

EBOOK

A Day in the Life of

# K-12 EDUCATION

with Avaya Cloud Office®

AVAYA CLOUD OFFICE®  
by RingCentral®





## REIMAGINING K-12

Elementary and secondary education underwent massive disruption in 2020 as an industry that had very little online engagement, remote operations, or remote workers. Now in 2021, with millions of teachers and billions of students still working and learning from home, school decision-makers are seeing just how deeply digital learning will transform education long-term. Research shows that:

- Before the pandemic, only **25%** of middle school students were communicating with teachers via text. Now, it's more than **60%**. Numbers are similar at the high school level.
- Teachers increased their use of cloud-based collaboration tools by **41%** to create more immersive learning programs with colleagues.
- Desire among teachers for using these cloud-based tools for professional development increased by as much as **120%**.
- Prior to the pandemic, only **55%** of parents believed technology gave their children an edge in the classroom. Now, that number is **75%**.





What many initially believed to be a temporary shift has become a permanent change to the way K-12 schools communicate and collaborate. School districts must now consider what technologies will best suit them in an undeniably different world.

Avaya Cloud Office by RingCentral can fundamentally enhance the way schools operate by providing top-notch, enterprise-grade cloud communications features with incredible reliability and security - backed by Avaya's award-winning support. The solution brings together RingCentral, the leader in cloud-based solutions, with Avaya, a communications leader, to deliver a high-performing, cost-effective cloud communications solution that's easy to deploy and manage.

Read on to see what Avaya Cloud Office looks like in action.



# Voice & Messaging



**As an elementary school principal,** Arlean's job is all about being a collaborative leader and team player. She needs to communicate with multiple stakeholders, connect with students and parents on a daily basis, lead professional development among staff, and more. There are often problems that arise which need immediate attention, such as disciplinary issues or calls from worried parents. She must be constantly visible and accessible, and timely responses are crucial.

Avaya Cloud Office is the ideal solution for keeping Arlean connected. She can make and receive calls regardless of where she is, what device she's using, or what form of communication works best. She can also log into her user portal to manage her phone setup. This includes setting voice greetings as well as setting up calls to ring sequentially or simultaneously across different devices. This can also be customized by time of day.



Avaya Cloud Office is ideal for keeping Arlean connected. She can make and receive calls regardless of where she is or what device she's using.



Avaya Cloud Office comes with advanced features like:

- **Voicemail-to-text** – automatically convert voicemails to text that can be read in the body of emails and text messages.
- **Automatic call recording** – automatically record your inbound and outbound calls.
- **On-demand call recording** – manually record phone calls anytime.



# Meetings



**As a middle school math teacher,** Mark has had to rely entirely on video for conducting classes and meeting with parents and colleagues over the last year. His meetings have also increased in frequency now that his district has gone virtual. Staff meetings, formerly twice a month, are now once a week. Tutorial time used to be one hour a week. Now, Mark has three one-hour sessions each week. Outside of the classroom, he conducts virtual parent-teacher conferences and one-on-ones with parents.

Mark can benefit from Avaya Cloud Office in several important ways:

- Unlimited video conferencing with up to 200 participants.
- Seamless video and content-sharing meetings on any phone, browser, or mobile device - anywhere, anytime.
- The ability to reliably chat, screen share, assign tasks, store documents and more.
- Seamless integration with education apps like Blackboard, Moodle and Canvas.





Using Avaya Cloud Office, he can initiate video and content-sharing meetings anytime, anywhere, from one app. With the click of a button, he can initiate classes, join meetings with parents and staff, and engage in tutorials with students - whether he's at home, at school (should his district transition to a hybrid or fully in-person learning model), or on-the-go. The ease of use of Avaya Cloud Office allows him to account for teaching students outside the classroom via video while ensuring personalized attention for in-person students.

During classes, Mark can chat and screen-share with students in real-time as well as create and manage groups where students can collaborate on projects. He can record videos and post them in a repository under the "Posts" section. And he can create and assign student tasks using the solution's task management features. Teaching assistants can join by simply signing into classes using a Chrome or Firefox browser. And all files and communications are kept in one secure place and can be accessed anywhere, anytime, using any device.

### Work with the apps you already use

Extend your Learning Management System to schedule and manage password-protected classroom sessions, meetings, and more. Get seamless integration with Avaya Cloud Office for Learning Tools Interoperability (LTI), compatible with the following systems:





# Mobility/ Remote



**As a high school senior**, Lindsey can't get through a day without her smartphone. Distance learning requires her class to use multiple collaboration solutions for posting assignments, communicating about coursework, and turning in assignments, which can be difficult to keep track of. She also relies on mobile push notifications that alert her when a teacher posts an assignment or when an assignment is due.





With Avaya Cloud Office, Lindsey has everything she needs for an immersive communications experience—on her phone, laptop, or any other connected device she chooses. The solution’s intuitive interface is easy for her to use, whether she’s at home, or out and about. The all-in-one solution includes video and audio conferencing, screensharing, chat, presence, and more – and it’s all available 24x7 on her device of choice. The solution also enables her teacher to send automated notifications regarding assignments and reminders so she can stay on track.

Avaya Cloud Office gives every student more creative freedom for how they manage their communication workflow, whether they’re someone like Lindsey who’s more digitally savvy or a student who prefers a balance of traditional and digital methods.



# Admin/ Analytics



**James wears many hats as the principal of a small, private, K-8 academy**— including being the unofficial IT admin. With so much on his plate, his top priority during the pandemic was to provide an easy-to-use collaboration platform that parents, teachers, and students could quickly catch onto without compromising the school’s educational standards. He wants a solid understanding of how the solution is used, but he doesn’t have time to manage the platform or run complex communications analytics.



Avaya Cloud Office keeps communications simple and cost-effective for James:

- **Stay up to date** – Get automatic updates with new features and zero hardware churn or challenging upgrades (updates happen automatically once per quarter, at no extra cost). Users have everything they need, and the solution is never out-of-date.
- **Manage anything on the go** – James can view information, make changes, and monitor things—anywhere, anytime, on any device. He can manage office numbers, set up an auto receptionist, track billing and usage, and set flexible roles and permissions for tighter security.
- **Gain insights with built-in analytics** – Gain a deeper understanding of communications, regardless of where meetings or calls take place. James can review call specifics and user environments during interactions to make improvements to quality and service.
- **Pay only for the services in use** – Streamlined payments mean predictability and control, and James never has to worry about hardware capacity or licenses. There's also no need to manage or pay for separate video meeting services or integration.
- **Full compliance** – Next generation emergency communications protocol means you can seamlessly correlate location data, enable mass notifications and response tracking based on location, and proactively initiate lockdown procedures.

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**Built-in analytics give James a deeper understanding of his school's communications, regardless of where meetings or calls are taking place.**

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by **RingCentral**<sup>®</sup>

## Discover Cloud-Powered Simplicity.

As K-12 schools speed up digital transformation, it's time to think about a more flexible, advanced, cost-effective communications solution. Avaya Cloud Office is packaged and priced so you can be up and running fast with the features and options your students, staff, and faculty need — all in one easy app, available on any device.

[Discover Avaya Cloud Office](#)