



Background

Madison Area Technical College is the second largest community College in Wisconsin with 50,000+ FTEs.

The College provides top, hands-on training for more than 140 careers through their associate degree, professional certificate and transfer programs—including more than half of the “Top 50 Fastest Growing Occupations” identified by the Wisconsin Department of Workforce Development.

Hundreds of non-degree courses promote lifelong learning for enrichment, career-enhancement or just for fun.

Small class sizes, dedicated instructors, and personalized attention are hallmarks of the Madison College experience.

The Challenge

Program Director, Garilyn Truttschel, talked us through the challenges faced by the College’s IT community:

“Across campus we have thousands of computers being used by students, not to mention the 1000 or so staff. Many courses have an element of computer-based teaching and we needed an effective way of controlling and managing PC usage. As a higher education facility this wasn’t so much from a ‘restricting what they can do’ perspective, the students should be motivated to work hard and remain focused, but more being able to promote effective interaction between lecturer and student.

We spoke with NetSupport’s Alpharetta office and were immediately won over by the range of features their PC lab management solution, NetSupport School, offered.”

NetSupport Solution

Many areas of the college now use NetSupport School. For courses where the use of PCs is combined with face-to-face teaching the product has provided many benefits. The temptation when having to listen to a

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presentation for any length of time is for the student's attention to wander and a computer is just the thing to distract them!

Teachers have a range of tools at their disposal to keep them on track. From their machine they can instantly block access to the internet and even lock the mouse and keyboard.

Presentations can be streamed straight from the teacher screen to each student desktop and the speed is great, there is no obvious lag from teacher PC to student, even when showing a large video file.

Each student screen displays a small toolbar that provides them with an overview of any lesson objectives or the status of any web or application restrictions. Even better, students can discreetly ask for teacher assistance at the press of a button.

Teachers love the fact that they can save a load of time preparing lessons. All machines can be powered on from the teacher program and work files can be distributed out ready for the student's arrival. A lesson plan can also be prepared and NetSupport School will automatically step through each stage on the teacher PC.

Students can collaborate with each other using the software. Teacher's can assign certain rights to a student, 'Group Leader', giving them tools that enable them to share ideas with the rest of the room.

Outside the classroom, our IT support team use NetSupport School's 'Technician's Console'. This feature is included in the price so we are almost getting two products for the price of one. (Although the recent addition of Audio Monitoring means our language labs also have a dedicated tool included!)

The console gives them a view of all the computer labs and helps them identify any issues that arise in an instant. They can also be easily contacted by individual teachers should they need help.

Since purchasing NetSupport School we certainly feel we've enhanced the level of computer teaching across the college."

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