VIRTUAL PARENTS TEACHER MEETING (VPTMS)

A Case Study of State driving actions to improve standard work processes

INTRODUCTION

Last year when the schools were shut down due to COVID-19. One of the major challenge that most of the leaders faced due to school closure was the **loss of communication** between the schools and the parents. This also had a direct impact on the learning of the students as they spent most of their time at home with their parents.

In this case study we explore how the **Uttar Pradesh** education department leveraged the projects feature of **DIKSHA** to drive the **virtual Parent Teacher Meetings** in the state.

A picture of empty school in U.P. amidst COVID-19

After completion of the project, a shift in the mindset of parents and Head Masters was observed. This project helped in creating a positive narrative of government schools in the state and made the parents feel part of the school processes.

"अभी तक ऐसी व्यवस्था प्राइवेट *schools* में होती थी लेकिन सरकारी *schools* में पहली बार देखकर बहुत अच्छा लगा।"
- *Parent who attended VPTM*

NEED

During COVID-19, the state of Uttar Pradesh launched various **e-learning programs** to stay connected with the students and encouraged them to learn from home. In times like these, role of parents became more important over as they became the primary point of contact for the students. They could provide first hand information to the teachers about their child's progress and well-being. It was observed that there had been a disconnect between the schools and the community due to school closure, social distancing etc.

Earlier PTMs were leveraged as a platform to **engage** with parents, inform and **take updates** on student's progress and performance in the school. It also helps the teachers understand the needs of the children in the school.
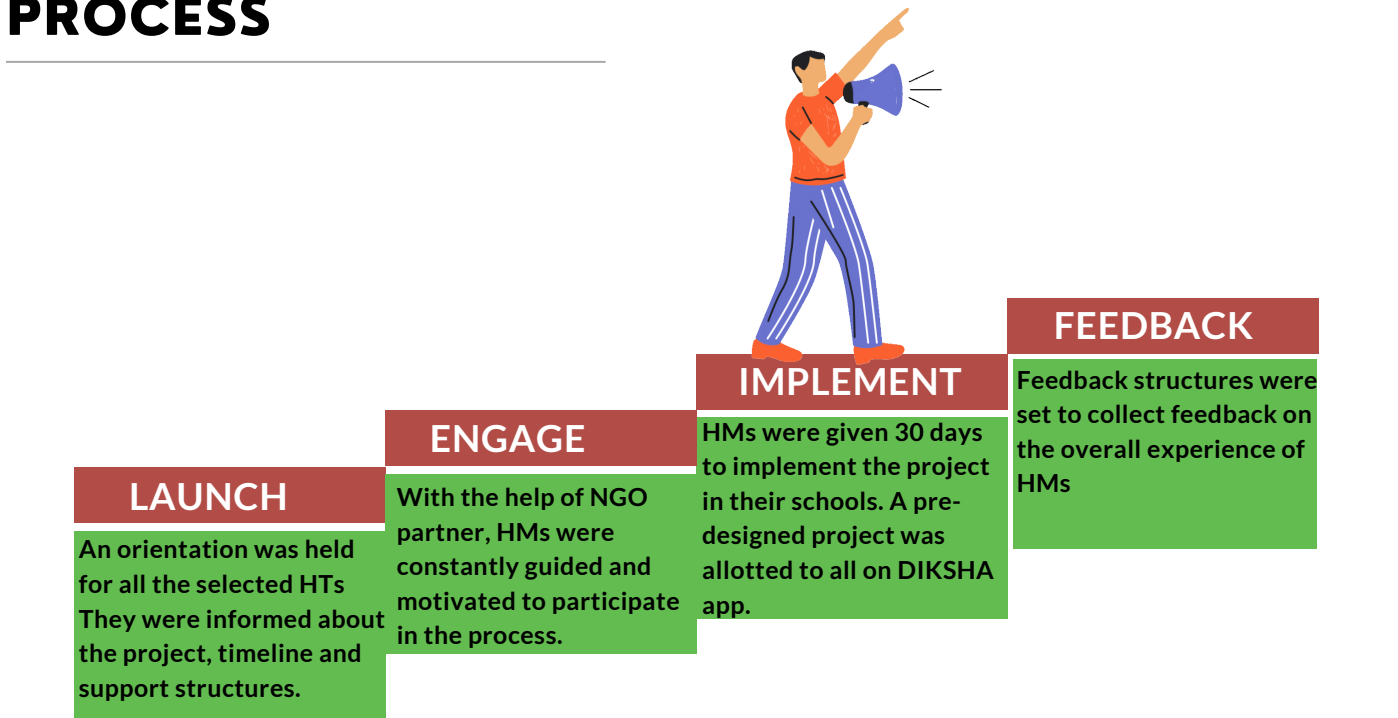
Therefore, a virtual PTM project was conceptualized to bridge the gap between the schools and the community. A pre-designed project to **plan, document and keep track** of the tasks under Virtual PTM project was assigned to the **Head Masters**.

Launch Poster for the Virtual PTM project

OBJECTIVE

To **bridge the gap** between the schools and community under the backdrop of physical distancing and school closures because of COVID-19 pandemic

PROCESS

LAUNCH
An orientation was held for all the selected HTs They were informed about the project, timeline and support structures.

ENGAGE
With the help of NGO partner, HMs were constantly guided and motivated to participate in the process.

IMPLEMENT
HMs were given 30 days to implement the project in their schools. A pre-designed project was allotted to all on DIKSHA app.

FEEDBACK
Feedback structures were set to collect feedback on the overall experience of HMs

Posters to inform & engage HMs

Pre-designed project on DIKSHA

HIGHLIGHTS

- 96% HMs felt that they should have done the PTM earlier and found it to be fruitful.

" "वर्चुअल पीटीएम कराना हमारे लिए एक नया अनुभव था।वर्चुअल पीटीएम में अभिभावकों को ऑनलाइन जोड़ना और उनका सहयोग लेना भी एक चुनौतीपूर्ण कार्य था परंतु अपेक्षा के विपरीत हमें इस वर्चुअल पीटीएम में अभिभावकों की सहभागिता, उत्साह और प्रसन्नता देखने को मिला यह हमारे लिए एक शानदार अनुभव था और हम चाहेंगे कि आगे भी हम इस प्रकार के प्रोजेक्टस दीक्षा के माध्यम से करें"""
  - HM, VPTM project

- Support structures set by the team aided the ease of implementation as the issues were resolved at faster pace

"All the resources were really helpful. We just need to follow all the steps written in the videos or screenshots and can solve our issues. I do recommend learning resources to other HTs"
  - HM, VPTM Project

- Various modes of media were also explored to talk & celebrate the efforts of schools and parents to come together and discuss about student's development.

Promotion of the project through pamphlets & facebook

IMPACT

- On average 26% of parents from each school were reached through virtual PTMs.
- About 72% of parents who attended were happy with the online mode of PTMs from home and felt empowered. They were happy to feel part of the school processes.
- Almost 50% of the HMs found that they have improved their skill sets following this structured approach of project management
- The process helped create a positive narrative of government schools in the state.
- The HMs were able to see the benefits of community involvement. This might motivate them to to voluntarily take up the VPTMs ahead.

Glimpse of virtual PTM happening over google Meet
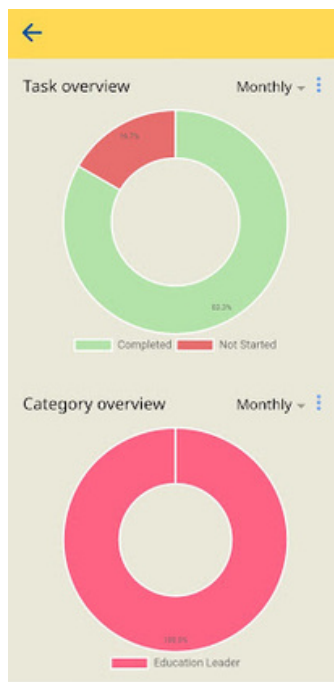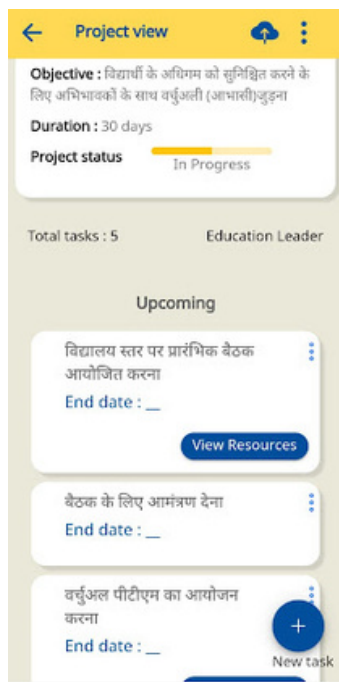
CHALLENGES

- 14% of HMs mentioned that it was difficult to conduct PTMs online. Some of the challenges cited were unavailability of digital devices, limited understanding of online applications and motivation.
- Some HMs started working on the project but felt demotivated to document the whole process.

LEARNINGS FOR OTHER STATES

Ques. What made the program successful?
Ans.

- Use of Technology to scale and reach out to all the HMs. Usually through circulars, HMs get the information about what is to be done, a bigger chunk of how it is to be done is always missing. Therefore this time, HMs were also provided with the "how" of the work through the medium of DIKSHA application. The HMs also had the freedom to contextualise, add and delete certain tasks that were not relevant to their schools.

Project view

Objective : विद्यार्थी के अधिगम को सुनिश्चित करने के लिए अभिभावकों के साथ वर्चुअली (आभासी)जुड़ना

Duration : 30 days

Project status   In Progress

Total tasks : 5   Education Leader

Upcoming

विद्यालय स्तर पर प्रारंभिक बैठक आयोजित करना
End date : _

View Resources

बैठक के लिए आमंत्रण देना
End date : _

वर्चुअल पीटीएम का आयोजन करना
End date : _   New task

Task overview — Monthly
Completed   Not Started

Category overview — Monthly
Education Leader

Pre-designed project on DIKSHA

- **Effective troubleshooting structures** , constant conversations with the stakeholders supported the efficient implementation of the program

"Support system was excellent. I was regularly updated about the status of the query. This helped me stay motivated"
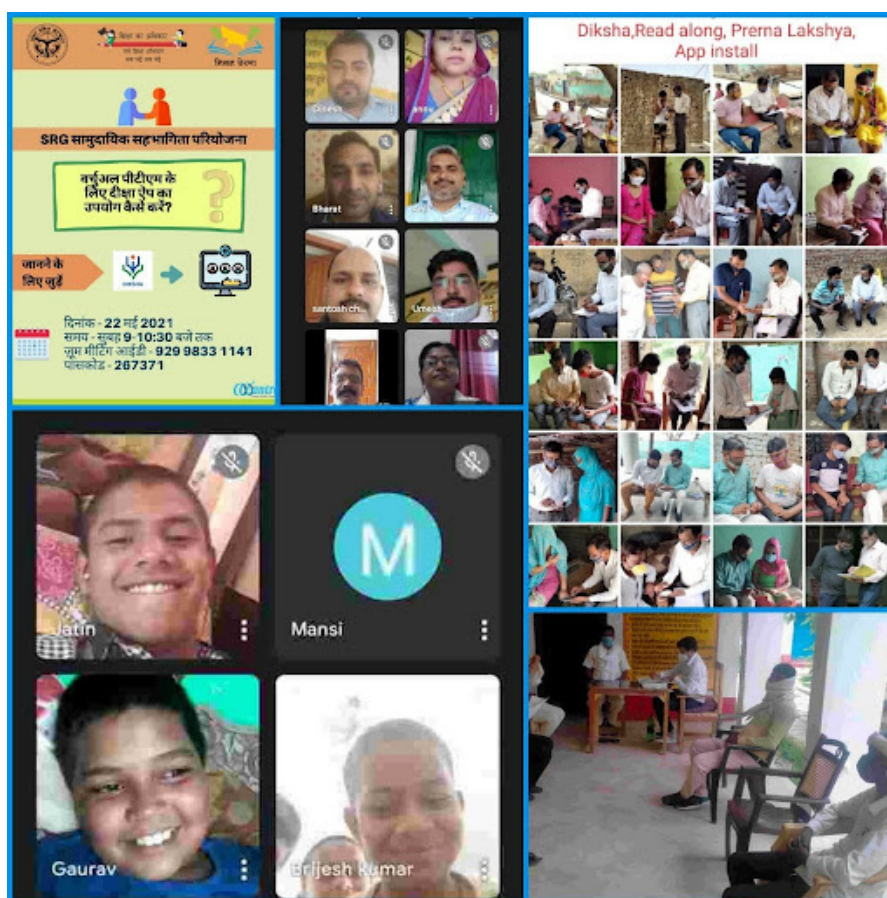 - HM, VPTM project
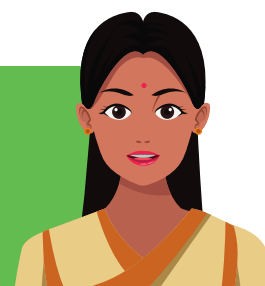
- Program roll out in campaign mode energised all the stakeholders at all the levels. Everybody knew through newspapers, radio and others about the launch of the project. Several channel of engagement such as orientations, video resources and celebratory videos motivated the HMs to implement the project.

- We have all heard about the famous African Proverb, "It takes a village to raise the child." This project was successful as it saw participation of the stakeholders like officials, school leaders, teachers, community members and parents.

- At the end of the project, feedback was collected from all the HMs. This is an important step as it will help the state to improve and plan the interventions better next time. This was done at scale with ease using the DIKSHA capability.

GLOSSARY

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