



## Equality Impact Assessment – Microsoft Stream

EqlA covers policies, provisions, criteria, functions, practices and activities, including decisions and the delivery of services, but will be referred to as 'policy/practice' hereinafter.

A. Policy/Practice (name or brief description):

### Microsoft Stream

**Microsoft Stream (on Sharepoint) is Microsoft's video hosting platform to which all University of Edinburgh staff and students will be able to upload, view, edit and share videos. The main purpose of enabling Microsoft Stream at the University of Edinburgh will be to enable uploading, editing and sharing of Microsoft Teams meeting recordings. Microsoft Stream also allows for auto-captioning of uploaded videos. These captions can be edited to make them more accurate. This site-wide service will provide secure access to all members of faculty, staff and students.**

B. Reason for Equality Impact Assessment (Mark **yes** against the applicable reason):

- Proposed new policy/practice
- Proposed change to an existing policy/practice
- Undertaking a review of an existing policy/practice **YES**
- Other (please state):

C. Person responsible for the policy area or practice:

Name: **Alex Carter**

Job title: **Head of Service Management**

School/service/unit: **Information Services**

D. An Impact Assessment should be carried out if any of the following apply to the policy/practice, if it:

- affects primary or high-level functions of the University **YES**
- is relevant to the promotion of equality (in terms of the Public Sector Equality Duty 'needs' as set out in the Policy and Guidance)? **YES**
- It is one which interested parties could reasonably expect the University to have carried out an EqlA? **YES**

E. Equality Groups

To which equality groups is the policy/practice relevant and why? (add notes against the following applicable equality group/s)

- **Age**

- Disability
- race (including ethnicity and nationality)
- religion or belief
- sex
- sexual orientation
- gender reassignment
- pregnancy and maternity
- marriage or civil partnership<sup>1</sup>

The Microsoft Stream service as an online service, has the potential to affect all staff and students, therefore it has the potential to affect all 9 of the protected characteristics.

The protected characteristic of disability may be most likely to experience the greatest impact by the implementation of the Microsoft Stream service. As Stream is an online service it is required to be accessible in line with the Web Content Accessibility Guidelines 2.1 AA standard, including being able to work with assistive technology. The assistive technology includes voice recognition software, screen readers or screen magnification software. Reasonable adjustments will need to be in place should a disabled user prove unable to use Stream and we were unable to rectify this. The main purpose of Microsoft Stream at the University of Edinburgh will involve uploading online meeting recordings. Therefore, it has the potential to affect disabled users, such as those with social anxiety. To mitigate this, we provide guidance for users (“[Guiding Principles – Recording of Online and Digital Events](#)”) who record online meetings, explaining that they must inform all participants of the intention to record beforehand, where they will be sharing this (if they are uploading to Stream), and allow participants to opt out of recording if they are uncomfortable. The implementation of Microsoft Stream may also have a positive effect on the protected characteristic of disability as the service provides an autogenerated transcript of the online meeting recording and uses this transcript to generate captions on the recording. Stream also allows users to edit the transcript and the captions. This has the potential to affect disabled users at the University, such as those with hearing impairments. These captions/subtitling in Microsoft Stream are machine generated and while they can be edited by users, we recognise that the automated subtitles and captioning available with this service will not be 100% accurate all the time and will not always be edited. We also recognise that there is a possibility that some autogenerated captions/subtitles may hold inaccurate information.

The protected characteristic of race, specifically those whose first language is not English, may be impacted by the implementation of the Microsoft Stream service, because the default language for Microsoft Stream is English. Although, the main teaching language at the University of Edinburgh is English, therefore we do not envisage any disadvantage. Users will also be able to change the language setting of Microsoft Stream to 41 other languages easily. For the autogenerated transcript of the Microsoft Teams meetings that Microsoft Stream generates, the following languages are supported: English, Chinese, French, German, Italian, Japanese, Portuguese, and Spanish. Users who live in any of the countries where Microsoft Stream is blocked may also be negatively impacted by the implementation of Microsoft Stream, as they will not be able to access it from that country. The current countries where Microsoft Stream is not available are Cuba, Iran, Democratic People’s Republic of Korea, Sudan and Syria. Microsoft Stream should not be blocked in China as Office 365 applications can be accessed, however there are a few reports online of some people in China not being able to view videos in Stream, or that they experience slower access speeds. If

---

<sup>1</sup> Note: only the duty to eliminate discrimination applies to marriage and civil partnership. There is no need to have regard to advancing equality or opportunity or fostering good relations in this respect.

any user were to encounter this issue, we would ask the person who owns the video at the University to download the video from Stream and send it to the user in an alternative way (through email, through Microsoft Teams or through the University's Media Hopper service).

Implementing Microsoft Stream may positively impact several of the protected characteristics. Enabling users to upload online meeting recordings to Microsoft Stream will allow these recordings to be available for users 24 hours a day 7 days a week. This could positively impact users with parental and caring responsibilities (and others who need a more flexible way of working), some disabled users, and those who observe and adhere to specific times of religious observance.

Any videos added to Microsoft Stream by users should not discriminate against any of the protected characteristics, and any content found to discriminate would result in disciplinary action.

The University vision involves a continuing commitment to equality and diversity for both students and staff. The University has a single Equality Strategy to ensure that equality and diversity are guiding principles in our pursuit of academic excellence.

**Notes against the following applicable statements:**

- On any available information about the needs of relevant equality groups:

We know that the Microsoft Stream service must be as accessible for disabled users as possible, in adherence with the Web Content Accessibility Guidelines 2.1 AA standard, the Disability Information Officer for Information Services has tested the application for accessibility and issues have been fed back to the supplier. [Microsoft provide information on the accessibility of Microsoft Stream](#) and describe that it is compatible with some screen readers.

Users whose first language is not English may need the option to change the default language of Microsoft Stream from English to their native language, although English is the main teaching language of the University. Microsoft Stream offers the ability to do this and there are currently 41 other languages available, which may have a positive benefit on the protected characteristic of race.

Users who live in any of the countries where Microsoft Stream is blocked may need to have alternative arrangements supplied if they request this. The current countries where Microsoft Stream is not available are Cuba, Iran, Democratic People's Republic of Korea, Sudan and Syria. Microsoft Stream should not be blocked in China as Office 365 applications can be accessed, however there are a few reports online of some people in China not being able to view videos in Stream, or experience slower access speeds.

We have consulted with the Disability Information Officers, the Staff Disability Network, the Student Disability Service and the International Office. Any feedback will be monitored for any impacts positive or negative on the 9 protected characteristics and acted on accordingly.

- Any gaps in evidence/insufficient information to properly assess the policy, and how this be will be addressed:

**At this stage we feel we have sufficient evidence to proceed.**

- If application of this policy/practice leads to discrimination (direct or indirect), harassment, victimisation, less favourable treatment for particular equality groups:

**We do not believe that the implementation of Microsoft Stream will lead to any form of prohibited conduct for the reasons detailed above and below. Where a user was unable to use Microsoft Stream for any reason, we would put in place reasonable adjustments where possible to ensure no user was disadvantaged.**

- If the policy/practice contributes to advancing equality of opportunity<sup>2</sup>

**Microsoft Stream could contribute to advancing equality of opportunity by allowing users to securely access meeting recordings, 24 hours a day 7 days a week from home. This could advance equality of opportunity for people with caring responsibilities, as well as for users who have certain disabilities. Microsoft Stream could also contribute to advancing equality of opportunity by autogenerating captions, subtitles and a transcript of the videos that are uploaded to the platform. This could advance equality of opportunity for people with certain disabilities, such as those with hearing impairments.**

- If there is an opportunity in applying this policy/practice to foster good relations:

**Microsoft Stream has been introduced as a service in response to the need for a video hosting platform at the University that allows for basic editing of videos and that creates transcripts automatically, to prevent users having to look for third party platforms for this purpose. Implementing Microsoft Stream could help foster good relations by positively impacting the protected characteristic of disability, by providing captions, subtitles and a transcript for meeting recordings automatically. It is also hoped by completing this EqlA as part of the process of procuring the system we should Information Services and the Universities commitment to equality and diversity.**

- If the policy/practice create any barriers for any other groups?

**The implementation of Microsoft Stream should not create barriers for any other groups. However, there is a possibility that people with lower incomes may not have personal access to IT devices from which to use the service (laptop/smartphone/desktop). Staff and students normally have free 24/7 access to free computing facilities but due to the Covid-19 pandemic we currently have had to close our buildings. We are working to open these as soon as possible when it is safe to do so.**

- How the communication of the policy/practice is made accessible to all groups, if relevant?

**Users will be provided with information, help and guidance on how to use Microsoft Stream on the University of Edinburgh webpages for Microsoft Stream. The webpages are part of the University website and were therefore**

---

<sup>2</sup> This question does not apply to the protected characteristic of marriage or civil partnership

created following the University Web Accessibility Policy (in accordance with level AA, 2.1 standard, of the W3C version of the Web Content Accessibility Guidelines). In accordance with The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 and accessibility statement has been added to this website. We will provide all information in alternative formats free of charge for disabled users.

- How equality groups or communities are involved in the development, review and/or monitoring of the policy or practice?

**We have consulted with the Information Services Disability Information Officers, Staff Disability Network, the Student Disability Service and the International Office and asked them to comment and input into this EqIA. We will continue to monitor all feedback positive and negative in relation to the nine protected characteristics.**

- Any potential or actual impact of applying the policy or practice, with regard to the need to eliminate discrimination, advance equality and promote good relations:

**Nothing other than what has been mentioned above.**

#### **F. Equality Impact Assessment Outcome**

Select one of the four options below to indicate how the development/review of the policy/practice will be progressed and state the rationale for the decision

**Option 1:** No change required – the assessment is that the policy/practice is/will be robust.

**For the reasons detailed above and below.**

#### **G. Action and Monitoring**

1. Specify the actions required for implementing findings of this EqIA and how the policy or practice will be monitored in relation to its equality impact (or note where this is specified above).

**We will continue to monitor feedback on Microsoft Stream within the University for any impact, positive or negative, on any of the protected characteristics. Where we find any issues that are out-with our control we will report this back to Microsoft. Users of Microsoft Stream and those recording online meetings within the University will be reminded of the need to make reasonable adjustments where applicable and to provide information about Microsoft Stream available in alternative formats upon request.**

2. When will the policy/practice next be reviewed?

**The EQIA for Microsoft Stream will be reviewed either within next year and will be updated as and when any changes to the service are made, or when we receive any feedback related to any of the protected characteristics.**

#### **H. Publication of EqIA**

Can this EqIA be published in full, now? **Yes**

If No – please specify when it may be published or indicate restrictions that apply:

**I. Sign-off**

EqlA undertaken by (name(s) and job title(s)):

**Eilidh MacLeod, Messaging Service Assistant, Information Services**

Accepted by (name): **Alex Carter, Head of Service Management, Information Services**

[This will normally be the person responsible for the policy/practice named above. If not, specify job-title/role.]

Date: **10/2020**

**Update 2023:**

EqlA undertaken by (name(s) and job title(s)):

**Sharon Chen, Online and Digital Events Service Assistant, Service Management, Information Services Group**

Accepted by (name): **Alex Carter, Head of Service Management, Applications Directorate, Information Services Group**

Date: **07/2023**

Retain a copy of this form for your own records and send a copy to

[equalitydiversity@ed.ac.uk](mailto:equalitydiversity@ed.ac.uk)