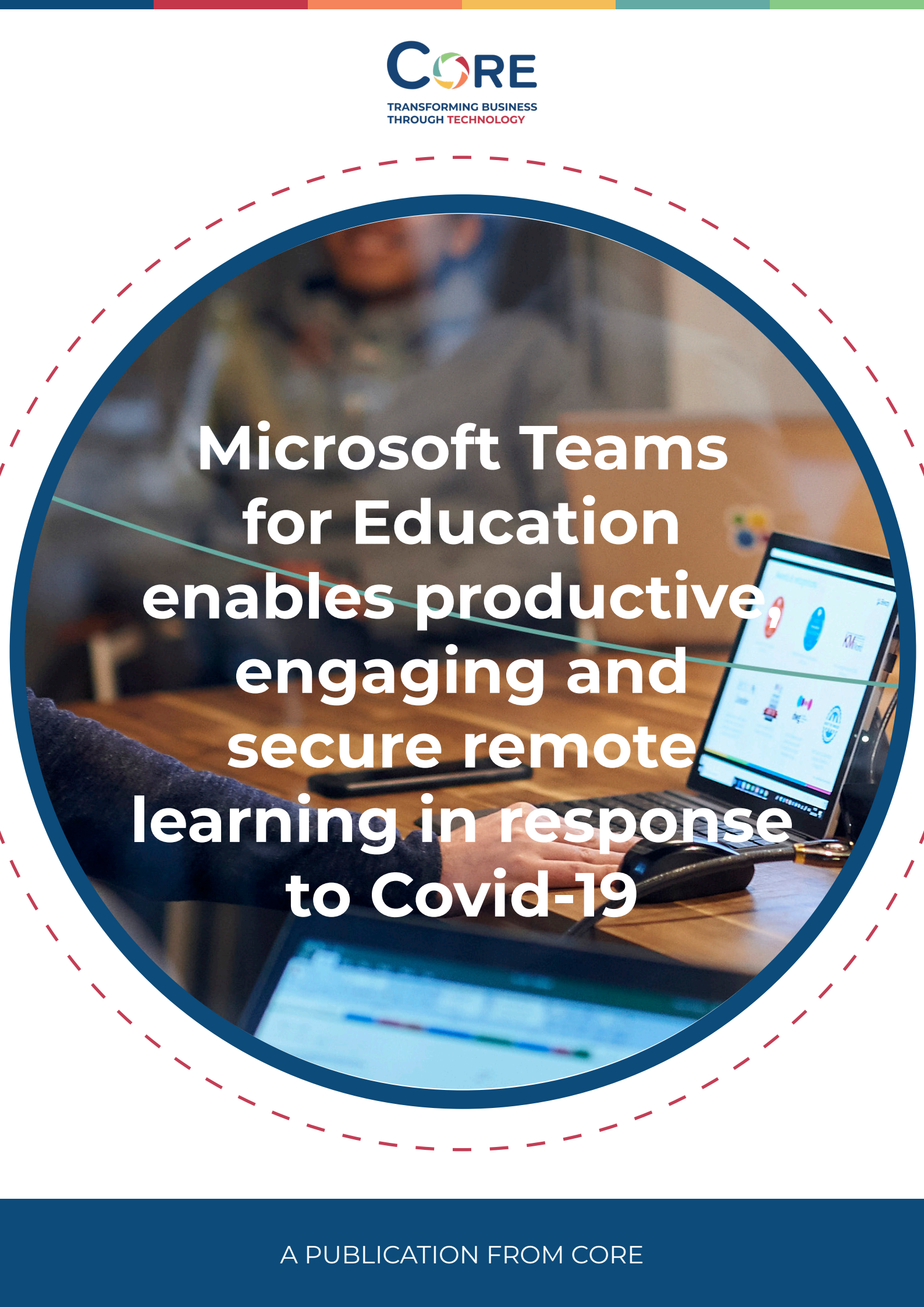




TRANSFORMING BUSINESS  
THROUGH TECHNOLOGY

A circular inset image showing a person's hands typing on a laptop keyboard in a classroom or office environment. The laptop screen displays a website with various icons and text. The background is slightly blurred, showing other people and classroom furniture. The entire image is framed by a thick blue border and a dashed red line.

**Microsoft Teams  
for Education  
enables productive,  
engaging and  
secure remote  
learning in response  
to Covid-19**

# TABLE OF CONTENTS

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Introduction



Integrated Workloads



Teams Features



Meetings in Teams



Assignments and Grading



Accessibility and Inclusion



Improving Student Outcomes  
and Future Skills



Increasing Engagement



Safety and Security



Covid 19

# INTRODUCTION

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Microsoft Teams is your remote classroom and workspace, accessible from anywhere, which brings educators, students, communities and stakeholders together across all scenarios, in a single, secure hub for teamwork.

In response to the challenges posed by Covid-19, Teams for Education is supporting and enabling users to continue working, learning and collaborating in a productive, secure and engaging way. At a time when classes and examinations on-site are currently not possible, Teams offers the education industry both short-term and longer-term solutions and can help educational organisations confront, and solve some of their most significant challenges while delivering empowering experiences to students and educators.

Some students will not have used Teams before. Even for those who have, the change to remote exams will create additional uncertainty at an already stressful time. For any faculty, students or parents and guardians unsure or concerned about this, resources, demos and Teams tutorials are available.

<https://www.youtube.com/watch?v=IKMyVPyudY0>

For students who rely on the support of educators or resources, Teams can be transformative. Whether it's the ability to ask questions directly to their educator or using Teams' rich accessibility and inclusion tools, students and educators can take control, collaborate, communicate, work and learn from anywhere.

## WHAT IS OFFICE 365?

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Educators balance a variety of responsibilities and workloads simultaneously, often using several applications and cloud services to support the processes. This can lead to a disconnected workplace experience. Microsoft Teams streamlines and digitises processes by integrating tasks into a single hub.

The same application used to teach a class can also be used to engage with faculty, communicate with local authorities and share information with parents, guardians or social services.

Though educators may worry that Teams will create more work, it is set up to make existing tasks and processes simpler and engagement more enjoyable.

By digitising paper-based processes, educators can reduce time spent on tasks like printing handouts or homework. Integration with Office 365 applications such as SharePoint, OneDrive and other cloud storage apps makes sharing files and documents with individuals, teams and external organisations simple. Documents can be simultaneously edited in real-time by multiple users within Teams, with changes tracked to prevent multiple versions of a document being created.

Microsoft Stream is a secure video sharing tool which can be used to record, share and live stream videos through Teams, making online lectures accessible and real-time, which can be embedded in a Teams OneNote class notebook.

OneNote class notebook creates a framework for learning within a team where there is a collaboration space, a content library and a private OneNote for each student. The educator can see each student's OneNote, but students cannot see each other's work. The content library can be used to distribute content seamlessly within the team.

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Teams also facilitates integrated access to external cloud storage such as Google Drive, Dropbox and Box. Third party learning management systems like Moodle, Quizlet and Kahoot are available as an application within Teams.

Teams also integrates with anti-plagiarism software Turnitin and Urkund as part of the assignment and grading functionality.

# TEAMS FEATURES

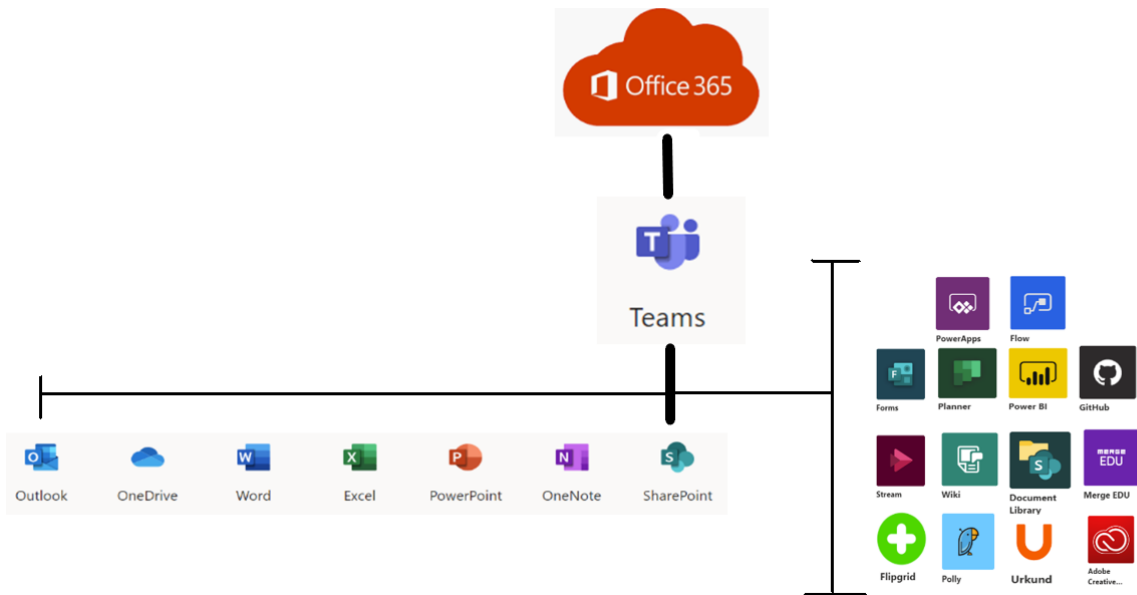
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Within a team, channels can be set up to separate tasks and workloads. For example, channels could be set up for different weeks of a university module, extra credit within a subject, or for different elements of school operations and governance etc.

The activity feed helps you stay on top of tasks and actions, with tagging enabled to notify a user of a question or update you wish to share with them. If a whole team needs to be notified, you can tag the team and each member will receive a notification. The chat function also allows you to send an instant message to users.

Within each team is a new Class Insights tab which allows educators to gain actionable insights from activity data collected within their teams and can be filtered by student and time. This will include average grades, average submission of assignments on-time, average time between assignment submission and feedback, and conversation activity in Teams. This helps to monitor various indicators of engagement and achievement in clear dashboards, allowing educators to prioritise support for students who need it most, enabling faster intervention, improving learning outcomes and powering these students towards successful completion of their studies.

Larger organisations can also leverage the power of Azure to support the storage and processing of additional data, creating a Power BI dashboard in Teams to further augment the knowledge and insight of educators into their students. Power BI can be added as an application within Teams to present data in intuitive and clear dashboards within a channel or private staff OneNote. This can be extremely powerful for students who are struggling to engage or progress in a class or module.



Teams is available across devices and operating systems, whether on desktop, tablet or phone. Those who prefer or require remote working and learning are not disadvantaged by their device and are able to access Teams from anywhere.

## MEETINGS IN TEAMS

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Every organisation is a network comprised of individuals, communities, groups and authorities who need to collaborate. For education organisations, this could be between students and educators, fellow educational institutions, governing bodies, training providers, examining bodies, social workers and more. All these relationships can be managed and enriched in a dedicated team and channel.

Attending meetings can be a significant commitment for organisations with limited resources or time. Teams lets meetings be remotely delivered within the same application for other related tasks.

Meetings can be set up within a Teams channel which means members are informed of the meeting and receive the meeting to their individual Outlook calendars. All notes, files, chats and recordings associated with that meeting are captured within the channel, minimising admin and simplifying data storage and access.

Meetings can be scheduled with external groups and individuals without compromising security, too. As you can join the meeting in Teams, there is no need to share private numbers. This functionality is covered by the free Microsoft Education A1 licence, so all staff can attend a meeting if invited. Staff will be able to send and receive invites for meetings and share information and resources, all within Teams. To use Teams to make calls to numbers across devices, transfer calls and create meetings with dial-in, Office 365 A5 licensing is required.

The student experience in Teams is necessarily different, as they only need to communicate with certain people for certain reasons. Administrators can limit collaboration and functionality, although it's important that students have an enjoyable, seamless experience that lets them learn from home, school and on the move, while communicating with educators, classmates and friends.

[https://www.youtube.com/watch?v=PasT3Q1ZR\\_I](https://www.youtube.com/watch?v=PasT3Q1ZR_I)



# ASSIGNMENTS AND GRADING

Tracking student progress throughout a course or the academic year is an important part of helping them achieve their potential and meeting targets set by governing authorities.

Issuing assignments for students is still a paper-based process for many institutions. Even if they are online, it's likely this will be done through an application that is not connected to file sharing, grading tools or feedback functions. Teams' assignment and grading functionality centralises the process inside a team, which already has members who can access the assignments sent. For example, a specific Maths class can have its own team, consisting of educators and students in the class.

Every team created as a 'Class' type will have an assignment tab where educators can create and issue assignments, which could be essay-based with rubric grading available natively, or quizzes using Microsoft Forms, which automate marking and results. Other third-party applications are also available to create quick quizzes and assignments.

For each assignment in the team, a dashboard of students is visible for the educator where progress can be tracked, including whether a student has viewed, started and finished the assignment. Once an educator is viewing the completed assignment, Teams allows you to move fluidly between students' work. Once a student is finished, the educator can review the work and return feedback. The student will be notified of the feedback and can view it, all without leaving Teams.

The left screenshot shows the 'Assignments' tab in Microsoft Teams for a team named 'AP English'. It displays a list of assignments with columns for 'Date', 'Assignment', 'Status', and 'Points'. The assignments include 'Anne Frank Read chapters 10-17 (pages 279-406)', 'Essay 2 (including bibliography)', 'Write the first page of your essay, include your references.', 'Fresh your essay outline and bibliography', 'Anne Frank Read chapters 3-5 (pages 52-218)', 'Complete the bibliography worksheet', 'Create your essay outline and first draft', 'The Great Gatsby: Review your notes', 'Submit your book report', 'Complete questions 5-8', 'Complete questions 1-4', 'Review notes from last two months', and 'Submit ideas for your essay'.

The right screenshot shows the 'Grades' tab in Microsoft Teams for the same team. It displays a table of student progress for various assignments. The table has columns for 'Search students', 'Fresh the first draft of your essay out...', 'Write the first page of your essay and...', 'Anne Frank Read chapters 10-17', 'Find 3 references to share with the class', 'Anne Frank Read chapters 3-5 (page...', and 'Complete bibliography'. The table lists students and their progress for each assignment.

Search students	Fresh the first draft of your essay out...	Write the first page of your essay and...	Anne Frank Read chapters 10-17	Find 3 references to share with the class	Anne Frank Read chapters 3-5 (page...	Complete bibliography
Alain, Juan	45	18	17	81	81	
Banks, Dennis	46	13	11	73	73	
Barton, Aaron	40	12	9	61	78	
Cline, Christie	43	16	6	90	90	
David, Beth	41	11	14	88	88	
Gubound, Bernadette	44	8	15	79	79	
Kennedy, Ian	45	10	10	97	97	
Lamb, Guy	42	15	13	90	88	
Nesher, Wilke	42	10	10	97	97	
Nova, Candace	43	15	13	80	80	
Schwender, Henry	39	13	13	70	78	
Shamas, Babek	47	18	18	69	82	
Simon, Adah	48	19	11	80	80	
Rodriguez, Elliott	42	19	15	70	91	
Walters, Dallas	42	18	18	69	69	

## ACCESSIBILITY AND INCLUSION

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Microsoft have set out a clear dedication to achieving an internal culture that is inclusive and representative of society. Their goal is to contribute to a wider change in society around how accessibility and inclusion is perceived. Microsoft are focused on building their products with accessibility and inclusion baked in.

Teams for Education utilises Microsoft accessibility and inclusion tools to empower students to take control of their education, learn independently and augment the skills of educators. In doing so, students can take control of their learning at their own pace and style. Educators, therefore, do not need to tailor a handout or content for each student's needs, as Teams gives this power to the user.

Tools like Immersive Reader are available in Teams to support students who may have difficulty reading by tailoring a document, webpage or learning material to their needs. Immersive Reader can change the font, text colour, background colour, increase line spacing, show picture dictionary for words, read aloud and translate into over 60 languages, and more. If the class is being delivered or recorded through Teams, live captioning can be enabled for students who may have hearing impairment. In addition, students can use the translate function to view the language they prefer, supporting students for whom English is not their first language.

Accessibility and inclusion are crucial to Teams being a classroom or workspace from anywhere.

# IMPROVING STUDENT OUTCOMES AND FUTURE SKILLS

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To help students achieve their full potential, educators must balance their attention and resources carefully. To help, there are resources within Teams that provide valuable insight into students so support can be offered earlier and more efficiently.

Students adapt very well to Teams, partly due to their experience of living in a constantly connected world. But the organisation still needs to put in place proportionate and supportive governance policies.

Teams is Microsoft's fastest growing product ever, with over 44 million daily users spanning industries and countries and over 200,000 companies in 181 markets currently using Teams. Future workers will, therefore, benefit from a strong understanding of Teams during their education, as they transition from students into a world where Teams is a significant part of the workplace communication and collaboration strategy.

The UK Government has set a target to be carbon neutral by 2050. Teams is at the heart of Microsoft 365 modern workplace and will be central to delivering remote working, so future workers should be confident with remote working, and Teams itself.

## INCREASING ENGAGEMENT

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Teams encourages engagement, whether between students and educators, student and student, faculty only, or for the wider community eco-system of the organisation. The most successful cases of Teams delivery and adoption in education are when educators can freely create Teams themselves. Although organisations can be tempted to centralise team creation with IT, this can negatively affect engagement with Teams.

For quick but controlled creation of teams, there are four default templates in the Education edition; Class, Professional Learning Community, Staff and Other. Each team type comes with defined structures and permissions. Students can only create teams using the 'Other' team type, and they cannot join or see teams which are 'Staff' or 'Professional Learning Community' type.

Teams' informal structure generally appeals to young students who can start their own communities with fellow students in a safe space. Students can show their personality with gifs, emojis and custom backgrounds while collaborating, asking questions and getting involved in discussions with classmates. Students who perhaps aren't confident to speak in class or who have visual or hearing impairment are provided with an alternative and fun way to contribute and participate.

OneNote Class Notebook integration helps students take private notes, collaborate and have access to read-only content. Educators can digitize and distribute class content to one, some or all students within the team. Depending on the age of students and type of institution, there will be organisation-wide governance policies around the use of Teams. In Higher Education and Further Education, it is encouraged that students create Teams using the 'Other' type, so that they can forge communities while building workplace skills.

Office 365 has all the governance capabilities to enable policies around naming conventions, file storage, expiration policies and more. This helps to maintain the safety of students and educators while encouraging engagement and adoption of Teams.

# SAFETY AND SECURITY

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Keeping students and staff safe is a primary responsibility of any educational organisation. When we think about collaboration, there is a balance to strike between encouraging the freedom and creativity to maximise possibilities and impact, versus the need to have policies, governance and security in place.

Organisations who already use Office 365 applications can incorporate Teams into their existing Office 365 security strategy, so security management stands to be less disruptive and well-integrated.

Teams enforces team-wide and organisation-wide two-factor authentication, single sign-on through Active Directory, and encryption of data in transit and at rest. Files are stored in SharePoint and backed by SharePoint encryption. Notes are stored in OneNote and are backed by OneNote encryption.

As a customer of Office 365 you own and control your data. Microsoft does not use your data for anything other than providing services. Documents, emails or teams are not scanned for advertising purposes, and Microsoft doesn't have access to uploaded content. Customer data stays in the tenant. Organisations with A3 and A5 licensing will be able to make use of additional Enterprise Mobility and Security tools.

There will be organisation-wide governance policies around the use of Teams, the ability of students to create teams, the actions students can take within a team and so on. The policies will depend on factors such as the age of students and the type of organisation.

Licensing permitting, a variety of governance measures can be utilised to control team names and words within Teams using the Office 365 Groups naming policy. External collaboration and involvement can be restricted tenant-wide or defined on a user by user basis. You can also automate policies for data retention, archiving, deleting and creating teams.

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Audit logs allow you to see who created, was invited and joined a team. Microsoft advise that user education is preferable to excessive restrictions; once users understand that team creation is not anonymous, irresponsible use of Teams is reduced.

A student's view in Teams is very different to the educator view. While a student can create a team, only certain templates are available to them. They can't leave teams independently or join those they are not permitted to. Furthermore, educators can apply degrees of governance to certain teams or even posts, restricting replies and contributions from certain students or the whole team.

Teams is also a platform for communication which moves with the user, without the need or possibility for educators or students to share private phone numbers for communication.

For more information on [Microsoft Teams Security and Compliance](#)

# COVID-19

Though the rapid increase of remote working has been enforced by the Covid-19 outbreak, there are significant long-term business, security and user benefits in adopting Teams and Office 365 as part of your organisation's remote working strategy.

As a key Microsoft Education Partner, Core is supporting organisations at all stages of their Teams journey by reaching out to support the education industry and equip educators and staff with the tools to navigate this situation.

Whether you need some free advice, helpful content, or proactive assistance with deploying Teams, Core is ready and available to help.

As a Microsoft Fast Track partner, Core can also provide free remote advice and support on how to onboard Microsoft 365 services and gain value from them in the long term.

## RAPID ENABLEMENT SOLUTION

Enable, Integrate & Adopt within 24 hours



24H  
Within 24 hours –  
assess your current  
business model



72H  
Within 5 days – Develop a  
culture awareness and  
change plan



2W  
Within 5 days – Develop a  
culture awareness and  
change plan



1W  
Within 2 weeks – modernise and  
scale their collaboration  
capabilities as well as workforce  
engagement plans – fully rolled  
out with adoption plan

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