



## Background

Founded in 1885, the University of St. Thomas is a Catholic university based in the Twin Cities of St. Paul and Minneapolis. The largest private university in Minnesota, St. Thomas offers bachelor's degrees in over 85 major fields of study and more than 45 graduate degree programs including master's, education specialist, juris doctor and doctorates.

Enrollment currently stands at 10,851.

## The Challenge

The University were looking for ways to improve interaction between instructors and students as well a replacement for their existing Robotel hardware based classroom control solution.

As Software Engineer Saladin Cerimagic explains, a rigorous evaluation process took place before the University were able to make a final decision;

**"A number of products were tested but NetSupport School provided the best fit in terms of the class management functionality it provided as well as being the only product that was fully compatible with the NComputing virtual desktops that are in use across the campus."**

## NetSupport Solution

"Our decision to switch to an NComputing Virtual Desktop environment has really paid off in terms of the hardware savings it has made across our computer labs and classrooms. What we needed to complement this was a Class Management solution that would happily run on this setup. We checked out NComputing's website to see if they recommended any compatible solutions and this is where we first came across NetSupport School!"

"During the trial period NetSupport provided exceptional Tech Support, assisting us in getting the software installed and configured for our 'non-standard' NComputing environment. Their staff were extremely helpful in answering questions throughout."

"NetSupport School has greatly improved the interaction between instructors and students. This has proved to be particularly useful in the computer science department where instructors frequently need to troubleshoot problems that students encounter in their programming and other projects. With NetSupport School's range of collaboration tools the entire class can participate in this process. The instructor can project a PC screen to anyone else in the lab and with the Group Leader function can even let individual students take control of the process."

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

[www.netsupportsoftware.com](http://www.netsupportsoftware.com)