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Welcome

You have accessed the Developing your Skills materials for the Glow mail pathway. These materials will help you put your understanding of Glow into context: offering suggestions for possible uses and providing information and practical help.

You can access these materials via the left-hand menu, which will always be available. Clicking on a menu item will launch the materials for that unit. You can use the 'Next page' and 'Previous page' buttons to move between pages in a unit and can access other units by clicking a different menu item. Alternatively, you can scroll through the entire document using the scroll bar to the right.

Materials can be printed using the 'Print' button on the toolbar ('File' > 'Print' through the menus).



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Introduction

Glow mail is a web-based email system that allows users to compose and send messages and receive messages from others. As Glow mail is an element of Glow, it can be accessed anytime and anywhere that a user has access to the Internet – at school, at home, at a local library or even an Internet café.

Some local authorities may not take up Glow mail and will continue to use their existing email systems. If this is the case for your local authority you will not have access to Glow mail.

The level of email functionality that you can access from within Glow mail will depend on settings controlled by your school's administrator. Of course, with Glow mail you will always have the ability to send and receive messages to individuals or groups of people and to add attachments to your messages, but more advanced functionality could also allow you to use features such as:

- message filtering – to facilitate your management of messages, e.g. by automatically moving particular incoming messages to an appropriate folder, or by forwarding specific types of messages to another person;
- out-of-office message creation – to allow you to create a message to be sent automatically to people in response to messages they have sent to you, during a period of your absence;



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- importing external address books – to allow you to amalgamate contacts that you might hold outside Glow with your contacts in Glow mail;

Glow mail facilitates both formal and informal communication, inside and outwith school, and can be used effectively for developing home-school links, encouraging communication and the sharing of documents and ideas while supporting and extending school-based learning into the home. Some suggestions for the use of Glow mail are provided in the 'Working in school', 'Communicating with others' and 'Lesson ideas' sections.

The suggestions for lesson ideas exploit Glow mail's capacity to offer pupils a more extended educational experience than the confines of more usual and formal communication routes. In this way, email can facilitate pupils' development in a number of ways, including physical, mental and emotional well being, communication and language and knowledge and understanding of the world.

You may already be aware that Glow has other communication and collaboration tools available to you. However, Glow mail varies from them in the following ways:

- Glow mail can be used to communicate with people who are Glow users



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and with those who are not – a valid email address is all that is required.

- A link to Glow mail is directly available on your Staff home page (and, for pupils, on their Pupil home page) and is therefore immediately available as a communication tool.
- Users of Glow mail can add attachments to their messages, and can exchange these easily with others.
- Messages sent and received using Glow mail can be organised into folders and saved for later review.

In addition, Glow mail allows you to:

- communicate with individual or multiple Glow users, and with people outside Glow at the same time. Emails will be available for recipients to access when they are next logged onto Glow or their alternative email provider;
- add those users with whom you communicate regularly to your contacts list for ease of access;



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- organise your contact list into groups, so that individuals are easier to identify and entire groups can be contacted with a single message.



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Working in school

Glow mail enables users to send emails and attachments to individuals or groups of people – who do not need to be Glow users.

Ideas for lessons utilising Glow mail are listed below, in the Lesson ideas section. In this section, however, we focus on the benefits that using Glow mail in school can have for you, as a member of staff.

E-mentoring

Glow mail is a useful tool for mentoring staff as it offers the opportunity for more formal and structured contact and support than either Glow chat or Glow messenger, while still providing the benefit of saving travel time and costs for participants.

Emails can be saved and filed for review, so messages containing advice, suggestions or directions for professional development could be stored for reference at a later date.

Networking

You can use Glow mail as a networking tool, to allow you to connect with a variety of other establishments and people, including staff performing similar roles to you or who are working on the same topics as you, and experts in



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particular fields. In this way, you can use Glow mail to share good practice, seek advice and swap tips and resources.

Working outside of Glow

Glow mail can be a particularly useful tool for contacting people who are not Glow members as long as they have an email address.

Glow mail can therefore be used to plan and organise projects with schools and/or individuals outside Scotland, where no Glow group is required.

Using attachments, electronic information such as pictures, audio files and documents, can be shared with others, modified by them and then sent back via email.



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Communicating with others

Glow mail could be used in a variety of non-curricular ways. For example:

- pupils could be encouraged to use Glow mail to keep in contact with family members currently abroad, for example children with parents serving in the forces or children recently arrived from other countries;
- you could use Glow mail to improve communication with parents/carers by setting up a dedicated email address for their enquiries;
- to further improve communication routes between home and school, you could also use Glow mail to send information such as school newsletters, details of parents' evenings and forthcoming events to parents and carers;
- using Glow mail to communicate with absent pupils, either due to illness or temporary exclusion, by sending work assignments to them at home, can help them to remain engaged with their schoolwork;
- Glow mail can help to keep parents and carers involved in, and informed about, their children's schoolwork: you could use the technology to send examples of work.



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Communicating with others (continued)

In addition, Glow mail could be used in a variety of cross-curricular ways. For example:

- pupils could be given the opportunity to email homework to you using Glow mail. This can be particularly valuable when pupils are absent. You could also add comments to their work and email it back for them to save or continue working on;
- during lessons, pupils could use Glow mail to email you with questions and suggestions. This is especially useful for those pupils who might lack the confidence to speak in front of the entire class;
- peer review. You could encourage pupils (in the same class or at different schools) to use Glow mail to send each other work for peer assessment and review. They can use electronic tools such as track changes in a word processor to make suggestions and comments – this would be especially useful for group work and projects.

In addition, Glow mail could be used to communicate with other schools to enhance pupils' learning across a number of curriculum areas. We have provided some subject-specific suggestions in the Lesson ideas section, below.



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If you do not already have a link school or a school with which you currently collaborate, you may be able to identify schools that share similar interests to yours through participation in local authority or national Glow groups.



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Lesson ideas

Below are some suggested ideas using Glow mail that you could incorporate into your lessons. Note that, in many cases, you could amend these ideas to suit other subject areas.

Ask an expert

Glow mail provides you and your pupils with a fast and economical global communication system. You can use this in your lessons to contact experts in various fields, to develop a dialogue that can be valuable in allowing your pupils an insight into topics they might otherwise be unable to explore. Project ideas where it might be useful to contact an expert in this way, include:

- **Geography** - To investigate the effect of tourism on the environment, pupils could email members of tourist boards in various holiday destinations to get first-hand information.
- **RME** - Pupils could email questions to a member of a faith community regarding the practices and customs of that faith, in order to gain an idea of what it is like to belong to that religious group.



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Lesson ideas (continued)

Ask an expert (continued)

- **Science** - After running particular experiments in class, pupils could contact scientists working in industry who run similar, but commercial, experiments. Pupils could examine the differences between the raw materials used, the processes undertaken, and the results achieved.



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Lesson ideas (continued)

Chain stories

You could set up a creative writing activity where the opening of a piece of narrative writing is provided, and groups of pupils then work collaboratively to compose the next section of the story. When a section is complete, the story is sent to the next group for its next instalment.

You could also run a similar exercise to create a shared poem in this way.



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Lesson ideas (continued)

Collating information

Glow mail is an ideal way to gather large quantities of data from a range of pupils, for example by conducting a survey, sending out a questionnaire or running an experiment. This can be done with pupils in the same class or the same school, or with pupils from different schools in Scotland or across the world. Lesson ideas might include:

- **Geography.** Pupils could request that peers in schools in different regions of Scotland, or around the world, create a weather diary to record factors such as daily temperatures, rain fall and hours of sunshine over a period of time. This information can then be shared with all participants and can be analysed to uncover similarities and differences between different regions. Pupils could also consider human geographical factors, such as travel information and distance from local shops and amenities.
- **Health education.** Pupils could design and carry out a survey to find out more about the size and impact of their carbon footprints or their personal health (such as, smoking habits, exercise, diet), and could email this to peers in link schools. Data could be exchanged and analysed, and conclusions made and shared with the group.



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Lesson ideas (continued)

Collating information (continued)

- **Mathematics.** Pupils can use a survey to generate data from a wide audience on topics such as Internet sites most often visited or gadgets used in the home, to use for data handling exercises and refining and presenting information.
- **MFL.** Pupils could create a questionnaire asking peers in their target school questions about the local area, weather, customs and religion, and could use the information gathered to support their learning of the target language.
- **Science.** Classes in the same year could run the same experiment, with each class using slightly different variables. Results could be collated and shared, patterns deciphered, and conclusions could be considered during science lessons in school. Pupils could consider the results along with questions such as: Are the results more valid with a bigger experiment sample?



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Lesson ideas (continued)

Discursive writing

In order to inform a piece of discursive writing, pupils could use email to gather evidence to support or oppose a particular point of view.



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Lesson ideas (continued)

Peer review

It is useful for pupils to build up the skills required to effectively review others' work. In order to facilitate pupils' development in this area, you could allow them to peer review using Glow mail.

Prior to the actual review, you and your class should agree the review criteria for a particular piece of work. Once this has been done, and these criteria are available for pupils to access during the review process, you should pair up pupils and ask them to exchange work via Glow mail.

Ensuring that they work to the review criteria, pupils should consider their peer's work and comment on it, suggesting improvements where possible.



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Lesson ideas (continued)

The teddy bear's tour

There is a project currently taking place between Scottish and Italian pre-school children where children correspond via email. Some nurseries have swapped mascots, and children in both countries are encouraged to ask questions such as "What kind of food would you feed your bear?"

You could set up a similar project with your infant department, exchanging information, photographs and perhaps even mascots with a link school, and encouraging pupils to communicate with peers in foreign schools to learn about different cultures and countries.



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Practical considerations

- Some local authorities may not take up Glow mail and will continue to use their existing email systems. If this is the case for your local authority you will not have access to Glow mail. Liaise with your school's administrator to determine your schools access to Glow mail.
- Glow mail has 3 default templates: basic, standard and advanced. The template determines the way that Glow mail is displayed to the users and how much control they have over email options and functionality. Further information on functionality within the basic and advanced templates can be found in the Glow learn – Learning in Context materials.

The template that you and your pupils see will be determined by your school's administrator. Pupils will be assigned the basic template. Teachers will typically be assigned the advanced template and will therefore be able to access the increased functionality it affords.



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Practical considerations (continued)

- All online communications should be set within the agreed boundaries of your school's Acceptable Use Policy (AUP). This effectively forms a contract between the school and individual pupils, often requiring parents'/carers' countersignature. Pupils should be made aware of the contents of the AUP and should be able to access and read the AUP at any time (perhaps from the Documents web part of your School site).

If you are directly involved in the writing or updating of your school's AUP, it might be useful for you to involve pupils in the creation of the policy documentation, to encourage pupil ownership. In addition, you should consider any existing documentation at your school along with any published advice from your local authority. Further considerations are listed at the following web address: http://schools.becta.org.uk/index.php?section=tl&catcode=ss_tl_cm_hs_03&rid=9956 .

More information about developing an AUP can be found at www.ltscotland.org.uk/doubleclickthinking/samplematerials/index.asp.



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Practical considerations (continued)

- Talk to pupils about the general rules of communication in Glow mail, e.g. never reveal personal details, such as address or telephone numbers, in messages and encourage pupils to report to an adult any material they see on Glow which they feel is inappropriate. A useful site to visit for more information about online safety is: www.besafeonline.org/English/safer_use_of_services_on_the_internet.htm or www.scotland.gov.uk/clickthinking.
- Consider practical guidance, such as encouraging pupils to use short, clear sentences in their communications, and to read through their messages before they email them. Ask pupils to be aware of who their audience is when using any of the collaborative tools, and to set the tone of their messages appropriately. For example, sending a message to pupils their own age from another school would require a different style of writing to sending an email to an expert from a local museum.

Remind pupils that they should never write anything in an email that they would not be comfortable saying in a face-to-face meeting, and that USING CAPITALS is equivalent to shouting!



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Useful links

- All online communications should be set within the agreed boundaries of your establishment's Acceptable Use Policy (AUP). Ensure that pupils are aware that the AUP is still relevant, even if they are using Glow mail from home or an alternate non-school location.

Information on developing an AUP for your school can be found at the following websites:

- ◇ www.ltscotland.org.uk/doubleclickthinking/samplematerials/index.asp
- ◇ http://schools.becta.org.uk/index.php?section=tl&catcode=ss_tl_cm_hs_03&rid=9956
- Online pupil safety is of paramount importance. To maintain this in Glow, ensure that you and your pupils are up-to-date on the latest Internet security strategies. For more information, visit: www.besafeonline.org/English/safer_use_of_services_on_the_internet.htm or www.scotland.gov.uk/clickthinking.
- Find out more about Glow, including details on its background, aims and purpose, from the LTS website at www.ltscotland.org.uk and the Glow specific pages at www.glowscotland.org.uk/index.asp.



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- 'A Curriculum for Excellence' is a programme central to the reform agenda of the Scottish Executive's Ambitious, Excellent Schools. It aims to provide: more freedom for teachers; greater choice and opportunity for pupils and eventually a single coherent curriculum for all young people aged 3-18. To find out more about this programme, visit: www.acurriculumforexcellencescotland.gov.uk/index.asp.

Links disclaimer

We include links from Glow to other websites which we think will support your understanding of our web pages. Many of the links lead to sites maintained by third party organisations or individuals. Glow is not responsible for the accuracy, currency or reliability of these sites and does not necessarily endorse the views expressed within them. Listings shall not be taken as endorsement of any kind. No responsibility is assumed by Glow for the contents of these pages. Glow will not be able to deal with any queries arising from these external websites - please contact the provider of the relevant website.



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Glossary

Establishment site – This is the home site for your establishment, referred to in this document as the School site. For teachers this will normally be your school. The School site contains a series of web pages, maintained by your school's Glow administrator and relevant to your school. For more information on your School site, see the **School site pathway**.

Glow chat – A tool to allow text-based communication between Glow members. This is covered in more detail in the **Glow chat pathway**.

Glow mail – If you have access to it, this tool allows you to send emails. This is covered in more detail in the **Glow mail pathway**.

Glow meet – This tool allows members at different locations to set up 'virtual rooms' to hold online meetings. The virtual room can be configured so that participants can share information and views using text, voice and/or video, and a shared whiteboard. The whiteboard allows members to share a single document or an application and to make changes to this, as a group. This is covered in more detail in the **Glow meet pathway**.

Glow messenger – An online communication tool, available only to staff in Glow. Allows online and real-time communication between two or more individuals. Glow messenger is covered in more detail in the **Glow messenger pathway**.



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School site – Also known as the Establishment site. This is the home site for your establishment, referred to in this document as the School site. For teachers and pupils this will normally be your school. The School site contains a series of web pages, maintained by your school's Glow administrator and relevant to your school. For more information on your School site, see the **School site pathway**.

Web part – A self-contained tool or item; a unit of information that can be added or deleted from various pages.

See Glow help for more detail on each of the items listed in the glossary.

