children. I want to cover some of these key areas in this letter.

Getting started

So far, about 80% of our pupils have at least one parent/carers logged in to Arbor, which is great. But, if you haven't been able to log in so far, please follow the information below about getting started.

Please visit Arbor at <https://login.arbor.sc/> and/or download the app from Google Play ([Arbor](#)) or the Apple App Store ([Arbor](#)). If you are downloading the app please enable push notifications. Please login to Arbor using the forgotten password routine and the email address that you use with us at school. If the email address matches with the one we have in school already, you will receive a password reset link via email, and once completed you will be asked to verify your account using your child's date of birth.

If you do not receive the reset password email please let us know your updated email address via walkden.info@coopacademies.co.uk. Once we have updated your email address with us, then you should then be able to login to Arbor. For those with pupils at different Arbor schools you will see Co-op Academy Walkden listed to be able to easily click between all of the pupils attached to your account.

You will be able to update any changes of address, phone numbers or email addresses directly through Arbor, at any time.

All legal guardians can and should create separate logins on Arbor.

We will be sending another communication to you in the coming days with all of the features that you can access via the app and parent portal. We feel that Arbor will ultimately provide you with

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really comprehensive information and two way communications and will be a significant step forward for all of us.

Student logins

This week, we rolled out the student logins to Arbor. Unfortunately, there was a technical problem with students accessing the 'reset password' messages, which delayed this process. It has now been resolved and we are continuing to support students with the process in personal development time and with easy access QR codes on the entrance and exit to school.

Homework

This week, teachers switched to setting homework, known as 'assignments', on Arbor. At this stage, students and parents/carers should be able to see this on the dashboard and this seems to be working fine with the range of parents that we have tested it with.

We realise that not all students have yet been able to log in to Arbor, so at this stage, we will be flexible with deadlines and students must not worry unnecessarily. If individual students have still not been able to login next week, then they must seek help while they are in school, so that they all have the same opportunities to complete this essential independent learning.

You may also have noticed that there is a facility for teachers to record whether homework has been submitted, but this feature is not yet being used across the school, so again, pupils and parents/carers must not worry if homework looks like it is 'overdue' or not submitted.

We are reviewing homework more widely and will communicate any updates later in the year. Information regarding our current approach can be found [here](#).

Absence reporting

If you need to report your child's absence, please use the in-app message option on Arbor in the first instance or call the school absence line if necessary.

When you open the Arbor app, at the bottom right there is a 'profile' symbol. If you click this, it will give you the option to send a message. Please type your message, explaining why your child is absent and we will process this in due course.

We will continue to review and develop the way we use Arbor and will share all updates with you in due course.

Once again, thank you for your patience during this significant change.

Matt Hacker
Principal