

Speed Admin

Tutor Survey Feedback

November 2022

Context

This survey was sent to all instrumental tutors that teach individual or small group lessons for MMF.

25 responses were received out of a total of 66 tutors surveyed (38% response rate).

Survey Responses

Question 1: How would you rate the overall functionality of Speed Admin?

- Average score was 4 stars out of 5
- 88% of respondents said 'Good' or 'Very Good'

Question 2: How would you rate the effectiveness of the support / training materials and communication from MMF about the implementation of Speed Admin?

- Average score was 4.5 stars out of 5
- 100% of respondents said 'Good' or 'Very Good'

Question 3: What is good about the Speed Admin system?

- 'Marking Attendance' (92%)
- 'Hours Calculation Function / Pay Claim' (88%)
- 'Timetabling' (52%)
- 'Communication with Parents/Guardians' (48%)



Question 4: What could be better about the Speed Admin system?

- 'None of the above' (28%)
- 'Cancelling & Rescheduling Lessons' (28%)
- 'Adjusting Lesson Times' (20%)
- 'Other – Please Specify' (20%)
 - How to do a lesson and a half
 - The screen is visually so busy with all the functions, I find it hard to focus on what I can and can't use
 - When my pupil changed from music centre to school there seems to be a discrepancy in the actual schedule and the lessons attended. I will need time to look at it in detail.
 - The interface for anything other than marking attendance is not very intuitive, although the functionality is there. The app however is quite limited beyond just using as a mobile register.

Summary

Thank you everyone for your time and efforts in getting to grips with the new Speed Admin database. The implementation seems to have been successful and we really appreciate so many of you providing feedback via the Tutor Survey.

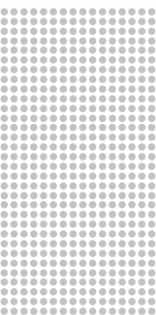
Overall, your feedback has been very positive – with marking attendance in the app and the hours calculation function rated highly.

You have also provided us with some useful feedback to help us further improve the system, which we will also share with Speed Admin's developers.

There were a few common questions in the survey comments, which I have responded to below.

Thanks again!

David





Tutor Queries

How to record double or 1.5 make up lessons



Double lessons can be easily recorded – after cancelling a lesson a green make up lesson will appear in the booking column, simply drag this onto the timetable next to an existing lesson booking for this pupil to create a double booking.

Sadly, it isn't possible to create 1.5 lessons on the timetable. We suggest the simplest thing to do is to book a double lesson for the second week of 1.5 lessons. We have fed back to Speed Admin about this, but there are issues around how the timetable works that means it is unlikely to be changed soon.

How to timetable pupils whose lesson times change each week

Make use of the 'This week only' function when editing the timetable to achieve this.

If it is too problematic to change each week, we could take a view to leave the lesson times on the digital timetable static as long as tutors clearly communicate this to parents/guardians.

Emailing Guardians in Speed Admin

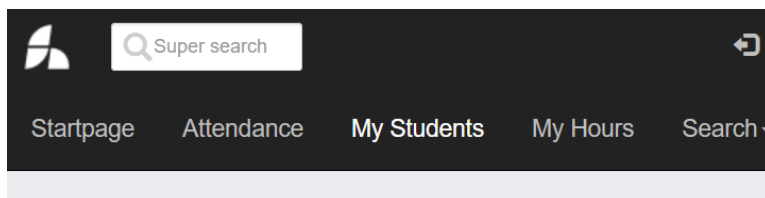
Sent emails in Speed Admin are stored on the Guardian Datacard, not the student Datacard. Tutors have access to see all messages sent via Speed Admin from themselves and the MMF office via the Guardian card.

Guardian replies can't be viewed in Speed Admin – the emailing guardians feature in Speed Admin is probably best for mass emailing / communicating (e.g. about cancelled lessons etc.)

We have begun to explore the 'Studyplan' feature, which acts as a digital practice diary enabling tutors to share links / files and message guardians directly. We will aim to trial this feature in the future and roll out more widely if it is useful!

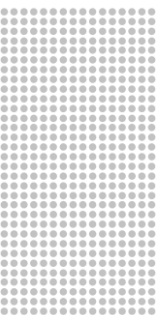
How to Access Guardian Datacard / Sent Message History

- 1) Click on 'My Students'



- 2) Click on the student ID number

Lesson										
Ensemble										
Activity										
Salary										
Student filter: All Discontinued Current Current and upcoming Upcoming										
Actions	Student Id	Name	Small group no.	Next booking	Course school	Course	Number of minutes	Number of lessons	Include in hours account	Home school
<input type="checkbox"/>	1002	David Rees 33 Year 1	1	Monday 09:42 10:12 14/11/2022	Test School	20 Minute Individual Cello - School	15	30/30/7/0/0	Yes	Test School

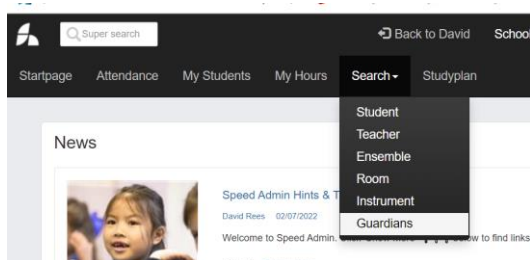


3) Select the guardian tab and then click on the guardian first name

Lesson	Ensemble	Grade / Assessment level	Hired instrument	Parent/guardian	Key Info
Date of birth	20/03/1989				
First name:	David		Postal code/town:	SW19 2JY London	
Surname:	Test		Phone, Work:		
Address:	Merton Music Foundation		Phone, Home:		
Address line 2:			Mobile phone:	0209870989	
Payer:	Yes		Email:	david.rees.mmf@gmail.com ✉	

OR

1) Click on 'Search' -> Guardians



2) Click on the Guardian's Name to view their data card (you will need to know the guardian's name for this option!).

Name	<input type="text"/>	Phone/Mobile	<input type="text"/>	
Address	<input type="text"/>	Email:	<input type="text"/>	
<input type="checkbox"/> Show invites				
First name	Surname	Address	Phone, Home	Phone, Work
David	Rees TEST	Merton Music Foundation		

Once you have accessed the guardian datacard, a full message history is visible. Select 'Display Content' to see a message in full.

Messages			
David Rees	Music Tuition Fees Tuition Fees Autumn 2022Merton Music Foundation Dear <TitleAndName>, Thank you...	18/08/2022 14:20	Display content
Hannah Speedadmin ApS	Invoice Summer 21/22 Hi Rees TEST, Please see below your invoice. David Rees TESTPlease click here to...	02/08/2022 12:15	Display content
	Notification Email Notification:Lilly Rees registered as absent on Trumpet. 27/09/2022	18/07/2022 17:48	Display content
	Daily Notification Daily Notification:Lilly Rees was assigned to the course 'Trumpet - School', starting...	16/07/2022 17:45	Display content
	Please Complete Your Account Set Up Merton Music FoundationAccount Set UpDear David, Thank you for registering with Merton...	16/07/2022 00:05	Display content
David Rees	MMF - Waiting List Merton Music FoundationWaiting ListDear Rees TEST, Your child has been accepted onto...	05/06/2022 10:34	Display content
	MMF Application Received Merton Music FoundationApplication ReceivedDear Rees TEST, Your application has been...	05/06/2022 10:29	Display content

If you need any further help or advice, please contact: david.rees@mmf.org.uk