Guidance Note
Remote Teaching with MSTeams

Updated: 16 April 2020

The guidance in this document is aimed for the roll out of MSTeams for teachers using the tool for remote teaching. This document will be updated as new best practices are established. Please check the date at the top of the page to see if any new changes have been made.

For questions regarding the use of MSTeams for teaching purposes please go to the Helpdesk Portal.

Please note you cannot login into MSTeams with your regular university email, but with your ULCN-username@vuw.leidenuniv.nl, so for example DoeJ@vuw.leidenuniv.nl. Your regular ULCN password works with this too.

From the 22 of April 2020 multi-factor authentication (2FA) will be compulsory for teachers and staff when logging into MSTeams. Guidance on the options available can be found here.

What is the tool for?

1) Small interactive classes/working groups
2) 1-on-1 student-teacher interaction

File Sharing & Storage | This tool is not a place for long term file storage. This should still be done through existing channels such as Blackboard, Brightspace and LU email.

Note: Do not share Personal, Sensitive or Confidential Data using MSTeams.

Recording | Small classes hosted on MSTeams should not be recorded. If you would like to record your class please make use of Kaltura.

Screen Sharing | MSTeams allows all participants to share their screen.

Note: Turn off your notifications (banners, pop-ups etc.), check what sites you have bookmarked and close all your unnecessary tabs when sharing your screen to prevent personal or sensitive data being mistakenly shared.

Using other tools:

It is advised that you make use of tools provided by the Leiden University as these will be supported by ISSC and will adhere to the privacy and protection policies of the University.

Leiden provides a number of other tools for remote teaching. Information on these tools and their use can be found (here).
Using fewer tools makes use work more structured and coherent and helps keep things in one place. Additionally, it is advised that students and teachers make use of tools they are familiar with as much as possible.

**Note:** Do not integrate extra functionalities (Apps) on MSTeams until clear guidance has been provided by the University. These extra functionalities may not be fully licensed and therefore, have a number of associated risks including privacy. Moreover, should you use them you may lose work created with them due to licence time limits or the implementation of more stringent policies by the University.

**How to use this tool?**

**Accessing MSTeams** | MSTeams can be accessed via the browser, downloading Office365 or downloading the individual app (bottom of the page). It is recommended to use the desktop application.

**Setting Up a Team** | When setting up a team it is important that the teacher is made an Owner, whilst all students should be made Members. You can also request a team from the Helpdesk Portal.

**Adding students to a Team** | Students can be added to Teams using their student numbers or surnames. This has to be done individually.

**Calling a Group** | Within a Team, different Channels can be created for different topics and group calls can be initiated from within these different channels.

**Calling an Individual** | Calls can be started from both the ‘Chat’ tab or ‘Calls’ tab (on the left).

**Posting in a Team** | Please ensure that you are posting in the correct Team and/or Channel. If you would like to talk to an individual from a Team, please create a separate conversation with them. It is key to keep in mind that you can either reply to a thread or post a new message as a new thread.

**Tagging in a Team or Channel** | Using @(Teamname) will notify members of the entire team and @(channelname) will only notify members of the relevant channel.

**Small interactive classes/working groups**

Video calling for small working groups has proven to work. The more people on the call the more challenging it becomes to ensure all participants can take part in an interactive way. However, rules for joining calls should be established prior to it taking place. These rules can be communicated directly in the chat from which the call will be started.

The time of the class should be communicated with students using Blackboard, Brightspace and/or LU email. Teachers can share guidance on how students can access MSTeams in this email. The following can be shared with students when informing them of the class:
“MSTeams can be accessed via the browser, downloading Office365 or downloading the individual app (bottom of the linked page).”

Initiating the call

Call initiator - Teacher

- Ensure that the meeting is being initiated within the correct Channel of a Team.
- It may be difficult for the meeting manager to run the meeting and keep track of the chat at the same time. If so, it is also advised that a chat manager be appointed to keep track of requests to speak and questions that are posted in the meeting chat. This is to help the meeting manager ensure that everybody gets the chance to speak and questions are answered.
- You can make use of the ‘Mute all’ function to reduce background noise from participants.
- Using a web camera for classes should only be done if it is of added value to the class or a necessary component of the class. If it is not necessary, then the standard setting should be that all students have their cameras turned off.

Students

The following standard rules can be shared with groups in the chat prior to starting the call in the channel:

- When joining the call ensure that your microphone is muted (if it is not automatically muted). Having a whole group’s worth of background noise will make it extremely hard to follow what’s being said.
- For groups of more than 4 you will not be able to see all participants on the main screen. MSTeams will automatically ensure that the icon/video the participants who are speaking are shown on the main screen.
- Only unmute your microphone when it is your turn to speak. You will either be asked to speak by the teacher or can indicate that you wish to speak through the meeting chat.
- Please be aware that turning on background blurring when using video as it takes up a lot of bandwidth. If you are worried about your privacy whilst using video, please find a neutral background or keep your video turned off.

1-on-1 student teacher interaction

Using the ‘calls’ tab (on the left) teachers can call students using both audio and video. If a student or teacher does not wish to share their video, they should not be obliged to.

The time of the call should via LU email. Teachers can share guidance on how students can access MSTeams in this email. The following can be shared with students when informing them of the meeting:

“MSTeams can be accessed via the browser, downloading Office365 or downloading the individual app (bottom of the linked page).”
Community Guidelines

We believe it is important to create the same kind of safe academic rigorous atmosphere in the community as you would find at the Leiden University campus. We ask that you follow the community guidelines, and if necessary update yourself on academic skills as detailed.

Expectations - social rules

- Praesidium Libertatis - bastion of liberty - academic freedom is guaranteed, but think about the consequences of your statements.
- Academic manners and inclusivity are important, and our moderators will see to that.
- Be proactive and collaborate.
- If you have any questions for the CVB, your faculty or institute, please direct your question to the right authority. Owners of this channel are not responsible for this.

Practical tips

- You can tag individuals in messages. The @ (Team/Channel name) tag is only used by moderators and administrators.
- You can reply to any thread in discussions. Don’t make a new thread for every reply.
- You can add files to channels. Note: MSTeams is not a file storage location and files shared on here should be minimal and on a short-term basis.
- You can show people who you are. Add an avatar for easier identification.
- Use the right sidebar to navigate, for example to send private messages.