



ISTE Seal Review Findings Report

Microsoft
Certified Coach

2024



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ABOUT

ABOUT ISTE

The International Society for Technology in Education (ISTE) is home to a community of global educators and solution providers who are passionate about using technology to revolutionize learning. Our vision is to create a bold community where education innovators are supported in reimagining and redesigning learning with a focus on using technology to create transformational and equitable experiences for learners. We're making this vision a reality by delivering practical guidance, evidence-based professional learning, virtual networks, thought-provoking events and the ISTE Standards.

ISTE SEAL

The ISTE Seal serves as a mark of high-quality product design for solutions that enable and guide high-quality learning. By choosing to demonstrate their commitment to supporting best practices for teaching and learning, these products show a purposeful and meaningful dedication to practical usability, digital pedagogical implementation, and the ISTE Standards. With a focus on user experience, product usability, and the most essential elements of instructional technology today, the ISTE Seal provides a set of criteria and simple indicators to guide educators, students, and technology directors toward the very best products on the market.

ISTE awards a Seal only after an extensive analysis conducted by trained ISTE reviewers that ensures a product meets all critical elements under specific review criteria.

By earning an ISTE Seal, ISTE verifies that this product:

- Promotes critical technology skills.
- Supports the use of technology in appropriate ways.
- Incorporates digital pedagogy and the learning sciences.
- Addresses key elements of tech usability, user experience and user interface.
- Aligns to ISTE Standards in specific ways.

RESOURCE DESCRIPTION

WHAT IS *Microsoft Certified Coach*?

The Microsoft Certified Coach Program is a certification program designed especially for instructional coaches. The program is aimed at instructional and Edtech coaches who are actively working with schools and teachers and provides a solid foundation and strategy for coaches navigating the 21st-century teaching and learning landscape.

The Microsoft Certified Coach program combines coaching research, classroom strategies, and digital tools—all guided by the ISTE Standards for Coaches and modeling Microsoft technology for education using Microsoft Teams as the learning platform.

HOW IS *Microsoft Certified Coach* IMPLEMENTED?

The program kicks off with a two-day in-person workshop. After attending the workshop, participants are eligible to join the Certified Coach online community, which provides support, resources, and networking opportunities. In the six months following, participants work to build a portfolio of their coaching practice. Coaches receive personalized guidance throughout the portfolio process and access to monthly virtual sessions with timely content from edtech experts. Upon approval of the portfolio, participants receive the Microsoft Certified Coach credential and certification from Microsoft.

This program is ideal for a variety of audiences, including: coaches participating in one of the current Microsoft Educator programs, coaches currently (or will be) working with classroom teachers using Microsoft technologies in the upcoming school year, school leaders who work in a coaching capacity using Microsoft tools and would like to expand their knowledge as learning leaders, and district educational technology coordinators and instructional technology specialists who support the implementation of appropriate use of technology integration in the classroom.



ISTE SEAL REVIEW

Product: Microsoft Certified Coach
Product Type: Professional Development
Organization: i2e
Date of Award: August 2024

REVIEW METHODOLOGY

ISTE Seal reviews are conducted by a distinguished panel of experts in education, instruction, and technology. These experts utilize the most up-to-date data provided by the organization to conduct thorough evaluations of each solution. The evaluations focus on assessing the solution's performance in addressing specific elements outlined in the technical and pedagogical usability framework and the ISTE Standards.

To complete their rigorous evaluations, the reviewers utilize a comprehensive rating system, categorizing each solution as either "meets expectations" or "does not meet expectations." This assessment covers both the required and optional "Look Fors" outlined in the application. To ensure the validity and reliability of their results, the reviewers regularly engage in calibrations. Final review findings are then analyzed and combined, providing an overall score for alignment with each indicator.

At ISTE, we take great pride in our unwavering commitment to delivering results that schools and districts can have full confidence in. To be deemed education-ready learning solutions, products must meet the high standards in learning sciences, user experience and interface, accessibility, and content quality.

SCOPE OF REVIEW

Microsoft Certified Coach was reviewed against the technical, pedagogical usability framework and the ISTE Standards to determine whether **the solution is education-ready**. ISTE reviewers examined all evidence provided by the organization and interacted directly with the product.



REVIEW FINDINGS

ISTE STANDARDS: The ISTE Standards provide the competencies for learning, teaching, and leading in the digital age, providing a comprehensive roadmap for the effective use of technology in schools worldwide. Grounded in learning science research and based on practitioner experience, the ISTE Standards ensure that using technology for learning can create high-impact, sustainable, scalable, and equitable learning experiences for all learners.

Change Agent 4.1.a & 4.1.d

Create a shared vision and culture for using technology to learn and accelerate transformation through the coaching process. Recognize educators across the organization who use technology effectively to enable high-impact teaching and learning.

Connected Learner 4.2.a


Pursue professional learning that deepens expertise in the ISTE Standards in order to serve as a model for educators and leaders.

Learning Designer 4.4.d


Model the use of instructional design principles with educators to create effective digital learning environments.

Data-Driven Decision-Maker 4.6.b & 4.6.c


Support educators to interpret qualitative and quantitative data to inform their decisions and support individual student learning. Partner with educators to empower students to use learning data to set their own goals and measure their progress.

FEEDBACK	OUTCOME
<ul style="list-style-type: none"> • The program guides educators in developing a shared plan for technology integration while also facilitating the exchange of best practices through online collaboration. • Participants use Teams as their professional learning community platform for ongoing connection with peers and experts. • Strategies for effectively using technology are foundational to evaluating learning artifacts submitted by learners. 	




<ul style="list-style-type: none"> Coaches learn to gather and interpret data through Microsoft Teams tools while also exploring specific resources like the Reading Progress tool and data analysis templates to help them support teachers in using data to inform and improve their instruction. 	
<p>DIMENSION 1: USER INTERFACE AND AGENCY</p> <p>Definition: The design of the product interface and user experience helps the learner quickly and reliably achieve professional growth goals. This dimension includes features related to interface design, learnability, navigation, maximizing time on task, control over actions, and general usability.</p>	
<p style="text-align: center;">FEEDBACK</p>	<p style="text-align: center;">OUTCOME</p>
<ul style="list-style-type: none"> The platform includes an easy-to-find login with single sign-on (SSO) capabilities and a mobile app for access on other devices. An easy-to-understand tile arrangement creates a clean navigation experience. The left navigation bar contains key elements and tools, and teachers can rearrange and hide items as needed. The customizable course home page allows for arranging and linking to other Microsoft products as needed. 	
<p>DIMENSION 2: LEARNING DESIGN</p> <p>Definition: The product has features that exhibit and promote the design and customization of learning episodes in ways that align with research-based best practices, including those rooted in the learning sciences.</p>	
<p style="text-align: center;">FEEDBACK</p>	<p style="text-align: center;">OUTCOME</p>



<ul style="list-style-type: none"> • Learning modules introduce and reinforce clear objectives, linking learning, tasks, and reflections to these goals throughout the program. • Personal notebooks and regular reflection tasks support educators in setting and monitoring progress toward their goals. • The program uses exemplars aligned with learning objectives to guide roleplays and provide feedback. • Mixed media materials are visually appealing and present information clearly and concisely. 	
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DIMENSION 3: DIGITAL ANDRAGOGY

Definition: The product is designed to support the development of professional digital learning capabilities, knowledge, and skills. This dimension focuses on how technology can help educators and coaches create the best possible learning experiences, including the social and learning affordances that digital professional development products uniquely offer.


FEEDBACK	OUTCOME
<ul style="list-style-type: none"> • Learning tasks direct learners to use their own context, students, and classroom, with each task individualized to the learner's situation. • The program highlights Microsoft's powerful toolbox, which is embedded into the skills needed to become an effective coach. • Synchronous and asynchronous collaboration tools provide opportunities for peer feedback and annotation. 	

DIMENSION 4: INCLUSIVITY

Definition: The product helps coaches provide scenarios and real-world examples so that




educators can provide relevant learning experiences for interactions with people from many cultures, backgrounds, and abilities. Also creates and supports learner motivation and agency in the learning process.

FEEDBACK	OUTCOME
<ul style="list-style-type: none"> • Photos of people in various educational and professional roles reflect diversity, using real, current photos in multiple contexts. • Templates and prompts continually guide learners in how to facilitate authentic conversations anchored in empathy. • The platform includes multiple tools for accessibility, including closed captioning and speed control on videos. 	

DIMENSION 5: ASSESSMENT AND DATA

Definition: The product uses formative classroom observations, self-assessments, and/or educator data – informs learning experiences that help make visible what the educators know and don't yet know – to generate data that informs coaches and facilitators about teacher knowledge and skill gaps, and provide teacher assessment feedback that is specific, actionable, and constructive. As such, it guides coaches' instructional decisions and educators' learning journeys.

FEEDBACK	OUTCOME
<ul style="list-style-type: none"> • Formative assessments are embedded throughout learning episodes and directly related to the episode's objectives. • Rubrics and assessment criteria are aligned with the ISTE Standards for Coaches. • The program guides learners in curating assets and artifacts for their portfolio, and narrative-based and actionable feedback allows learners to revise and resubmit their work. • Learner activity is available in a clear dashboard with filterable analytics. 	

CONCLUSION

The Microsoft Certified Coach Program leverages the power of Microsoft Teams and other Microsoft tools to create a comprehensive learning environment that aligns with the ISTE Standards for Coaches. The program excels in its user interface design, offering an intuitive and customizable platform that allows coaches to easily navigate and access resources. The learning design is thoughtfully structured, with clear objectives and various multimedia content to support different learning modalities. Incorporating personal notebooks and regular reflection tasks encourages coaches to set and monitor their professional growth goals effectively.

One of the program's strengths lies in its approach to digital andragogy, where learning tasks are contextualized to the coach's own environment, promoting authentic and relevant learning experiences. The program also reflects diversity in its content and encourages empathy-centered coaching practices. The program's assessment and data practices are robust, with formative assessments aligned to learning objectives and a portfolio-based final assessment supporting a growth-oriented learning process.

Overall, the Microsoft Certified Coach Program offers a valuable and comprehensive professional development experience for instructional coaches, equipping them with the knowledge, skills, and tools to effectively support educators in leveraging technology for high-impact teaching and learning. The program's alignment with ISTE Standards and its integration of Microsoft's educational technology tools make it a strong choice for coaches looking to improve their practice.