



## **Microsoft USO NorthWest Department of Education Master Training**

### **Description of Project**

In 2016 in accordance with the USO licensing obligation, 90 schools in the NorthWest were equipped with tablets, data projectors, interactive whiteboards and Wi-Fi connectivity. Officials in this province had already received some training on the Intel 'Tablets in the Classroom' course and some technical training. In support of this project Microsoft agreed to assist the NorthWest Education Department by facilitating a master training session for e-learning facilitators who would then be able to train teachers on how to use the tablets to access some of the Microsoft educational resources as well as the online learning courses housed on the Microsoft Educator Community. Following on from the master training session, Microsoft would then support a number of training sessions for teachers from schools which had received equipment through the USO device rollout.

### **Description of Master Training**

Master Training for this project took place on 2 June 2016 at the Peermont Rio Grande Hotel in Klerksdorp, NorthWest. Master training was facilitated by Microsoft's training manager Victor Ngobeni and 25 officials and trainers from the NorthWest Department of Education were in attendance. Due to budget constraints training was limited to one full day of training which took place between 9am and 4pm.



The main aims of this master training session were to:

- Ensure that trainers were aware of Microsoft tools and online courseware which could be accessed through the tablets so that they in turn would be able to make teachers aware of these offerings
- Get trainers registered on the Microsoft Educator Community and aware of its offerings so that in turn they could encourage teachers to register on this platform

## Training agenda

The 1-day workshop focused on the following Microsoft tools and topics:

- Introduction to Microsoft in Education and the Microsoft Educator Community (MEC). This new site offers a central destination to educators to find trainings, lesson plans, and to connect with global educators and peers.
- Teaching with Technology – this is an online course aimed at improving teachers' skills and knowledge on ICT integration.
- Hands on demo of innovative tools for teaching and learning:
  - Office Mix, supporting the notion of flipped classrooms and online lesson delivery
  - Sway, evolving new ways to bring ideas and stories to life,
  - Skype, connecting classrooms across the globe
  - OneNote for Education
  - O365 for Education
- Microsoft Trainer Academy: This is a collection of 13 courses that must be completed by trainers who want to enlist as Microsoft Trainers. Participants were assisted on how they can complete courses in the Academy.
- Participants completed the online survey on this link: <http://bit.ly/1UhZaKz>



## Training Evaluation

At the end of the training, participants were asked to complete an online training evaluation form. Summarised below is the feedback submitted by 17 participants. (Numbers next to responses indicate how many people cited the same or similar answers.)

Statement
How would you describe your use of technology in the classroom before this training session?
<ul style="list-style-type: none"> <li><input type="radio"/> I have never used technology in the classroom before - 2</li> <li><input type="radio"/> I am a beginner user of technology in the classroom - 1</li> <li><input type="radio"/> I use technology at least once a week in the classroom - 1</li> <li><input type="radio"/> I use technology almost every day in the classroom - 9</li> <li><input type="radio"/> I use technology for my own purposes, but not in the classroom - 4</li> </ul>
How would you describe your computer skills?
<ul style="list-style-type: none"> <li><input type="radio"/> Beginner - 0</li> <li><input type="radio"/> Intermediate - 4</li> <li><input type="radio"/> Advanced – 13</li> </ul>
How was the connectivity at the training session?
<ul style="list-style-type: none"> <li><input type="radio"/> Slow – 4</li> <li><input type="radio"/> Erratic - 1</li> <li><input type="radio"/> Good – 10</li> <li><input type="radio"/> Excellent - 2</li> <li><input type="radio"/> I used my own connectivity - 0</li> <li><input type="radio"/> The facilitator created a hotspot – 0</li> </ul>
How likely are you to continue to use the Microsoft Educator Community?
<ul style="list-style-type: none"> <li><input type="radio"/> Very likely - 14</li> <li><input type="radio"/> Somewhat likely - 1</li> <li><input type="radio"/> I may revisit it from time to time – 1</li> <li><input type="radio"/> Unlikely – 1</li> </ul>
How likely are you to complete the full Teaching with Technology online course?
<ul style="list-style-type: none"> <li><input type="radio"/> Very likely - 13</li> <li><input type="radio"/> Somewhat likely - 4</li> <li><input type="radio"/> Unlikely – 0</li> </ul>
How would you rate your facilitator for this training session?
<ul style="list-style-type: none"> <li><input type="radio"/> Okay – 3</li> <li><input type="radio"/> Good - 3</li> <li><input type="radio"/> Excellent – 12</li> </ul>

When asked which parts of the training session delegates found to be the most useful or beneficial, the following components were highlighted as being especially useful:

- Sway – 8
- Office Mix – 5
- OneNote – 3
- Microsoft Educator Community – 3
- Skype/ Skype in the classroom – 3
- Office Tools – 3
- 21<sup>st</sup> Century Skills – 1

- Teaching with Technology/ Learning Pathway – 2
- Office Remote - 1

When asked which parts of the training were not useful, 11 respondents claimed that everything was useful or that there was no component which was not useful. Of those who said something was not beneficial, the following responses were given:

- Online Courses
- Skype/ Skype in the Classroom
- Participants without the necessary resources
- Sway

Please note that only one person found the online courses and Sway components to be not useful, whilst three people mentioned Skype not being useful. The topics listed here go against the trend of many more people reporting that Sway, Skype and the Online Courses were the MOST beneficial in response to the previous question.

Participants had the following positive comments to make about why they would continue to use the Microsoft Educator Community:

- It is a useful/ interesting resource – 7
- It provides lesson plans and ideas for ICT integration – 5
- It is developmental – can make me a better teacher / adds value – 5
- It is the route towards me becoming an accredited Microsoft trainer - 1

The following reasons were provided to explain why a participant was likely to complete the Teaching with Technology course:

- It will help me improve my teaching/ be more effective - 2
- I am highly motivated to start using MEC
- Enjoyable/ interesting – 2
- Provide me with more skills - 3
- To become an accredited Microsoft trainer - 1
- I have an interest in technology in the classroom - 1

People who said they were unlikely to complete the Teaching with Technology course cited the following reasons for them being unlikely to complete it:

- Pressure at work
- As long as connectivity is good I won't have a problem
- Already completed (reference to original course)

## **Challenges**

Officials who attended this master training session had to drive from their home towns to Klerksdorp on the morning of the training session. As some officials live very far from Klerksdorp, a number of delegates arrived late and the training that was scheduled to start at 9am started at 9:30am to give people time to arrive.

This training took place at a hotel conference venue and participants used their own devices. Whilst the hotel provided each participant with 500MBs of data for the one day training session, by lunch time most trainees had used up their full allocation. Fortunately,

IT Masters (who attended the training to provide technical troubleshooting support) kindly sponsored a further 10GBs of data which meant that delegates could remain connected until the end of the training session. The speed at which delegates used up 500MB of data themselves though illustrated that the content and activities of the training program are data-intensive which will be a challenge in rolling this training out to schools.

Initially it was hoped that this training session would take place over two days – with the NorthWest Department of Education covering the costs of the delegates’ accommodation and the training venue. When the department was unable to secure this funding the training session was reduced to one day. Reducing the length of the training session meant that some items had to be omitted from the agenda, for example a session on technical trouble shooting which was to have been presented by IT Masters – the hardware suppliers for this project.

## Conclusion

The master trainer for this session noted that “This was a training of trainers, and therefore ICT skill level of the participants was generally good, as was to be expected. We did not have many technical issues, and the training proceeded smoothly.”

Although the duration of the training was reduced to one day, this cohort of trainers had already had some training on the USO devices and the Intel Tablets in the Classroom course – so they already had exposure to the tablet devices and had discussed issues related to using these in the classroom. Whilst we were unable to provide a slot for IT Masters to do a session on technical troubleshooting, it was appreciated that their technician was on site to solve technical problems and to chat to officials and trainers who had specific questions to ask during break times. In retrospect it would have been worth doing some more activities on the actual USO devices which the trainers will have to replicate with teachers using only these devices.

From the overwhelmingly positive comments it appears that the majority of delegates enjoyed this training session, particularly the components that involved being exposed to tools which these experienced ICT trainers may not previously have encountered (for example Sway and Office Mix). Well done to Victor Ngobeni who covered a lot of content in a short space of time, in a way considered to be “excellent” by most respondents.

We would like to thank the NorthWest Department of Education for their partnership in arranging this master training session and trust that the new skills learnt during this session will be conveyed to teachers in the province during the training rollout.

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