



SCHOOLTALK

FAQs for teachers

tkh.nz 

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1. Technical Questions: General

- 1.1 My SchoolTalk is not loading and I can't access my account, how do I get in?
- 1.2 Can I retrieve anything that has been deleted?



1.1 My SchoolTalk is not loading and I can't access my account, how do I get in?

Try refreshing the screen, and if that does not fix it then clear cookies on the browser. To find out how to do this, google 'How to clear cookies on...' and follow the instructions. You can also try restarting your computer, making sure you do not have lots of tabs open and running things in the background, or try using a different internet browser.

1.2 Can I retrieve anything that has been deleted?

Unfortunately no. The app will ask if you want to delete the item first so you can't accidentally delete something with one click.

2. Technical Questions: Uploading csv

2.1 The upload has failed. Why?

2.2 What if my school SMS system is not one of the options?

2.3 A learner is missing from my class that was there previously, why?

2.4 Tips for working with csv in Google sheets/Excel



2.1 The upload has failed, why?

This can happen for a number of reasons. In order for a csv to upload successfully, all data needs to be included on the original csv correctly. Some common issues that may cause it to fail include:

- If an important cell is left empty eg. learner email address
- If the format of the group names is not consistent eg. Room1 and Rm 2 **or** Rm 1 and Rm2
- If some information is missing from a cell eg. if the learner email address is not complete or if the date started schooling is formatted incorrectly
- If there is a double up of information eg. two learners with the same email addresses
- If the date format on the csv does not match the date format on SchoolTalk
- If a different SMS system is selected to the previous upload
- If the csv is correct, but is not downloaded first as csv format before being uploaded, the app will not accept it.

Learner IDs also need to remain consistent. If a learner ID changes, the upload might run correctly however there will be issues within the app such as learner data might be missing, groups might get mixed up or overall progress might get mixed up.

Another issue with user IDs might be if the user ID starts with a '0'. Csv forms automatically ignore the '0' if it is at the beginning of the number. This then changes the unique ID for the learner and can cause issues within SchoolTalk.

Watch this [video](#) to learn more about the csv.

2.2 What if my school SMS is not one of the options?

Select any SMS if your school does not use any of the ones listed. It will not impact your csv upload. The only thing to make sure of is that you select the **same** SMS every time you do a csv upload.

2.3 A learner is missing from my class that was there previously, why?

This usually happens if the data on the csv is incorrect. Some common reasons why this will happen:

- Double up in ID numbers, if two students have the same ID number then the app will assume they are the same person and it will swap over the student details rather than add another learner.
- Learner removed completely from the csv - this will archive that learner and they will not show up on your portal.
- ID number changed - the app will assume there is another user with the same information and create a new account

Tip: Make sure that teachers pin the class group that has the SMS system as the tag. This will ensure that they are pinning the class group that has come with the latest upload, rather than a group that was manually created inside of SchoolTalk.

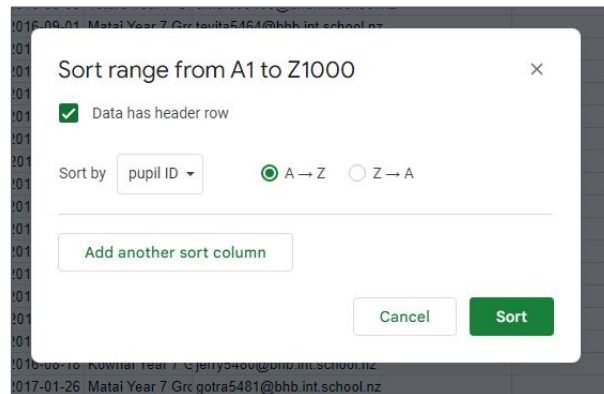
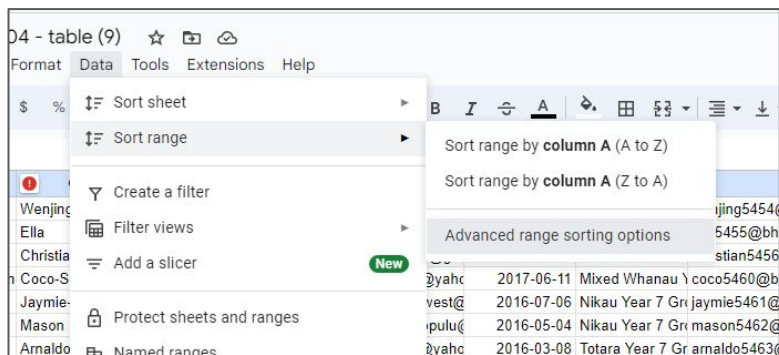
2.4 Tips for working with csv in Google sheets/Excel

If your csv is failing, then there are a few things to check for: Are there any

1. Double ups of details
2. Missing data/empty cells
3. Formatting consistent with groups and year levels
4. No '0' at the beginning of any user ID's

Tips to find double ups:

Open up the file in google sheet or excel and use the sort function to check for double ups or gaps:



3. Technical Questions: Calendar

3.1 What happens when I duplicate an event from a colleagues calendar?

3.2 What happens when I duplicate an event from my own calendar?

3.3 When I duplicate an event to my calendar the resources do not copy across, why?



3.1 What happens when I duplicate an event from a colleagues calendar?

This will copy the event into your calendar with all progressions and resources, into the **following** week. For example if the event was existing on your colleagues calendar on the 1st of May, it will copy onto your calendar for the 8th of May. It will strip out all of their learners and enable you to select the learners you want to include in this event. To add learners, edit the calendar event in your calendar, and select learners.

3.2 What happens when I duplicate an event from my own calendar?

This will copy the event into your calendar with all progressions and resources, into the **following** week. This will create a **new** event, as opposed to continuing on the timeline of the existing event. This is a good strategy to use if you want to repeat the lesson with a different group of students.

Tip: If you don't want the event to happen a week from the existing event, just edit the calendar event of the duplicated event to the day and time you want.

3.3 When I duplicate an event to my calendar the resources do not copy across, why?

The Admin needs to have connected the school drive to your SchoolTalk account in order for resources to copy across. This can be done under Admin, System Settings, then select the cloud drive you would like to connect to your portal. If this is not set up then resources can't be shared across drives.

4. Technical Questions: Design for Learning

4.1 How do I upload photos from my drive onto the Design for Learning?

4.2 Why can't I upload a screenshot from my clipboard straight into Design for Learning?

4.3 Why can't I upload a file straight from my computer into the Design for Learning?



4.1 How do I upload photos from my drive onto the Design for Learning?

You need to upload the evidence to your Google Drive first, and upload it to the Design for Learning from there. This does mean teachers and learners need to have folder(s) set up and shared with everyone in school or the admin account specifically. Otherwise parents may have issues viewing the photos.

These resources support the uploading of evidence:

[Instructions for adding evidence](#)

[Tips and tricks for junior teachers in adding evidence](#)

4.2 Why can't I upload a screenshot from my clipboard straight into Design for Learning?

You need to upload photos from your desktop or drive. The way that the security of the app is set, requires all uploads to be housed in the schools domain. By copy pasting a screenshot into the Design for Learning text section, this important security step is missed.

4.3 Why can't I upload a file straight from my computer into the Design for Learning?

The Admin needs to have connected the school drive to your SchoolTalk account in order for you to be able to upload files straight from your computer. This can be done under Admin, System Settings, then select the cloud drive you would like to connect to your portal. If this is not set up then external resources can not be added.

5. Technical Questions: Progressions and Evidence

5.1 How do I delete or remove progress?

5.2 What does the weighting mean?

5.3 How do I upload photos from my drive onto SchoolTalk as evidence?

5.4 What happens to evidence if a teacher leaves the school?

5.1 How do I delete or remove progress?

Option 1: From design for learning. To delete recent progress for a learner, one way to do this is through the design for learning page. Click View Learning log on the side menu. All updates pertaining to that group of learners will show up here. Scroll to find the update to remove, then click the trash can.

Option 2: From learning log. On the homepage click on the group that has the learner you need to delete recent progress from. Filter according to what you need to delete eg. Select Teacher Judgement if it was an update the teacher did. Click the trash can on the update you wish to remove.

Option 3: From achievement report. Click on the homepage and select a group that has the learner you need to delete progress from. Filter through the progressions by clicking on the title eg. Reading. Once you get down to the global and granular progressions you will be able to click on the 3 dots in line with the progression and learner. Select Show details and learning log. This will bring up progress pertaining to that learner and that progression. Click the trash can to delete it.

5.2 What does the weighting mean?

All progressions are default set to 1 point. The higher the number means more weight is put to that progression. This means when it is marked off it contributes more to the overall progress in the student level progressions, the Achievement report and the Generated report.

5.3 How do I upload photos from my drive onto SchoolTalk as evidence?

You need to upload the evidence to your Google Drive first, and upload it from there. This does mean teachers and learners need to have folder(s) set up and shared with everyone in school or the admin account specifically. Otherwise parents may have issues accessing the evidence attached.

These resources support the uploading of evidence:

[Instructions for adding evidence](#)

[Tips and tricks for junior teachers in adding evidence](#)

5.4 What happens to evidence if a teacher leaves the school?

If a teacher's drive is deleted then their evidence files will also get deleted. To fix this the school will need a SchoolTalk Evidence folder that these can be uploaded to for safe keeping for drives are deleted.

I.e. on a shared drive or an admin drive. The folder it all sits in could just be dragged across.

6. Technical Questions: Learning log

6.1 How do I delete posts from the Learning log?



6.1 How do I delete posts from the learning log?

Simply find the post you want to delete, then click the trash button. This will remove the post and the progress. This can't be undone so make sure you are sure you want to delete it.

7. Technical Questions: Groups

7.1 How do I add new a new learner to my class, to all of my groups?



7.1 How do I add a new learner in my class, to existing groups?

Open up the pinned group you want to add the learner to, click add new learner and search for the new student. Select them to add to the group.

8. Technical Questions: Gap Analysis

8.1 How do I select progressions across different curriculum areas for a Gap analysis?

8.2 How do I remove a progression from a Gap Analysis?

8.3 What do all the symbols represent in the Gap Analysis?

8.1 How do I select progressions across different curriculum areas for a Gap Analysis?

Search for the progressions you want in one particular curriculum area and pin them to the Gap Analysis. Before accepting them, run the search again but in a different curriculum area and then pin them. This will just add to the progressions selected. Then accept them and they will all show up in the one Gap Analysis.

8.1 How do I remove a progression from a Gap Analysis?

Click the edit button in the Gap Analysis, and deselect the progressions you do not want by clicking the tick next to the particular progression, and update.

8.3 What do the symbols and colours represent in the Gap Analysis?

 1. Student self assessment has been uploaded and requires checking

 2. Goal has been set for this progression

 3. Pieces of evidence attached to this progression (teacher and learner)

 4. This progression was backfilled from a higher level

 5. This progression has been marked off as achieved

9. Technical Questions: Achievement Report

9.1 How do I backfill from the Achievement report?



9.1 How do I backfill from the Achievement report?

To backfill from the Achievement report:

1. Access the class or group
2. View reports - Achievement report
3. View Progress
4. Select which curriculum area to backfill
5. Select the level to backfill to (for one or multiple learners)
6. Click the 3 dots, and Backfill

Tip: Backfill to a level you are comfortable with saying a learner can do. For example if they are a level 4 in maths, then a safe backfill would be from level 3.

10. Technical Questions: Backfill

10.1 How do I delete a backfill?

10.2 How do I delete part of a backfill?



10.1 How do I delete a backfill?

This can be done from the learning log. The learning log can be accessed from many parts of the app. For this example you will go from the Achievement report:

1. From the Achievement Report select View Learning Log
2. Because a Backfill post contains lots of information, the post will be long and may take a little longer to load.
3. A quick way of finding the trash can on a Backfill post is to Command + F search for your name. This will bring you to the bottom of the post
4. Click the trash can

This will remove the entire backfill action.

10.1 How do I delete part of a backfill?

This can be done from the learning log. The learning log can be accessed from many parts of the app. For this example you will go from the Achievement report:

1. From the Achievement Report select View Learning Log
2. Because a Backfill post contains lots of information, the post will be long and may take a little longer to load.
3. Scroll the post until you find the progression you do not want to backfill
4. Click the 3 dots and remove progression
- 5. Or** You can add a teacher judgement to show partly achieved

11. Technical Questions: Learner Portal

11.1 How do I access the learner portal?



11.1 How do I access the learner portal?

Navigate to a group where the learner exists, click on the 3 dots and select Learner Dashboard.

From here you can see an individual learner's calendar, learning log and progressions. You can mark an individual learner's progress and upload evidence from their progressions by diving in. You can mark an individual learner's evidence from their learning log. You can also mark an individual learner's progress from their calendar event, and see what they have self assessed themselves as.

As the teacher you will also see their overall progress tile in their progressions. Learners do not see this in their portals.

12. Technical Questions: Parent Portal

12.1 How do I access the parent portal?



12.1 How do I access the parent portal?

Navigate to a group where the learner exists, click on the 3 dots and select Parent Dashboard.

From here you can see an individual learners calendar, learning log and progressions. As the teacher you will also see their overall progress tile in their progressions. Parents do not see this in their portals.

13. Technical Questions: Editor Portal

13.1 How do I edit progressions?



13.1 How do I edit progressions?

This function is only available to the SchoolTalk admin. Admin can edit, move, delete progressions as well as add and remove resources.

Please see your SchoolTalk admin if you have any questions.

14. Administrative Questions

14.1 How do I upload student photos to learner profiles?



14.1 How do I upload student photos to learner profiles?

You just need a unique identifying number for each student, like an ID number. When the school sends the files to Photolife (school photographer) it includes this number for each student, then when they give back the portrait photos, they are named by the serial number. School admin can then upload the student images one by one from the Admin portal. To do this:

1. User management
2. Search user (by name or ID number)
3. Click Load image and select that child's image

15. Collaborative Teaching using SchoolTalk Questions

15.1 What is a quick way of tagging groups of teachers to an event?

15.2 Can I lock an event that is shared with multiple teachers so that it is not editable by all?



15.1 What is a quick way of tagging groups of teachers to an event?

This is not currently a function. However a solution to this is to add teachers as students on the csv. The admin would just add the teachers onto the csv and put them in their own group eg. Teachers. Then when a team leader for example creates a school wide event (eg. Athletics day) they will add the teachers as students rather than as teachers. The event will show up in all teachers calendars, however they will not have any editing rights.

If your students and teacher emails do not share the same domain name, then the above solution will not work. **Instead** a shortcut around this is to have a list of all teachers in the school/team saved as a post it or note somewhere on your desktop with the following format: Emily, Jason, Wendy, Kylie. You do not need to include last names (unless there are two Emily's then you will need to). Copy the list and paste it into the Select teachers field. It will pull up all teachers. Click the tick and it will pull them all over in one click.

15.2 Can I lock an event that is shared with multiple teachers so that it is not editable by all?

This is not currently a function. However a solution to this is to add teachers as students on the csv. The admin would just add the teachers onto the csv and put them in their own group eg. Teachers. Then when a team leader for example creates a school wide event (eg. Athletics day) they will add the teachers as students rather than as teachers. The event will show up in all teachers calendars, however they will not have any editing rights.

If your students and teacher emails do not share the same domain name, then the above solution will not work. Rather, educate teachers into making sure they do not delete any school wide events.

16. Comparative and partnered products questions

16.1 What is the difference between PaCT and SchoolTalk?

16.2 What is Edge?

16.3 What is Ready 4 Learning?

16.4 What is Monocle?

16.5 What is Te Rito?

16.1 What is the difference between PaCT and SchoolTalk?

PaCT uses progressions, teacher directed, used to assist teachers in making OTJs, comparing learners work against exemplars. It is a tool to level learners. Similar to the e-asttle tool. It is just an assessment piece. SchoolTalk enables teachers to differentiate learners' needs by using gap analysis, therefore enabling teachers to design differentiated learning based on assessment information.

16.2 What is Edge?

Edge is a Student Management System that SchoolTalk has partnered with. A non Edge school can still use SchoolTalk. If a school does want to switch to Edge as their SMS then there are bundled pricing options available. The benefits of partnering with Edge will enable streamlining of data (improvement dashboard). Edge is one of two SMS's that has been accredited by the ministry (Hero being the other one).

16.3 What is Ready 4 Learning?

Ready for Learning has partnered with SchoolTalk. In SchoolTalk it exists as a series of progressions and resources that teachers can plan, track and assess against.

Ready 4 Learning framework supports and underpins the “foundation skills” needed for a learner to be curriculum ready. Higher level cognitive tasks such as reading and writing depend upon the successful execution of fundamental skills. If these skills are not automatic, the brain will concentrate on executing those skills rather than on the higher level thinking tasks.

Elements in the Ready for Learning Framework consist of key competencies: speaking, concepts of print, hearing, seeing, moving (fine/gross motor skills).

In the Ready for Learning Framework teachers gain an insight into what skills the child needs to have in order for them to successfully read/write and carry out abstract thinking needed for maths. Underpinning the framework are our all-important Key Competencies which can be tracked alongside their ready for learning skills.

The Ready 4 Learning framework is being successfully applied in both learning through play and more traditional classroom environments.

16.4 What is Monocle?

Dr Heidi Leeson is Co-Founder of Monocle Education, which officially launched in February 2023. Monocle Education offers primary and secondary schools support by utilising a suite of psychometrically valid and reliable social-emotional learning (SEL) tools that research has shown are most predictive of enhancing learning performance and outcomes.

The Monocle team work alongside schools and organisations, using specific measures in order to create and implement bespoke initiatives (which integrate with what the school is already doing), in order to increase the SEL of their learners and accelerate learner achievement.

16.5 What is Te Rito?

Te Rito is a ministry project designed to enable all schools in New Zealand to create and add to a learners Record of Learning. Think of it as a platform (like a phone) that has different apps that sit on it eg. SchoolTalk, Hero, Edge. The ministry wants to enable a free record of learning choice that enables learners data to travel with them easily between schools. There is work that needs to be done in this space with data and privacy. Te Rito would be like the data protector that even the ministry would have to apply for permission to access the data. Te Rito has halted currently (2022) as there has been some issue with whānau asking who then owns the data.

17. General Questions

17.1 How is SchoolTalk not just a 'tick box' system?

17.2 What aspect of equity is Te Kete Hono trying to solve?

17.3 Is SchoolTalk a tool for junior teachers?

17.4 Does using SchoolTalk mean more screen time for learners?

17.5 Is there a way to see all of my planning on one screen like in a weekly overview document?

17.6 How do relievers access my planning?

17.7 Where is our data stored?

17.1 How is SchoolTalk not just a 'tick box' system?

SchoolTalk is a vehicle and you're the driver. If you use SchoolTalk in the way it was designed by being data informed to group and design learning, to then reflect on learning design then it isn't a tick box system. A tick box system relies on the teacher to tick the box. SchoolTalk is underpinned by evidence uploaded by learners and teachers. If SchoolTalk is embedded you know that any box that is ticked, is supported by evidence. The data is owned by the learners, and it is a record of learning. You are working in partnership with the learner and their family. When you are working in a partnership with them, then it is not just a tick box system.

17.2 What aspect of equity is Te Kete Hono trying to solve?

Digital access to learning, to enable every child to have access to their learning, from anywhere, anytime and to enable parents to be part of that learning journey.

17.3 Is SchoolTalk a tool for junior teachers?

Yes. The way the tool is used varies from year level to year level depending on input of the learners. SchoolTalk is a record of learning that follows the child as they transition through the school. The junior team starts sowing the seeds of the 4 value drivers of SchoolTalk in their own communities. E.g Parents first engagement with their child's progress and how to support at home, learner's first experience of what it means to be agentic in their learning, teacher's putting data into the system to provide a base picture of each child.

Junior teachers are the drivers of the tool at this level and will use the platform to gather formative assessment data to inform their planning. The Design for Learning page is a great opportunity to be a space to engage and send support to parents.

17.4 Does using SchoolTalk mean more screen time for learners?

Not necessarily. Effective teachers choose the learning tool that is fit for purpose. SchoolTalk is a record of learning that documents a child's learning journey. Even though SchoolTalk is a digital tool, it is not THE only way that teachers will deliver learning. It's one piece of a larger pie/puzzle.

17.5 Is there a way to see all of my planning on one screen like in a weekly overview document?

Not in the traditional way planning documents might work. SchoolTalk is a different way of planning, the fundamentals are the same, however you are setting it up slightly differently. SchoolTalk does not offer the ability to be able to see the detailed planning for a whole week on one page however it does offer the ability for teachers to engage more efficiently in the Teaching Learning and Assessment cycle (TLA).

By design, SchoolTalk requires you to create events in which the who, what, how, why is included in the Design for Learning page. Teachers can then mark and track progress through this same DFL. This data and evidence that is gathered is then able to be used to inform planning, in the form of the Gap Analysis. Traditional planning does not enable teachers to engage in the TLA so quickly and easily. What would you rather spend more time on? Spending a couple more clicks separating your weekly planning into calendar events, or tracking and marking progress across multiple platforms and spreadsheets?

17.6 How do relievers access my planning?

Relievers can access SchoolTalk through a teacher account that is set up specifically for relievers. Your school administrator will need to create an email address for these teachers eg. reliever@schoolname.school. This email address can be used to create a user on SchoolTalk as a teacher.

This account will need to 'pin' all teachers and all classes, so that when a teacher logs in and uses it they can access all teacher calendars.

This document will support relievers in accessing planning on SchoolTalk:

[Reliever induction to Schooltalk](#)

17.6 Where is our data stored?

1. All our applications and databases are hosted securely in cloud at Australian datacenters
2. All communication between users and our systems is encrypted
3. All data that we store in our databases is encrypted
4. We passed recently an independent security audit that confirmed SchoolTalk is very secure

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It's worth mentioning that any document attached as a resource or an evidence via their Google Drive stays at their Google Drive, we do not store those. Same goes for any other app that they use, like SeeSaw, what we keep are just links to those resources

Alternative answer:

Robust Cloud Hosting: Our applications and databases are securely hosted in reputable Australian data centers, guaranteeing reliable access while maintaining the highest level of security.

End-to-End Encryption: We employ state-of-the-art encryption protocols to safeguard all communication between our users and our systems. This ensures that sensitive information remains confidential and secure.

Data Encryption: To further bolster security, we utilize advanced encryption techniques to safeguard all data stored within our databases. This means that even if unauthorized access occurs, the data remains protected and unreadable.

Secure Code Development Practices: Security is embedded in our software development process from the ground up. We follow strict secure code development practices, ensuring that vulnerabilities are identified and mitigated during the development phase.

Independent Security Audits: We take security seriously and recently underwent an extensive independent security audit. The results of this audit have confirmed that our systems meet stringent security standards and are well-protected against potential threats.

Our commitment to security, combined with secure code development practices and the use of advanced tools, guarantees the safety and integrity of your data.

With thanks to our investment partners...



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