NetSupport School

Next Level Solutions
Cole Wood

Tell us a bit about Next Level Solutions…

Technology providers that focus on the Property and Casualty insurance industries. Their world-class training and collaborative work environment make Next Level Solutions equipped to meet the needs of ever P&C carrier. Their motto is DO GOOD WORK, and it shows in the service they provide to their customers, as well as the company culture created by and for their employees.

What features/tools do you use the most within NetSupport School?

The feature we use the most is the ability to remote in to students' computers. We teach a LOT of concepts in our training and include self-guided modules as well. When students have a problem, we usually remote in using NetSupport so we can see what's going on. We also use the file distribution, but not as often. It's a lot easier to use that and put the files exactly where they need to go, rather than trying to describe where a student need to place a file.

How has using NetSupport School impacted your instruction/classes? Are there any positive benefits for your students?

NetSupport has been a must-have tool for me. Currently I work remote, so 90% of the training I conduct is from home (we also usually have students in multiple locations). NetSupport has made it possible for me to act as though I'm right next to them walking through how to figure something out, rather than the (often clunky) remote tools included in Microsoft teams.

What is your typical class size?

Our classes are small, ranging from 1-8 but usually we have 3-4 students at a time. We are also in the process of testing the Mac OS software for support on our iMacs and MacBooks.

Can you walk me through a typical class? How are you instructing students/ how are they participating? At what points do you use NetSupport School?
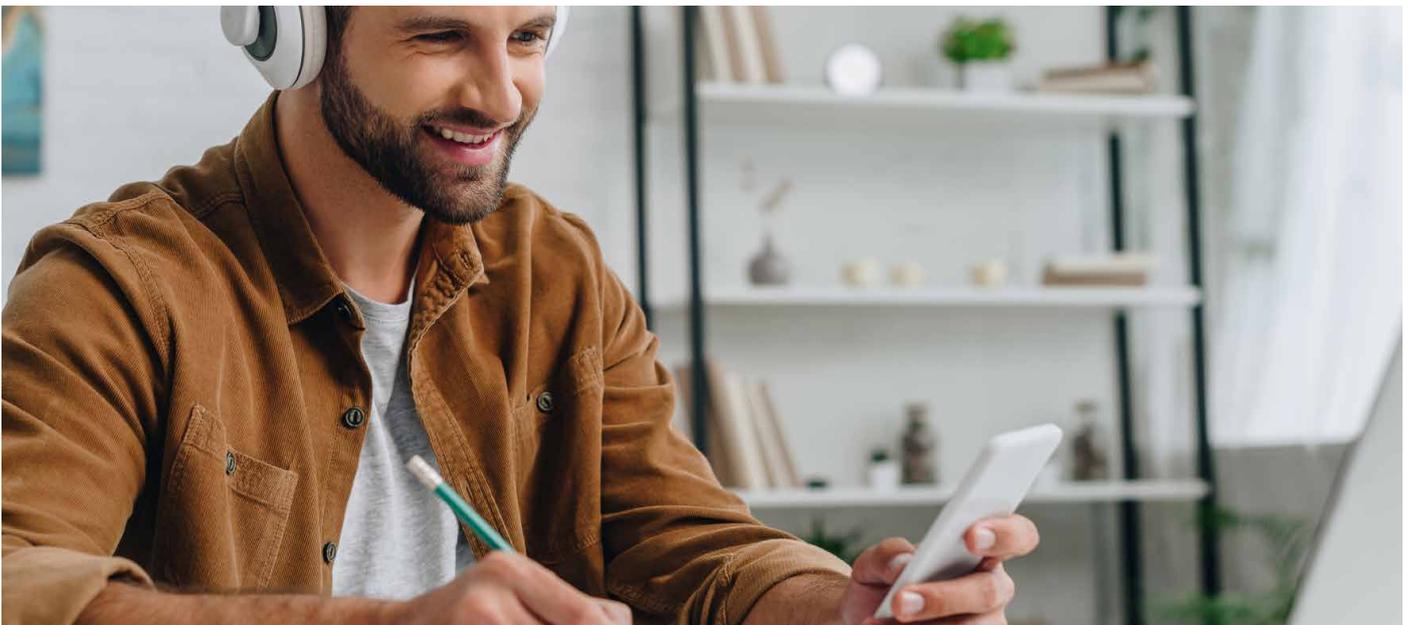
Our courses are development courses, and I will have a presentation I run through. I share my screen through Teams, and I have a separate monitor that I use to observe the students' screens to make sure they're following along. We do a lot of hands-on use-cases, and I use NetSupport all throughout that to watch everyone's screens and make sure they're all keeping up. It's given MUCH better results than either giving an allotted amount of time or asking everyone to let me know when they're done, since I can see how they're doing, and also hop in with comments if I see someone stuck on something!

Would you recommend us to other companies like yours?

I would absolutely recommend NetSupport. It's the only tool I've found that does remote connection smoothly, and also the only one I've seen that has the ability to check up on multiple students' progress all at once, rather than remoting in to each individually. We were working with just Teams for a few months before we got NetSupport, and it's been a game-changer.

Anything we could improve upon or add to make your experience even better?

I don't think I have any complaints. I've had some issues previously, but I believe they're more due to our weird setup rather than NetSupport itself. I would say, if anything, the UI could use some modernization, but that's not from a functionality standpoint at all, just aesthetically. Maybe also if there were an option to only have the remote viewer & chat functionality, because we don't use the tests/quizzes/surveys; that would be more effective for us and also potentially help new trainers pick up on how to use the software more quickly, since they see a bunch of different features and are overwhelmed sometimes.

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