

This document has been written in response to a range of questions which parents/carers have recently asked. We cannot answer all possible question in this document and encourage parents/carers to continue to contact us if you have any unanswered questions.

**Qu. When is work being set each week?**

Following the Easter break, all tasks will be sent to learners on a Monday. These tasks will be for the week in which they are set.

**Qu. When is the work due in?**

All tasks should be completed during the week in which they have been set and submitted by the end of the working day on a Friday.

**Qu. We are receiving lots of notifications, how can we reduce these?**

All learners are able to change the notifications setting on Show My Homework. The link below will take you to the appropriate guide on SMH.

<https://help.teamsatchel.com/en/articles/2911879-managing-email-and-push-notifications>

While the setting can be changed through the setting page on the platform, they may also be changed on a learner's phone.

To subscribe or unsubscribe to email and push notifications via the Android app or iOS app:

1. Go to *Settings* and click on *Notifications*
2. In the *Email / Push Notifications* section, toggle the switch to the right to subscribe to, or to the left to unsubscribe from Tasks published, Grades, Comments, After & Before school reminders, Non Submitted tasks, Notices and Behaviour points and Badges. Toggling the switch to the left will unsubscribe you from these.

**Qu. How do we upload work through SMH?**

The following guide will show you how to upload your work through SMH.


<https://help.teamsatchel.com/en/articles/2912000-submitting-my-work-online>

To submit work using a PC:

1. Go to Submit
2. Type a message for your teacher or even your full answer.
3. Attach any files you need to, for example documents, pictures or presentations. You can choose files from your computer, Google Drive or Dropbox.
4. Click Submit assignment to teacher to send it to your teacher of your submission.

To submit work through a mobile device:

There is no "Submit" button here, but for online submissions you will see a paperclip next to your comment box.

1. Tap on the paperclip  next to the comment box
2. Select the location for the file, e.g. your picture gallery, a file stored on your phone, Dropbox or Google drive
3. Choose the correct file
4. Tap Upload

### **Qu. Why is the work listed as 'submitted late' when it was handed in on time?**

We need a method of monitoring the completion of work and ensuring we are supporting all our learners across the trust. Where work has been completed and submitted on time, the system will show this by recording 'Submitted'. If the work has not been fully completed or is handed in late, teaching staff have been asked to use the code 'Submitted late'. This is due to the limited number of available codes on the system which we can use for submitted work. However, we do not expect learners to go back and do the work again.

### **Qu. Will we receive feedback on the work completed?**

In line with recent research on effective feedback, teaching staff have been asked to provide whole class feedback on the work which has been completed and submitted. This will be uploaded to SMH and will be available to read when work is uploaded in the following weeks. A very small number of teachers, particularly those in subjects where a lot of practical work is required, are using individual feedback through email and SMH.