



Case Study

XMA partners with Teesside University to adopt Future Facing Learning



Since the beginning of 2018, XMA has supported Teesside University in delivering their Digital Development Programme, part of the institution's Future Facing Learning (FFL) Strategy. FFL empowers students to deliver impact on a global scale by providing them with the knowledge, skills, and tools they need to achieve sustainable success in a globally connected workplace.

The FFL strategy also encompasses all teaching staff across the university, by giving them the confidence to embrace new technologies in the delivery of their lessons. This project was focused on the efficient deployment and management of the right technology, bespoke training and coaching for students and staff, and on-going support post-deployment.

XMA were chosen to deliver this project because of our experience in delivering large scale projects of device deployment and management across the public sector, as well as our in-depth knowledge and accreditations in the education market.

"We chose to partner with XMA on this project because we felt from the outset that XMA understood that this wasn't a technology led project; it was all about the pedagogy, and understanding what we were aiming to do when transforming the student experience." said Jonathan Eaton, Academic Registrar at Teesside University.

"This project has been transformational across Teesside University, completely changing our approach to learning and teaching."

Jonathan Eaton, Academic Registrar



Mobile Device Management

In support of the university's FFL strategy, first year undergraduates and teaching staff were to receive iPads as an essential learning tool for the new academic year of 2018.

XMA managed the iPad deployment to students during 2 weeks of September 2018. We set up dedicated 'iPad Centres' which were staffed by XMA engineers at various locations across the campus where students were enrolling in their courses. Once a student had enrolled, they collected their iPad from XMA after presenting a form of ID. Once the ID was confirmed, the asset and serial number of the iPad was scanned via barcode and automatically registered with the username and student ID.

Professor Mark Simpson, Pro Vice-Chancellor (Learning and Teaching) at Teesside University, told XMA, **"What we were keen to do, was to provide devices that were relatively easy for students and staff to be able to use. We also wanted to be able to manage those devices."**

Upon this feedback, a major consideration for XMA was the management of such a large multitude of devices; Teesside University needed a simple form of Mobile Device Management (MDM). XMA completed the implementation and deployment of the first tranche of iPad under an MDM service; the JAMF Pro solution. The JAMF Pro solution allows XMA to support every learner's needs by installing any relevant apps and software they require for their studies. Without even needing to have the physical device in our hands, we can work with the university to manage student devices from anywhere in the world.

**“ This wasn't about the distribution of technology; ”
it was about learning and teaching.**

Mark said **"this wasn't [just] about the distribution of technology; it was about learning and teaching. That was always at the heart of what we were doing,"**

"The thing that excited me most about this project was the opportunity to do something completely transformational within the university," added Jonathan Eaton, Academic Registrar at Teesside University.

"Focusing on the student experience, but most importantly - under-pinning that with new approaches to staff development."

"We decided to use iPads as the device to roll out across staff and students because we recognised that the sort of technology that Apple were introducing was perfect for the flexibility that our students demand in the modern learning environment." explained Jonathan.



With this in mind, XMA worked closely with the staff across the University to facilitate the learning and teaching with the iPad devices. It was extremely important that their staff felt confident using of the pre-installed software, both inside and outside of the classroom.

The Digital Development Programme

We assigned a dedicated team of trainers for Teesside University, including Dr Steve Bunce who is a certified Apple Professional Learning Specialist, Apple Distinguished Educator and Microsoft Master Trainer. Dr Steve Bunce played an integral role in creating the FFL Digital Development Programme and hosted a number of sessions with the staff. These sessions included hands-on activities with their iPads, collaborative use of Microsoft Teams, and accessibility options in Office 365.

XMA have advanced accredited in-house skills around the core technology platforms of Apple and Microsoft.

“We have a fantastic team of in-house team of experts,” explained Andrew Jewell, Lead Learning Consultant at XMA.

“We really looked to bring those experts together to create a plan that was flexible and addressed the key goals of FFL at Teesside University.”



In support of the FFL Strategy to transform the learning and teaching, XMA also designed a digital toolkit for the iPads, which was developed around Teesside University’s preferred platforms, Apple and Microsoft. We wanted to empower students with the necessary skills to improve their future opportunities when entering ‘the world of work’. The digital toolkit included assets such as O365 suite, BlackBoard VLE, and an entire suite of Apple educational apps supporting initiatives such as Everyone Can Create.

Our work doesn’t end there...

XMA’s relationship with Teesside University doesn’t end there. We continue to support the university by ensuring that our Service Desk team are regularly engaging and continuously offering support whenever they need. This forms a single point of contact between XMA and the university, acting as an interface for communication. Our Service Desk analysts are based on-site at Teesside University for the 4-year duration of the contract - our support for Teesside is always ongoing.

In terms of staff development, work with the university continues. With another 4,000 iPads still in the pipeline for September’s student intake, we have ongoing coaching cycles to ensure effective integration of the iPad into teaching modules. We continue to work closely with the Digital Learning Team at the university to accomplish this. This is a well-developed, long-term support model XMA has established with the university, to ensure learning and teaching transformation is at the forefront of their digital learning strategy.

“To have XMA on board is fantastic and they have been extremely supportive of what the University is aiming to achieve through the use of digital technology.”

Paul Durston, Digital Learning Manager
at Teesside University



“One of the main benefits of the iPad is using apps like Teams, where you can communicate with your teachers across the campus.”

Teesside University student

“We feel that this project has been a great success, not only for the university, but equally for XMA. It's been incredibly rewarding for us to be a part of this transformational journey that Teesside University are on, and we look forward to continuing the project with them.”

Albert Seminerio,
Business Development Manager at XMA

“This project has been transformational across Teesside University in completely changing our approach to learning and teaching; and delivering a step change, in how we approach the development of digital skills in both staff and students.”

Jonathan Eaton,
Academic Registrar at Teesside University

“The success of the project has been that we've worked with XMA to get our staff to be able to use the tools, and to understand the need for the cultural change in terms of introducing broader technology into the classroom.”

Professor Mark Simpson, Pro Vice-Chancellor
(Learning and Teaching) at Teesside University

“85% of students across the institution are using their devices and related software in all of their modules.”

“We have worked with XMA to get our staff to use the tools, to understand the need for the cultural change in terms of introducing broader technology into the classroom.”

Professor Mark Simpson, Pro Vice-Chancellor
(Learning and Teaching)



XMA can transform your institution.
Contact the HE sales team today!