



EDUCATION TECHNOLOGY IN THE "NEW NORMAL"

Introduction

In March 2020, schools across the country began shutting down amidst the COVID-19 pandemic. The shut down forced school districts to rapidly shift to remote learning in place of traditional classrooms. For the 2020- 2021 school year, Birmingham Community Charter High School (BCCHS) sought the most advanced solutions to provide the best remote learning experience for both its students and educators.

As a long term client of Datalink Networks, IT Director of BCCHS, Vic Chalabian, trusted Datalink Networks to find the right IT solutions to make **remote learning** as smooth as possible.

Case Study at a Glance

Industry : K-12 Education

Objective: Improve the digital environment for remote learning amidst COVID-19 Pandemic.

IT Matters

- Office 365 Licensing and Microsoft Teams Migration
- LMS Integration
- Security and App adoption platform
- Student Intern Program and Help-Desk

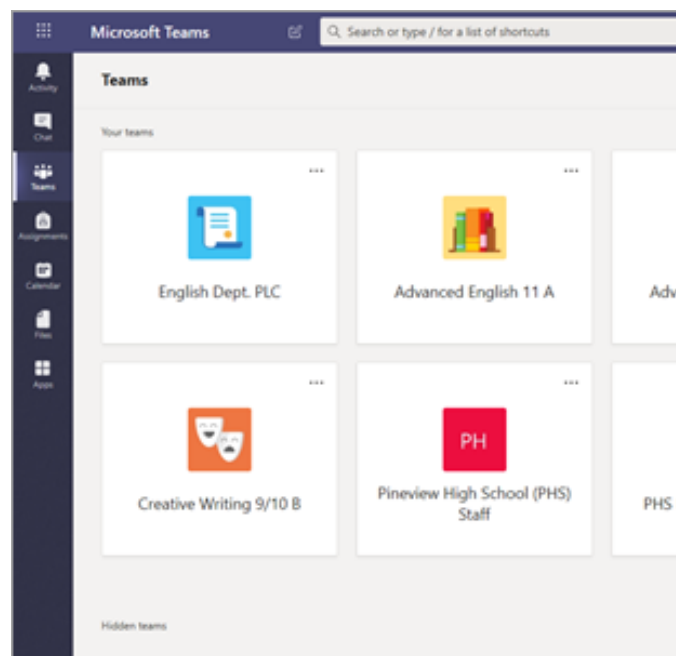
Microsoft Teams Implementation

BCCHS required a solution that could meet both the conferencing and collaboration demands of administrators, faculty and students. Datalink Networks recommended the Microsoft 365 licensing (A-3) plan with **Microsoft Teams** as a web conferencing and voice solution.

Sarah Obloy, Technology Coordinator of BCCHS, stated that, "the changing landscape of schools has required school leadership to take a hard look at how content is disseminated and what tools are required to keep the connection and collaboration between students and teachers safe, secure, and easy."

Prior to implementing Teams as a new distance learning platform, the Datalink Networks project team

realized that BCCHS would need a Teams training program. Datalink Networks staff responded with a certified Teams training resource to train campus IT personnel, combined with a library of over 200 training videos that teachers, students and staff could easily access within the app.



School Data Sync

The Datalink Networks engineering team integrated both Aeries Student Information Systems (SIS) and Canvas Learning Management System (LMS) into Teams. Teachers were enabled to set up their class files and documents to create a Teams Channel to prepare for the first day of class. If students are added or dropped from the class during the year, the Teams system is automatically updated directly from the SIS. Datalink Networks also provides 24X7 monitoring of the Office 365 tenant to ensure cloud security, compliance, and proper administrative controls are in place.

"Microsoft Teams is able to hook into many of the education software programs that BCCHS currently uses. Teams will take attendance much more efficiently than Zoom, provide security features, and offer built-in collaboration spaces." - Sarah Obloy



Student Intern Program

Datalink Networks collaborated with New Horizons, the world's largest IT training company, to introduce an innovative program called “**Teams Student Intern Program**” for BCCHS.

Lindsey Surendranath, the Special Projects Officer at BCCHS, stated that “students will receive excellent academic preparation, and are working hard to ensure they are equipped with life skills and professional skills”.

The student intern program launched in August 2020 and is made up of 10 selected students whose interests fall in technology. The program's courses consists of soft skills training, cyber safety, Microsoft Teams training, followed by an advanced course for those who qualify in CompTIA certified training.

Solutions Summary

- Microsoft 365 and Teams Migration
- Teams Integrations with Aeries, Canvas, and Google Classroom
- Network Security
- Training and Application Adoption
- Teams Student Intern Program

Products

- Microsoft 365 A1 and A3 Licensing
- CoreView Security and Adoption
- New Horizons Training Platform
- Student and Faculty Devices

Student Program Courses

- Microsoft 365 Basics Course
- CompTIA IT Fundamentals
- Soft Skills Training
- Customized Helpdesk Course