

Staff at The British School of Barcelona were processing end of term reports through one PC and many of the administration tasks were paper-based. Installing Engage transformed the school's systems and significantly improved its internal and external communications.

Assistant Head for
e-Enhancement
Jon Cronin

About

The British School of Barcelona was founded in 1958, to provide education for the children of US Navy officers. Today BSB provides education to nearly 1,000 children from over 40 different nationalities. The school is a full member of NABSS.

"The biggest difference for teachers has been the access to online information when and where required." So explains Jon Cronin, Assistant Head for e-Learning at The British School of Barcelona (BSB), when asked about some of the changes that Engage has brought to the school.

"The school previously used a system for administration based on a peer-to-peer network which was inaccessible to teaching staff," Jon continues. "This led to a problem of data flow within the school resulting in administration staff providing a vast amount of printouts such as form lists and invoices."

The installation of Engage has enabled BSB to be in control of its data, with teachers now able to report accurately on pupil performance when required. "Data now flows through the school from prospective pupil to past pupil," states Jon. "Relevant information is stored against a pupil's electronic record and shared with appropriate staff. This creates a more efficient and purposeful administration system with the flexibility to generate various reports when needed."

These reports include those required by Spanish law, as Jon explains: "The school follows the British system. However, Engage allows us to generate the various reports that are required by Spanish authorities and it has helped the school's Spanish Universities Orientation Officer to collate the required data for pupil applications."

The move to Engage has not just benefited teaching staff, but also the non-academic departments too. "The receptionists have found the 'find a pupil' function a time-saver in trying to contact students," Jon says. "The electronic invoicing system has increased the efficiency of the finance department and the communication department makes extensive use of mail-merge emails to create personalised post to parents."

Engage has also aided the development of some of the school's existing processes. "Instead of using floppy disks we have an online reporting system with comment banks in English and Spanish," explained Jon. "Staff can now track performance online where historical pupil reports are available for analysis and parents now have online access to end-of-term reports and receive invoices electronically."

If issues do occur, Jon has found the support processes easy to follow, including the Double First online support centre. "The helpdesk ticketing system has made a huge improvement to dealing with any issues. From assisting your own troubleshooting via the searchable FAQ section to seeking the appropriate support and tracking the status of any reported concerns."

Following the success of Engage, BSB is now reviewing its current teacher home-school communication processes, with the aim of using Engage as its default communication method with parents.



To learn more about Engage, contact Double First on **+44 (0)935 40 30 20** or visit our website www.doublefirst.com

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