



Our Lady of Mercy College Australind

classroom.cloud Case Study
With Angelo Zampogna, Acting ICT Manager



Can you tell us a little bit about your school?

Our Lady of Mercy College is a Catholic secondary college built in 2015 at Australind, Western Australia. Known as the Mercy Campus or Mercy, we were created as a secondary campus for Bunbury Catholic College (Marist Campus) to alleviate enrolment pressures. In our inaugural year, Mercy catered to Years 7 to 9.

As time progressed, Mercy's independence from the Marist Campus grew, with the Catholic Education of Western Australia (CEWA) deciding in 2019 for the two campuses to separate. From January 1st, 2020, the Mercy Campus began operating independently as Our Lady of Mercy College.

Currently, Our Lady of Mercy College has grown to over 880 students across Years 7 to 12, with over 100 staff. We are constantly expanding with our largest intake of new students occurring this year (over 230).

What are some of the main IT challenges you faced before you installed classroom.cloud?

The main IT challenge Our Lady of Mercy College faced before installing **classroom.cloud** was our students consistently bypassing our previous locally hosted classroom management software (LanSchool). This emboldened students to deviate from schoolwork whilst on their devices – playing games, using VPNs to bypass the school's internet filter and accessing inappropriate material.

How has classroom.cloud helped at the school?

classroom.cloud has assisted Our Lady of Mercy College by providing teaching staff with an easy way to monitor student activity and behaviour effectively in class (general or targeted), regardless of what device the student is using.

We connect students to **classroom.cloud** via our school wireless network. So, if they are not visible in **classroom.cloud**, a teacher can engage in a conversation with the student on why they are not properly connected onto our school network (which is necessary to properly complete their schoolwork in Office 365). **classroom.cloud's** ability to be rapidly installed/uninstalled via Microsoft Intune has made the entire deployment stage of classroom management software straightforward and trouble-free.

What do other staff think of classroom.cloud?

Most staff think that **classroom.cloud** is a useful classroom monitoring tool, especially when observing challenging students. Regular users use it on average between 3-6 lessons per week, depending on their learning programme and teaching workload.

After providing professional development sessions, staff taught about the collaborative features of **classroom.cloud** were impressed, noting ideas they now have on engaging with their students.

What do your technicians think of classroom.cloud in terms of usability?

classroom.cloud is an excellent software product in terms of usability. As the Acting ICT Manager, I believe it is:

- efficient and effective to deploy (client software) to student devices via Intune.
- easy to organise detected devices into customised groups and manage them.
- engaging for administrators and end-users (teachers and students) to use via its simplistic yet powerful interfaces.
- easy to set appropriate privacy settings to ensure monitoring of students only occurs during school time.
- easy to enrol and manage user access to **classroom.cloud** for our specific site.
- easy to administer and manage licences, as well as view current licence details.

What is it like working with NetSupport/Pixel IT?

Working with NetSupport has been a pleasure, with our school being provided prompt, courteous and professional assistance to any service tickets or general queries lodged.

Likewise, working with Pixel IT has been a privilege, with them being noteworthy in supporting Our Lady of Mercy College's use of **classroom.cloud** and developing our relationship with NetSupport to achieve the best outcome for everyone.

How do your NetSupport solutions compare to previous solutions the school has used?

Compared to our previous solution, **classroom.cloud** is more efficient, easier to learn, useable and deployable, providing an immediate benefit to Our Lady of Mercy College's education and information technology workspace. It is also the first cloud-based classroom management software Our Lady of Mercy College has deployed.

How do you see classroom.cloud supporting the school's IT into the future?

A possible upgrade to include **classroom.cloud**'s safeguarding feature (after a business-case analysis) in the future may assist IT in strengthening our safeguarding policies.

With our increasing student population, **classroom.cloud** will continue to provide IT a straightforward, easy method to access and monitor multiple student devices.

How has classroom.cloud improved your teaching experience?

I am not a teacher, so I cannot personally comment on this. However, comments from the teaching staff are that their overall teaching experience has improved by using **classroom.cloud** to collaborate with, monitor and guide students.

