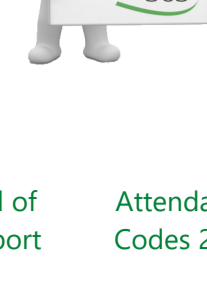


6th June, 2024 - Vol 33

Welcome

Welcome to our latest newsletter. It will contain important updates and useful information about your ICT provision.



In this issue we include the following:

- MIDAS New User Training
- Reminders
- Key Stage Documentation
- SIMS End of Year Support
- Attendance Codes 2024
- Arbor Update
- Focus on Feedback
- Stats Update
- And finally ...

MIDAS New User Training

New format reminder

Each term, the MIDAS team run a selection of free training courses for new staff in MIDAS subscribing schools. These courses are designed with new staff in mind, to help them get familiar with the basics of SIMS.

From September, these courses will no longer be offered, but, instead, we are going to be offering [free online video training content](#) for all users in MIDAS subscribing schools. This will cover the training covered by the free courses, as well as additional housekeeping routines useful to all staff.

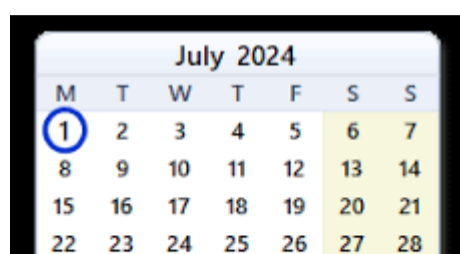
This will give staff the ability to dip in and out of learning at a time convenient to them, revisit content multiple times if required, skip areas they already know about, and allow users to make the most of the time they have.

Please note that all paid for courses will currently continue to run in the same way - with online teacher led courses run via Teams, and can be booked at <https://www.ictds.org/sims-training-courses>.

~ Hannah Buist, Team Manager Applications Support

Reminders

Save the dates



Tuesday 11th Jun 2024

Following the **MIS Check In Forum** that we hosted a few weeks ago, it has been requested that we schedule these as monthly sessions that schools can drop into should they wish. As such we have scheduled a 1/2 hour session on the 2nd Tuesday of every month at 11 a.m. with **the next one being on 11th June**. Please use this link to join the meetings: [MIS Check In - Open Forum](#)

You can also make use of the chat functionality on this meeting should you wish to. Outside of the scheduled meeting dates this chat will not be moderated by ICT Development Service.

For Digital Safeguarding subscribers only - Free staff Online Safety Workshop

We have invited Kat Howard from Smoothwall to talk to our schools about how we can keep our children safe online. During this workshop, Kat will give you lots of practical hints, tips and activities to support your school community with this ever changing environment, she will discuss our online safety hub, going through the engagement plans and also Qustodio, which is a parental control solution that families can access for free.

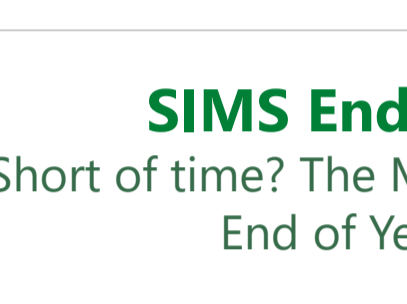
This workshop will take place on Monday 1st July from 3.30-4.30pm. There is no need to pre-register for this workshop, the link was emailed to all Digital Safeguarding subscribers on 30th April. If you want us to resend the link, please email ictdsnews@welearn365 to request this.

~ Hannah Buist, Team Manager Applications Support

Key Stage Documentation

Reminder

Key Stage Documentation



With Key Stage processes fast approaching, this is just a reminder that you can access the Key Stage eBook via our new Midas Documentation site: bit.ly/midasdocumentation

If you are **not** a welearn school and you haven't done so already, you can request access via this form: <https://forms.office.com/e/z4jm2L2G84>

Please see below for a reminder of the deadline dates:

EYFS- Submitted to the LAData submission opens on 3rd June 2024, and the **data submission deadline is 27th June 2024**.

Phonics (Year 1 & Year 2 Resits) - Submitted to the LAData submission opens on 10th June 2024, and the **data submission deadline is 21st June 2024**.

Key Stage 2- Submitted to Primary Assessment Gateway Data submission opens on 20th May 2024, and the **data submission closes on 28th June 2024**.

~ Tammy Compton, MIS Support Officer

SIMS End of Year Support

Short of time? The MIDAS Team can carry out the End of Year process for you

The MIDAS team is offering to carry out the **SIMS End of Year Process** for schools at a **discounted consultancy fee of £50 per hour**. The offer is available as an online service without having to visit the school.

Depending on the size of your school time taken will differ. However, a pre end of year discussion from a dedicated Support Officer will:

- decide how long the process should take.
- give you a list of information they will need to carry out the End of year.

The list of information may be stored on the Admin Shared folder where the Support Office will be able to pick it up, therefore eliminating having to send an email to the Support Officer.

Primary Schools including Nurseries/Infants/Juniors

- Take a backup of your data
- Create the new academic year
- Setup promotional mapping
- Set up the Pastoral Structure
- Deal with staff leavers,
- Add staff details (contracts may be added later)
- Prepare classes/ if appropriate, create new class names
- Allocate pupils to their new classes
- Add teachers to the classes
- Create admission groups
- Import the ATFs/CTFs
- Add new pupils to the preadmission groups
- Change the status of the applicants
- Deal with end of year leavers/export CTFs
- Deal with any pupil leavers/starters from other year groups
- Print class lists/Registers
- General Housekeeping
- Take another back up

Secondary Schools

- Take a backup of your data
- Create the new academic year
- Setup promotional mapping
- Allocate Students to their new Registration Groups
- Set up the Pastoral Structure
- Prepare Registration Groups/ if appropriate, create new Registration Group names
- Create admission groups
- Import the ATFs
- Add new Students to the preadmission groups via ATF
- Change the status of the applicants
- General Housekeeping
- Take another back up

Please contact the Service Desk to request to book this service.

Spaces are limited and will be allocated on a first come first served basis.

~ Yvonne Callaghan, Senior MIS Support Officer

Attendance Codes 2024 with effect September 2024

For School Administrative/Attendance Officers

You are invited to attend the **Attendance Codes Workshop on Thursday 27th June 2024 commencing 10:00 am**.

A MIDAS representative, together with a Warwickshire Attendance (WAS) representative will explain the DfE's decision to:

- introduce New Attendance Codes,
- change existing Attendance Codes
- delete some of the existing Attendance codes

and also explain the implications this will have on your schools' attendance going forward into the next academic year.

Please note that the sessions offered will be virtual via Microsoft TEAMS and they will be for all school phases and All MIS systems e.g. Arbor, Bromcom & SIMS

Full documentation will be available via the MIDAS Documentation pages website after the Workshop

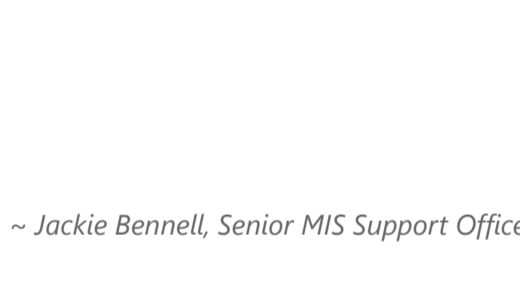
To book a place:

- Telephone ICT Development Service on 01926 414100
- Email ictdsservicesdesk@warwickshire.gov.uk
- Via our website: <https://www.ictds.org>

~ Yvonne Callaghan, Senior MIS Support Officer

Arbor Update

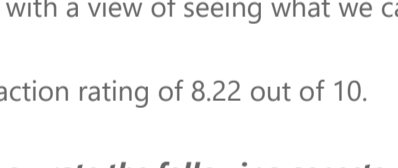
This month, we are collaborating with multiple schools as they transition their MIS system to Arbor. It's an exciting period, and we eagerly anticipate aiding the schools in making the switch as smooth as possible by offering data verification and counting reports, and some traditional hands-on support. The schools are scheduled to go live in mid to late June, and the Midas Team, are thrilled to be assisting them throughout their onboarding journey and providing support in the future.



~ Jackie Bennell, Senior MIS Support Officer

Focus on Feedback

Follow-up on Schools ICTDS Survey



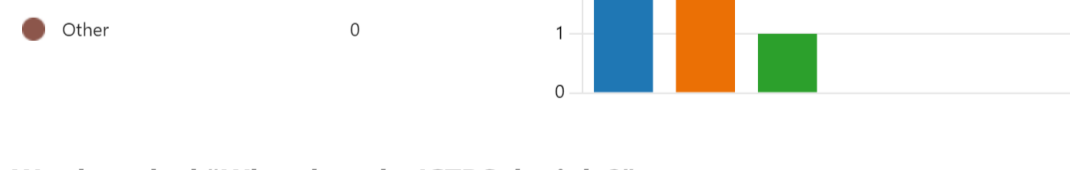
As is often the case, the WCC ICTDS asked some questions to our schools. In a recent newsletter we asked some questions and this was followed up with an email to the schools that we provide services for. We wanted to establish the ratings of aspects of our Desk Support/Line Support Teams with a view of seeing what we can do better or improve.

We received an overall satisfaction rating of 8.22 out of 10.

We also asked how would you rate the following aspects of the WCC ICTDS?



We also wanted to know the update and likelihood of using a self-support service option.



We also asked "What does the ICTDS do right?"

Here are some of the positive responses...

"The people who answer the phone as always very supportive and knowledgeable - it's rare they can't solve it first time or same day."

"Our schools technician, Paula, is brilliant and really goes the extra mile to support her schools. The SIMS team are extremely responsive and calls are generally sorted within a couple of hours of reporting any issues."

And some of the suggestions that the schools would like to see....

"It would be good to open from 9:30 as issues that arise before the school day starts generally can't be phoned through until gone 8:30 once the admin team are free of lates, lunches etc."

"A self-service portal would be very useful. We used to have one and it was very convenient to check the current status of calls and look back over previous calls to check what the action was, in cases of the same issue arising again."

The WCC ICTDS are always looking for input and suggestions as to how to improve the service, please feel free to get in touch with any suggestions on the [following link](#).

~ Pez Demetriou, Team Manager Service Delivery

Stats Update

20th May - 31st May

Total calls logged and fixed

Calls Logged
154

Calls Fixed
177

Calls logged - every call logged through our Service Desk, whether via phone or email, between the given dates.

Calls fixed - every call fixed between the given dates, regardless of when they were originally logged.

Service Desk call fix time

53.7% Fixed within 24 Hours

85.3% Fixed within SLA (5 days)

14.7% Fixed outside of SLA

Digital Safeguarding: Reported Incidents

	Primary	Secondary
Grade 3	20	104
Grade 5	2	5

Grade 3 - includes things such as swearing, bullying, inappropriate web searches, self-esteem issues.

Grade 5 - are the most serious incidents and are always reported by phone. These include threats to life and illegal activity.

And finally D-Day

This year marks the 80th anniversary of D-Day. The Normandy landings were the landing operations and associated airborne operations on **Tuesday, 6 June 1944** of the Allied invasion of Normandy in Operation Overlord during World War II. Codenamed **Operation Neptune** and often referred to as D-Day, it is the largest seaborne invasion in history.



What does the D in D-Day stand for?

The 'D' stands for 'Day', meaning it's actually short for 'Day-Day'. Before the allied attack in June 1944 there would have been many D-Days, however it was so iconic that it came to be used solely when referring to the beginning of Operation Overlord.

~ Caroline Murphy, Business Relationship Co-ordinator

Follow us on LinkedIn

YOUR FEEDBACK

We're really keen to hear about how you think we can improve our service. What could we do better?

What do we not offer that you would like to see? If you have any comments or suggestions, please email

ictdsfeedback@welearn365.com

To unsubscribe from our newsletter, click [here](#).