MODERN COMMUNICATION FOR LEARNERS, FACULTY, AND CAMPUS OPERATIONS

Unified Communications as a Service (UCaaS) brings together voice, video, messaging, and collaboration tools in a single cloud platform.¹ For education, UCaaS helps improve student engagement, simplify faculty collaboration, reduce costs, and deliver secure, accessible learning experiences across campuses and online classrooms.

Why UCaaS Matters in Education

- Hybrid and remote learning are here to stay.
- Students, faculty, and staff juggle multiple apps and tools.
- Legacy PBX and phone systems are costly to maintain.
- Campuses need secure, scalable communication that adapts to change.



Did You Know?

60% Cost Reduction

by **50-60%**.2

2.6x Faster

> enable **2.6x faster** decision-making.

80% of Organizations

By 2027, **80% of** organizations will host

How UCaaS Supports Education Communication



For Students Access learning anywhere: on campus, at home, or on the go.

- Real-time captions, transcription, and translation improve accessibility.
- Chat and collaboration tools increase engagement in group projects.
- Virtual office hours, tutoring, and advising with seamless scheduling. Better collaboration across departments and campuses.

Consolidates email, video, and chat into one platform.



For Faculty and Staff

- **For Campus Operations** Cloud scalability for peak demand (e.g., admissions, registration).



- Secure communication during emergencies or disruptions.
- Integration with LMS, SIS, and productivity tools like Microsoft Teams.

Aging Infrastructure: Legacy phone and

Challenges Facing Education Institutions



- conferencing systems. Multiple Siloed Tools: Students and staff switching between apps.
- Bandwidth Demands: Video classes strain networks.
- **Equity and Access:** Not all students have reliable Internet or devices.
- Compliance and Privacy: FERPA and data protection requirements.
- faculty and staff.

Change Management: Training adoption for

Unified Platform: Bring voice, video, messaging, and file sharing together.

UCaaS Solutions for Education

Blackboard, Moodle), SIS, and productivity apps. Accessibility Features: Live captioning, transcription, and screen reader support.

Integrations: Seamless with LMS (Canvas,

Al-powered Tools: Virtual assistants, lecture summaries, engagement analytics.

Cloud Reliability: Redundancy and business

- continuity for learning anywhere. Security and Compliance: Encryption and policies to protect student data.



ensuring continuity during inclement weather or emergencies. **Higher Ed:** University adopts UCaaS to unify



communication across multiple campuses, improving collaboration between faculty and supporting hybrid learning. **Community College:** Replaces legacy PBX system with UCaaS, reducing operational costs by 50% and enabling flexible student support services.²

K–12: District implements UCaaS for virtual classrooms and parent-teacher conferences,

Best Practices for UCaaS in Education

(e.g., one department or campus). Train faculty, staff, and students for adoption. Ensure network readiness for video

Scale across the institution with phased rollout.

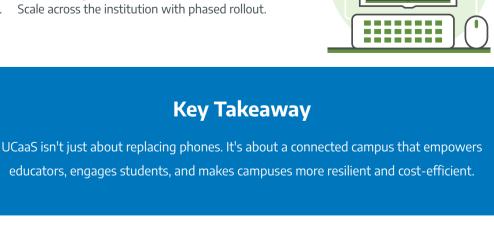
Monitor usage and collect feedback.

Start with a pilot program

and collaboration.

6.

Key Takeaway



educators, engages students, and makes campuses more resilient and cost-efficient.

Digital Workspace Contact an Expert

How Connection Can Help

Explore our Solutions and Services

1.800.998.0067