



↳ The Challenge - Oxford Area School District

Having worked for another school district for 6 years in a role of instructional technology support, I have used computer labs to teach professional development classes. I have found teachers to be some of the toughest students. They are accustomed to being in charge and working independently. They want help immediately regardless of how many student (teachers) are in the class. NetSupport software provided the capability to quickly view the student (teacher in this case) workstation and respond. The ability to offer their screen as a positive example was also a big bonus.

In Oxford, my computer lab teachers have never used this type of support software and were excited about it. Their classrooms have less than ideal floor plans since the classes were retrofitted into computer labs. The ability to get around to all workstations via a single screen is huge.

The month of October 2008, we chose one classroom to run a demo version of Vision 6 software with the “teach pad” appliance and a second to run NetSupport School. After a month, the teachers and I got together to talk about the plusses and minuses of each software. NetSupport was the unanimous winner for us. The single largest feature that drew rave response was being able to lock out a USB device in an effort to eliminate cheating.

↳ NetSupport Solution

In addition to the obvious educational value of the software, which allows immediate and constant interaction between the students and their teacher, the technology support group is also appreciative of the “technician mode” which allows monitoring of strategic campus assets for inappropriate use and security challenges. As a K-12 institution, some students find the district computer network as a challenge to “beat the system” as per Ferris Bueller. Our computer labs and libraries are often the spot of highest inappropriate activity. NetSupport Technician is a tool to reduce the probability of inappropriate use. Big Brother is watching.

↳ Testimony

“Our computer labs and libraries are often the spot of highest inappropriate activity. NetSupport Technician is a tool to reduce the probability of inappropriate use. Big Brother is watching.”

For more details and to download a free 30 day software trial, go to

www.netsupport-inc.com