



Onboarding Guide:

Rolling Out the MyChildAtSchool (MCAS) Parent App



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1. Overview

MyChildAtSchool (MCAS) is an online parent portal that allows parents to monitor their child's progress and wellbeing at school with real-time information and instant updates. It can be accessed via any web browser or an app (available on iOS and Android devices) which offers parents the same features. Launched in June 2000, MCAS was such a ground-breaking innovation that it won The Queen's Award for Enterprise in 2001.

MCAS offers parents a wide range of capabilities including the ability to monitor attendance and behaviour, book parents' evening slots, see reports and other important documents, receive communications from the school, and make payments. And with the parent portal app, all these features can be accessed from a personal device, like a smartphone. Although its most beneficial for its users, MCAS poses plenty of advantages for schools, too. We'll explore the features and benefits of MCAS in more detail in a minute.

In a time of significant parental disengagement and widespread attendance issues, engaging parents and communicating with them sufficiently is critical. Our parent portal, particularly the app version, is playing an essential role in keeping parents informed and rebuilding their relationship with schools following the pandemic.

2. Objectives

- Successfully implement and launch MCAS across the school.
- Ensure staff are trained to support parents in using the system.
- Provide clear and timely communication to parents to facilitate adoption.
- Minimise disruptions and ensure a smooth transition from previous parent communication methods.
- Establish ongoing support and troubleshooting mechanisms.



3. Key Stakeholders

- **Senior Leadership Team (SLT)** – Oversees project implementation.
 - **IT Team** – Responsible for technical setup and troubleshooting.
 - **Administrative Staff** – Manages account setup and support queries.
 - **Teaching Staff** – Uses MCAS to engage with parents.
 - **Parents/Guardians** – End users who will benefit from the system.
 - **Bromcom Support Team** – Provides training and assistance.
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4. Steps to Implementation

Phase 1: Planning (Weeks 1-2)

- **Project Kick-off Meeting** – Align SLT, IT, and admin teams on objectives and roles.
- **Review Bromcom Documentation** – Familiarise staff with resources:
 - [MCAS Guide for Beginners](#)
 - [MyChildAtSchool –All Documents](#)
- **Create a Rollout Timeline** – Define key milestones for setup, training, and launch.

Phase 2: Technical Setup & Staff Training (Weeks 3-4)

- **Schedule Bromcom Training** – Enrol staff in Live or Online Bromcom training sessions.
 - **MCAS (MyChildAtSchool)** (Session Length - 2 hours) | [Bromcom Training School](#)
 - **Online Purchases (MCAS)** (Session Length - 1.5 hours) | [Bromcom Training School](#)
 - **Clubs and Trips (MCAS)** (Session Length – 2.5 hours) | [Bromcom Training School](#)
- **Configure MCAS on Bromcom MIS** – Admin sets up MCAS according to needs.
- **Test System Functionality** – Pilot with a small group of volunteers to ensure smooth login, data display, and notifications.
- **Provide Help Guides** – Share relevant Bromcom Help Guides with staff.



Phase 3: Parent Preparation & Communication (Weeks 5-6)

- **Launch Parent Awareness Campaign**
 - Announce the rollout via school website, newsletters, and social media.
 - Explain the benefits of MCAS and what parents need to do.
- **Host Parent Information Sessions** – Provide in-person/online demonstrations.
- **Send Out Access Instructions** – Email self-service sign up and MCAS guides to parents.
 - [How to Create MCAS User Accounts](#)
 - [MCAS Guides for Parents](#)
- **Set Up a Support System** – Offer a dedicated email or staff member to support with parent queries.

Phase 4: Launch & Support (Weeks 7-8)

- **Go Live with MCAS** – Official launch for all parents.
- **Monitor System Performance** – IT team tracks issues and resolves them.
- **Collect Parent & Staff Feedback** – Use surveys to identify improvement areas.
- **Provide Ongoing Support** – Keep support channels open for continued assistance.
- **Review & Optimise** – Make adjustments based on feedback and ensure high adoption rates.

5. Communication Plan

Audience	Communication Method	Frequency
SLT / Governors	Progress meetings	Bi-weekly
Staff	Training sessions, emails	Weekly
Parents	Website, newsletters, SMS, workshops	Ongoing, throughout rollout



6. Risks and Mitigations

Risk	Likelihood	Impact	Mitigation Strategy
Low parent adoption	Medium	High	Clear communication, user-friendly guides, and parent workshops.
Technical issues	Low /Medium	High	IT team prepared to troubleshoot, Bromcom support ready to assist.
Staff unfamiliarity	Low	Medium	Comprehensive training sessions and internal help guides.
Data privacy concerns	Low /Medium	Medium	Ensure clear communication on data security

7. Success Criteria

- **High Parent Adoption Rate** – At least 80% of parents successfully sign in and engage with the MCAS app.
- **Staff Confidence** – Positive feedback from staff indicating they are comfortable using and supporting MCAS.
- **Increased Parental Engagement** – Higher attendance at school events and parent-teacher meetings facilitated by MCAS.
- **Effective Communication** – Reduction in missed school communications due to streamlined messaging through MCAS.
- **Positive Feedback** – Surveys from parents and staff reflect overall satisfaction with the transition and system usability.