Microsoft - Eastern Cape Department of Education
ICT Skills for Teachers Workshops in Eight Districts

Eight ICT Skills for Teachers workshops were held in the following districts and venues on the following dates:
Friday 1 June and Saturday 2 June 2018 and
Friday 8 June 2018 and Saturday 9 June 2018

District	Training Venue	Participants for initial training	Participants for follow up training
Alfred Nzo East	Bizana District Offices	18	18
Alfred Nzo West	Maluti ICT Centre	21	19
OR Tambo Coastal	Lusikiski ICT Centre - Old Lusikisiki College	38	35
Amathole East	Butterworth ICT Centre – Mission Location	14	13
Chris Hani West	Lady Frere ICT Centre	23	23
Chris Hani E	Ngcobo Resource Centre	20	15
Joe Gqabi	Sterkspruit ICT Centre – Bensonvale College	25	23
Sarah Baartman	Graaff Reinet ICT Centre	33	30

Proposed programme for workshop

Below is the proposed training agenda. This was adapted slightly at each venue to allow for changes in workshop times, problems with connectivity and other technical challenges however across the four workshop days all modules should have been covered.

Day 1 – Friday, 1 June 2018

- Welcome, agenda overview and expectations
- Getting connected
- Ice-breaker activity: Use "Paint" to make a name card
- Getting going with ICT Skills for Teachers course
- Break
- Complete a scenario of your own choice

Day 2 – Saturday, 2 June 2018

- Welcome, registration, getting connected
- Complete a second scenario
- Break
- Get to know your Windows 10 laptop – A Quiz
- Features of a Windows 10 laptop
- Lunch
- Get into your Office 365 account
- Overview of your O365 account
- Send an email using your O365 account

Day 3 – Friday, 8 June 2018

- Welcome, agenda overview and expectations
- Getting connected
- Create your profile on the Microsoft Educator Community
- Microsoft Educator Community Bingo
- Break
- Digital Skills for Teachers courses walk through

Day 4 – Saturday, 9 June 2018

- Welcome, registration, getting connected
- Activity: Complete a Digital Skills for Teachers course
- Break
- Activity: Complete another Digital Skills for Teachers course or another scenario from the ICT Skills for Teachers course
- Saving documents to OneDrive
- Lunch
- Showcase of Artefacts produced
- Complete course evaluation
- Ensure trainer has all artefacts saved to flash drive and/ or One Drive

Each workshop is discussed in more detail below, with the key challenges and highlights of each session described.

Alfred Nzo East - Bizana District Offices

These workshops were conducted by SchoolNet SA trainer Golifili Siyavuya Mluleki. Ms. V. Bhomoyi, an official from the Eastern Cape Department of Education was also in attendance.

The trainer reported that the connectivity was very poor and the internet was on and off most of the time even when connected to the router provided by SchoolNet. A technician was present on the first day and he asked attendees to take their laptops to the district office the following week if they had errors that he could not remedy.

The teachers all came to the workshops with laptops. The trainer noted that most laptops appeared to have been used – however he suspected that the teachers may have allowed their children to use their laptops as opposed to using them themselves, as the teachers had very limited computer experience.

Microsoft Office had been downloaded to the laptops although it had not been used. Teachers were unable to access their O365 accounts due to poor network connection in the area.

The trainer reported that the "majority of the attendees battled to operate their laptops but worked at a slow pace. Some individuals worked freely and were always on time. Teachers that attended workshop were very keen in learning how to use their computers to do various tasks with them."

According to the trainer, the group enjoyed the creation of mark lists more as they seemed to have challenges with making mark lists. They also found making PowerPoint presentations useful.

Activities which relied on internet connectivity were less successful owing to poor network reception.

The trainer noted that he had limited advance warning to prepare for the training session and to become familiar with the courseware. He also would have liked to have access to examples relevant to the curriculum the teachers are teaching as this could have assisted in making the workshop more relevant to delegates.

The trainer noted that at times the laptops froze during training. He also said that additional orientation is necessary when laptops are distributed as many teachers were not aware that they had data available through their laptops and that they were meant to be using this data to assist in preparing lessons and presentations to show in class.

Alfred Nzo West - Maluti ICT Centre

Lyle Wills was the facilitator at this session and Mr. Matela represented the Eastern Cape Department of Education.

The connectivity at this venue was erratic on both weekends, and even when the SchoolNet router was used connection was too weak to support multiple computers. Technicians were present on the Fridays but not on the Saturdays. They tried to help with the O365 account login process.

All teachers had laptops, and these all had Microsoft Office installed on them. All the teachers who attended this training appear to be making use of their laptops as evidenced by their own work saved on each one. Unfortunately the delegates at this training session did not have their department issued O365 accounts, and it seems that these could not be sourced by the technician and official in attendance. To proceed with the O365 activities the facilitator signed each person up for a new Outlook account using their Persal numbers. Whilst creating these accounts meant that delegates could still log into the Microsoft Educator Community and could still access a version of Office online – the opportunity of using their department of education issued accounts was lost.

According to the facilitator, "the teachers were mostly beginners with some at intermediate level. They were all very enthusiastic. They all tried their best and followed the training closely. Some had Gmail accounts but none have used their Eastern Cape School email accounts. The teachers enjoyed doing the timetable and the budget in Excel using the Partners In Learning material. They used the offline courseware from their own laptops that had been copied on by myself and the assistants that were there on the first day of training. We were able to do the quiz together and they came up with some ideas of their own to look after their laptops."

The lack on decent connectivity severely hampered this training session. The teachers were not able to do any of the online courseware, instead the facilitator was only able to demonstrate using the projector how they would go about logging in and finding the material on the Microsoft Educator Community and how to upload a document to OneDrive. The teachers were only able to complete the online registration and feedback form by standing outside Maluti College's Computer room and accessing the internet from there.

OR Tambo Coastal - Lusikiski ICT Centre - Old Lusikisiki College

38 teachers from 38 different primary schools attended this session, facilitated by M Rafu. Norolela Vuyokazi Magubane and Xolilizwe Pama Nomncedisi represented the Department of Education.

Connectivity was provided by the Centre and through the SchoolNet SA router. Three technicians were available. They assisted with updating and trainee`s laptops and also provided usernames and passwords for the departmental email accounts. Whilst all delegates arrived with laptops, most were not using them as they indicated that the devices are kept at school. Microsoft Office had been installed.

The trainer described the teachers who attended these sessions as lacking ICT skills with a few teachers having some basic computer skills. Teachers with somewhat better skills were able to assist their colleagues. The group enjoyed the Socrative quiz, sharing documents using OneDrive and joining the Microsoft Educator community.

In addition to the challenge of erratic connectivity a number of laptops froze during training and some trainees had to change email addresses as their O365 account was not recognised when they created their Microsoft Educator Community accounts and attempted to access their OneDrive.

This facilitator noted “There is always a problem with week end sessions in terms of attendance. There were 38 trainees on the first day but 27 on the last one. This may be attributed to funerals although it was stated that there were supposed to be 25 trainees for the venue. Even if the session was on the holiday, educators do not want to compromise “their time”. Emphasis must be done by district officials on importance of these trainings.”

Despite the drop in attendance the workshops were well received with the facilitator claiming that the session “was not only giving ICT skills to district educators but also brought unity amongst them with district officials. The WhatsApp group they created will bring about collaboration among them.”

Amathole East - Butterworth ICT Centre – Mission Location

14 teachers from 13 different schools attended this workshop, facilitated by Sandile Maliwa. Mr Tsitsa, Mr Jokozela, Ms Ayanda Mbethe and Nadine Pote from the Eastern Cape Department of Education visited this session to observe training in action.

The connectivity at this centre was erratic. Most teachers used their own data provided by the Eastern Cape Department of Education with connectivity supplemented by the facilitator and lab technician. A technician was present and he provided laptops to teachers who had not yet received them.

The teachers arrived with their own laptops on the first day except for two educators who were not informed by their school principals that they should bring their laptops. The e-learning advisor provided these two educators with laptops that were stored at the lab. The laptops in the teacher's possession are being used as the educators have folders of documents that they have saved which have been opened recently.

All laptops were running on Office 2016 except for one computer that needed Microsoft Office 2016 activation. Office 365 accounts were created on the second last day of the training for all the attendees. Educators sent out emails to each other and later accessed or saved files on their OneDrive. Office 365 accounts were also used to sign in onto the Microsoft Educator Community.

The trainer observed that most of the participants did not feel comfortable working on the computers without support. They were very eager to learn, and everyone participated in the presentations and engagement in the different sessions.

Whilst there were no sessions that teachers did not appear to enjoy, the ICT Skills for Teachers courses, Getting to know their Windows devices, Collaboration on PowerPoint, OneDrive, Socrative tool and working on the Microsoft Educator Community proved to be the most popular.

In terms of challenges, participants did not arrive on time on the first day of the training. The educators' level of computer literacy skills was very basic which resulted in a slow pace for activities. Instructions were not executed accordingly, and repetition caused a lot of strain because one had to run around the lab explaining and assisting on what needed to be done. The teachers relied so much to the presenter rather than being creative and working on their own.

Chris Hani West - Lady Frere ICT Centre

There were 20 participants for the first session of training held on 1-2 June 2018 and 17 participants for the session held on 8-9 June 2018. The facilitator noted that they were fortunate to have a well -equipped centre, but the connectivity was erratic with no connected during the first weekend, but internet available for the second session. The teachers were quite keen to receive training but also and also very apprehensive of how the training would go. The facilitator asked them to help one another and to show patience.

Unfortunately the trainer arrived late for the first day of training as she got lost, and there was an issue around collecting her rental car. Fortunately the eLearning official in attendance was able to use the time to get the offline version of ICT Skills for Teachers loaded on to the participant's laptops. The other sessions kept to schedule and the lost time was made up.

During the first weekend of training the group covered the introduction to a computer and how to navigate one. It was also useful to show what the different ports are for and how they operate as delegates needed this info later for the Socrative quiz. After the introductory paint exercise the group went on to PowerPoint for part of the first day and the second. Email accounts were also created and accessed. The samples they created provided a basis for future lessons. During the second weekend the group did an Excel scenario together to better understand the Microsoft community scenarios. The participants were quite excited when they saw how useful this exercise would be for them in their classrooms. They commented on the time and energy that would save. They attempted Socrative again after they had tested the reliability of the internet by inserting pictures online to the PowerPoint presentations.

Efforts to join the Microsoft Educator Community were hampered by poor internet access which led to participants having to work together. The delegates were however able to upload their artefacts to OneDrive.

All the teachers except for one teacher who only came on the second weekend completed the tasks that were assigned to them. The trainer observed: "As daunting as it seemed first, the most important thing was to change the mind set of each teacher and make them understand why this was a good exercise for them. Being able to navigate the internet became more exciting as they had first started with the creation of their personal email addresses. Playing around with inserting of pictures on their power points gave them even more confidence."

"By the time we had to engage with Socrative, the participants were not so afraid to venture into creating their own resource accounts. By the time we interacted with the Microsoft Educator community they were basically leading and helping each other to get to the exercises. This task has opened their minds to a broader world of e- engagement and collaboration and that there is no need to work so hard but rather smartly!!!! "

Chris Hani E - Ngcobo Resource Centre

Ms Siyanda Ntlabathi provided training to 19 teachers from 17 different schools. She reported that the connectivity was adequate for the first weekend because most teachers used their own 3G connection however on the second weekend of training connectivity was erratic and by the final day of training most participants were reliant on the SchoolNet SA router. At the final session not all teachers present were able to complete the online register because the network was slow and it gave a response error when they were submitting. No technical was present at any of the workshops, however the Eastern Cape Department of Education was represented by Mrs Nobesuthu Ntlangano.

All teachers arrived with laptops and based on the files saved on their devices they appear to be being them. Microsoft Office software had been downloaded to all laptops. The teachers all had email accounts with most using both a Gmail account and their Department of Education O365 account. The teachers did not battle to navigate their desktops and were happy to learn about other desktop functions.

The group was described by the trainer as follows: "They are at the intermediate level, have basic skills with Microsoft office and were very excited by the training, their expectations included wanting more skills on the internet, linking technology with classroom practice and being computer gurus etc. The majority of the teachers have Gmail accounts and they were excited by knowing how to access and send e-mails on their Eastern Cape schools emails".

The teachers enjoyed being able to create timetables and mark sheets in Excel and creating certificates in Word using the SchoolNet ICT Skills for teachers' tip-sheets. As teachers worked through these scenarios they made use of the offline tip-sheets that had been transferred to all laptops.

Whilst teachers were excited by the Microsoft Educator Community Courses and videos the Microsoft Educator Community is slow and signing in delayed the group as they tried to complete a second course using the MEN materials. The internet connectivity got even worse when it came time to claim the badge for the "Microsoft in the classroom course" however the trainer is hopeful that the teachers will complete the activity in their own time.

The trainer noted: "The teachers seemed to enjoy every part of the course, they even asked questions of functions that were not part of the course. If connectivity was not a challenge I think the course would have been greatly enjoyed. Connectivity was the biggest challenge and OneDrive did not really excite them, but they welcomed it."

Whilst overall the session was a success the facilitator experienced a number of technical challenges and unfortunately no technical support was available. She reported: "The whole issue with internet connectivity also put a lot of pressure on me. The non-availability of the technician made one of the teachers totally not able to use their laptop because they computer was just stuck and the other teacher's computer could not access Wi-Fi totally. I tried all I could. "

Joe Gqabi - Sterkspruit ICT Centre – Bensonvale College

The facilitator for this session was Nosithembele Colleen Gcobo. She was accompanied by Mrs Matrose from the Eastern Cape Department of Education eLearning team who was described as friendly, helpful and understanding.

The trainer found the connectivity to be very unreliable and it only worked with the Vodacom Centre laptops. The trainer's own router could only connect to six laptops, and eventually this also stopped working. On the 9th of June there was a technical volunteer from the community who was organised by Mrs Matrose. He was very helpful when the trainees created new email addresses and helped others to retrieve their forgotten passwords.

The trainer said that judging by the desktop view on the teachers' laptops the devices are being used as she noted a number of curriculum related folders. Microsoft Office had been downloaded and teachers were able to access their O365 accounts.

The trainer described the group as follows: "They were very enthusiastic, eager to learn although their ICT skill are fair. They know the basics, typing, shutting down and even accessing Microsoft tools. Some had email addresses, some had to create new ones, but this was one of the outstanding activity".

According to the trainer the group seemed to enjoy the following activities the most: writing emails, the Socrative quiz on components of a laptop, creating PowerPoint and using Microsoft Word. Although using TeamViewer was not part of the training, the facilitator had an opportunity to use it and the group was interested to see that a computer could be controlled remotely.

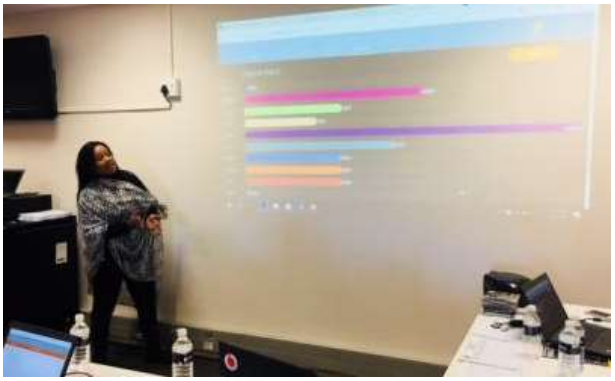
Unfortunately accessing the Microsoft Educator Community proved to be a painfully slow exercise given the challenging connectivity. A number of teachers arrived late for training as they were from deep rural schools, far from the training venue.

The following words from the facilitator express the joys and challenges of this project – she also raises a number of pertinent questions:

"I would like to thank the SchoolNet Team for developing me into a better trainer, every time I go out to train, I learn more as I am still on the learning curve too. I am learning new things on my own which gives me more confidence during my presentations. I feel like a Microsoft Ambassador as I have become part of the Microsoft Team and I really love it.

I wish teachers can be motivated to integrate ICT in their curriculum practice but some contextual factors like internet, and lack of ICT infrastructure can hinder the vision resulting on being a long walk to freedom in the rural schools in Eastern Cape. The initiative is excellent, but the question is: What happens after the trainings? Are there people to do the follow up, how do we sustain the ICT project, and how do we work without a standardised ICT infrastructure? The answers are within us to bridge the digital divide that is affecting our schools. Teachers want to use their laptops, but they need to be motivated, empowered more until they understand what this ICT integration is in their teaching and learning."

Sarah Baartman - Graaff Reinet ICT Centre



Ntoza Hlangani provided training at this venue for 25 delegates from seven schools in the area. Mr Gandhi Roxo represented the department.

The connectivity, which was provided by the Vodacom ICT Centre, was unreliable and was supplemented by the district's WIFI. A technician was on hand and he helped a lot with setting up Eastern Cape O365 accounts and getting teachers connected to the Wi-Fi.

The teachers arrived with laptops and many appeared to be making use of them for their teaching and learning and administrative work. Only a few were struggling with their scenarios. Most teachers already had access to their O365 accounts, and the technician helped the balance of the teachers to access their accounts. It came to the attention of the facilitator that most teachers who attended training have on-going support from a project administered by the Rupert Foundation which may explain why the teachers at this venue were particularly competent. Whilst some teachers only displayed mediocre skills all were excited to learn something new and could complete the activities with some guidance.

Almost all of the delegates use were familiar with using Google accounts but at this training session they were shown how to access their O365 accounts and they were encouraged to use these for official correspondence and school administration.

Whilst the participants enjoyed everything about the course they got frustrated was when they could not connect or connection very slow. Logging in on to the Microsoft educator community, was very slow, irrespective of connectivity. The facilitator suggested that for future sessions a skills Audit needs to be done so that we have a group that is almost at the same level, because she felt that the pace of the workshop was a bit fast for those who were struggling.

Participant Course Evaluation

137 teachers completed the course evaluation form on the final day of their respective workshops.

The courseware was well received and the facilitators were highly rated by the participants – as indicated by the statistics below:

2. Overall how satisfied were you with these workshops?

More Details

137
Responses

4.60 Average Rating

3. Overall how satisfied were you with your facilitator for these workshops?

More Details

137
Responses

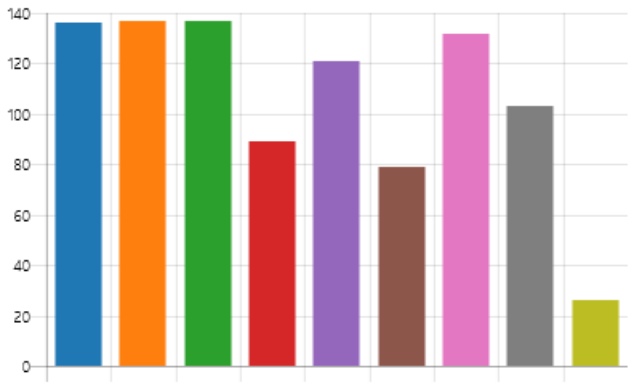
4.79 Average Rating

The graph below shows that a wide range of Microsoft tools were used during the workshops and that most participants joined the Microsoft Educator Community.

4. Which of these tools did you use during training?

More Details

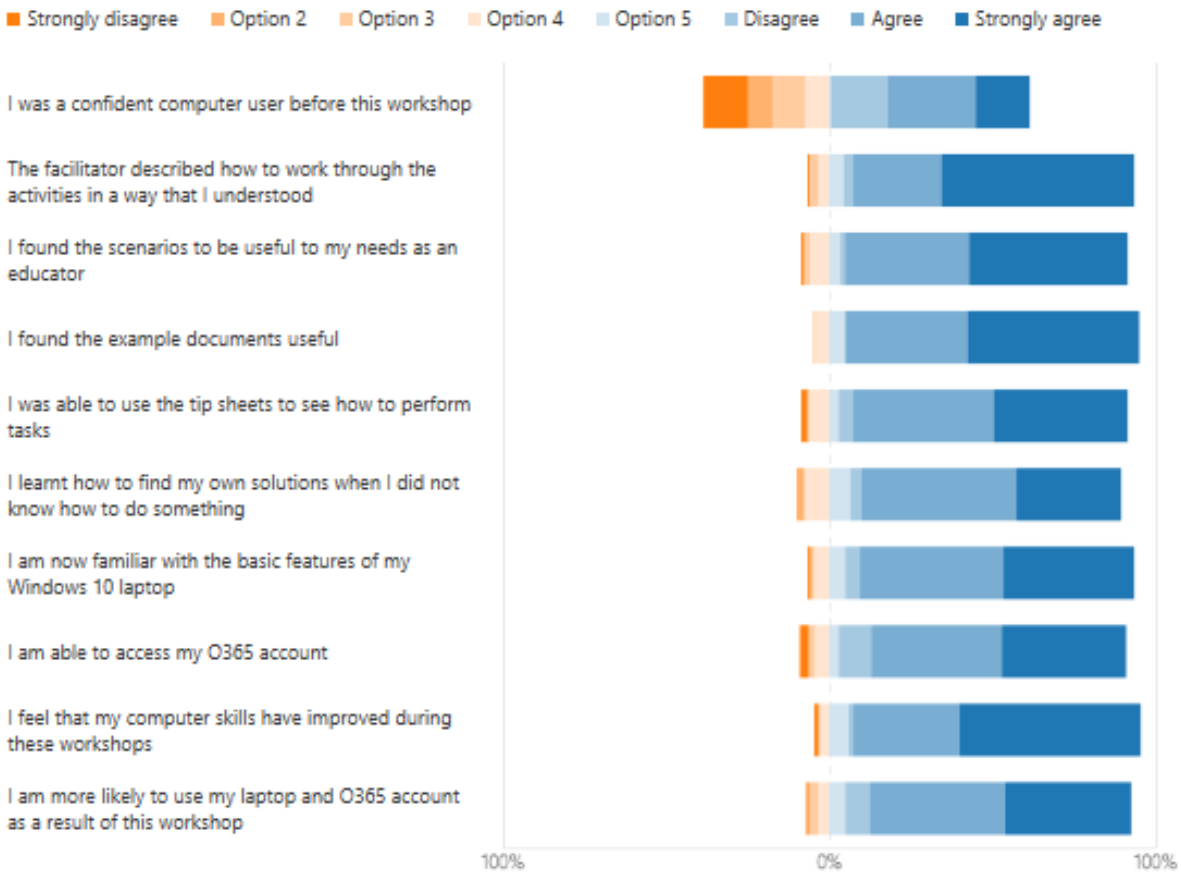
Word	136
PowerPoint	137
Excel	137
OneDrive	89
Email	121
OneNote	79
The Microsoft Educator Com...	132
The ICT Skills for Teachers cou...	103
Other	26



The Likert scale question below asked participants to indicate how strongly they agreed with a number of statements. From the results obtained, it appears as if the majority of participants felt that their computer skills increased during the workshops and that they are more likely to use their O365 accounts and Windows 10 laptops as a result of the training.

5. For each of the statements below - please select the option that best applies

More Details



Below are selected verbatim responses to the question that asked delegates what they most enjoyed about the workshop:

I enjoy every minute I open my laptop and start working with it,my facilitator was so kind and hands on thanks again

Everything was enjoyable and informative. Working on practical activies as you were challenged at times and had learn before completing.

The fact that we could work together and help those who was struggling at sometimes. Also learned from one another at best practice.

The facilitors were competent. Workshops was very interesting and I can know apply all new knowledge learned in my classroom.

The way the facilitator is conducting the training.She conducts it in such a way that you gain confidence and become more clear.

The activities were very interesting and the teachers were so keen to learn. The teachers were also allowed to go for their own scenarios in order to extend their knowledge gained from the training.

The facilitator's attitude was very friendly and welcoming and she is very patient towards those who are slow learners.The workshop was fruitful and it changed my attitude towards the computer

I was interested in starting it deeply because I knew it but there are things that I learn like doing presentation, posters. other thing I learn is how to create Microsoft educator community. I will start to do tasks from there until get 100%. The adviser was very good in helping all of us . I learn how to take a pictures using laptop.

I enjoye to find things that I always wondering how to do when I am using my laptop. The facilitator was good in explaining and help when things are hard. I know how to do presentation, posters ,to drag things and put them where I want. to create new files, to do signatures when you are writing a letter . How to use borders.

When asked what could be improved about the workshop the overwhelming majority of participants said that the internet connectivity or Wi-Fi access needed improvement. This was captured in some of the following comments:

Network connection to Microsoft Educator Community was very slow and as a result some of us could not log in on the 1st day, we manage to log in the following day. So please try to improve that.

The connection was very bad and it was very frustrating. They should come up with a solution to this.

The only problem was the internet connections. The internet was very slow. Internet connection should be improved.

A number of participants expressed a need for additional training, or for the workshop to be spread out over a longer period of time, or to take place in the holidays when there would be more time:

The workshop was be conducted on holidays where there is adequate time.

Spread the workshop over more days with less hours to assist slower participants.

It must be done regularly and accommodate those that needs basic training on computers

It needs improvement in such away and that it should not be a once off workshop,more time for practise .

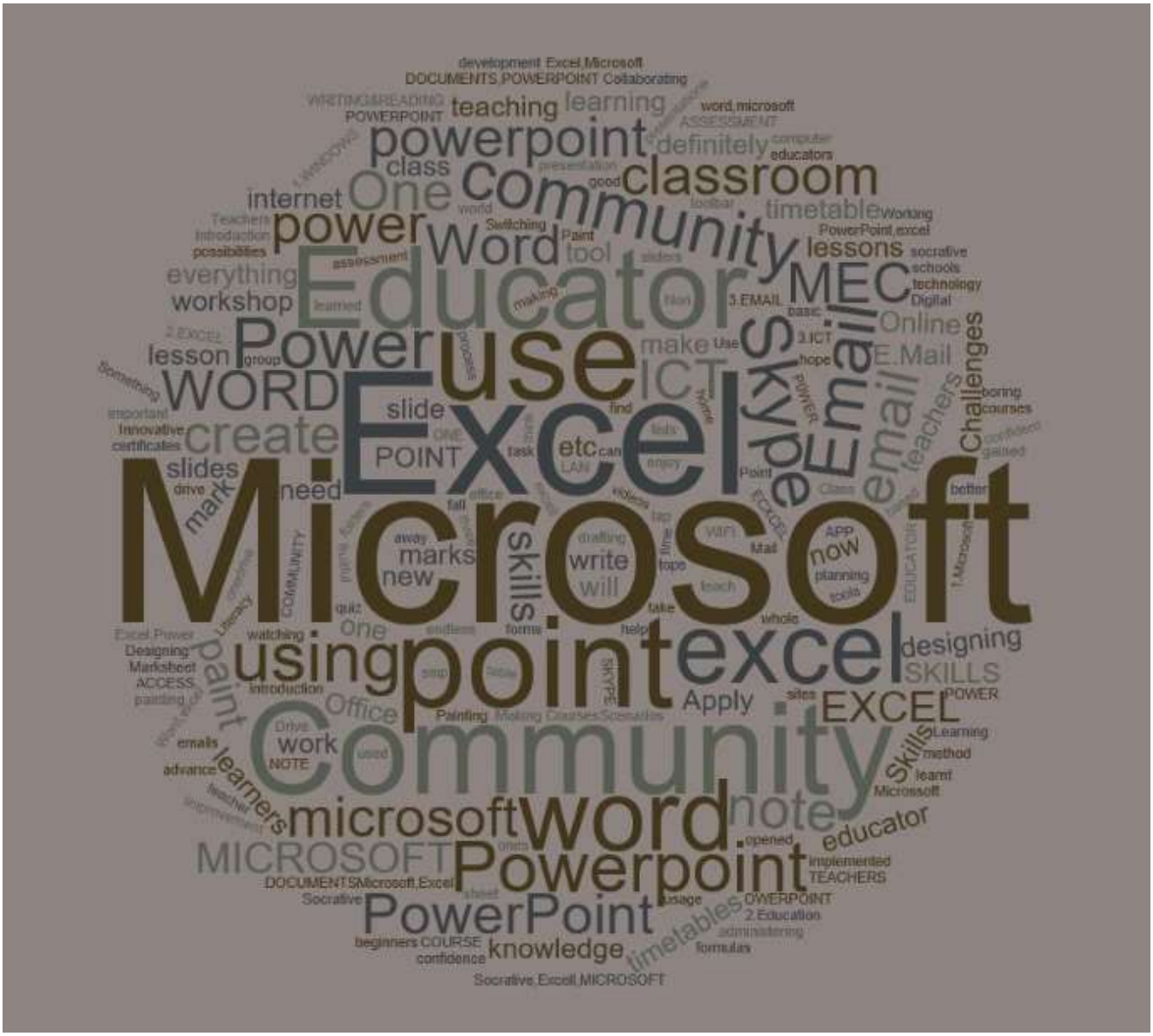
A few other complaints were made about the workshops, these appear below:

The facilitator didn't get any support from the Department. Although Mr Roxo supported the workshop but non of the other members of the department

Better communication about contents and time. Internet connectivity is an unacceptable disgrace!!!!!!!!!!!!!!!!!!!!!!!!!!!!

Caterers had to supply the meal that suits all people.

Delegates were asked to list three top learnings that they will take away from the workshops they attended. The Wordcloud summarizes the responses to this question:



Additional Professional Development for eLearning Officials

A workshop was held for eLearning officials from the Eastern Cape Department of Education to orientate them to the new ICT Skills for Teachers materials, the Digital Skills courses on the Microsoft Educator Community and some features of Office 365. As these officials will be scaling training to other schools in the Eastern Cape – and as they will be mentoring teacher interns who will be providing further training - it was essential for them to also become familiar with the new materials.

In addition to providing an orientation to the materials, a session on the instructional design of the ICT Skills for Teachers course was also provided to ensure that Teacher Interns use the appropriate adult learning principles when facilitating these workshops. Trainees has an option to work through one of the modules on the Microsoft Educator Community and three volunteers then presented their artefacts to the group. This provided an opportunity to observe a range of presentation styles and to see a number of artefacts that could be produced by working through the courseware.

In addition to showing delegates where to access the online materials on the Microsoft Educator Community and SchoolNet SA website, each delegate was given a SchoolNet SA flash-drive to use in areas with limited connectivity. As the graph below indicates, all delegates felt that they will use the materials – however they are most likely to use the offline materials on the flash drive, followed by the materials at www.schoolnet.org.za/PILP, and finally the materials on the Microsoft Educator Community. Whilst the MEN is seen as being a valuable resource, it is slow to load and not suitable for training large numbers of people in areas with limited connectivity, like a large portion of the Eastern Cape.

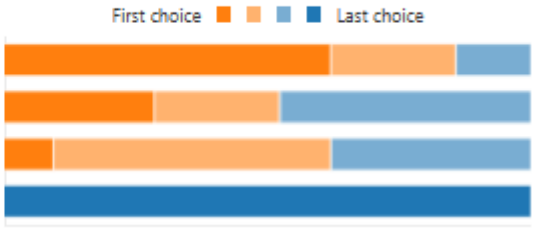
As one delegate observed:

> *The schools have poor connectivity and other schools don't have connectivity at all. It becomes very difficult for them to get into Microsoft Educator Community. The Teacher Centre with connectivity is too far for them to access internet.*

12. Which training materials are you most likely to use?

More Details

Rank	Options
1	The offline materials on my fla...
2	The materials at www.schooln...
3	The materials on the Microsof...
4	I am unlikely to use the materi...



In terms of improvements to the workshop, the delegates would have liked more time to complete the activities and a slower pace. Two delegates also would have liked a printed programme so they would know what to expect. Whilst the connectivity at the venue was fairly good, two delegates mentioned that it could have been better – especially when accessing the Microsoft Educator Community.

When asked what their top three learnings from the workshop were, a number of delegates cited the following tools or platforms:

- Using TinyURL to shorten a link to OneDrive or Microsoft Form
- Creating a Microsoft form and using this to get participant feedback
- Sharing documents using OneDrive and accessing these from another device
- Accessing online professional development using the Microsoft Educator community
- Motivating teachers using badges and certificates and the online transcript as tangible proof of learning.

Presentation of Digital Learning Webinars

The following three webinars were filmed and made available on the Microsoft South Africa YouTube channel

- Getting To Know Your Windows Device: https://youtu.be/ys8HNneueF0
- Teachers Getting started with Office 365: https://youtu.be/0TRDMhT45W0
- Professional Development through the Microsoft Community: https://youtu.be/lg4BKj8upeU

Conclusion

This project was successful in that it provided high quality face to face training to approximately 150 Eastern Cape Teachers who will now be better placed to make effective use of their O365 accounts and Windows 10 devices. It is further hoped that by providing additional training to eLearning Officials, who will be part of the Teacher Intern process, that the training materials and approach can be scaled to additional teachers as part of the provincial training efforts. The online materials on the Microsoft Educator Community, provision of offline ICT Skills for Teachers materials on a SchoolNet SA flash drive and links to training webinars on YouTube can be used to further scale training by providing materials to teachers for self-study.

Almost every trainer reported that their major challenge was connectivity. This was unfortunate considering that teachers have been provided with connectivity through their laptops and training took place at venues that were connected. SchoolNet SA was able to mitigate the risk of connectivity challenges by providing routers to trainers and covering the costs of additional data however these solutions are temporary and after workshops it is questionable whether teachers will carry on with online activities. As many teachers were unaware of the connectivity provided with their laptops we would urge the Eastern Cape Department of Education to inform teachers to this. An audit should also be conducted to ensure that teachers living in rural areas are actually able to access the internet using their EC provided connectivity as it appears that in some areas there is no signal for some cell phone networks.

For these workshops, the majority of training was meant to happen through the Microsoft Educator Community. This platform take a while to load even in areas with stable connectivity – so it was not surprising that teachers battled to access it in rural venues with multiple devices connected to one router all trying to access the same materials simultaneously. Fortunately SchoolNet SA provided trainers and eLearning officials with flash drives containing an offline version of the ICT Skills course which they could use if the online MEN version proved problematic. Unfortunately it took a while to copy the materials to each delegate's laptop and budget did not allow for each delegate to receive their own flash drive of materials.

At most venues a technical support official was available for at least some sessions, and most sessions were attended by an eLearning official. This was most appreciated as it helped teachers to see that the workshops were supported by the Eastern Cape Department of Education and it also meant that questions around the devices and O365 accounts could be addressed by an official with knowledge of these. Whilst at most venues O365 accounts for delegates had already been created, or were created at the sessions, at some venues the teachers did not know their usernames or passwords and no one in attendance was able to provide them. This led to facilitators helping delegates set up personal Microsoft accounts, defeating the idea that these sessions would increase use of their official EC O365 accounts.

On the whole teachers who attended these workshops appeared to be making use of their Windows devices, and we trust that from the additional training and support they received at these sessions that they will now be able to make even better use of their laptops and O365 accounts. Ideally though, training should not be a once off event but rather part of an ongoing intervention with continuous support and monitoring. We hope that teachers will continue to complete online courses through the Microsoft Educator Community and that eLearning officials will continue to provide additional training.

Megan Rademeyer
Programmes Manager
15 June 2018