



## Stamford College

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### Tell us about Stamford College...

Stamford College is now part of the Inspire Education Group, alongside Peterborough College and University Centre Peterborough. The Inspire Education Group covers a wide area and has approximately 10,000 students and 1,200 staff, of which around 700 are teachers. The number of students includes those who study part-time and in the evenings, as well as the main Further Education students. Across the group, we have thousands of devices across multiple platforms, including Windows, Chrome, MacOS and iOS.

### What are some of the main IT challenges you faced pre-NetSupport School?

Our Further Education students are usually quite well trained and mannered when it comes to using IT, but we do get the odd situation where some people sway down the lines of being distracted in a computing classroom. We didn't want to lock down and be militaristic, but we wanted to ensure that we, as staff, have some soft of control over the lesson and to make sure that we can provide the resources that students need.

### How has NetSupport School helped with that?

The big feature for us was blocking websites or enabling a whitelist so we can say, 'This is the set of websites we're going to use today; this is the only set of websites you need to use'. That's been really useful in conjunction with the student toolbar which appears on every student machine and gives them an overview of the lesson, the resources and the websites that can be used during that period.

The second most important feature is viewing and taking over students' machines so we can see activity. As an example, when the college re-opened after the initial COVID-19 lockdown, we couldn't have all the students in one classroom because of social distancing. We had to split them to multiple rooms, but in many cases there's only one teacher. We've been using NetSupport School to broadcast the teacher's screen to multiple rooms in conjunction with Audio Mode, so we can run a lesson and the students in the rooms can still speak to the teacher.



NetSupport School is key in our computing-enabled classrooms, as not only does it give you control over students' machines and website blocking, but it also gives you resource sharing, quizzes, formative tests, interactive whiteboard, peer reviews – it's a big part of our teaching, learning and assessment.

### **What do staff in the college think of NetSupport School in terms of usability?**

Our classrooms at the college are used by multiple departments, not just IT, so they all use NetSupport School. We had some training from NetSupport and the teachers all find the software easy to use, especially compared to the previous package we had. What's really beneficial with NetSupport School is how you can customise the interface to have basic or intermediate modes. Some teachers who are more tech savvy can use intermediate and those who are less so can just use the basic mode. It's really easy to pick up if you don't have a computing background.

### **How does NetSupport School compare to previous solutions the school has used?**

At the time, our previous solution served its purpose but a lack of updates and educational direction led us to review the situation. We'd used NetSupport previously a long time ago and knew that it had good support for Windows, Apple, Chrome, etc and that multiple device compatibility is what really swayed that decision. The cost also made a difference, along with the flexibility of number of licences and training. We've also found it much easier to use compared to our previous solution.

### **How do you see NetSupport School supporting the school's IT into the future?**

We will definitely continue to use NetSupport School – it's part of our Information Learning Technology strategy moving forward to have packages that support teaching, learning and assessment, and NetSupport is part of the solution.

### **What is it like working with NetSupport?**

The support has been really good! We get frequent emails, I've had phone calls a few times, and the team have come down to the college physically to actually support us as well. I also did the T-level Industry Insight session at the NetSupport office back in January 2020, which was really beneficial.

### **Would you recommend NetSupport to others?**

Definitely, 100%! As the ILT leader at Stamford College, I've been through an extensive list of alternatives, researched online and trialled other solutions. It wasn't just an overnight decision and after looking at all of the different packages, NetSupport was the one that came out on top.

