



## Further Information

### Study on Getting Help with Glow

We need to talk to 8 – 12 teachers and 8 – 12 families with school age children from 23rd November until mid-December 2020. This is for a study about getting information, help, and support, for Glow. We will only talk to children if they have a parent or with them during the call. Calls with teachers will be in their own time outside of working hours.

We will give a £20 Amazon gift voucher as a thank you to each teacher and family that takes part

The study will help us design better support services for Glow at Education Scotland.

### What will happen?

The session will be by phone or video call. It will last for no more than one hour. Teachers and families can choose a day and time that suits them.

Two people from Education Scotland will make the call. One person will lead the session, and the other will take notes.

There are two types of session:

1. We will talk to them about getting information, help, and support they need for Glow OR
2. We will screen capture what they do to find the information, help, and support they need to carry out their work on Glow

### Before the user session starts

- Parents or carers must fill in [this form](#) to take part
- Teachers must fill in [this form](#) to take part
- We will email if they have been chosen to take part
- They can choose a day and time that works best for them
- They must fill in a permission form by email and send it back to us
- We may call before the session to help set up a video call

We always make sure everyone taking part knows what the study is about. We will always ask for permission from everyone who takes part. We will always ask for permission if we record what they say or do.

### Extra support to take part

We always try to include different types of people as possible in a study. If you need extra support, we will call you to find out more. That way we can plan to have everything you need to take part.



## **Sharing what we find**

Keeping private information safe is very important to us. We will store private information in a safe and secure area. We will make sure it is only seen by the people who need to see it.

We may share what we find in a presentation or in a report. When we do this, we may use the exact words of someone who took part. Their name will never appear beside what they said, or in any reports or presentations.

Thank you

**The Service Design Team**  
**Education Scotland**