ClassDojo Procedure

At Norton-sub-Hamdon and West Chinnock Church Schools, we believe that an effective partnership between home and school is beneficial in supporting children in their learning. As a result, we have introduced ClassDojo in Years R to 6. ClassDojo is a communication application (app) which connects parents/carers, teachers and children.

Teachers use it as a communication platform to encourage children and to get parents/carers engaged in their children's learning. Although it has a reward component (Dojo Points), we will not be using these as we have existing systems. Teachers can communicate with parents on a 1:1 messaging service or via the Class Story where general class messages can be shared. Teachers can create engaging content including videos and posts. We will also use the 'School Story' to share whole school messages.

Children can engage in their learning in school and home by posting evidence of work they are proud in their journal and responding to tasks and feedback from their teacher.

Parents can be kept informed of class events and see evidence of their child's work and learning environment. They can communicate with teachers via 1:1 messaging.

Aims:

1. To establish more effective communication links with parents.
2. To support and enhance home and remote learning

Staff Responsibilities:

- Teachers are expected to access their ClassDojo account via the website www.classdojo.com and also download the free app onto their school laptop and iPad.
- Teachers are encouraged to post updates on their class page. The number of posts teachers make and the content, which has to be appropriate or relevant, is at the discretion of the teacher. The following should be a minimum though:
    - regular reminder posts about swimming/PE days/home learning deadlines and/or other important class events such as trips or assemblies
    - weekly celebrations of work should be shared either individually to parents or via the Class Story.

- All members of staff using ClassDojo are asked to set a 'quiet hours' on their page, this is when messages will not be read or responded to out of the designated hours. The agreed quiet hours are between 4:30pm and 8:00am Mondays to Friday, and all day Saturday and Sunday.
- It is not expected that staff will need the app on their mobile device, as we must be mindful of the impact this may have on their personal time.
- Staff are respectfully reminded to not engage in any conversations about personal matters via the class page or the messaging service or get into lengthy discussions. If a message from a parent requires more than a simple response then a phone discussion is more appropriate.
- Staff must make themselves fully aware of the children who are in LA care or who do not have permission to have their photographs shared on ClassDojo, and ensure that these children do not appear on ClassDojo.

Parent/Carer Responsibilities:

- Agree to follow the Parent User Agreement Form (Microsoft Form) before using ClassDojo.
- If you have any questions or queries, do feel free to message your child's teacher on ClassDojo and they will also keep in touch with you via ClassDojo. You can still leave messages at the front office, send e-mails to the school office and communicate with the school in the same ways you used to. If a matter cannot be easily resolved via the messaging service, the class teacher will arrange a phone call or meeting.
- In order to maintain the well-being of our class teachers, as well as ensuring they have a work-life balance, we ask that you bear in mind that though staff can be messaged by you at any time, they will not respond back to the message during the 'quiet hours'. We respectfully ask that parents and carers do not message staff outside of the set hours.
- Staff will not be able to respond to your messages on weekends and any other time outside of the stated period. Teachers' priority during the teaching day is on teaching and so they may not see a message. If it is an urgent concern or query, or related to attendance matters, please do follow the channels of communications that are in place (email to school office or message left on the school answer phone).
- Parents must be polite and respectful when messaging staff or commenting on the class news feed. Any inappropriate comments will be removed/blocked and the service may be removed.
- Parents must ensure that their child uses ClassDojo safely and support them in uploading evidence of learning.

Appendix 1:

ClassDojo Parent User Agreement Form (Arbor Consent)

Parents/Carers must agree to the following in order to be invited to join/continue to use Norton-sub-Hamdon and West Chinnock Church School's ClassDojo account.

- ✓ I have read and understood the school's ClassDojo Procedure.
- ✓ I agree to the school posting pictures of my child, their work and positive comments about my child on ClassDojo, which could be viewed by other members unless I have stated otherwise on my photo permission form, held by the school office.
- ✓ I am aware that all images posted on ClassDojo remain the property of Norton-sub-Hamdon and West Chinnock Church School and should not be reproduced. I agree not to copy or reproduce images, e.g. as screen shots, or post them on social media.
- ✓ I agree that any messages or information I send to the school will be positive, respectful and in keeping with the positive spirit of ClassDojo and the school policies. I understand that teachers will only access ClassDojo Monday to Friday 8am-4.30pm and I will wait up to 24 hours for a response before contacting again.
- ✓ I agree not to post negative messages or raise serious concerns on the ClassDojo site. Should I have any complaints or concerns related to my child's education or care, I agree to raise the issue using the stages identified in the school's Complaints Procedure and Policy. (Note – This policy is available on the school website or in person from the school office.)
- ✓ I agree not to share my password with anyone other than immediate family members,e.g. spouse.
- ✓ If I have any concerns, queries or questions regarding ClassDojo or any content posted on the site, I will raise them with the Headteacher.

When using ClassDojo you will be subject to the Privacy Policy and any posted guidelines, policies or rules applicable to specific features of the ClassDojo Website or ClassDojo App. Details of the policy can be found on: https://www.classdojo.com/en-gb/terms/

ClassDojo is a U.S. based company, so pupil data may move outside the EU. As such, in compliance with GDPR, parents need to be informed of this fact and give consent for this. The School has updated its privacy notice to acknowledge that this data is moving outside the E.U. and will also maintain a data impact assessment on ClassDojo. Parents should be aware of the ClassDojo privacy notice and information regarding security measures for outside the U.S. Class Dojo complies with the EU – U.S. Privacy Shield Framework. The privacy shield is a framework that governs how data is transported safely and securely between the EU and US and has been developed by both sides. To learn more about the Privacy Shield program, and to view ClassDojo certification, please visit https://www.privacyshield.gov/

With respect to personal data received or transferred pursuant to the Privacy Shield Frameworks, Class Dojo is subject to the regulatory enforcement powers of the U.S. Federal Trade Commission. In certain situations, ClassDojo may be required to disclose personal data in response to lawful requests by public authorities, including to meet national security or law enforcement requirements. For full details of the ClassDojo privacy notice and security measures outside the U.S. see:

- ✓ https://www.classdojo.com/privacy/
- ✓ https://classdojo.zendesk.com/hc/en-us/articles/202028159-Security-measures-for- outside-the-U-S-

You may also be interested in watching the video in the link below which gives a brief, simpler explanation of some the security and privacy controls on ClassDojo.
https://vid.ly/7d4i1b

The School reserves the right to deny further access to the school's ClassDojo account in the event of violation of these terms.