



Webex for Higher Education Adoption Toolkit

How to use this toolkit.

Your toolkit for successful Webex adoption in education

Take collaboration to the next level in your institution with Webex. Following the guidance in this book will help you drive awareness and adoption of Cisco Webex.

This book and its assets have been created with you in mind. Easily customize and print them out, so you can use them in the way that works best for you and your institution.

Talk with other faculty teams like you

Join our [Webex Community](#) to post your questions or thoughts.

In this toolkit, you'll find

- Adoption guidance made for Higher Ed.
- Tips for teaching instructional designers and faculty.
- Technical resources.
- Inspirational use cases.
- Promotional tools to bring Webex into student life, recruitment, orientation, and more.

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Introduction to the Pillars of Success

Making Webex adoption simple.



The Pillars of Success: Driving Webex adoption

Make Adopting Webex in Higher Education simple, with Cisco's Industry-leading approach:

[The 5 Pillars of Success](#).

The Pillars of Success are designed to guide you through your adoption journey, so you can help faculty and students get the most from Webex. The chapters of this adoption toolkit guide you through the following:

Leadership

Support from senior faculty and student leaders is key to adoption. Engage with the right people to make a plan for getting the campus started with Webex, the way they need.

Technical Readiness

First impressions are everything when it comes to new technology, so ensure you have all the technical resources and information required to make everything work the first time.

Use Cases

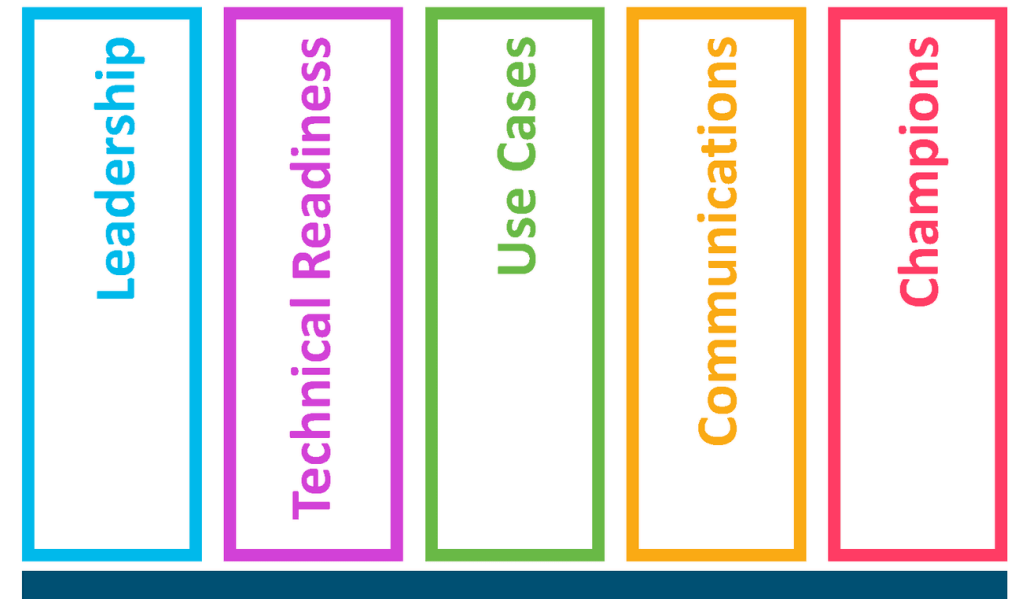
Define the best ways Webex will work in your institution and clearly show how faculty and students will benefit. Sharing the right 'dream future' story is the best way to get everyone on board.

Communications

Spread the word! Make a plan to get the news out, about how Webex will work for everyone in your institution. Promote the value.

Champions

Your early users can really help grow adoption and engagement, so empower them to go out across campus to deliver support and best practices to others like them.





Leadership

Pillars of Success: Leadership

Engaging leadership, from the dean to student leaders, gives you a great opportunity to really embed Webex across campus. Having the right people communicating the “why?” behind the investment, and using Webex to the fullest, leads faculty and students to follow.

Step 1

Pick key leaders in areas of your institution you want to target first, we suggest:

- Deans of individual colleges.
- Instructional designers.
- Tech-savvy* faculty.
- Head of student recruiting.
- Student life faculty leaders.
- Student leadership groups.

Step 2

Make your plan for getting each leader’s buy-in, by showing the value Webex brings:

- Understand their needs and how Webex can help.
- Share corresponding use cases, to explain the value.
- Ask them to be a leader representing Webex in their area.
- Give 1:1 coaching sessions on how to use Webex.

Step 3

Get their help spreading the word and driving change. Make a communication plan together, so they communicate to their constituents and “Walk the talk”:

- Send an introduction email to their people.
- Explain how they want their people to use Webex.
- Begin hosting their meetings/ group messaging on Webex.

- Keep communication in Webex Teams.



***Top tip:** Success is often led by instructional designers. Read on for tools they can use!

Tips for hosting a Webex training

Train your leaders on the value and use of Webex.

Click to download and share the [interactive pdf](#)

Tips for hosting a Webex training

Host your own training sessions today! When training faculty to get started with Webex, the main focus should be how they'll be more effective in their job and connected to their students.

In-person training

For in-person training, we recommend groups of less than 12 for the right balance of interaction, and to help individually when needed.

Virtual training

Better for larger groups, 2-30. Include activities that require active participation throughout.

PRO TIP

Set small tasks and give positive feedback. Like “change your profile picture” or “share a gif of how your day is going.”

Use this checklist to get started

- 1. Audience:** Know who's attending your training, tailor your session to share the benefits important to them.
- 2. Preparation:** Send joining instructions along with your invitation. Create a Webex Teams Space, give it a name, and invite all trainees. Post a welcome message, introducing the Space and its purpose.
- 3. Background:** Share why your school has invested in Webex.
- 4. Relevancy:** Come prepared with a few ways Webex can help them achieve their specific goals. Cover: “What's in it for me?” and “What features can really help in my class?”
- 5. Support:** Be sure everyone knows where they can post and who to go to for support after.

Things to cover in your training session

1. Start by covering the benefits they'll see in their teaching and student interactions.
2. Learn how to [customize your class](#) with Webex and download the [Webex Teams app](#).

Topics to teach

- Classroom Collaboration:** Creating a Space, sending a message, uploading files, search, calling on the fly.
- Virtual Meetings:** Scheduling a meeting, how to attend a meeting, watching past classes (recordings).
- Office hours:** Setting availability, appointments for students and showing confirmation, joining.

Check out our [essentials guide](#) for more tips.

Cisco Webex

Tips for the instructional designer:

Planning a course shell for classes with virtual attendees

Click to download and share the [interactive pdf](#)

Tips to design a virtual course


Cisco Webex

Getting started


- Become an expert on using Webex in your LMS. Practice using it in your daily communications.
- Know what features work best for different classroom needs. Check out our [suggestions](#).
- Know how the student experience will differ.
- Get your teachers up and running by sharing these simple [how to guides](#).
- Document and share faculty [success stories](#) helping them learn the art of the possible.

Designing the course shell with faculty

- Ask faculty how they teach their classes today, thinking about how it could work virtually. Attend one of their classes.
- Teaching online takes longer, so you must cut content from in-person, to be self-learned in advance. Prioritize the “need to knows” vs the “nice to haves”.
- Include everyone! If mixed online/in-person class, play to the majority, but be mindful.
- Encourage students by acknowledging questions and praising inputs.
- Understand the educational needs of their students and prepare accordingly. Check out these tips on [supporting learners needs](#).
- Play to your classes unique learning styles. Check out these extra resources, to put you on your ‘A’ game.


Students will be less likely to speak out loud at first.


Students need interaction every 5 minutes to reduce multitasking.


Encourage your students to read, or watch a video, on the subject as pre-work, before the next class.

Instructional designer tool:

Tips for teachers to make virtual class interactive

Click to download and share the [interactive pdf](#)

Ideas for keeping remote students engaged and classes interactive

Cisco Webex

The old way vs the new way

Face to face lesson	Virtual classroom friendly
Does anyone have any questions?	Come off mute if you have questions or post in chat.
Here's a physical handout.	Post documents to Webex Teams.
Does everyone understand this concept?	Have people anonymously circle yes or no on the whiteboard.
Raise your hand to share an example...	Please type examples in the chat.
Tell, tell, tell.	Let them watch you write out instructions live in class, for maximum attention.
Discuss in small groups, then share with the class.	Discuss in small Spaces and come back to share with the class.



Interactive games to check comprehension

- Races to solve problems on the whiteboard.
- First one to type the right answer in chat wins a point.
- Student-to-student Q&A for points work great.
- Break the class into teams for competitions.

Tips for planning games

Be intentional. Are you checking comprehension or just facilitating conversation?

- Make it easy for everyone to participate.
- Make sure it's in your participation credit.
- Recognize and reward participation.

PRO TIP
Get comfortable with easy participation wins! Add games as you go to keep the class fresh, for both students and yourself.


Get creative with your own ideas!

Teacher: Comparison table

When your faculty first start to use Webex, it can be difficult to know what features they should use in different scenarios.

Use this comparison table to help teachers decide what feature to use, for the size of the class and the style they teach in.

Download the [comparison.pdf](#)



What's your teaching style?

Matching tips with Webex

Cisco Webex

	Stand and lecture	Lecture with some group discussion	Group work and activity
Large class	<p>Classroom Collaboration: Create an announcement-only Space, so everyone will know where to go for the latest class information.</p> <p>Virtual Meetings: Record the class so that those who missed it, can watch it. People can also join the class remotely.</p>	<p>Classroom Collaboration: Create an announcement-only Space for your class, and another Space for your class to carry on conversation. Consider breaking open conversation into groups if your class is very large.</p> <p>Virtual Meetings: Students can still join class even if not in person.</p>	<p>Virtual Meetings: Allow students to attend class remotely when needed, and record the class. Consider hosting large "problem solving" meetings, where you can help students on mass before big exams.</p> <p>Classroom Collaboration: Create an announcement Space for your class, and group Spaces for your students so they can work together in smaller groups.</p>
Small class	<p>Virtual Meetings: If students are unable to attend, they can join on Webex, or watch the recording later.</p> <p>Classroom Collaboration: Add tasks, documents, and videos to an announcement-only Space, so everyone has access to key information. Have a second Space where everyone can chat and problem solve as a group.</p>	<p>Consider breaking students into groups of 4 or 5, for project Spaces.</p> <p>Virtual Meetings: Students can still participate remotely in class, even if not in person.</p>	<p>Office Hours: Schedule a 15 minute slot with each student, to meet before the semester starts.</p> <p>Virtual Meetings: Invite students who are joining remotely to present and talk to the class.</p> <p>Classroom Collaboration: Have a Space for full classroom teamwork and discussion, and breakout groups for smaller team work where you facilitate.</p>

PRO TIP
No matter your teaching style, offer Virtual Office Hours so students can book 1 on 1 time with you.

Everyone on the same page

Use Webex to increase the accessibility of class material to students

Webex can help make your classes more accessible to students who have hearing, visual, or attention disabilities, so everyone can be included in the class. Webex is flexible, functional, and can fit your students' needs, so no one gets left behind.

Here are some suggested best practices

Hearing-impaired

- Record classes or meetings, so a full transcription is available in the replay.
[Learn more](#)
- Or use a partner solution, Voicea, for live transcription of classes on screen.
[Learn more](#)

Visually impaired

- Allow students to zoom in on material being shared in class, on their own device. They can pinch and zoom things that are too small.
[Learn more](#)
- Use a live Webex meeting to include a sign language translator on-screen during a live class session.

Attention deficit disorders

- Record classes for students to rewatch in their own focussed environment.
- Post the highlight of class material in a classroom chat Space, so everyone can get the key points.

For more information on ADA compliance at Cisco see below:

[Is Webex ADA Section 508 Compliant?](#)

[Accessibility at Cisco](#)

[Frequently asked questions](#)

Webex essentials

Check out our "getting started" eBook that gives you all of the tools to equip faculty and students in using and getting the best out of Webex.

Share it with all members of your institution, professors, teachers and students alike, to help get everyone up and running in the fastest time possible.

Click the book to get started >>



Faculty and student Webex essentials

What's in it for you?

Read on 

Technical Readiness



Pillars of Success: Technical Readiness

What is Technical Readiness?

This pillar addresses the due diligence required to ensure that your services are deployed to reduce risks and meet the specific requirements of your organization.

But there's more to Technical Readiness than getting the configuration right. It's also about thoroughly testing the experience from the point of view of users and removing bumps in the road.



We have a fantastic eBook, [Cisco Webex Control Hub Essentials](#), which guides you on a clear path to configure Control Hub:

- Laying the foundations.
- Taking the user experience from good to amazing.
- Going above and beyond.

Linking Webex into your Learning Management System

Install the Webex Education Connector using Learning Tool Interoperability (LTI) to natively put Cisco Webex Meetings and Cisco Webex Teams into your Learning Management System (LMS).

Click here to learn how to [Install the Webex Education Connector](#) for:

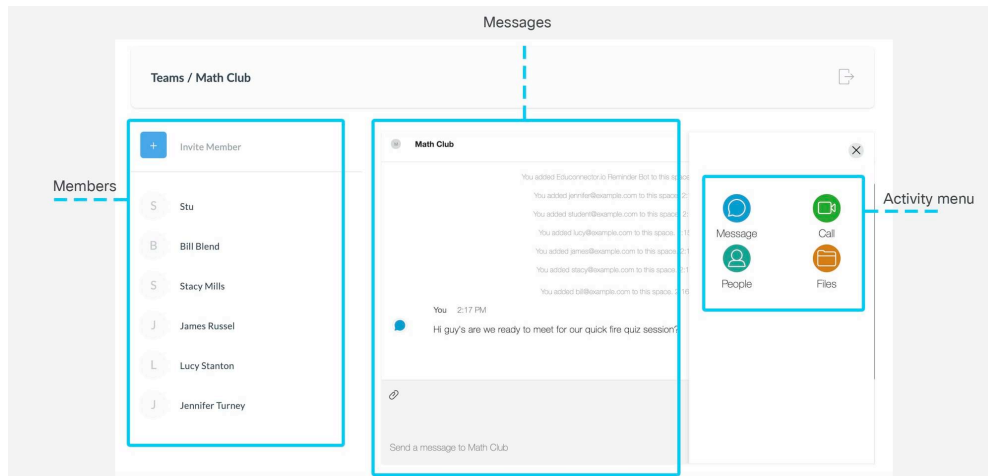
- Canvas
- Blackboard Learn
- Moodle
- Brightspace by D2L
- Sakai

Webex classroom collaboration: Comparing the LMS version to the native app

Webex is integrated with your LMS, however, you will see slight differences between the LMS version and the Webex Teams app.

We've highlighted the key differences. The LMS version of Webex Teams is simplified to keep the focus on the topic or class. You will only see the people in the Space instead of seeing all of the Spaces they are a member of.

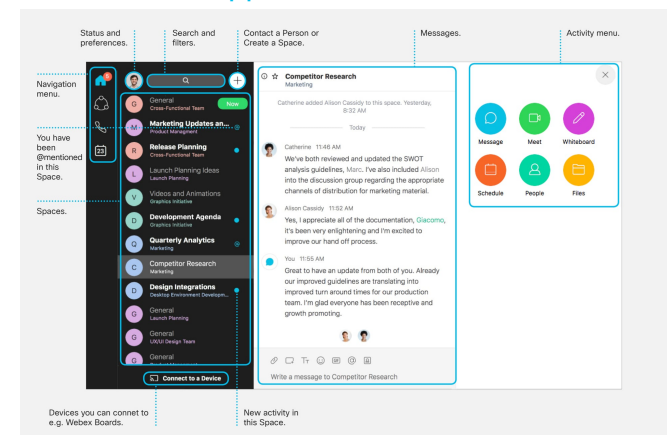
Classroom collaboration



Downloading the [Webex Teams app](#) is great for collaborating on the fly or outside of class. You can see all of the Spaces you are a part of and you can also create a whiteboard and schedule meetings if it is enabled.

You will also notice that you have a few more options when sending a message. There's no right or wrong way of using either the LMS or the Webex Teams app, it's down to each student and teachers' collaboration preferences.

Webex Teams app



Connect and collaborate across Cisco Webex and your documents

From sharing documents with your study group to co-creating presentations, Webex brings all your apps together in one place to create a unified and seamless experience.

For more information on using Webex with Microsoft Outlook [click here](#)

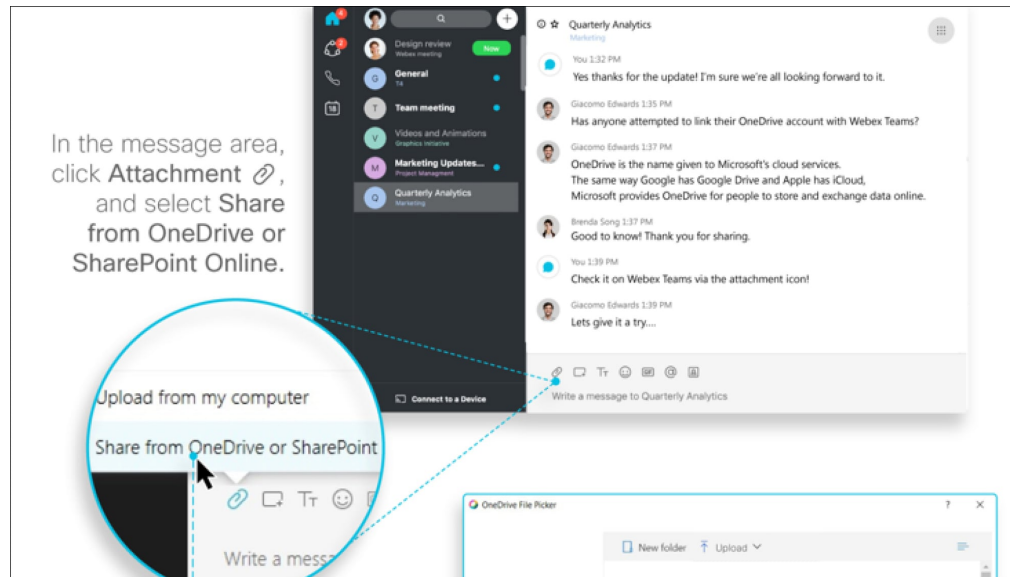
For help using [Webex with G-Suite](#)



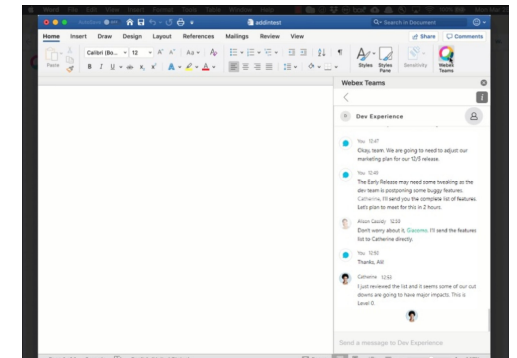
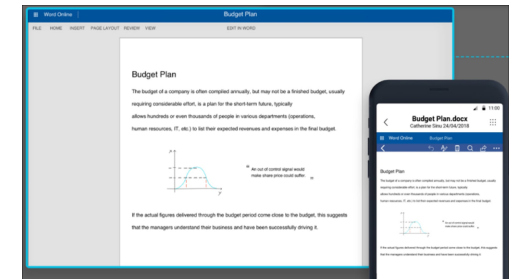
One Drive and SharePoint online integration

Collaborate with your faculty and classmates in real-time by bringing your documents from OneDrive and SharePoint Online into your Teams conversations.

Files can be edited simultaneously, and as other people make changes, you'll see them automatically.



For more information on the OneDrive and SharePoint integration [click here](#)



Privacy and Security FAQ's

Cisco takes privacy and security extremely seriously. We comply with relevant laws, policies, and regulations.

For more information please download the Administrator Privacy and Security FAQ for Cisco Collaboration for Education [Click here to download](#)



Administrator Privacy and Security FAQ for Cisco Collaboration for Education

Q: What is Cisco Collaboration for Education?

A: Cisco Collaboration for Education is Cisco Webex Meetings or Cisco Meeting Server and Cisco Webex Teams and optionally on-premises calling or Cisco Webex Calling ("Cisco Collaboration Services"). [Click here for more information.](#)

Q: How will students and teachers use Cisco Collaboration Services?

A: With Cisco Collaboration Services students will be able to communicate and work in groups to create, edit and share files and information for school-related projects with other students and teachers. Spaces in Webex Teams can be monitored by the school's administrators.

Q: Are there laws that protect children's privacy while using Cisco Collaboration Services?

A: Yes. The two main government acts that are in place to protect student data and privacy are FERPA and COPPA.

Q: What is FERPA?

A: FERPA is the Family Educational Rights and Privacy Act and is a Federal act that protects the privacy of student records. [Click here](#) for more information about FERPA.

Q: How does FERPA apply to Cisco Collaboration Services?

A: FERPA compliance is the responsibility of the school district offering Cisco services to faculty and students. To ensure student education records remain private, they should not be stored in Cisco Webex Teams or shared over Webex Meetings or Cisco Meeting Server meetings.

Q: What is COPPA?

A: COPPA is the Children's Online Privacy Protection Act. COPPA imposes requirements on operators of websites or online services directed to children under 13, and on operators of other websites or online services that have actual knowledge that they are collecting personal information from a child under 13 years of age. [Click here](#) for more information about COPPA.

Q: How does COPPA apply to Cisco Collaboration Services?

A: Cisco Collaboration Services are online services and are available via a web interface. Per COPPA, students under the age of 13 must have parental or guardian consent prior to using online services. Parents or guardians must read and agree to the [Cisco Privacy Policy](#), the [Cisco Webex Service Privacy Data Sheet](#) and the [Cisco Webex Meetings Privacy Data Sheet](#) on behalf of the child prior to use. The school districts deploying Cisco Collaboration Services are responsible for providing notices to and obtaining consents from parents/ guardians prior to collecting, using and processing student personal information so that Cisco can deliver services. Parents/ guardians should have the ability to request, access, correct, delete, or suppress the personal information collected from the minor children.

Links to policies and supplemental documents:

- [Cisco Privacy Policy](#)
- [Cisco Webex Service Privacy Data Sheet](#)
- [Cisco Webex Meetings Privacy Data Sheet](#)

Q: What is CIPA?

A: CIPA is the Children's Internet Protection Act that imposes two additional certification requirements for schools who receive discounts offered by the E-rate program:

- Internet safety and monitoring policies of minors; and
- Education of minors about appropriate online behavior. For information [visit this website](#).

Q: How does CIPA apply to Cisco Collaboration Services?

A: If CIPA applies to your school, you must implement Internet safety policies as outlined by CIPA as Cisco Collaboration Services are online applications.

Q: Who has access to student personal data?

A: The administrators who oversee Cisco Collaboration Services will have access to student personal data used to set up student accounts. This personal data is shared with Cisco to allow access to Cisco Collaboration Services. To learn more about what Cisco defines as personal data and how it handles shared personal data, consult the [Cisco Online Privacy Statement](#), the [Cisco Webex Service Privacy Data Sheet](#) and the [Cisco Webex Meetings Privacy Data Sheet](#).



Q: Who has access to the content of chat posts in Cisco Webex Teams?

A: School administrators can set up Cisco Webex Teams so that only students and teachers within the school can view posted content. [Click here](#).

Q: Are conversations and documents shared in Cisco Webex Teams secure and private?

A: Yes, industry leading end-to-end encryption ensures all messages and content remain secure and available at all times. With Cisco Webex Teams, your data is secure and private.

Q: Who is responsible for securing parent/guardian consent?

A: School districts are responsible to secure parental/guardian consent.

Q: What resources does Cisco provide to schools that help parents understand and consent to the use of Cisco Collaboration Services by their children?

A: Cisco provides a sample parent consent form that can be tailored to meet your specific use/cases to obtain consent for minor's use of Cisco software. Cisco also provides a parent friendly FAQ to help schools address parental questions. Visit the [Sample Parental Consent Form](#), and the [Parent Frequently Asked Questions](#).

Q: Where can I find a high-level overview of Cisco Webex platform security, compliance and management functionality?

A: [Please click here to learn more.](#)

Q: How are Cisco Collaboration Services managed?

A: The Cisco Webex Control Hub is a web-based tool for tool mobility and control across the Cisco Webex service including Cisco Webex Meetings, Cisco Webex Teams, and Cisco Webex Calling. Webex Control Hub is the gateway for provisioning, administration, and analytics. It also provides a dashboard for usage and performance across the whole cloud service. There is also a tool for Cisco Webex Control Hub available as a premium add-on for customers that require more advanced capabilities. For complete details on Cisco Webex Control Hub and Pro Pack visit [this link](#). Additionally, Webex sites can be managed by Cisco Webex Site Administrators.

Cisco Meeting Server is managed by Cisco Meeting Management. Using Cisco Meeting Management, administrators can easily manage security, auditing, account management and processors, diagnostic and troubleshooting, and meeting and conference settings. LMS, dial, mute, participant, change reports, start or stop recording (streaming, etc.). For complete details, [click here](#).

On-premises calling is managed by Cisco Unified Communications Manager. For complete details, [click here](#).

Q: How can teachers and administrators monitor all conversations and content in Cisco Webex Teams?

A: Teachers and administrators can set up their space to restrict each group and can view in and out of spaces to monitor activity and messages. Additionally, an [eDiscovery tool](#) is provided on Cisco Webex Control Hub to generate reports on content even in Webex Teams spaces/teachers or administrators are not directly part of.

Q: How can administrators ensure Cisco Webex Teams message between individuals are appropriate and in accordance with school policy?

A: Cisco Webex Teams can be integrated with third party data loss prevention software solutions that can look for keywords, phrases or content and automatically take action based on policy settings.

Q: Can administrators use Cisco Webex Control Hub to set content without a period?

A: Yes, security or compliance officers can configure compliance settings for content, conduct discovery, and integrate with existing compliance software to align with school internet policies.

Q: Can compliance officers access students' related messages to address in-appropriate use of Cisco Webex Teams?

A: Yes, related messages can be managed in accordance with applicable institutional retention policies and can be archived for a pre-determined period of time. An eDiscovery tool is provided via Cisco Webex Control Hub to generate reports. Messages can also be off-loaded using API functions and can be stored on-premises if required.



Use Cases

Pillars of Success: Use Cases

The best way to inspire a change in your faculty and students is to show them what their lives will look like with Webex - easier, connected, collaboration. We've written out the most common "Aha!" moments with Webex for faculty and students so that you can pick the ones that will resonate in your campus.

1. Bring in key faculty and students to learn what use cases reflect their needs.
2. Pick which stories match our ready-made use cases or write some of your own!
3. Spread the stories through the right communication channels or people.
4. Measure Webex activity and report the use case value to your university sponsors.
5. Stay engaged with how people are using Webex across campus to keep your stories relevant.



Check out the [Use Cases for faculty](#)

Check out the [Use Cases for students](#)

Faculty Use Cases

We've gathered nine compelling use cases that show how Webex can help faculty.

Print or email the lesson plans out, to create a buzz about the possibilities of using Webex.

[Download all](#) of the faculty use cases or download them individually.

Download the [interactive pdf](#)



Office Hours made better

Your students need one on one time with you for the important conversations.

With Office Hours on Webex, every student knows when you're available and can book a time slot to meet you anywhere over video.

PRO TIP
Teach students to include why they want to meet in their requests, so you can be prepared.

Office Hours	
Tuesday	Wednesday
7:00	7:00
8:00	8:00
9:00	9:00
10:00	10:00
11:00	11:00

- 1. Plan your Office Hours**
Pick time slots you're free in intervals of 15, 30, 45 or 60 minutes.
- 2. Offer your time**
Let everyone know they can book time with you on your classroom webpage. As they sign up for slots, you'll both receive an invitation on your calendar, with a link to join the virtual meeting later.
- 3. Meet**
Click the link in your email invite, join from your class webpage, or join on the go from your Webex Teams app. You're good to go!
- 4. Follow up**
To keep an open line of discussion, send a message in Webex Teams to continue the conversation.

Save time and make meeting easier with virtual Office Hours on Webex.

Cisco Webex Teams

[Download](#)

Hybrid Classes: Make the most of your face-to-face time

Class time can be limited, but face-to-face isn't the only way you can teach your students.

Let students learn course material online in advance, now they can come to your class armed with the right questions. Host high-impact problem solving sessions on Webex.

PRO TIP
Participation points are great for making class conversation lively, getting the real pulse on students' learning!

- 1. Balance the content**
Plan what content could be delivered well by watching a video at home, or reading. Keep activities for class.
- 2. Arm your students**
Make your own Webex recordings and share with the class to watch in advance of the lecture. Share readings and videos too.
- 3. Teaching time**
Use your virtual class time as a problem solving session, get students off mute to ask questions and whiteboard through problems live.
- 4. Interactive activities**
Test their comprehension with virtual games. Make competitions to message in the right answer first, or put it on the virtual whiteboard.
- 5. Feedback**
Watch faces over video to see if everyone's on track. Pay attention to who's doing well in interactive games. If people feel stuck, ask them to message you.

Learning doesn't have to stop when your class time ends.

Cisco Webex

[Download](#)

Teach the power of collaboration

Group work allows students to brainstorm together and take ideas to the next level.

Create the Space for group collaboration, in a Webex Teams Space that you can see, right inside your class webpage.

PRO TIP
If working groups change, just add or remove students as needed, without losing information, conversations, and context.

- 1. Establish small working groups**
Split your class into small groups. Create Spaces for each and add the students to their group.
- 2. Welcome message**
Create a welcome message and post it in each of the Spaces. Maybe attach a file that could be helpful.
- 3. The assignment**
Give a topic/challenge every week/month and explain that each group can converse and brainstorm together virtually, before reporting on ideas or progress in the next class.
- 4. Plan your participation**
Decide if you want to be active in student conversations. You can help facilitate, grade on participation, or just answer questions when @Mentioned.

One of the best lessons students take from college is collaboration. Teach teamwork with Webex Teams.

Cisco Webex Teams

[Download](#)

Build an accessible alumni community

With one shared Space to chat, alums get access to the next great talent pool, and students get wisdom from the people who've come before. Win win.

PRO TIP
Build a Webex Teams community for current students to become tomorrow's leaders.

- 1. Create an alumni Space**
Add your students, new and old, to the Space. Or start now with current students and let it grow over years.
- 2. Welcome message**
Send a welcome message explaining how this Space will work and benefit everyone involved.
- 3. Get it rolling**
Suggest sharing of research material, job postings, community events, or news of shared interest. Students can ask questions and grow their network.
- 4. Keep your ear to the ground**
Check the Space periodically. At a glance, see if help is needed, or move conversation along.

Building a network and sense of community is priceless. Connect on Webex Teams.

Cisco Webex Teams

[Download](#)

Faculty meetings made flexible

Don't wait until everyone can be in the same room to have the conversations that matter.

Hold your next faculty meeting over Webex, so everyone can join from anywhere.

PRO TIP
Turn on your video and ask everyone else to, so your communication is most effective.

- 1. Send the invite**
Include a link to join your faculty and staff meetings on Webex, so your group can connect from anywhere.
- 2. Download the app**
Download the Webex app to your desktop and mobile so it's ready when you need it.
- 3. Record the meeting**
Those who have conflicts can still watch the meeting later, and you can refer back in the future.
- 4. Create a Space**
To continue the conversation after your faculty meetings, use Webex Teams as one place to share links to other content and follow-up messages.

Be a leader among faculty for working together better. Save transit time without losing productivity.

Cisco Webex

[Download](#)

Remote learning turned interactive

Virtual classrooms mean more students have access to the subjects they need. The quality of learning shouldn't suffer because a class is online. Webex allows students to join lectures wherever they are and be part of the continuing conversation.

PRO TIP
Record your lessons so students have access when they need it.

- 1. Plan your lesson**
Plan how you will make your course material interactive while virtual. Plan participation and virtual games.
- 2. Create a class Space**
Add all your students to the Space. Send a welcome message and include simple rules and tips on how to get the most out of Webex Teams.
- 3. Share**
Upload reading materials to your Space prior to the lesson and get the conversation started.
- 4. Schedule your virtual classes**
Create recurring meetings and send your invitation out. The link to join the meeting will be in your students' calendars.
- 5. Start your lesson**
Click the link in your email invite, join directly from your LMS or even your Webex Teams app and you're good to go!
- 6. Follow up**
Encourage students to add questions to the Space for further discussion and brainstorming.

Empower and support your students with access to resources, assignments, and YOU.

Cisco Webex

[Download](#)

Be heard by everyone quickly

Get messages out to your class or research team quickly. Ensure everyone has the same, consistent message with no confusion. Open a Webex Teams announcement Space.

PRO TIP
Notify everyone you've posted the latest news or resources by tagging @All.

- 1. Establish your groups**
Create Spaces for each group, like classes or peer faculty. It's easy to open a Space with all class members in the LMS webpage.
- 2. Welcome message**
Create a welcome message and post it in each Space. Explain what the chat Space is going to be used for.
- 3. Include documents**
Upload files or images to the announcement Space to keep everyone on the same page.
- 4. Announcement only?**
Do you want open discussion, or just your announcements? Your choice. Make yourself a Space moderator and turn on 'announcement only' mode.

Share all updates and files to the right people, at the right time, in one easy place.

Cisco Webex Teams

[Download](#)

Your research team communication hub

Give everyone access to the latest updates, progress, and results while you work together. Use Webex Teams to keep your research team on the same page, with everything in one place: messages, documents, video meetings, and recordings.

PRO TIP
Use the Webex Teams for file sharing and storage, for security and easy access from all devices.

- 1. Create a research team**
Add everyone in your team, you can add and remove as needed.
- 2. Create Spaces**
Have different Spaces: one for daily chatter, one for storing findings, and other needed topics.
- 3. Welcome message**
Start each Space with a note on how the team should use them.
- 4. Build a connected culture**
Start a practice of posting status updates, so everyone knows where activities left off, and when there's a lab day.
- 5. Virtual catch ups**
Hard to get the whole team in person? Plan a cadence for quick virtual meeting catch-ups.

Give everyone on your research team access to content, the latest progress, documents, and big changes.

Cisco Webex Teams

[Download](#)

Guest speakers add impact

Meet the experts in the field. Get your students enthused, engaged and experiencing a world of opportunities, all without leaving the classroom. Invite guests to speak virtually over Webex.

PRO TIP
Remember to record your session so your students have it for future reference.

- 1. Plan ahead**
What topics are you teaching this semester? What experiences would benefit the class?
- 2. Find an expert**
Arrange for an expert to talk to your students, they could be anywhere in the world. Use your professional connections.
- 3. Send an invite**
Simply invite your expert to join your class in your Webex meeting room (the link to join will stay in their calendar). They don't need an account; they can just join your meeting.
- 4. Create an experience**
Your students can interact face-to-face with a professional or a panel of experts, to ask their questions and learn something new.
- 5. Enable networking**
Create a Space in Webex Teams where your class can continue the conversation for follow up.

Bring a world of opportunities to your lecture or class, don't let physical logistics stop you.

Cisco Webex

Student Use Cases

We've gathered five compelling Use Cases that show how Webex can connect students.

Print or email the use cases out, to create a buzz around the possibilities of using Webex.

[Click here to download all of the student use cases.](#)

Download the [interactive.pdf](#)



A hub for your club

A new semester, new faces and the same goal: Keep the best people in your club and make an awesome impact.

Connect your members through Webex Teams. Use one place to post update messages, upload meeting agendas, and have video meetings, from anywhere and any device. Webex Teams can help with recruiting too.

PRO TIP
Webex has emojis and gif's, keep communications fun.

- 1. Create a team**
Add current club members to your team Space.
- 2. Plan the Spaces you need**
Make a conversation Space for the leadership team, another one for general members, and a public Space for anyone to join for introductory information.
- 3. Welcome message**
Send a welcome message explaining what each Space is for, how it will run and what to expect.
- 4. Get a link to share**
Add the Eurl Bot to the public facing Space, so you'll have a simple link to share with recruits to add themselves.
- 5. Meetings**
When everyone can't be at the meeting in person, add Webex to the meeting so people can join remotely.

Keep your club both close knit and growing.

Cisco Webex
Teams

[Download](#)

Group projects: Be on the same page without being in the same room

Webex Teams makes the best hub for group projects because it's one place where you can quickly message each other, have virtual meetings, and access all your files too.

GOAL
Keep everyone aligned and accountable.

- Create regularly scheduled meetings or have on-the-fly calls in just a couple of clicks, no matter where people are.
- Use one Space as your project hub, or use different Spaces within a Team for different parts of a bigger project. Keep each other updated with messages.
- Post research documents, images and resource material to your group so everyone has access to them.
- @Mention individuals when you need a response or @All to get the whole group's attention.

Take the struggle out of connecting with a team project, always be on the same page.

Cisco Webex Teams

[Download](#)

Study abroad: Get close with your group abroad, and stay connected back home

Studying abroad is the best part of college, a big adventure with people you'll get crazy close to. Use Webex Teams for internet-based chat everyone can see from their phone.

GOAL
Easy, data free, group chat with everyone.

- Use a Space for the whole group to chat and make plans.
- Open up other Spaces for smaller group excursions, to plan as you need.
- Call people or groups on the fly, without cell signal, just Wi-Fi.
- @Mention people or @All when you need help.
- Share photos, documents, and travel plans to the right Spaces.
- Work together on group projects, use video meetings when you're not in the same place.

GOAL
Keep an ear to the group back home.

- You'll still have access to club/community Spaces with your home campus.
- Post some of your travel pictures, make your friends smile.
- You can even join club meetings from home, virtually on Webex.

Stay connected to your friends abroad and your friends back home with Webex Teams.

Cisco Webex Teams

[Download](#)

Your housing hotline

Whether you're in a suite or hall, you'll want to stay informed with the latest housekeeping and fun updates from the people you live with.

Webex Teams is our school's tool for residence connections.

GOAL
Get invited to the good stuff, and stay in the know.

1. Your Resident Advisor will likely add you to a Webex Teams Space for the floor, so they can share important information.
2. For smaller suite groups, create your own Space to plan things like bathroom sharing needs, cleaning, etc.
3. Week one, post a message and ask if anyone wants to grab dinner!
4. @Mention people when you want them to see, or @All for everyone.
5. Share photos here, and yep, Webex has emojis too. 😊

It's a new dorm, make living together awesome.

Cisco Webex Teams

[Download](#)

Never miss a class, attend from anywhere

We get it, it happens. Sometimes you can't make it to the classroom. But what if you could attend class from home? From the bus? Or somewhere else?

Use Webex to bring new flexibility to your classes so you never miss a beat.

PRO TIP
Participate! Contribute aloud on Webex or in chat. Make your professor glad they had you join remotely.

1. **Download the app**
Download the app to your mobile and laptop so it's ready when you need it.
2. **Join class anywhere**
Ask your professor if they can start a Webex during class when you can't make it in person (if they don't already).
3. **Messaging**
Participate in class discussion and get the latest news. Don't sit on an unanswered question.
4. **Muting**
If there's background noise, mute yourself and avoid being a disturbance.
5. **Best practice**
Ask your professor to record the class so you can refer back or share.

Stay on top of your classes no matter what life throws your way.

Cisco Webex Teams

Communications



Pillars of Success: Communications

Throughout this section, you will find useful resources to help you promote Webex on your campus.

**Successful adoption relies on great communication.
Start spreading the word!**

Share with faculty and students why you're introducing Webex and why they should care. Having a [clear communication plan](#) for before, during, and after launch will keep the ball rolling.

Communicate in different ways:

- Email, external website, school webpages, physical posters, and more.
- Be present at events around campus, like student fairs, recruiting events, orientation and club meetings.
- Use existing communication methods like faculty newsletters to introduce Webex and explain the benefits.




External-facing Webex promotion

Let prospective students, faculty, current students, and parents, know about Webex by posting a blog or creating a page on your website.

Here is an example to get you started and we've also created the page for you to save you time.

[Click here to download the HTML file](#) to publish on your website and intranet.



**At University name here
collaboration comes first**

We are proud to connect our vibrant and diverse university community.

We aim to provide rich and varied experiences in an environment where students make lifelong friendships and most importantly, become ready for what their futures hold. That's why we've invested in tools that help them get there.

Webex makes it easy for students to have access to classroom information and faculty in real time, ensuring the latest information is always accessible. Joining lectures from anywhere and on any device is a game changer for our students, giving them true flexibility on how they want to learn.

Webex also connects our students to clubs and organizations, campus events, and student life.

With Webex our students always feel connected and safe.

So, what does Webex mean for students?

In the classroom

Join some classes remotely or access recordings later.
Easy access to communications and shared files from professors.
Chat spaces for easier group project teamwork.

Email template for faculty

Use this email template for faculty, advising them of the exciting new learning experience they will enjoy in our institution.


Simply download the email template below and edit as you see fit. Once you're happy, simply send it out.

[Download the email template for Windows here](#)

[Download the email template for Macs here](#)

Inbox New! Classroom collaboration: Introducing Webex into our LMS.

Ryan Jones - Professor
to me



New! Classroom collaboration
Introducing Webex into our LMS

Hello [name of faculty member]

We're committed to giving you the best tools for connecting with your students and peers.

We are excited to introduce the integration of Webex into our [LMS name] learning management system, to connect faculty and students wherever they are, on any device.

We chose Webex for its 3 main features.

Classroom Collaboration
Have chat conversations inside the LMS with each course group of students, or smaller project groups.

Virtual Meetings
Include a link to join classes on Webex, and share recordings after.

Office Hours
Allow students to book 1:1 sessions with you for additional support.

Want to learn more? [Check out this ebook](#) including resources like stories from other

Email template for faculty to send to students

Use this email template for faculty to send to their classes, advising them of the exciting new ways of learning they will be experiencing soon.

Simply download the email template below and edit as you see fit. Attach it in an email to the faculty, explaining they need to send it out to their students.

[Download the email template for Windows here](#)

[Download the email template for Macs here](#)

Inbox Welcome!

Ryan Jones - Professor
to me



Dear [student]

I'm excited to have you in my class and look forward to meeting you soon! During our time together, we'll be using Webex Teams to stay connected in and out of class, so you can always access course information from your phone or computer.

Some of the ways we will be working together include:

Classroom Collaboration

You'll have instant access to group conversation with classmates, all course announcements and files, and team project collaboration Spaces.

Virtual Meetings

Never miss a lecture again by joining class remotely on Webex or access class recordings anytime from the class webpage.

Office Hours

You can book virtual appointments with me in open timeslots from the class webpage, whenever you need additional support.

We're making this course more accessible than ever before, and we want to embrace the flexibility and freedom of learning using Webex collaboration.

Learning styles

Print and display, or email the learning styles to help promote Webex to your student population.

[Click here to download the learning styles.pdf](#)

Hey! What's your learning style?

Do you find learning easier by reading? 

With Webex you can

- Watch live demonstrations wherever you are and on any device.
- Visualize ideas or take notes on a Whiteboard.
- Watch a recorded lecture that has also been transcribed, if enabled.
- Search for uploaded class information or documents easily.

Do you learn through listening? 

With Webex you can

- Brainstorm with your study group, record it and refer to it in the future.
- Attend your lectures remotely to minimize distractions.
- Book a meeting with your professor or TA to discuss any issues, problems or progress.
- Call a student on the fly to discuss solutions to a problem.

Are you a hands-on learner? 

With Webex you can

- Study in groups using an interactive whiteboard, everyone can view and annotate in real-time.
- Watch recorded demonstrations and follow the steps or actions.
- Collaborate on documents in real-time.
- Share screens for instant feedback on your work.

**Are you a mix of all three learning styles?
Whatever your preferred learning style, Webex has you covered**

**Cisco Webex
Teams**

Event ideas with Webex

Use Webex to bring your institution's events to the next level! See how you can use Webex for recruiting and orientation/welcome week.

Download [orientation suggestions](#). Download the [Scavenger Hunt event](#).

Cisco Webex Teams

Step up orientation with better communication!

Orientation is the time to show students how things work on your campus. Use Webex Teams with your orientation groups, just like they will in their classes and clubs.

Add them to a Space, or email their institution address, to download Webex Teams.

Give it a try!

1. Set up one "announcement only" Space for everyone in the same orientation week. Post the schedule, all important updates and meeting times/places here.
2. Have the dean or a university leader post a welcome message or video to everyone.
3. Have each orientation leader set up a Space with their orientation group. Ask the students to introduce themselves, where they're from, and what they like to do.
4. Show students how they can join public club or topic Spaces, to learn about what's happening on campus.
5. Have a scavenger hunt around campus! Put students in pairs and have them roam campus, posting pictures to their orientation group, of places they found, and a fact about it.
6. Ask everyone to upload a profile picture of themselves on campus.
7. Not everyone can be there? Broadcast and record the crucial sessions to share later.
8. Let students know they can 'keep the Space alive' and ask questions or stay connected even after orientation.

Cisco Webex Teams

The Recruiting Event Scavenger Hunt on Webex Teams

Keep potential students and parents engaged in your recruiting events with a scavenger hunt!

Create a Webex Teams Space and add everyone who has signed up for the recruiting event by email address. Send a welcome message telling everyone what the Space is for, and they'll get an email to download the app.

What you'll need

- An email address for each family.
- A list of scavenger hunt clues.
- Printed or digital maps of campus.
- A prize for the winner.

Before the event

Ask students to introduce themselves in the Space and upload a profile picture, so you can match faces with names. Start the conversation and ask them what they're hoping to learn from visiting your campus.

During the event

Post a schedule of the day ahead, and intermittently post important messages, e.g. Make sure you go to the library or lunch is at 12pm.

The challenge

Add a scavenger hunt to break up the 'sit and listen' time of your recruitment event! Pair up families and give out a list of important places to find on campus. They'll have 30 minutes to find and post pictures of something they learned at each place.

After the event

Let the students know they can use this Space to post questions and follow up.

"Check it out! They have chai lattes and stay open til 9pm!"

"Found the career counselling center, resume reviews available every Monday!"

Show them communication is easy on your campus with Webex.

Handout: Recruitment events




Print these promotional cards to help attract new students to your institution, and hand them out at recruitment events.

[Click here to download the cards](#)

Hi there!

Join a connected community at
Fill in University name here


The whole campus is **in your pocket** on Webex Teams. Stay in the know on the go.

-  **Classroom questions**
Your professors and class updates are all in one place so you always get your questions answered.
-  **Club chat**
There's a club for every hobby. We've made it simple for you to join conversations so you can find your community.
-  **Connect across campus**
Everyone is accessible: your resident hall, your study group, or someone you just met in the coffee shop.

Always be invited to the best campus events for you, stay up to date with news, and reach anyone you need on Webex Teams at *University name here*.

Become part of our connected campus

Webex is our tool for classroom communication, group chat, and virtual video meetings university wide.

-  **In the classroom**
 - Join lectures anywhere, on your mobile or laptop.
 - Use virtual Office Hours to meet your professor from anywhere, or chat 1:1.
 - All class files, in one place, and easily searchable.
-  **Club chat**
 - Join public Spaces for clubs or organizations.
 - Use private Spaces for internal planning.
 - Don't miss a club meeting if you can't come in person.
-  **Student life**
 - All your group project discussions, in one place.
 - Message anyone with your institution email address.
 - Feel connected with campus-wide announcements.



Download the Webex Teams app today!



Hand out: Welcome week

Print these promotional cards to help promote Webex to new students in their first week or orientation.

[Click here to download the cards](#)

Connect with the [insert school mascot] family

Want to join a club?

Check out open Webex Teams Spaces you can join here.

<https://eurl.io>

Connect with your hallmates

If you're not already in a Space with your hallmates/suitemates, start one yourself.

Meet up

Webex Teams allows you to stay in touch and make plans with groups.

At University
Name here,
we use one app
for everything:
Webex Teams



Download the Webex Teams app and log in with your institution email today.

Be on the lōōkout!

Some teachers will use Webex for class communications too.

Get class announcements right on your phone.

Use class chat to get questions answered faster.

Join some classes remotely over video if you can't make it in person.

Have one hub for group project communications, including easy file storage.



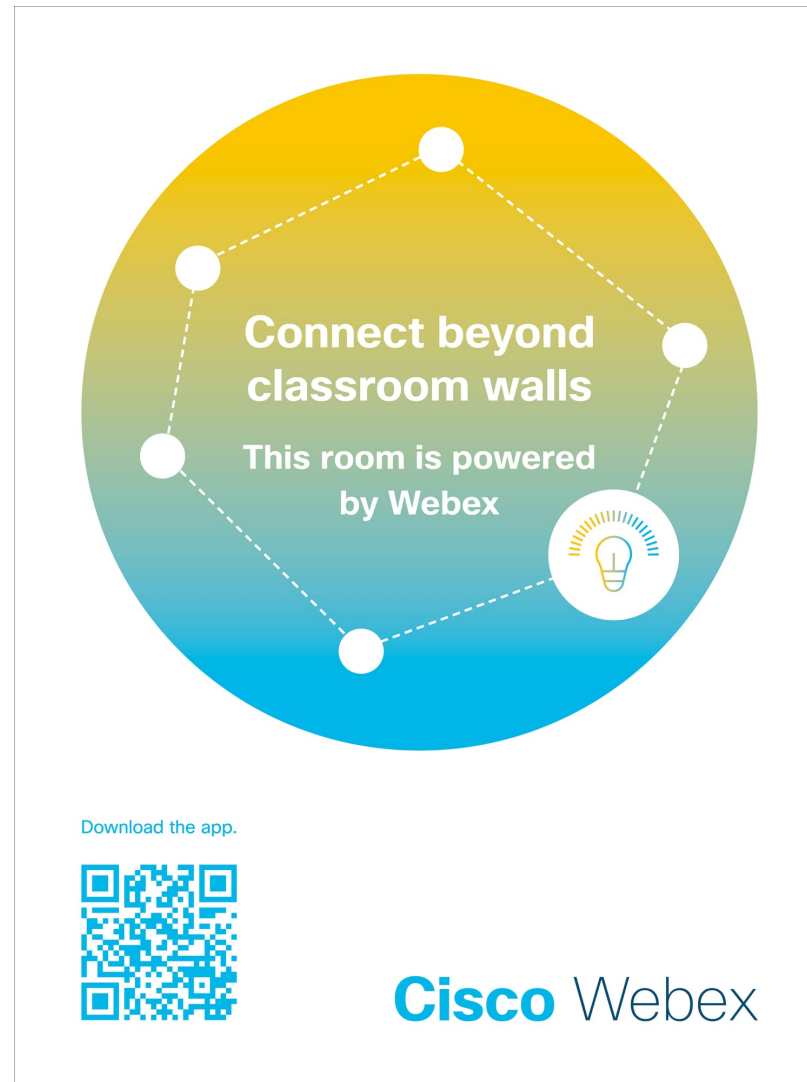
Get familiar with the Webex Teams today! Download the app.

Podium banner

Print and display the podium banner in your lecture halls.

This way, teachers and students will know this classroom is enabled for video collaboration.

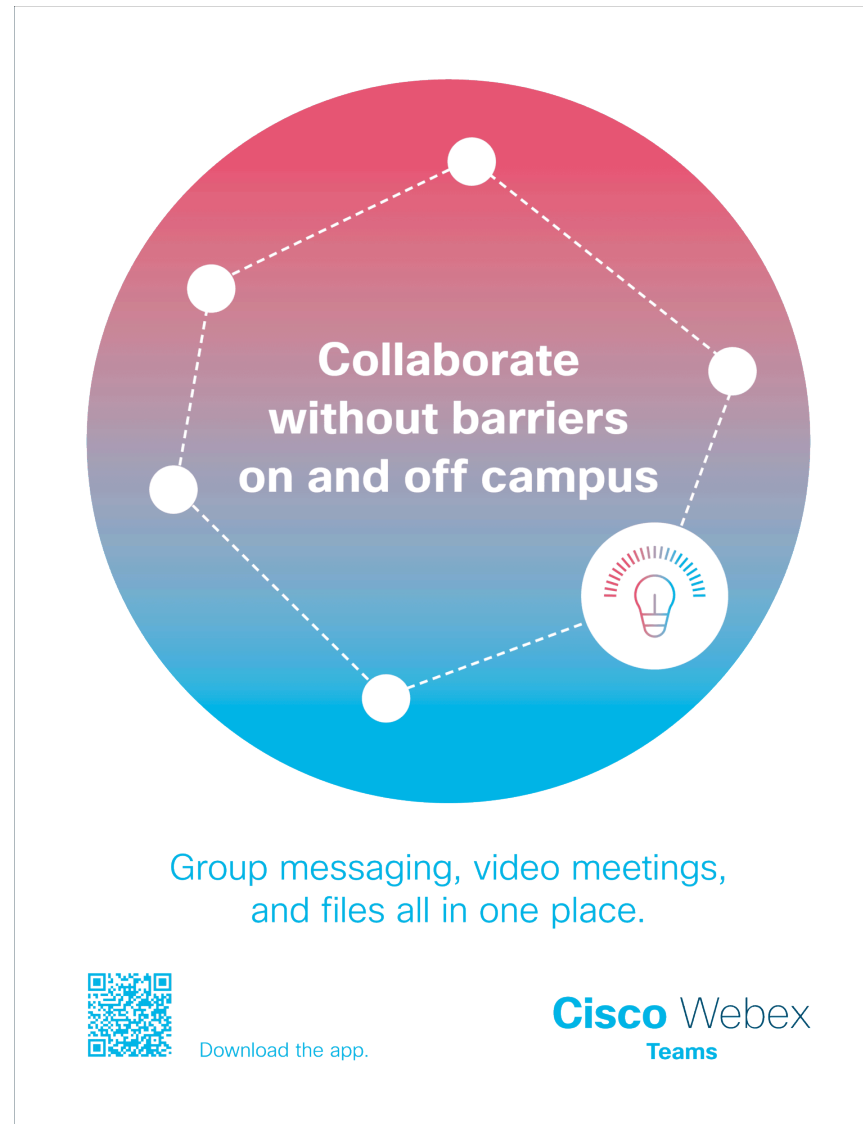
[Click here to download the podium banner](#)



Hallway poster

Print and display the poster in the hallways, classrooms and faculty break rooms.

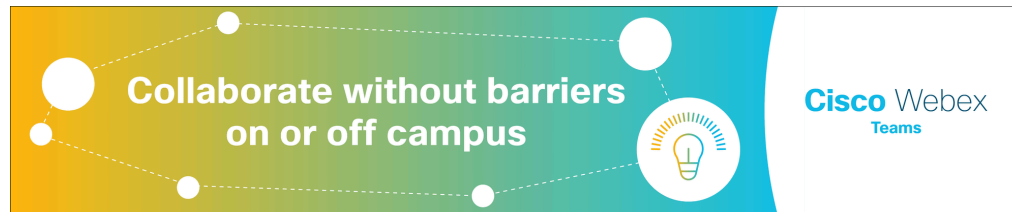
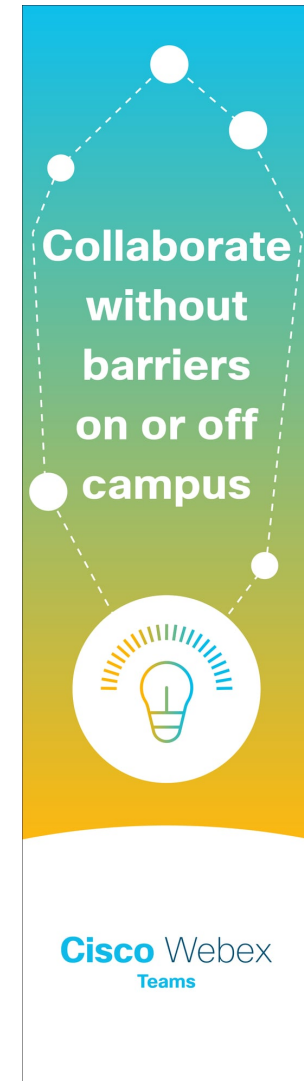
Click here to [download the poster](#)



Promotional banners

Use these materials to help promote Webex throughout your institution. Share the banners on your website and intranet.

[Click here to download all of the digital banners](#)



Security for students

Email or print and display this FAQ to help your students learn how secure Webex is.

Some institutions have loved putting this on their external facing webpage.

[Click here to download the FAQ](#)

Security FAQ for students and faculty



Q. Is Webex secure?

A. The Webex platform has end to end encryption and meets school security standards so is safe for students and faculty to use.

Q. Can anyone join my class or meeting?


A. Virtual class or meeting hosts can lock your virtual meeting room so no one can enter and disturb.

Locking the virtual meeting room is recommended for confidential conversations between students and faculty, so that others don't accidentally join the meeting.

Q. Will other students see my mobile number?

A. Your personal information is not shared in Webex, only your institution email address.

Q. How will I know when there is a member in a Space not from our school?

A. Spaces with external members will display this icon. 

Q. Will classes or meetings be recorded?

A. Sessions may be recorded by your professor or meeting host. There will be an icon confirming recording.

Q. Where will my recordings be stored and who has access?

A. Your class recordings are stored on your class Webex site and anyone in your class can view them. If you record a non-class meeting, the recording will post in a Webex Teams Space.

Q. Can people outside of the Space see our messages?

A. No one can see messages in a Space, unless they are added to the Space- except your school's security officer.

Q. Can deleted messages be retrieved?

A. Deleted messages can only be accessed by the school security, so no message is ever lost, in the case of a school sanctioned investigation.

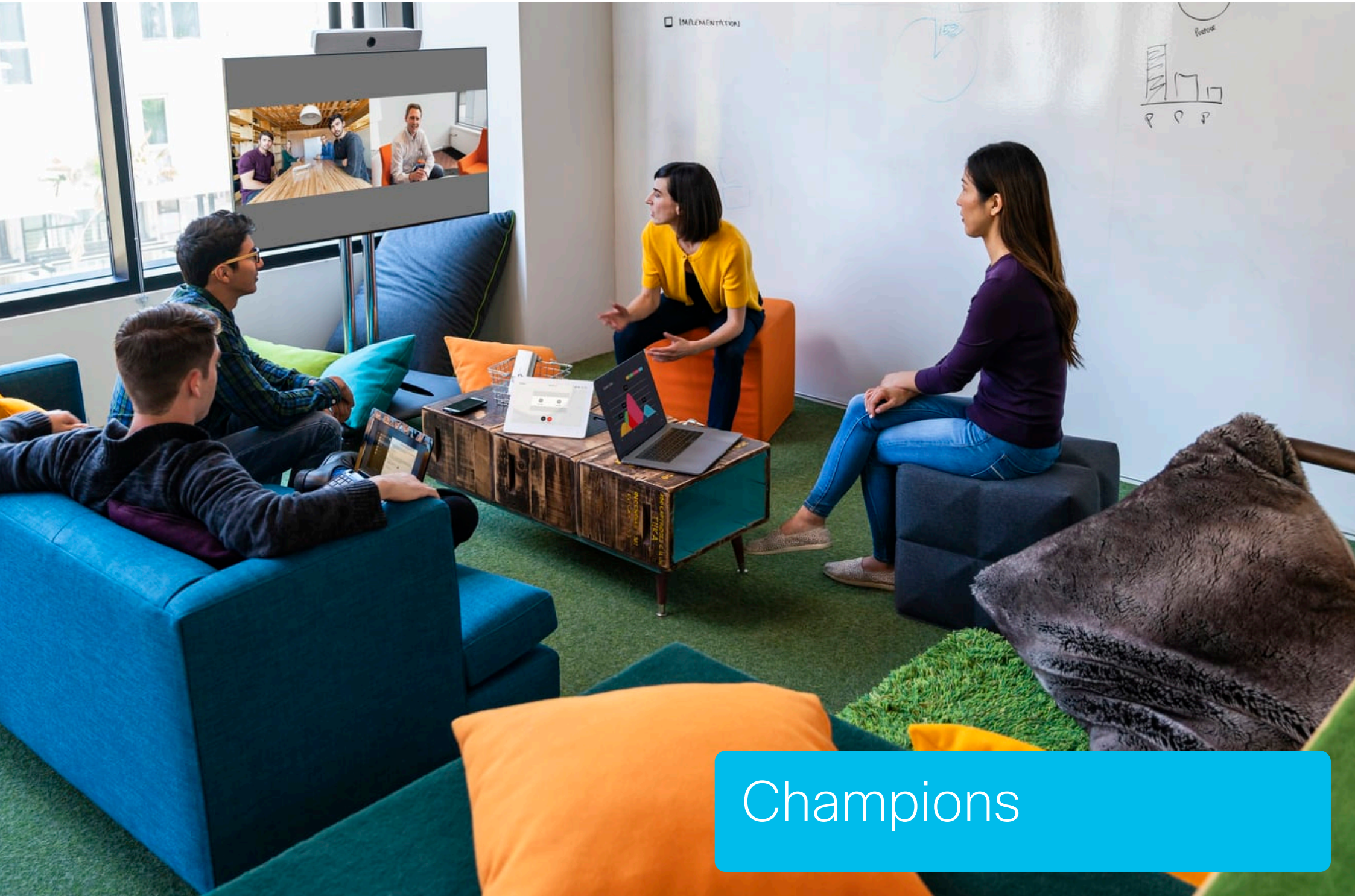
Q. Can you remove someone from a Space?

A. Yes, you can be removed or remove yourself.

Other concerns or questions?

Please contact the Webex administration team or your IT helpdesk.

Cisco Webex



Champions

Pillars of Success: Champions

Supporting, enabling and connecting your champions are the key principles to a successful network.

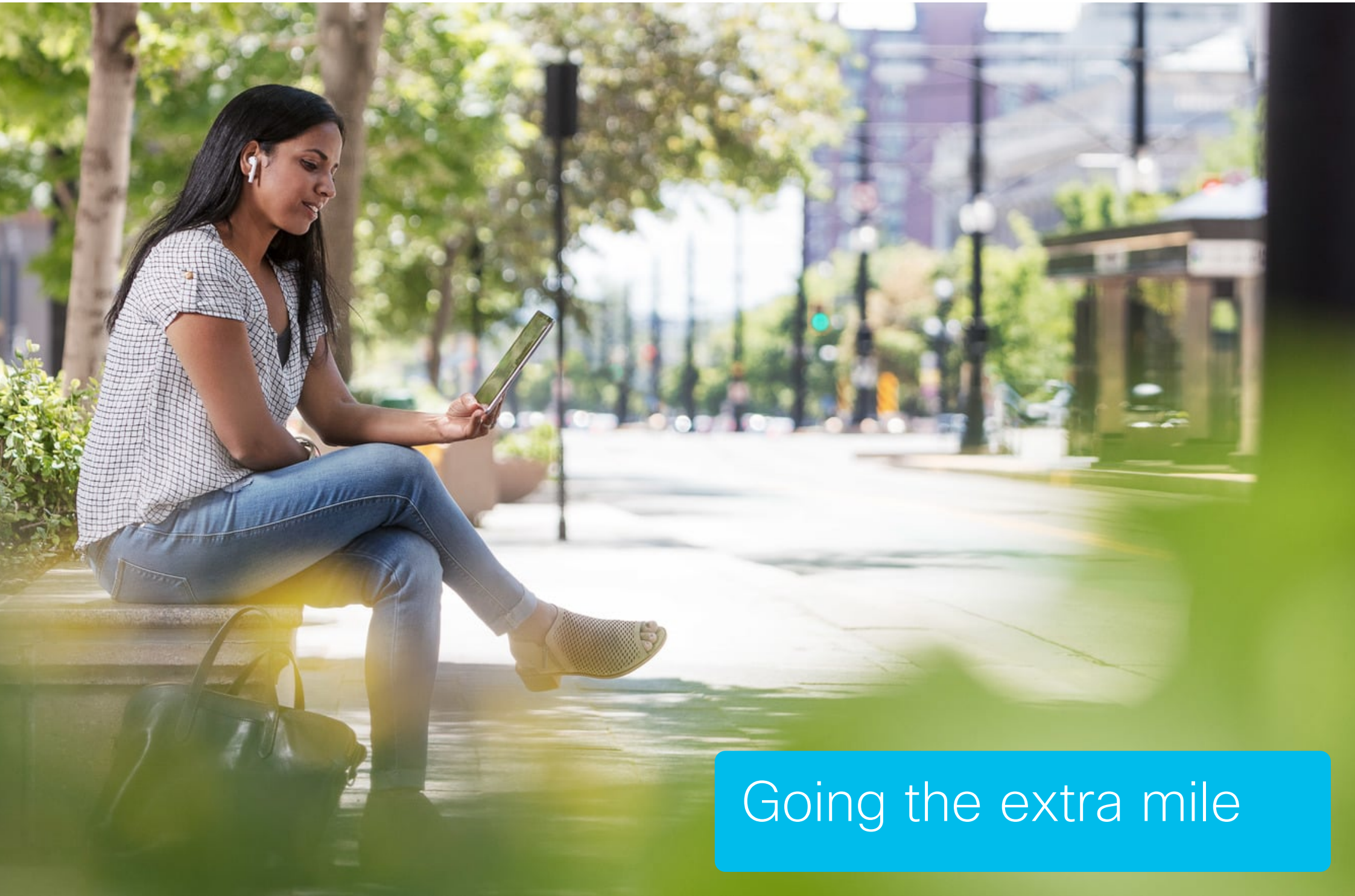
Faculty leaders, peer mentors, peer leaders, and student leaders

A strong selection of champions will make all the difference to your adoption efforts. They will be your early enthusiasts but also your invaluable critics. Not to mention one of your most effective communications channels across campus.

Here are some tips for creating a strong champions network:

- Look to bodies like student government and extracurricular clubs to find Webex advocates (enthusiasts/cheerleaders?)
- Host in-person meet-ups, like a lunch and learn on campus, to discuss how faculty and students are adopting Webex.
- Use Teams to connect your champions so they always feel supported (student to student support and sharing)
- Reward participants with university swag (bags, mobile chargers, clothing, etc) that highlights them as champions.
- Encourage sharing in different Spaces to let champions see success stories first hand.
- Gather a support network across campus to help deliver effective training to faculty and students. Look for members of faculty, like Teaching Assistants, to lead the way for their colleagues in getting the most out of Webex. The same should be done for students.
- As your “Rockstar” users emerge, find a way to reward them and help them guide others.





Going the extra mile

Going the extra mile

Join the conversation

Come join us in the [Webex Community](#), where you can ask questions, find all of the great content discussed in this toolkit, and more.

Want to put your stamp on it?

Would you like to rebrand or edit the content we've provided? [Download the editable artwork here](#) to share with your designers.

Digital citizen training

Check out these resources that can help you prepare your students to be responsible digital citizens of tomorrow. [Click here to access digital citizenship training](#)



CILC Cisco Connected educator

In partnership with the Center for Interactive Learning and Collaboration (CILC), Cisco has created the Connected Educator professional development program to empower educators and administrators with resources to foster innovation in today's digital classrooms.

The Connected Educator program provides:

- A professional learning community - resources like virtual field trips
- Badges based on ISTE standards that recognize you as a world-class educator



Learn more about the [badges here](#)

Thank you for reading

Webex for Higher Education adoption toolkit

