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### **Microsoft Teams - Frequently Asked Questions:**

#### **If my child is currently at school, will they be using Teams?**

Teams is predominantly for the children accessing learning from home as we do not have the technology available in school for all children to log on. However, it will be utilised where possible in the classroom and all children should be familiar with Teams in case they go into self-isolation.

#### **Will home learning still be shared on Class Dojo?**

No – putting the work on Teams should prove more efficient for both school and home. We appreciate there may be some teething troubles so please let teachers know if you are having difficulties accessing the work.

#### **Will Class Dojo no longer be used?**

Class Dojo will continue to be utilised by staff. For the time being, we see Teams being the platform of use for pupils with Dojo being a platform for communication with parents/carers.

#### **We only have one device in our family and multiple children – how will this work for us?**

We will stagger events such as daily registers so that children can share one device to access. We will also record some sessions so that children can catch up. These sessions will only be shared with members of the class team. Please do remember that Teams works really well on a range of devices including laptops, tablets, phones and smart TVs.

#### **If my child cannot make their group check-in, can they join another one?**

Unfortunately not. Drawing up timetables to fit in with multiple year groups and classes is a challenge and not easy to adjust.

#### **How will you ensure my child is safe online?**

Please read the guidelines previously sent home to see how we will all act to support online safety. An addendum to our Safeguarding Policy has been added to reflect our use of Teams (available on our website). We have also followed government guidelines in the settings on teams to ensure that children can only be accessed by staff and children cannot contact each other or other people either within or outside school. Teachers will remind children about online safety during sessions.

#### **If a child is not following the guidelines or does not do what a staff member asks them to, what will happen?**

Children will be expected to behave in the same manner that they would in our usual classrooms. If they post something inappropriate, the teacher will remove this and speak to their parents/carers. If it is during a live meeting, the teacher will remove them from the session and speak to parents after the session ends. Behaviour will also be reported to a member of the Senior Leadership Team. If the behaviour continues, they will be removed from the class team until we are confident they can behave in line with our guidelines.

#### **Do children have to take part?**

No but we would really like them to give it a try. We are very aware that lockdown can result in children feeling isolated and demotivated. We hope that our initial pastoral focus will support children.

#### **Where is the data within Teams stored?**

Storage is UK cloud-based (*ring fenced secure tenancy within MS cloud*).

**Who owns the data?**

An ESS license has been procured which provides a tenancy for our school. Within Office 365, data-ownership means that the school is the owner of the data; Microsoft is the custodian or the processor of the data.

**Who has access to the data?**

Only the school and 2IT systems (our IT support firm) can access the tenancy.

**If I have a problem, who do I contact?**

Please contact teachers via Class Dojo but please do bear with us – we are not experts (yet!).