



## ↳ Background

Over the last two years I have spent several thousand dollars trying to solve several of the issues that plague a computer lab. Some of these expenses include Smart Boards, projectors, group printers, paper, presentation equipment and remote testing equipment; all of which are just a few money guzzling solutions to solve focused problems. In addition, I waste a lot of instructional time just monitoring what students are doing during the guided practice portion of a lesson. I am a high school information technology teacher and I have a lab of 24 computers. It is impossible for me to keep an eye on everyone's screen to make sure they are on task.

## ↳ The Challenge

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## ↳ Situation

Enter NetSupport: With one program I have assumed complete control of my computer lab. Since I installed it, I have passed on my Smart Board to the teacher next door. I can show what is on my computer on all student desktops, I can display student desktops to the entire class to demonstrate good work, or illustrate issues that seem to be popping up. NetSupport also gives me the ability to completely interact with any student desktop at any time. This way, instead of wasting time walking from student PC to student PC and being interrupted or sidetracked along the way, I can interact directly with the student, or call them up to my PC where I have their desktop displayed. The biggest issue I have found in a PC lab setting is that there is only one of me, and time management for a 50 minute period is of the utmost importance.

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## NetSupport Solution

The testing portion of NetSupport is equally useful. I can set up a test and have students take the test on their computers. I can also specify a single student or group of students to take the test in the event of absences or retakes. This makes it more convenient than the remote testing software that our school has. A great feature about the testing module of NetSupport is that once the test is done, I have immediate results on the test. I don't have to spend hours grading tests, they are done instantly. Seeing as one of the biggest complaints that teachers have is lack of time, this feature has proven NetSupport is an asset to any computer lab and classroom situation.

I have made the entire classroom a high tech electronic learning center with the help of NetSupport. This program has allowed my classroom to be paperless, thus cutting costs of printing all of the support paperwork (worksheets, vocabulary, instructional packets, etc.) I can develop these worksheets on my computer then distribute them via the NetSupport file sharing and distribution module.

Finally, and being that I like keeping the students on task, is the control aspect of the program. I can lock out all computers so that students are not tempted to mess with the computer while I am talking or giving visual instruction or lecture. I can either lock out students completely, or I can disable certain programs that I don't want them to have access to. This allows me to block the internet, or filter out certain sites that I do not want students to see. It also allows me to specify which sites I will allow students access to. In terms of management and control, I have yet to find an aspect that is lacking with NetSupport.

## Testimony

"As a teacher, it is really important to save time and find useful and innovative way of engaging students and keeping order in class. NetSupport is the best all inclusive solution for any lab situation."

- Jorge Romero, Franklin County, KY

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