

# Interviews Admin Guide

December, 2024

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# Overview

## What problem does this module solve?

All schools are required to communicate to meet parents (and students) to discuss a child's progress at school and find solutions to academic and/or behavioural developments, The Interviews module handles the online scheduling of school and/or year group parent/teacher interviews. It provides an efficient, effective, and clear end to end solution that seamlessly manages key processes and workflows for interviews. The module is simple and fast to configure to your specific school's processes and requirements.

## How does Sentral solve this?

- The ease of configuring this module ensures that schools can start parent/teacher interviews once the Parent Portal has been set up
- Includes simple and easy tab navigation
- Includes a dashboard overview of upcoming/current interviews for easy management
- Includes logical interview functionality for roll class and class management
- Provides easy tracking of attendees and schedules
- Includes options to manage staff availability and parents' ability to request interviews
- Provides built-in notification templates that can be customised
- Provides online parent selection of preferred timeslots and notifications.

## Who will use and get value from this module?

The Interviews module will be used by administrative and teaching staff who handle parent communication and teaching of students. A deep understanding of current school policies and procedures is essential to ensure interview management and communication is centralised and transparent. Interviews also benefits the parent and student community at large to provide time efficient and easy school interactions.

# Getting started

## Considerations, dependencies and prerequisites

This section highlights the key areas that your school administration staff need to consider prior to setting up the Sentral Interviews module.

### Parent Portal

If your school creates Parent Teacher Interviews, you need to be using the Parent Portal so parents can book times online.


### Staff and classes

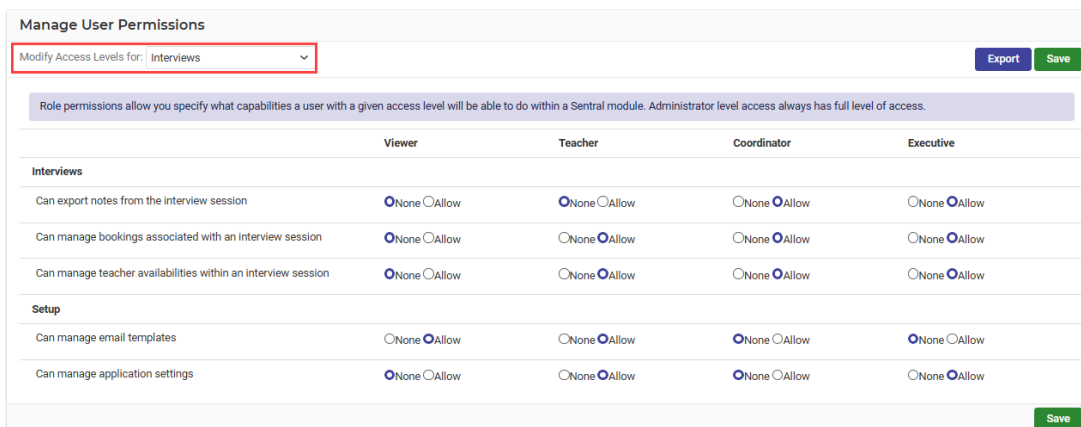
For the Interviews module to operate, you must have:

- user accounts created for your staff members
- roll classes set up if your school is a primary school
- classes set up in Timetables and PxP if your school is a high school.

### User permissions

Role permissions allow you to specify what capabilities a user with a given access level will be able to do within a Sentral module. Administrator level access always has full level of access.

Your Sentral Administrator will need to view the User Permissions for the Interviews module via  Setup | Manage User Accounts | Manage Permissions | Modify Access Levels for **Interviews**.



The screenshot shows the 'Manage User Permissions' interface for the 'Interviews' module. It features a dropdown menu for 'Modify Access Levels for' set to 'Interviews', with 'Export' and 'Save' buttons. A descriptive text box states: 'Role permissions allow you specify what capabilities a user with a given access level will be able to do within a Sentral module. Administrator level access always has full level of access.' Below this is a table with columns for 'Viewer', 'Teacher', 'Coordinator', and 'Executive'. The table is divided into two sections: 'Interviews' and 'Setup'. Each row contains radio buttons for 'None' and 'Allow' for each role.

	Viewer	Teacher	Coordinator	Executive
<b>Interviews</b>				
Can export notes from the interview session	<input type="radio"/> None <input type="radio"/> Allow	<input type="radio"/> None <input type="radio"/> Allow	<input type="radio"/> None <input checked="" type="radio"/> Allow	<input type="radio"/> None <input type="radio"/> Allow
Can manage bookings associated with an interview session	<input type="radio"/> None <input type="radio"/> Allow	<input type="radio"/> None <input type="radio"/> Allow	<input type="radio"/> None <input checked="" type="radio"/> Allow	<input type="radio"/> None <input type="radio"/> Allow
Can manage teacher availabilities within an interview session	<input type="radio"/> None <input type="radio"/> Allow	<input type="radio"/> None <input type="radio"/> Allow	<input type="radio"/> None <input checked="" type="radio"/> Allow	<input type="radio"/> None <input type="radio"/> Allow
<b>Setup</b>				
Can manage email templates	<input type="radio"/> None <input checked="" type="radio"/> Allow	<input type="radio"/> None <input checked="" type="radio"/> Allow	<input type="radio"/> None <input type="radio"/> Allow	<input type="radio"/> None <input checked="" type="radio"/> Allow
Can manage application settings	<input type="radio"/> None <input checked="" type="radio"/> Allow	<input type="radio"/> None <input type="radio"/> Allow	<input type="radio"/> None <input checked="" type="radio"/> Allow	<input type="radio"/> None <input type="radio"/> Allow

### Timing of interviews



Consider scheduling. Most schools set interviews up with the view that Academic Reports have been published or sent to parents. Interviews may also need to be staggered over a course of time to ensure the availability of staff from different year groups. If your school is a high school, you may need to set up year based interviews.

### Will session be online or face to face

Your school can add URL links for remote sessions, which means you need to determine the type of parent teacher interviews and clearly articulate to parents via news feed and messages where, when, and how parent teacher interviews will take place.

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## Access

1. Select the menu icon  and choose Interviews.
2. Select  Setup and choose **Interviews Setup**.  
The Interview screen displays.



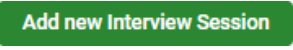
# Create a new interview session

## Overview

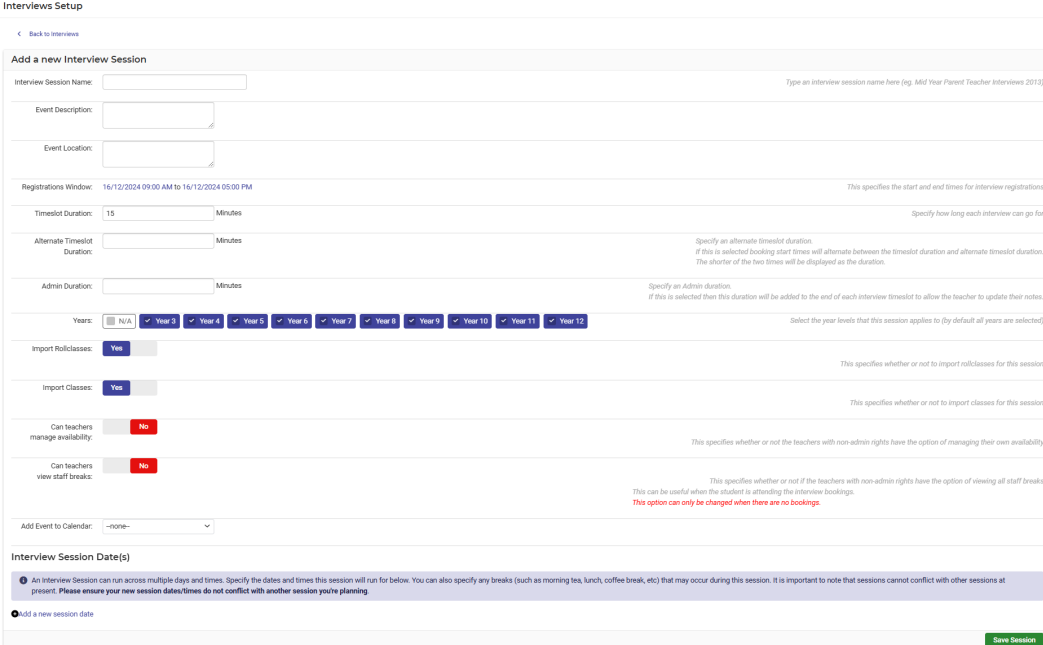
There are three stages to creating a new Interview Session:

- Creating the interview session
- Selecting dates and times
- Managing the classes.

## Create an interview session

1. Select the menu icon , and then choose Interviews.
2. Select  Setup and choose **Interviews**.
3. Select .

The Add a new Interview Session screen displays.



The screenshot shows the 'Interviews Setup' screen with a sub-section titled 'Add a new Interview Session'. The form contains the following fields and options:

- Interview Session Name:** Text input field with a placeholder: 'Type an interview session name here (eg. Mid Year Parent Teacher Interviews 2013)'. A 'Back to Interviews' link is at the top left.
- Event Description:** Text input field.
- Event Location:** Text input field.
- Registrations Window:** Date range selector showing '16/12/2024 09:00 AM to 16/12/2024 05:00 PM'. A note: 'This specifies the start and end times for interview registrations'.
- Timeslot Duration:** Input field with '15' and 'Minutes'. A note: 'Specify how long each interview can go for'.
- Alternate Timeslot Duration:** Input field with 'Minutes'. A note: 'Specify an alternate timeslot duration. If this is selected booking start times will alternate between the timeslot duration and alternate timeslot duration. The shorter of the two times will be displayed as the duration.'
- Admin Duration:** Input field with 'Minutes'. A note: 'Specify an Admin duration. If this is selected then this duration will be added to the end of each interview timeslot to allow the teacher to update their notes.'
- Years:** A row of buttons for 'N/A', 'Year 3', 'Year 4', 'Year 5', 'Year 6', 'Year 7', 'Year 8', 'Year 9', 'Year 10', 'Year 11', and 'Year 12'. A note: 'Select the year levels that this session applies to (By default all years are selected)'.
- Import Rollclasses:** Toggle switch set to 'Yes'. A note: 'This specifies whether or not to import rollclasses for this session'.
- Import Classes:** Toggle switch set to 'Yes'. A note: 'This specifies whether or not to import classes for this session'.
- Can teachers manage availability:** Toggle switch set to 'No'. A note: 'This specifies whether or not the teachers with non-admin rights have the option of managing their own availability'.
- Can teachers view staff breaks:** Toggle switch set to 'No'. A note: 'This specifies whether or not if the teachers with non-admin rights have the option of viewing all staff breaks. This can be useful when the student is attending the interview bookings. This option can only be changed when there are no bookings.'
- Add Event to Calendar:** Dropdown menu with '-none-' selected.
- Interview Session Date(s):** A section with a blue header and a note: 'An Interview Session can run across multiple days and times. Specify the dates and times this session will run for below. You can also specify any breaks (such as morning tea, lunch, coffee break, etc) that may occur during this session. It is important to note that sessions cannot conflict with other sessions at present. Please ensure your new session dates/times do not conflict with another session you've planning'. Below this is a radio button for 'Add a new session date'.
- Save Session:** A green button at the bottom right.

4. Enter an interview session name.  
This is displays in the Parent Portal.
5. Enter an a description and location for the event.
6. Specify the start and end times for interview registrations.

The start date should be set with enough notice to parents to ensure that they have a chance to select their appropriate time frame and the end date being a cut-off to say that registrations have now been closed.



**Tip:** Consider what day(s) the interviews are taking place and work backwards to identify when the registration window will be open and for how long to allow parents to book in session.

7. Specify the Timeslot Duration.  
This is the length of the interview with a teacher

- 
8. Specify an alternate timeslot duration.  
If this is selected booking start times will alternate between the timeslot duration and alternate timeslot duration. The shorter of the two times will be displayed as the duration.
  9. Select Year levels.  
De-select cells to exclude a year group.
  10. Specify whether to import Roll Classes and Classes for the session.
  11. Specify if teachers can manage their own availability.
  12. Specify if teachers can view staff breaks.  
This controls whether teachers with non-admin rights have the option of viewing all staff breaks.
  13. Specify if you want to allow parents to edit current bookings.
  14. Specify if you want to allow parents to select not required.  
This will disable or enable the ability for parents to set an interview time as not required.
  15. Specify if you want to allow parents to request an interpreter for an interview.
  16. Select options to show or hide the following teacher information:
  17. Teacher Names in Portal
  18. Full Teacher Names in Portal.  
For example Mrs Lydia Brown versus Mrs Brown.
  19. Specify whether to use Online Sessions  
This controls whether interview sessions will be conducted online or face to face.
  20. Specify if students will attend with parents.  
This option will block out interview timeslots where an interview booking has already been set for the student at this specific timeslot.  
This can be useful when the student is attending the interview bookings.
  21. Select whether to add the interview session to one of your school's event calendars.

## Select dates and times



**Note:** Once you have set the start and end times, the software will calculate the number of Session Blocks as specified above within that time frame.

### Overview

An Interview Session can run across multiple days and times. Specify the dates and times this session will run for. You can also specify any breaks (such as morning tea, lunch, coffee break, etc) that may occur during this session.



**Warning:** Sessions cannot conflict with other sessions. Ensure that your new session dates/times do not conflict with another session you are planning.

### Steps

1. Scroll down to the **Interview Session Date(s)** section of the **Add a new Interview Session** screen.

Interview Session Date(s)

An Interview Session can run across multiple days and times. Specify the dates and times this session will run for below. You can also specify any breaks (such as morning tea, lunch, coffee break, etc) that may occur during this session. It is important to note that sessions cannot conflict with other sessions at present. Please ensure your new session dates/times do not conflict with another session you're planning.

● Add a new session date

Save Session

2. Select the **Add a new session date** link.

Additional fields display.

Interview Session Date(s)

An Interview Session can run across multiple days and times. Specify the dates and times this session will run for below. You can also specify any breaks (such as morning tea, lunch, coffee break, etc) that may occur during this session. It is important to note that sessions cannot conflict with other sessions at present. Please ensure your new session dates/times do not conflict with another session you're planning.


Session date: Session is held on 19/12/2024 from 09:00 AM to 05:00 PM Remove this session date

Use online session:  Yes

Breaks: ● Add a break to this session

● Add a new session date

Save Session

3. Define the date and the time this interview session will take place.
4. Select the **Add a break to this session** link to specify any breaks.
  - a. Enter a name for the break such as 'Morning Team'.
  - b. Set the timing for the break.
5. Select .

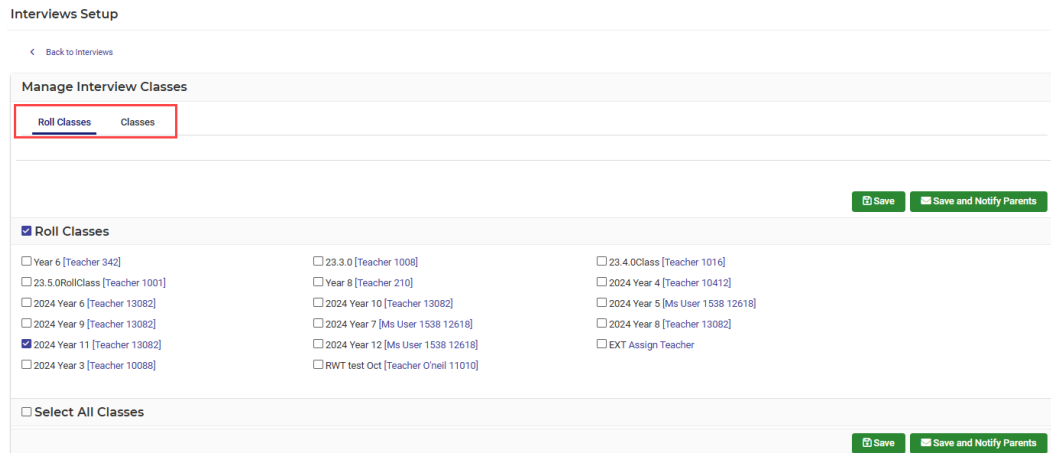
The Manage Interview Classes screen displays.



# Manage interview classes

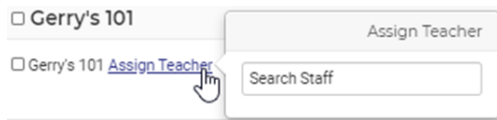
1. In Manage Interview Classes, check which tab is selected.

There is one for Roll Classes and one for Classes.

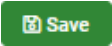
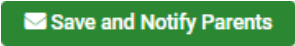


2. Make sure that all the appropriate classes that require interviews with parents have a tick in the checkbox next to the class name.

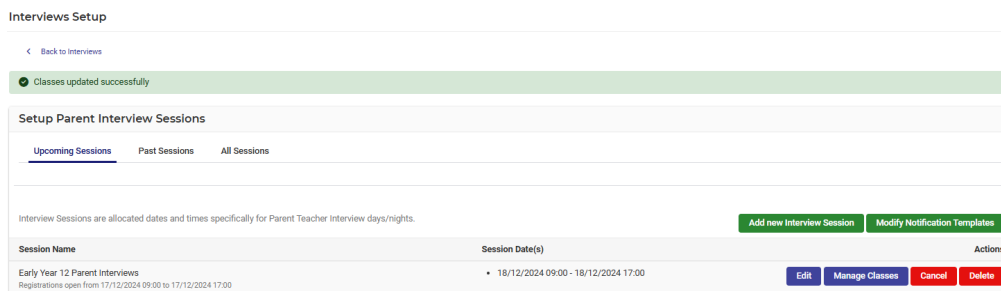
3. If you notice that a teacher has not been assigned to a class, select the **Teacher** link beside the class name and select the teachers from the list.



4. Do one of the following:

- a. Select  to save the booking session without sending an email notification to parents.
- b. Select  to send an email notification to parents.

The session displays in the Upcoming Sessions tab.





# Edit an interview session

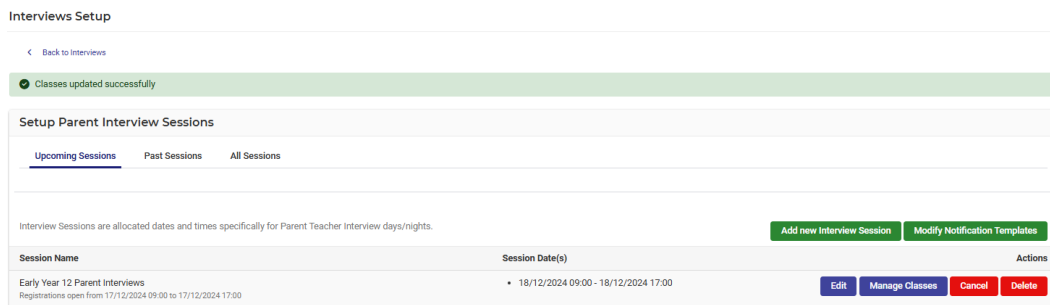
## Overview




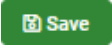




Use the information in this topic to edit, cancel or delete an interview session, or manage classes associated with a session.

## Steps



1. Select the menu icon  and choose **Interviews**.
2. Select  Setup and choose **Setup Interviews**.

The Setup Parent Interview Sessions screen displays with the Upcoming Sessions tab selected.



3. To edit session details:
  - a. Select  next to the session.
  - b. In Modify an existing Interview Session, update details.
  - c. Select .
4. To manage interview classes:
5. Select  next to the session.
  - a. In Modify Interview Classes, select either the Roll Classes or Classes tab.
  - b. Update details.
  - c. Select .
6. To cancel an interview session:
  - a. Select  next to the session.
  - b. In Cancel Interview Session, deselect the roll classes and classes that are no longer required.
  - c. Select .
7. To delete an interview session:
  - a. Select  next to the interview session.
  - b. In Remove Interview Session, select .

# Modify notification templates

1. Select the menu icon  and choose **Interviews**.
2. Select  Setup and choose **Setup Interviews**.

The Setup Parent Interview Sessions screen displays.

Interviews Setup

[Back to Interviews](#)

Classes updated successfully

### Setup Parent Interview Sessions

Upcoming Sessions Past Sessions All Sessions

Interview Sessions are allocated dates and times specifically for Parent Teacher Interview days/nights.

[Add new Interview Session](#) [Modify Notification Templates](#)

Session Name	Session Date(s)	Actions
Early Year 12 Parent Interviews <small>Registrations open from 17/12/2024 09:00 to 17/12/2024 17:00</small>	18/12/2024 09:00 - 18/12/2024 17:00	<a href="#">Edit</a> <a href="#">Manage Classes</a> <a href="#">Cancel</a> <a href="#">Delete</a>

3. Select [Modify Notification Templates](#).


Built-in templates for interview invitation, confirmation, and cancellation are listed.

Interviews Setup

[Back to Interviews](#)

### Notification Templates

Template Type	Subject	Actions
Interview Invitation	Parent Teacher Interviews Test Farhana	<a href="#">Edit</a>
Interview Confirmation	Parent Teacher Interviews Confirmation Test	<a href="#">Edit</a>
Interview Cancellation	Your Parent Teacher Interview has been cancelled-Test Farhana	<a href="#">Edit</a>

4. Select  next to the template you want to edit.

Interviews Setup

[Back to Interviews](#)


### Notification Template

**Template Type**  
Interview Invitation

**From Name \***  
Tenant 4 OSG - MT Release Server


**Subject**  
Parent Teacher Interviews Test Farhana

**Text Above Invite Link**

 School Student Class Other

Dear {user\_first\_name},  
{school\_name} will be holding parent teacher interviews soon. These meetings are a valuable chance to meet with your child's teacher/s and talk about their learning.  
The parent teacher interview dates and times are below:  
{interview\_dates}  
You can book your sessions through Parent Portal.

**Text Below Invite Link**

 School Student Class Other


Please contact us if you need support to access Parent Portal.

**School Info:**  
{school\_name}  
{school\_address}  
{school\_phone}  
{school\_email}

**Student info:**  
Student first name: {student\_first\_name}  
Student preferred name: {student\_preferred\_name}  
Student surname: {student\_surname}

**Class info:**  
{teacher\_name}  
{class\_name}  
{class\_subject}

**Others:**  
{user\_first\_name}  
{user\_last\_name}  
{interview\_session\_name}



5. Customise information to suit your requirements.

6. Select  .

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# Summary checklist

So, you have scanned the detailed document and are wondering what is next? This table gives you a road map in concise, easy to read steps of how to get your Parent Interviews module up and running in no time.

Module	Checklist	Review frequency
Interviews	Create interview session	As required
Modify notification templates	Edit 'built-in' templates	As required