



Background

Since 1958, Prince George's Community College has been providing educational opportunities for students from Prince George's County and around the world.

The college's main campus is located in Largo, Maryland, with additional sites at University Town Center in Hyattsville, Laurel College Center and Andrews Air Force Base. The college partners with Howard Community College to offer classes at the Laurel College Center. Each year nearly 40,000 students take part in more than 60 programs of study in a wide range of traditional and cutting-edge disciplines. With an average class size of 20, Prince George's Community College provides students with an enriching, learning-centered environment in which to further their academic and professional careers.

The Challenge

Supporting 6000+ machines was proving problematic for both classroom instructors and lab technicians. The college has a number of 'Open Labs' where students can use computers without supervision and despite strict guidelines as to their use viruses were still prevalent.

NetSupport Solution

NetSupport School has proved to be an excellent purchase and has certainly stopped the issues we were experiencing. We utilize the product in two ways.

While teaching, it allows the Instructor to focus the students on what is being taught by limiting their computer access. NetSupport School's range of presentation tools lets the teacher show their own screen to each student desktop, locking the student's mouse and keyboard at the same time. A number of monitoring features enable the teacher to ensure the students are using the computers for their schoolwork.

Secondly, NetSupport School allows the Computer Lab Technicians to restrict the websites and applications the students use in the open labs to reduce the number of viruses and spyware infections as well as assisting in sending messages and enforcing the Open Lab guidelines.

The Customer Service from NetSupport has also been fantastic. Whether by phone or e-mail the staff are courteous and very helpful, resolving any questions we have in a timely fashion.

For more details and to download free 30 day software trials go to

www.netsupportsoftware.com