Microsoft Teams use case: 3: Academic Staff: Faculty/departments/units

Applicable to

- Applies to faculty managers and/or HODs (and/or their delegates) needing to set up a Microsoft Team to collaborate remotely with faculty/department staff or to facilitate working towards a common goal related to the academic project.
- May apply to faculty/department/units staff wanting to know how best to use Microsoft Teams to collaborate within their group.
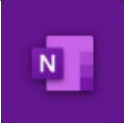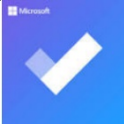
When to use

- Use when you need a collaboration space for your faculty or academic department/unit.

Description

Academic staff within the same faculty or departments using Microsoft Teams to facilitate communications and for collaboration, online meetings and working remotely, effectively and efficiently towards a common goal.

Tools and tabs recommended

Tools recommended

Icon	Tool	Used for:
	OneNote	• Taking informal/formal notes during or after meetings
	Wiki	• Documenting proceedings during or after meetings
	Whiteboard	• Brainstorming during discussions or workshops
	Stream	• Manage recordings of meetings **Note**: Permissions to [meeting recordings](#) should be managed to ensure that they are only made available to those authorised to access them.
	Planner	• Planning and coordinating tasks within the PASS department/unit/group
	To do	• For individual task management which integrates with Microsoft Planner and Microsoft Outlook. **Note**: This is available from the Microsoft Store (not from within Teams) but works well with Planner and Outlook for managing tasks.

	Glossary	• Providing a standard set of terms/acronyms and definitions for use within the committee/group to ensure shared understanding
	Website	• See Tabs recommended section below. **Note:** Only secure links (i.e. HTTPS) may be added.

Tabs recommended

Examples of tabs that might be useful or applicable to different departments or areas:

Department	Title	Used for:
All academic departments	Vula	• Learning management
All academic departments	UCT Libraries	• Quick access to PRIMO for searching academic resources
All academic departments	eRA online	• Research administration
All academic departments	PeopleSoft	• Student administration
All academic departments	ServiceNow self-service portal	• Requesting IT assistance, logging a request, incident, problem etc.
All academic departments	ICTS website	• Referring to UCT IT support information and policies
All academic departments	Finance website	• Referring to UCT Finance information and policies
All academic departments	HR website	• Referring to UCT HR information and policies
All academic departments	SAP ESS	• SAP Employee self service
Other	<other links to websites>	• Providing resources/information to support the activities of the academic staff outside of those provided by Microsoft Teams

Channels recommended

Examples of channels for academic staff

Channels should be created based on the academic staff group's specific needs (such as by topic, discipline, or subject). However, examples of types of channels that you could create are:

- General channel for general discussions, operations, miscellaneous items;

- Administration channel

- Departmental meetings channel

- Channel per programme/module/stream/course

- Private channel for private collaboration or discussions between selected members of department;

- Channel/s for each smaller grouping/team within the faculty, department or unit, if applicable.

Good practices for using channels

Some good practices are listed below, but for a full list of good practices, please see the **Channels** section in the Good practices guide for Microsoft Teams.

Area	Practice/s
Naming of channels	Ensure that you use a reliable and agreed naming convention for channels that will be sustainable in the long run within the team.
Permissions in channels	Can schedule meeting permissions in channels to limit and manage access to meeting recordings to ensure that only those permitted to access recordings can access them.
Private channels	Private channels may be used in committees for private discussions between two or more members of the committee.

Features

- Confidentiality and security

- Communications and chat outside of meetings (using *Posts* tab)

- In meetings

  – Hand raise

  – Chat

  – Attendance count

  – Meeting roles

  – Meeting recordings

  – Manage meetings documentation

- Engaging with external parties/guests

Related tips, tricks and FAQs

- Orientation: Getting to know the Teams user interface

- Microsoft Teams best practices guidelines

- [Setting up your new Team](#) ([creating an icon](#), [name](#), [setting up channels](#), etc.)

- [Meetings FAQ](#)

  – [Manage your meetings using Teams](#)

  – [Meeting roles](#)

  – [Permissions](#)

- [Tips and tricks](#)

- [Teams at UCT](#)

- Organising your list of Teams ([ordering](#), [pinning](#), [hiding](#))

- [Adding Tools/apps to the sidebar](#)

- [Using the Microsoft Help feature within Teams](#)

- [Using your Activity feed within Teams](#)

- [Finding information within Teams](#)

- [Archiving an expired team](#)

- [Creating and using private channel](#)

- Engaging with communication methods within and to Teams ([announcements](#), [@mentions](#), emails to [channels](#) or [individuals](#), etc.)