

Subject	Topic	Question	Answer
Demo	Assessment	Are you going to demo your assessment tracker?	This demonstration can be seen in follow-up sessions due to time limits today we cannot view the full spectrum of functionality.
Demo	Trial	Would you provide a 'dummy' system for us to try out before purchasing?	We'd be happy to talk to you what you'd want to get out of this. As an FYI there are a wide range of online videos that look at specific areas of Arbor in more detail - https://support.arbor-education.com/hc/en-us/categories/360000508274-Videos-Webinars
Demo	Trial	Is there a demo version that schools can trial?	We'd be happy to discuss what you want to get out of accessing a demo site and put a structure around this. FYI there are a large number of online videos available which will let you look at specific areas in more detail. Here's the link - https://support.arbor-education.com/hc/en-us/categories/360000508274-Videos-Webinars
Functionality	3 rd Party	Because it is web based, are you able to print for more than one student in one..	Yes, you can. This is included within the webinar.
Functionality	3rd Party	Can you link with Inentry and Cypad?	We've had lots of questions about integrations, we'll provide a full list of who we integrate with and how i.e directly via API, or via something like Wonde
Functionality	3rd Party	We use a product Salamander to create our email distributions and to write back emails address into Sims. Have you worked with them to do this in Arbor?	We do work with Salamander, but we would want to explore this more with you directly to ensure we understand your full requirements.
Functionality	3rd Party	Can assessment data from Target Tracker be transferred into Arbor on initial set-up?	It can - but we'd discuss with you the right amount of data to migrate.
Functionality	3rd Party	Does APP work on Andriod and Window devices? Not just ipads.	The parent app works on Android and iOS. The web application works on any modern web browser, including those on Android, Windows, Linux and Chromebook
Functionality	3rd Party	Cypad is our dinner choice system parents complete it overnight in advance and Teacher catches any missed at registration can this be included on Arbor?	We are checking if Wonde work with Cypad. We'd be happy to discuss integrating with them as it looks like a number of HfL schools use them
Functionality	Access	Our teachers take a lunch register with children's choice at registration. Can this also be done on Arbor?	It can!

Functionality	Booking system	We currently use School Comms as a booking system for our breakfast and after school club - would Arbor be able to do that for us?	Yes, Arbor can manage clubs and trips as well as the payments
Functionality	Booking system	School Comms has a club function does Arbor do this?	Yes, Arbor can manage clubs and trips as well as the payments
Functionality	Classes	As a school we have 3 classes of 20 pupils in Year R and Year 1. In Year 2 they go to 2 classes of 30. Could Arbor do this automatically?	This would be part of the new school year set-up so you'd choose which students are going into which classes and the system will do the rest for you automatically
Functionality	Communication	We use School Comms for communicating and payments? Sounds like Arbor can do all of the functionality of School Comms so we could do away with it??	Yes - I'm sure you could!
Functionality	Communication	Is there an additional charge for text messages?	There is, the charge depends on how many text messages you anticipate using - we have different bundles. A lot of our schools take advantage of our app and send in app messages free of charge. Texts are only used for very important messages that need to get through to parents quickly.
Functionality	Compatibility	Does it link with Herts For Learning Easy Tracker?	Yes we have replicated this in Arbor
Functionality	Documents	Can you attach documents to things like the SCR or child's profile i.e. birth certificate?	Yes you can
Functionality	Lunches	Can you take/collect dinner choice register as well as attendance?	Yes and it's within the same place as the attendance register
Functionality	Lunches	Will Arbor offer a full SIMS Dinner Money replacement too?	Yes we do - and it integrates perfectly with our payment system too.
Functionality	Options	Can you have more than one pupil's details at once/more than one window of information	Of course - Arbor works like a web page so you can have multiple tabs on screen all at once. This is transformative once you really start to use Arbor like this!
Functionality	Parents	Child's data - can this be accessed by the parent via an app, so they can update contact details etc, instead of the school updating info	Yes and you have the choice whether the changes are auto-accepted or whether you wish to approve the changes
Functionality	Parents	Can Arbor be used for parents sending first time applications for Nursery places as these are dealt with by the school. This would allow us to easily manage allocation, acceptance of places and re-allocation.	Yes and no - you can set-up the parents of future students onto the Arbor app/portal so they can input their details directly into Arbor (which would replace a data collection sheet and then needing to manually add this into the MIS) but you'd need to add the student's first name, last name and date of birth into the system to be able to do so (this can be done in bulk upload or via a CTF upload)

Functionality	Parents	When sending messages to parents chasing up absent children, which is the default text or email. Or can you set preference	You can set a preference - most schools use SMS as this is so immediate!
Functionality	Parents	Is there a way for Arbor to capture pupil data from parents to avoid paper etc?	Yes - via the Parent Portal (parent's web page) or mobile app. Works for new starters too - woo hoo!
Functionality	Parents	Would parental photo consent update to teachers too? (like the medical conditions)	Yes - all permissions can be easily checked by teachers from the lesson dashboard.
Functionality	Payments	Can payments be made into different bank accounts depending on what is being paid for?	Yes they can - you can have as many or as few bank accounts as you'd like
Functionality	Permissions	How are permissions set up on Arbor?	Using a combination of 'business roles' to bulk assign permissions, e.g. for all teachers, and as individual permission allocation.
Functionality	Prices	If using Arbor for taking payments how are merchant fees calculated?	As a simple percentage of the amount transacted. Currently 1.25%
Functionality	Pricing	Is the functionality within today's demo included in one package, or are these all additional costs to the basic package	We offer 3 packages - Core, Comms and Perform - all are available through the framework. We'll talk you through the different options so that you choose the package that is right for your school
Functionality	Registration	Can an after school club register be set up where there are different children each day?	Yes - each day's register is unique to those children booked to attend.
Functionality	Reporting	Can HfL create a custom report to replicate the Excel SCR so we can store in Arbor and present in the same format as now?	Yes-we give you a template to get you started too!
Functionality	Reporting	Are you able to create your own reports using different fields from within Arbor?	Yes - using our custom report writer
Functionality	Reporting	If needed can reports be exported into excel for when you need data for school nurses etc	Yes reports can be exported in a range of formats.
Functionality	Reporting	Can you export reports into Excel?	Yes reports can be exported in a range of formats. We also have live feed functionality so that once a link to a report has been set up it automatically populates the spreadsheet with the most up-to-date data
Functionality	SCR	Is SCR up to date with all the new KCSIE requirements	Yes it is (and as Arbor is cloud based there's no need for patches etc. so you're never running an out of date version of Arbor)
Functionality	Seating plans	Do you seating plans for primary too?	Yes, the seating plan works the same way for primaries and secondary's
Functionality	Texts	Does the email/text system allow you to send messages to more than one parent i.e. at present we can only do first priority.	It will send to all parents marked as 'primary guardians' at once (but with individual messages if you choose)

Functionality	Texts	Is the email/text system designed for individual or can you send global messages to the whole of the school.	Both! And lots of pre-made groups, e.g. after school clubs, classes, custom groups etc. etc.
Functionality	Texts	Can you send text messages?	Yes you can - as well as emails and in-app messages. It's super integrated! This can be viewed within the webinar.
Functionality	Timetables	Does the timetabling allow daily cover timetables to be created?	Yes, this is automatically built for you under the cover module
Functionality	Timetables	Is Nova-T6 also an option for the timetable? (I know we'd probably want to move to Timetabler but I'm wondering about making changes to the timetable for the remainder of the academic year after migration).	No, Timetabler and Edval are the 2 options with Arbor (Nova-T6 is part of a SIMS licence)
Functionality	Timetables	Can you show us the timetabling functionality in Arbor please?	This can be covered within the secondary specific webinars planned for October which will focus fully on secondary functionality
Functionality	Updates	If a change is made by the office e.g. medical will there be a form of alert so the teacher would be aware of the change or would the office need to notify the teacher?	All pinned items will be alerted to the teacher on their dashboard.
Migration	Census	Will Census returns be affected by transferring over to Arbor?	Arbor fulfils all your statutory requirements such as Census. We also have a Data Quality Dashboard that hopefully makes the census process easier
Migration	CTF	How easy it is to transfer CTF's to a school not using Arbor?	Exactly the same regardless of MIS (as CTF is a common transfer file which is a universal file format for all systems)
Migration	Data	What does "clean-up of data" actually mean?!	Making sure you don't have duplicates e.g. doctors surgeries are common ones. Making sure contact details are correct and up to date etc. If moving to a new system you don't want to transfer inaccurate/incomplete/duplicated data
Migration	Data	Cleaning up existing data from SIMS to Arbor you have mentioned could take 4-6 weeks for a primary. How does this affect the running of the school with regard to access to pupil info?	This would not affect the running of your MIS at all, you can carry on as normal. You clean your data in SIMS and then when your migration is to take place a backup is taken and imported into your new Arbor system. So generally, this happens on a Thursday/Friday and go live on the Monday!
Migration	Data	Please can you tell us which historical data would be transferred from our current MIS (in my case this is SIMS)?	The vast majority of your historic data will be migrated. I believe, the HfL team support their schools ahead of migration, to make sure your data is clean and ready to migrate

Migration	Data	What historical data does Arbor keep from the current MIS system	The list is too long to post here - the vast majority is the answer!
Migration	Example	Is it possible to show an example of how data info is transferred, eg, from sims to Arbor?	This would be difficult to show but basically, a backup of your SIMS data is taken and transferred to Arbor and they import that into the Schools Arbor system.
Migration	Timing	If we were to switch to Arbor from SIMS, what is the realistic time scale in which to migrate and more importantly TRAIN all staff in using the system? I am guessing doing this when an inset date is due is the best idea to run en-mass training so that class registers can be taken straight off?	HfL provide some pre-recorded training videos as part of the migration package, so that staff can watch at their own pace and replay as often as they need to - this can be supplemented with additional training if required. The whole process from cleaning up your existing data, training and migration to go live is around 4-6 weeks for a primary. The HfL team will support you all the way through the process.
Packages	Prices	It would be nice to have further details of all three packages on offer i.e. What is included and what are the costs.	We can do this for you! The longer primary webinar will help you to work out which package is right for you as well. Please register on the bit.ly above and we will work with you directly. .
Packages	Prices	Is there a small school rate for the system?	We price per pupil and the framework provides very competitive pricing for all schools.
Packages	Prices	Is all the functionality included within the licence or are the payments module/clubs/messaging/etc. added extras?	We offer 3 Arbor packages - Core, Comms and Perform - all available through the framework. We'd discuss with you which would be best for your school.
Reporting	Lunches	What is reporting like for primaries for lunches? How are reports split for allergies/dietary needs for the kitchen?	You can get all the reports you'd need either via out of the box or the custom report writer (this can be shown in a follow-up session)
Support	Training	What would the training 'look like'? Would this be face to face, virtual, webinar etc...?	HfL provide a migration package that includes pre-recorded training videos on the core functionality that you would need to get started, so that you can work through it at your own pace and as many times as you need to. You can of course supplement this with additional training or consultancy for your specific needs if required
System	1.5 Form schools	Have Arbor had experience with software for 1.5 form of entry children.	Are you concerned about vertically grouped classes? Arbor handles these really well. My first headship has 69 children and Arbor would have been great there :grinning:
System	3rd Party	Does Arbor link with CYPAD?	We are checking if Wonde work with Cypad. We'd be happy to discuss integrating with them as it looks like a number of HfL schools use them
System	3rd Party	Will meals choices interface with Live Kitchen	We are checking if Wonde work with Cypad. We'd be happy to discuss integrating with them.

System	3rd Party	We have some external products but use GroupCall. Is Arbor use this in addition to those products that use Wonde?	Yes- we work with GroupCall as well
System	3rd Party	Can Arbor provide a list of compatible 3rd party softwares?	We can! We'll get this sorted out for you.
System	Access	Is there a mobile App so take registers out on the field?	You can simply use the web app to do this as it works well on an iPad.
System	Access	Can the system be accessed from I pads?	Yes, to access Arbor you just need an internet connection and a modern browser. We also have a classroom seating tool MyClassroom that works especially well on tablets for recording attendance as well as recording things like behaviour
System	Broadband	Is there a minimum Broadband bandwidth recommended, to have full use of all functions around the school.	Yes - but it's a really low 2Mb/s! We are confident that all HfL Broadband schools will be fine
System	Compatability	Does Arbor integrate with CPOMS, Target Tracker and SchoolComms?	Yes it does. But we can also replace Target Tracker and School Comms so you reduce the number of systems!
System	Compatability	Is Arbor compatible with Parentmail.?	We can feed data to ParentMail however Arbor also has a full set of communication tools out of the box, including mail-merge emails and templates.
System	Compatability	Is Arbor compatible with SAM (Staff Absence Management) software	We have an open API so that 3rd parties can connect to Arbor. We're currently talking to SAM about how we can work with them (we've a meeting with them next week!)
System	Compatability	Is Arbor compatible with Inventory?	Yes- it is.
System	Compatability	Is Arbor compatible with CPOMS, ESSEX target tracker?	CPOMs - yes via API. Target Tracker - just as you do now, by exporting & importing data. However we could also replace Target Tracker! (Disclosure - I used to be an advisor for Target Tracker!)
System	Compatability	Is Arbor compatible with third party systems such as School Comms and Purple Mash?	We have a wide range of systems that integrate with Arbor - either through systems like Wonde, or direct via our API
System	Connectivity	Does Arbor sync to Microsoft SDS for Teams?	This is an option for schools that need it.
System	Integration	With the ability to take payments and to communicate with parents via text/email - could this system be used as a replacement for School Comms?	Yes it could be, we have some deep dive sessions coming up which will go into areas like this in more detail so you can see if Arbor would work as a replacement in your school

System	Options	Can you select which aspects you have eg we already use Schoolcomms for payments, would we need to change over to Arbor payments?	No, you can choose to retain/replace as appropriate for your school.
System	Prices	Do you pay per user. At present with SIMs we only give permission for SLT to use the system for assessment only. Register is paper and entered by office.	We do not price per user. We price per student. Arbor is designed to get all users engaged for maximum impact on efficiency and time saved.
System	Prices	Are these additional add-ons included or do we have to pay extra e.g parent evening bookings?	Arbor offers 3 packages - Core, Comms and Perform. All are available through the framework. We can provide details of what is included in each. As part of the decision making process schools assess which of their current systems they want to keep and what they want to consolidate into the MIS
System	Security	Single Central Record is considered a confidential document. How do you keep it safe on Arbor?	You have complete control over who can see and access what pages and what data so you'd have full control of this.
System	Security	As is a lot of HR documents. How does Cloud keep these records safe?	You have complete control over who can see and access what pages and what data so you'd have full control of this.
System	Security	Our Security Policy does not allow any staff to access data off site unless via our remote server and on a school device. How can we stop staff accessing confidential data of children off site?	1. A cloud based system is a remote server; connection to the Arbor server is encrypted via 256 bit bank grade SSL. Our servers are also encrypted at rest and our server and all office locations are ISO 27001 certified. 2. You can also set up additional security controls for when staff are offsite such as IP whitelisting, which will require additional 2-factor authentication only when access to the system is made outside of the school.
System	Security	How secure is the system? Would there be a need to send additional privacy notices to Parents/Staff etc...?	We are very secure - we have ISO accreditation and are GDPR compliant. We'll give you documentation to show this. You will only need to amend your documentation as you'll be using a different data processor in Arbor.
System	Security	Can you restrict access for some users for parts of student info. E.g. Child Protection?	We have a full set of permissions to ensure only those who should have access see specific data fields.
System	Security	Can you restrict the user from having access to all student details, depending on role in school	Indeed - all users have a set of permissions to ensure control
System	Security	Is this data available to all staff or are there permissions that would need to be set up?	As with any MIS the data you see depends on the permissions you are granted in the system.
System	Sites	We have multiple sites/ kitchens, would it still be possible to run separate data for each kitchen?	Yes, you'd set-up custom groups and can automate the reporting if you wish to

System	Small school	We are a small 90 pupil special school with mixed age class groups based on special need rather than age/year group - is this a problem?	Not at all - we work with loads of special and AP settings with small rolls and unique organisational structures.
Texts	Costs	Is there a cost for texts to parents?	Texts are on a pay as you go basis but the in-app messaging is free and unlimited (works like WhatsApp with push notifications etc.)
Webinar	Access	How do we join a webinar?	Please register through the link http://bit.ly/arborregister and register from there
Webinar	MAT	Will you be doing sessions for MAT's?	For MATs, please register through the link http://bit.ly/arborregister and we'll follow-up with you directly
Webinar	Primary	When is the Primary School ONLY webinar?	Please register through the link http://bit.ly/arborregister to get the options for the webinars in early November
Webinar	Special School	Is there a special school webinar? We are all age 2-19 years (Nursery to Y14)	If you register your interest - http://bit.ly/arborregister - we'll follow up with you directly. In our experience every special schools all work differently so we'd like to talk to you about your school.

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