# LiveTiles Reach for Schools

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Schools have special requirements and a specific stakeholder structure unlike other organizations. The resulting communication needs are different, too. With our **LiveTiles Reach Blueprint for Schools** we provide a standardized setup concept that can be adapted to any specific requirement and allows us to **bring schools online quickly**.

Communication Patterns

A typical pattern in commercial companies looks like this:
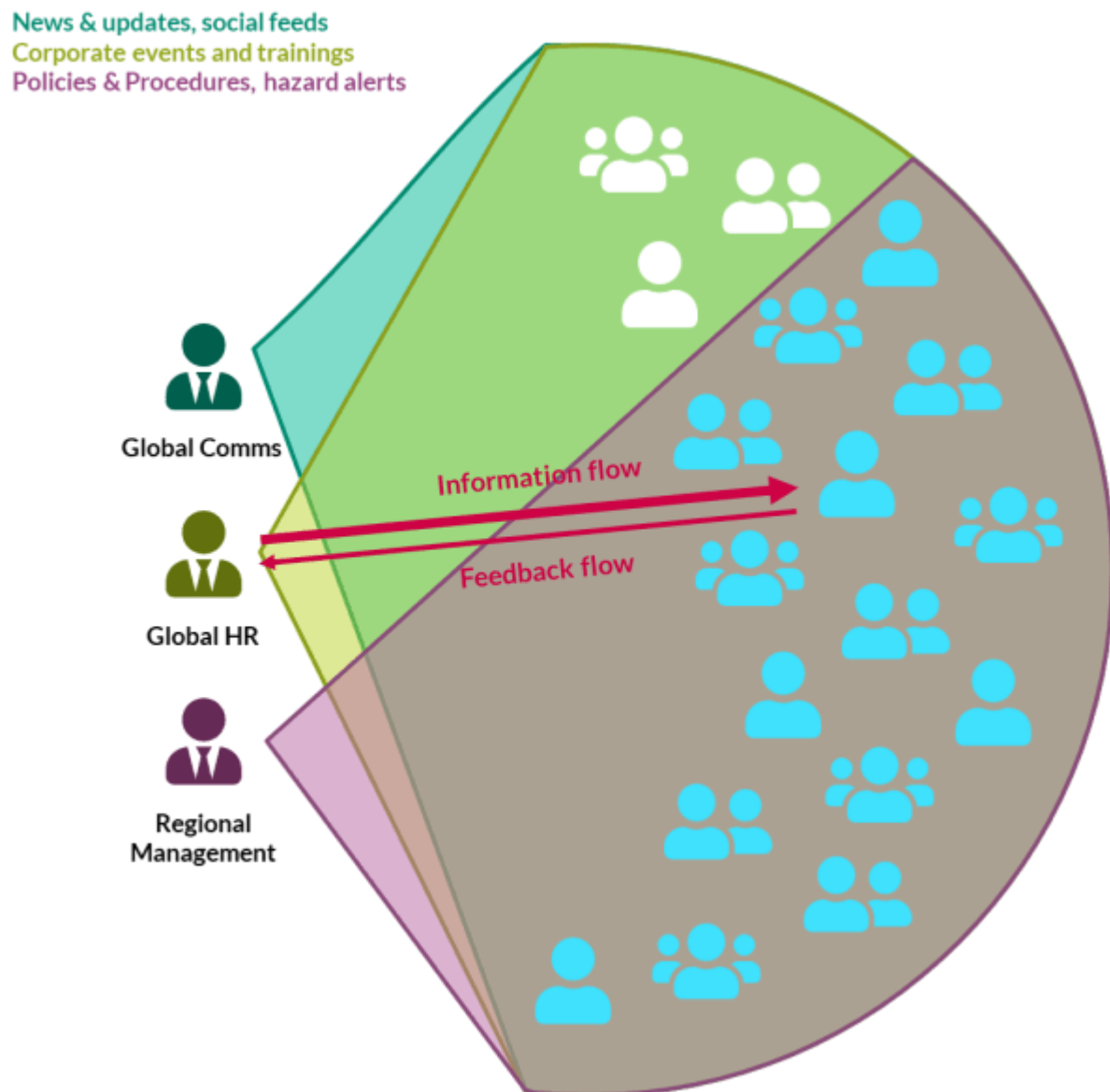
- The **company** has a need to reach their **staff** in order to communicate, provide information, align and engage

- In some cases, "the staff" is not just including employees, but also contractors, partners or other external parties working closely with the company's employees. But this does not necessarily change the communication flow since both employees and external parties share a common goal - which in turn is in line with the company strategy

- The result is a quite clearly defined information/feedback loop that can be applied regardless of the organizational structure

For schools, this pattern common to many commercial companies can't be applied. But there is a different pattern instead:
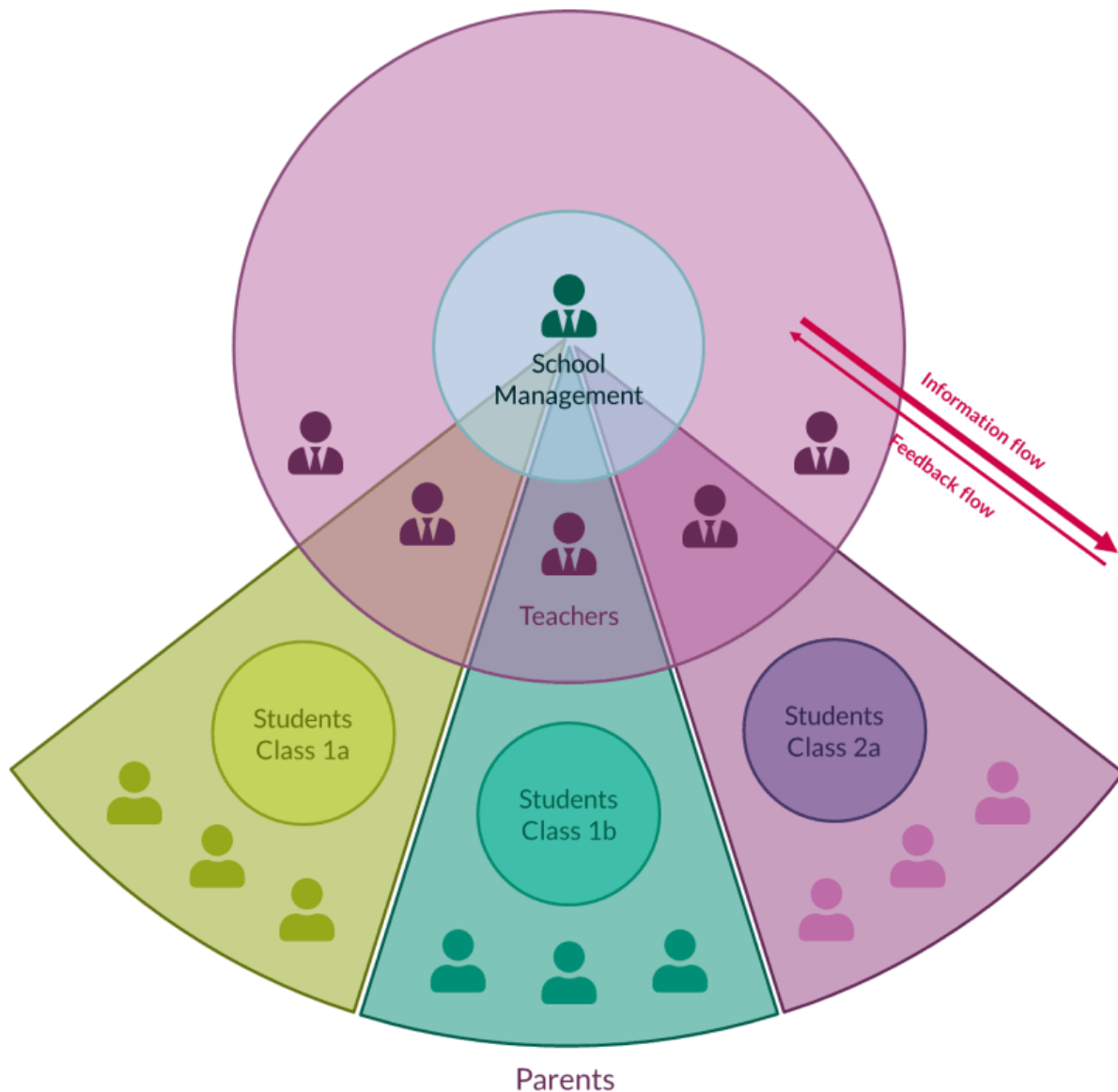
- First, there is a need to communicate between school (management) and teachers which could be compared to the above

- But there are other stakerholders that need to be included: the students/pupils and in many cases also their parents. This is comparable to a situation in which a commercial company would use LiveTiles Reach to also communicate with its clients

- Instead of 2 groups of principal stakeholders we now have 4: **school management, teachers, students** and **parents**.

- Moreover, some of the communication must be strictly separated by class and only takes place between specific individuals from the teachers' group and a specific sub-group of the students' group. This could be compared to a commercial company selling something through dedicated sellers who are responsible for strictly separated regions, which would provoque a similar need to communicate with just a sub-group of clients assigned to a seller.

- In elementary schools, pupils and parents often need to be treated as synonyms, since small children will require help from their parents to understand messages and tasks they get from their teachers.

LiveTiles Reach Blueprint for Schools

To cater for these specific needs, we have designed a blueprint configuration that can be applied to a school and be used as starting point for further refinement. In its basic version it covers communication based on **LiveTiles Reach News** and **LiveTiles Reach Posts** (other content types such as Pages and Events are optional). The major aspects of the blueprint are:

- It is providing a quick and standardized way of setting up and onboard a new school in LiveTiles Reach, eliminating the need for a long planning phase and discussions

- All major stakeholders are included (school management, teachers, students and parents)

- The separation between classes is by design, minimizing the risk for information communicated to the wrong audience

- From an individual's perspective, the user experience is kept as simple as possible by design (e.g. a teacher can only see his/her class and corresponding parents, a student can only see his/her class, school management can communicate to all groups, parents can only give feedback and post questions etc.)

The blueprint consists in a specification of LiveTiles Reach groups, channels and keywords as well as in some general settings and processes that should be implemented to keep the administrative effort as small as possible.

Channels

The channel set up has been designed with a focus on ease of use for the individual user. Channels are mainly used as navigational elements for LiveTiles Reach News, so there should be as few as possible, but as many as necessary, based on the target groups or stakeholders in the organization:

- ManagementAvailable Channels: Management; Mandatory Channels: Management
- Teachers
- Students
- Parents
- My Class

The "My Class" is a special case. Because of its mandatory assignment with all "Classes" groups (see below) it will automatically only show content from the class assigned to the current user, i.e. a student or a parent will automatically only see content from their own class.

Whie all Channels are visible to all users, not all channels will necessarily show any content for all stakeholders. For example, as a student, the "Teachers" and "Management" Channels will be empty. Unneeded Channels can easily be hidden by the user.

Groups

LiveTiles Reach Groups are at the heart of this blueprint. The particular stakeholder structure of schools actually make it quite straight-forward to define permissions, which is reflected in the followin setup of Groups:

- **All:** contains all users
- **Management:** this is for all members of the school management
- **Teachers:** all teachers from the entire school are in this group
- **Students:** summarizes all students from all classes
- **Parents:** all parents across all classes
- **Classes:** a separate group for each class containing only the teachers, students and parents of this class, plus the school management

Once created, all Groups need to be enabled for LiveTiles Reach Posts, too.

Group-Channel Assignment

The secret behind the blueprint lies in the pre-defined Channel assignments. For each group (see above), the channels are assigned in a **mandatory** way and can't be changed by an editor, which makes content publishing very straight-forward. The only thing an editor has to select is the LiveTiles Reach Group. And because most editors (i.e. teachers) are only assigned to one or a few classes, the amount of Groups to choose from will be very limited. This it how Groups and Channels need to be connected to make this work:

- **All:** Available Channels: Management, Techers, Students, Parents, My Class; Mandatory Channels: Management, Techers, Students, Parents, My Class;

- **Management:** Available Channels: Management; Mandatory Channels: Managemeent

- **Teachers:** Available Channels: Teachers; Mandatory Channels: Teachers

- **Students:** Available Channels: Students; Mandatory Channels: Students

- **Parents:** Available Channels: Parents; Mandatory Channels: Parents

- **Classes:** Available Channels: My Class; Mandatory Channels: My Class

Keywords

To make assignments easy but still get some relevant filter criteria, we suggest to introduce two keyword categories:

- Subjects: to categorize content by subject (e.g. Mathematics, History, Geography, French etc.)

- Content Types: to assign a content type to each item (e.g. Exercise, Exam, Message, Alert etc.)

User Onboarding

Multiple options exist to onboard teachers, students and parents efficiently into LiveTiles Reach:

1. **Azure AD:** the easiest way to onboard large numbers of users ist to connect your Microsoft Azure AD to LiveTiles Reach. (Remark: LiveTiles Reach does not have any specific requirements and works with all Azure AD versions.). Most teachers and the school management will have Azure AD accounts. In many cases, students have Azure AD accounts as well. Linking your Azure AD is done in 10 seconds and does not even require a

consent from your IT (this is only needed if you would like to access and use AD groups in LiveTiles Reach, which is recommended to minimize administrative overhead).

2. **Self-registration:** by turning on the LiveTiles Reach self-registration feature you can provide a custom link (e.g. app.condense/ch/myschool/register) or a **QR code** to students and parents. You will see the registrations in one list and can approve the users and assign them to the corresponding LiveTiles Reach Groups easily. (Remark: there are currently some limitations with regards of your possibilities to verify the identity of self-registered users. We are working on new features to improve this - it's still a very good option if information is not too sensitive or if you control to whom you give the QR code)

3. **Bulk import and invitation:** You can collect all email addresses of your users first and then have an initial bulk import done by a global LiveTiles Reach admin. New users can be added manually. Users will then get an invitation to LiveTiles Reach by email and can register by completing their account information. This is particularly suitable to invite students and parents. In the user list you can see which users have successfully registered and which haven't.

Permission Assignments

Reader Roles

- All users can read in the "All" group

- "Management" can read in any group

- Only "Management" can read in the "Management" group

- "Teachers" can read in the "Teachers", "Students" and "Parents" groups

- "Parents" can read in the "Students" and "Parents" groups

- "Students" can read in the "Students" groups

- Individual "Teachers", "Parents" and "Students" can read in the "Classes" groups they are assigned to

Editor Roles

- "Management" can publish in the "All" group (to be considered individually if certain teachers should be able to publish here, too)

- "Management" can publish in the "Parents" group

- "Management" can publish in all "Classes" groups

- "Management" and "Teachers" can publish in the "Teachers" group

- "Management" and "Teachers" can publish in the "Students" group

- Individual "Teachers" can publish in the "Classes" groups that have been assigned to them
- "Students" and "Parents" don't have editor roles in any of the groups (they can only Post within their respective class)

Extended Options

The setup described here mainly covers LiveTiles Reach News and Posts. We recommend to **switch off the LiveTiles Reach People Module** to start, since it might reveal too much information about individuals to the whole school.

For more advanced scenarios or to extend the scope of LiveTiles Reach, Pages and Events are interesting options. In a school context, **LiveTiles Reach Pages** are useful to **provide more static information**, such as

- schedules,
- contact persons,
- address lists,
- information about special projects,
- exam dates etc. **by class**.

The permission settings and possibilities described above are the same. **LiveTiles Reach Events** is an interesting feature for communicating

- parents' evenings,
- 1:1 with parents,
- ski and summer camps,
- school trips,
- project weeks and
- optional courses **with the possibility to register**.