

St Christopher's School in Bahrain had used Double First Engage for a number of years before extending the system externally by activating the Parent Portal, a web-based service aimed at giving parents relevant information on their children in the school.

Principal
Ed Goodwin

IT Manager
Darren Benson

About the Institute

St Christopher's is a large, internationally renowned, non-profit making school with 2,100 pupils from around 50 nations. The school is based in Bahrain.

Darren Benson, IT Manager at St Christopher's School, explained why they selected Double First's Parent Portal at the school in Bahrain.

"Before using the Parent Portal we ran an email programme which provided every parent with a school email account. But this sat outside Engage so the labour:benefits ratio wasn't always favourable, partly because the maintenance of data was doubled, partly because drilling down to fine levels was difficult.

"When we saw the features and benefits of the Parent Portal, it was obvious that we should be dropping all the email accounts in favour of this."

would be plain text, determining notices shelf lives, the target audience etc.

"To help the parents, we provided a Support Desk for the first week for anyone needing any questions answered as well as a Parent Portal FAQ list on our website for those families who don't need face-to-face support but like to read around the topic."

Effective communication to parents is a key element in ensuring the success of projects such as these.

"We posted notices in the classroom windows reminding families to get logged in (and **why** they should) and we even used QR codes for the more tech-savvy parents.

"Since the launch day, we've received considerable positive feedback from parents; 50 emails of praise in the first week alone from parents wanting to share their thoughts.

"Another very pleasing benefit is the login rates of the fathers. We expected a heavy skew towards the mothers but it's not as one-sided as we thought it might have been.

"In summary, we are all very pleased at St Christopher's with the Parent Portal from Double First Engage."



St Christopher's went live with the Parent Portal in February 2012 after significant planning for the launch day.

"We spent a long time preparing our data to get the greatest benefit from the Parent Portal. The outcome for us was very easily defined: clear, relevant and timely information to our families.

"We had 2384 Parent Portal accounts going live and we wanted to have all fields populated for parents. This meant getting work done ahead of the launch to get the accounts prepared. We even had a script run for us to get these accounts generated.

"It was also a very useful opportunity to re-visit our naming conventions; what would become an attachment and what

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Darren Benson, IT Manager, St Christophers School