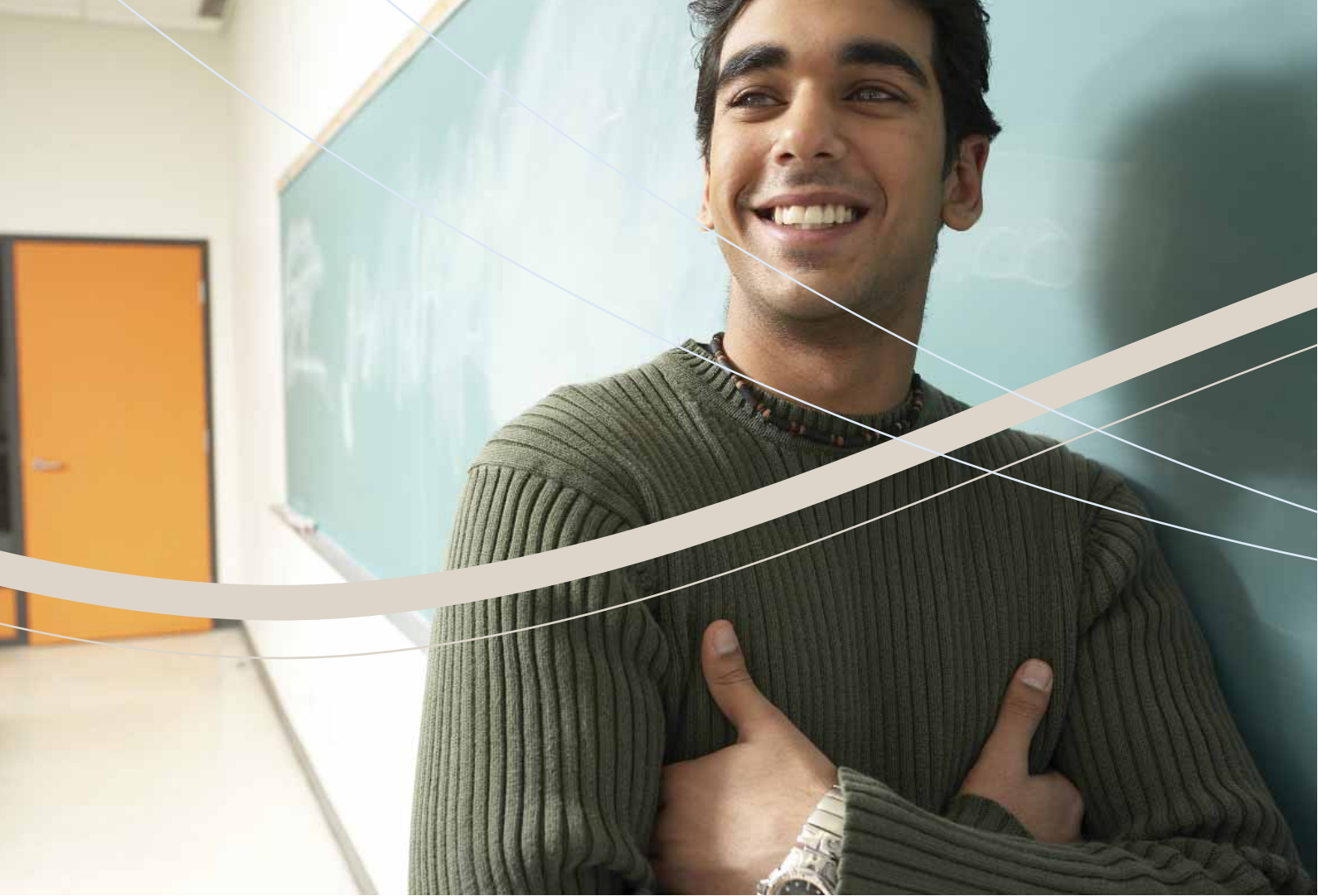


Education solutions



FOR PRIMARY AND SECONDARY SCHOOLS – EMEA REGION





Education communications the challenges

Meeting the needs of Primary and Secondary Schools

Good communications are at the heart of a successful school. Mitel® offers educators the means to harness new communications technology and create new ways of learning, while improving collaboration between students, parents and the school.

1

Challenge

Educators lack flexibility to communicate while in the classroom or outdoors due to a lack of phones.

Solution

With Mitel, you can deploy desk phones or soft phones which reside on a PC to improve communications for teachers. Staff can use a wireless phone outdoors and also remotely manage cameras and other devices.

2

Challenge

Parents play a key role in a student's success in school. Schools are seeking ways for parents to become more involved in their child's education.

Solution

With Mitel, more cohesive engagement between the school and parents is now possible. Teacher-to-Many-Parent Collaboration offers parents the means to communicate virtually, about recitals and school trips or to discuss issues such as bullying or anti-social behaviour.

3

Challenge

Schools are challenged by the sheer volume of calls reporting a child's absence in the morning. It's difficult to answer the call and get the message to the teacher in a timely fashion.

Solution

Schools can benefit from an advanced voicemail system that enables parents to phone in and leave a message reporting a child's absence. Members of staff affected by the absence are informed via the e-register.

4

Challenge

Telephone access is often restricted to the teacher's room with no access to voicemail, making it difficult for teachers to respond to inquiries in a timely manner.

Solution

Mitel offers a variety of voicemail options, supporting access either from a phone or a PC. Voicemail is an effective way to help teachers be more connected with parents and staff, enabling them to be more responsive.

5

Challenge

Many schools have limited ability to respond quickly in emergency situations due to the lack of capabilities of the existing phone system.

Solution

To get a message to parents quickly, send bulk SMS messages through Mitel contact centre management software. Not only will this be an effective means of notifying parents in an emergency, but can reduce paper waste when communicating with parents.

6

Challenge

Many students require after school support for homework, but communications are fixed to school hours.

Solution

With new communications technology, students and teachers can work together remotely. Mitel's conferencing and collaboration tools help educators reach out to students to support distance learning, group collaboration, mentoring services, and more.



Using communications tools to overcome the challenges in education

While there is pressure to use technology in the class room, teachers and administrators find it clumsy and complex. For technology to be of benefit to schools it must be integrated and easy to use. Mitel strives for innovation at the desktop and is at the forefront of designing communications tools that offer end users both simplicity and seamless access to communications. Mitel is committed to delivering tools that make it easier to communicate.

Benefiting schools in many ways

IP Communications from Mitel provide schools with a more effective method of handling of calls. Schools can be more adept at managing incoming calls at busy times of day while developing new ways of communicating after the school day is over.

Mitel IP Solutions enable schools to provide:

- **Better call handling:** Improve response times for incoming calls.
 - **Enhanced staff and student safety:** Improve school safety by deploying communications tools which offer safety features to provide an early response to a crisis.
 - **Easier communications for teachers and staff:** Ensure teachers and staff alike have access to communications both in the classroom and around the school grounds.
 - **Minimise class disruption for teachers:** Provide discreet communications tools for teachers to use while teaching.
- **Timely notification to parents:** Take advantage of SMS messaging to provide timely notification about closures.
 - **A homework hotline:** Equip teachers with broadband telephony to provide additional support to students after school.
 - **A means to reduce carbon footprint:** Reduce paper waste by using SMS text messaging to notify parents.
 - **Active parental engagement:** Foster supportive parent-teacher communications through the use of ad hoc collaboration tools.



Enhancing the overall learning experience

Teachers

Over and above the improvements in communications deskphones can provide to schools, the opportunity to extend the school beyond the confines of the school gates can create new ways of enhancing the learning experience.

Teachers can make calls on a PC without the need for a desktop phone or a mobile. Schools can easily extend communications to a teacher's home with broadband and a Mitel Your Assistant softphone. This can have a positive impact on the quality of life for teachers who are often forced to work long after the school day is done.

Using broadband telephony from Mitel, teaching assistants and part-time teachers can help support after hours student activities such as a homework hotline, and support different schools within the LEA without being tied to a geographic area. This can help to reduce the pressure on teachers by streamlining resources and enable those who are keen to support students to get involved.

With Your Assistant, teachers can conduct discreet communications during class via secure instant messaging. Only people using Your Assistant within the school network can interact with one another. Teachers will not be disrupted by outside sources and can stay in contact with other members of staff.



Parents

Studies have found that students with involved parents are more likely to earn high grades and test scores, and enroll in higher-level programs. However, over half of dads and over two thirds of mums have less than an hour of free time a day.

Schools can help parents become more involved in their child's education with collaboration tools from Mitel. Parents no longer have to visit the school, instead, teachers and parents can have more frequent and informal contact using broadband and web conferencing tools from Mitel.

Schools can overcome the challenges of getting information to parents through the convenient use of text messaging. The common problems of lost and forgotten notes can be a thing of the past by taking advantage of text messages through Mitel contact centre management technology. Schools can notify

parents about due dates for upcoming assignments and school half-term breaks, as well as important health notices and parent-teacher interviews. Not only will this eliminate the problem of using children as the communications link with parents, but will eliminate unnecessary paper waste, contributing to a greener environment.

Rather than being frustrated by a busy signal, schools can leave a great impression with parents by using advanced voicemail for reporting absences. An advanced voicemail system enables parents to phone in and leave a message when a child is not attending school. This message is logged and members of staff affected by the absence are emailed. At a glance, the school can effectively monitor student absentee levels.

Students

Providing students with a supportive learning environment is key to ensuring that they stay in school longer and don't become disillusioned with education. Good communications are a vital part of the learning process. IP communications provide new ways to support the learning environment and to change the way schools can support students beyond the classroom.

With Mitel, schools can extend the classroom so students can collaborate with teachers or other students regardless of location. Schools can connect to support each other for specialised subjects. Students can learn virtually without leaving the school. Using Mitel video and web conferencing, students can participate in specialist subjects not available at their school.

With Mitel contact centre management tools and broadband telephony, schools can set up a homework hotline to support students who need extra help with a subject. Schools can engage with teaching assistants and part time teachers to support students with their homework assignments and revision without having to be based at the school.

Schools can take advantage of Your Assistant collaboration tools to facilitate information sharing within student workgroups. Through federation capabilities, schools can work together on joint projects to enhance the learning experience.

With Mitel conferencing and collaboration tools, schools can take virtual fieldtrips, expanding the learning experience without leaving the school.



Providing a safe learning environment

Mitel offers a number of security features to provide safety enhancements for schools.

SMS Text Messaging

With Mitel IP communications, schools can send information to staff and parents during an emergency situation:

- Send SMS notifications to parents in the event a child fails to turn up at school.
- Send notifications to parents in event of a crises or notification of a public meeting.
- Encourage students to report incidents of bullying and graffiti.

Malicious Call Tag

Malicious Call Tag plays a critical role in tracing nuisance or threatening calls into the school.

Paging

Paging enables instant placement of individual classroom, school-wide, groups of schools or district-wide pages and will page a device even when it is in use.

Emergency Announcements

Alerts callers of real-time changes to school or district operating information e.g., school closures, health alerts.

Emergency Meet-Me-Conference

School safety officials can be automatically brought into a conference call to obtain real-time information from school management during emergencies.

Wireless Phones

Wireless phones enable school security guards to be alerted of an emergency. Raise an alarm on the phone or send a silent alarm to the handset via a text alert to designated emergency personnel.

Report It Hotline

Parents, students, teachers, staff and administrators can leave an anonymous message concerning a potentially threatening situation or to report on bullying.



Easy communications for all

Classroom phones, common area phones and wireless phones ensure that teachers can be reached, whether they are in the school or on the school grounds.

Classroom phones minimise the isolation felt by teachers and facilitate better internal school communications.

Voicemail eliminates the need to rely on the school secretary for taking messages and monitoring pigeon holes for notes. The voicemail system can also be used to record homework assignments and event reminders that parents and students can access.

Hot Desking facilitates teacher rotation between classrooms, allowing desktop phones to be shared, meaning faculty members have access to their own phone preferences, such as call forwarding profiles, speed-dial numbers and personal extension numbers.

Improved accessibility can be gained through Mobile Extension, which twins a user's deskphone to their mobile phone or WIFI/IP DECT phone. One number will ring all devices simultaneously, allowing the user to take the call from the device that is most expedient, depending on where the user is. Mobile Extension works with ANY mobile phone and works with ANY service provider. One voicemail box is shared amongst all devices.

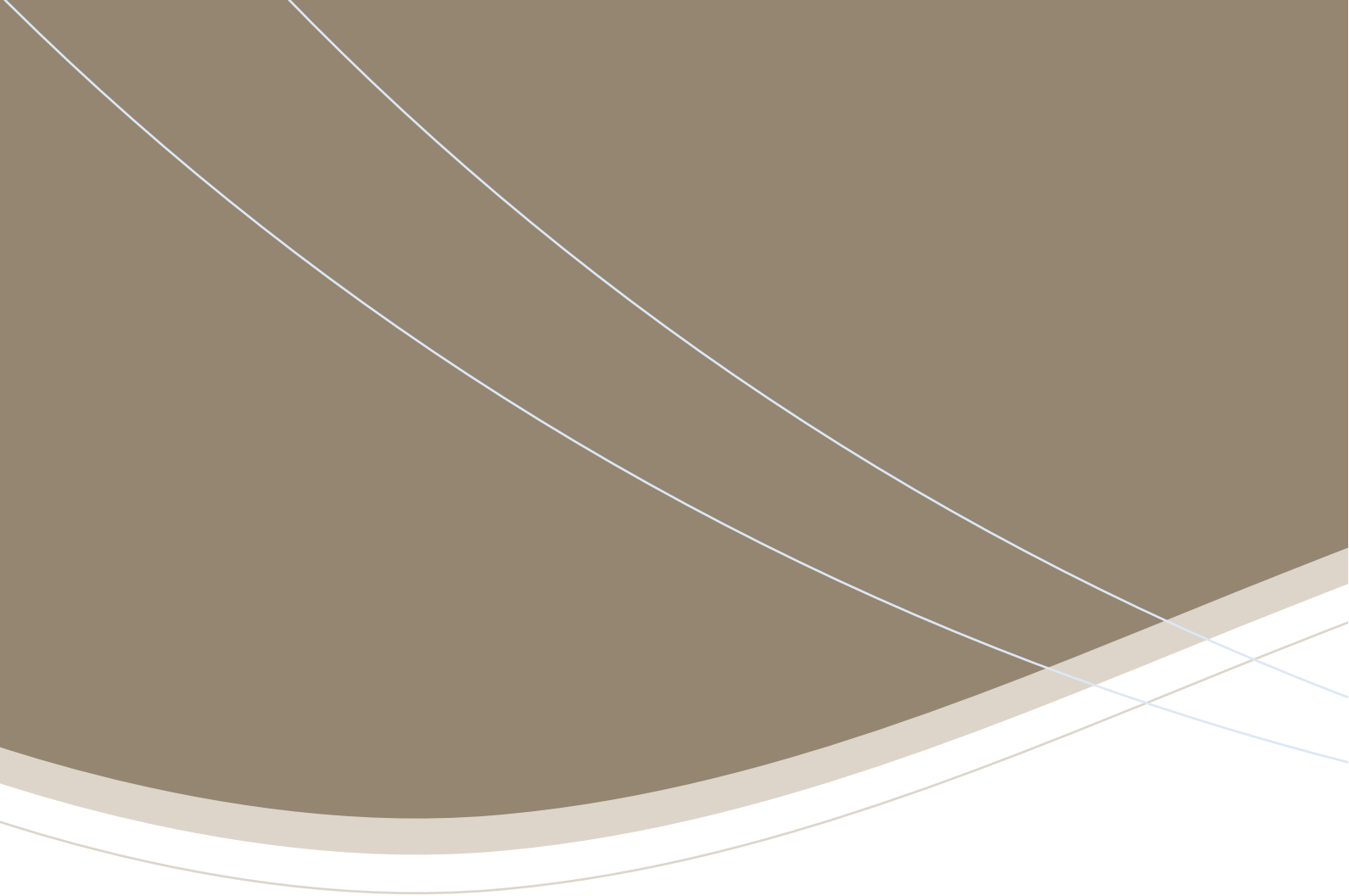
Once a school has a wireless network in place, it can be used for many things, including wireless telephony. Mitel has partnered with SpectraLink to offer Wireless Telephones to provide more than just voice capabilities as they are designed with two way messaging capabilities. This phone can communicate via text message or send and receive messages from alarm systems:

- Alarms are converted to text
- Send messages to Windows Mobile platforms
- Users can escalate critical text messages manually or automatically
- Integration with RFID location tracking system with WiFi handsets
 - Prioritise call by the closest personnel rather than by scatter gun

With such capability available the phone can be used to activate a video camera and change its position. It can also be used to change temperatures in a classroom and secure doors that have been left ajar.

Mitel is a key supplier to educational institutions in the UK. From primary through to post secondary institutions, Mitel has been instrumental in enabling learning through enhanced communications, a core part of ICT.

From Blandford School and the University of Surrey through to Dalkeith Schools, Education Bradford and the University of Warwick, Mitel provides the UK education sector with communications technology which forms the foundation for excellence in learning.



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