

# Norlington School and Sixth Form

NetSupport School Case Study  
With Yahya Akhoon -  
Network & Infrastructure Manager



## Can you please tell us a little bit about your school?

We're a boys' secondary school with a small newly established mixed sixth form. The school has been around for over 100 years, so the building has got some character, and we're an ICT and Maths Specialist School with almost a 1:1 ratio of computers to students.

## How many devices and on which platforms do you have the software installed on?

We have 11 IT suites each of which has 30 student computers plus a teacher computer in those rooms with NetSupport School installed on. Almost all teacher computers are connected to an interactive 4K panel and all teachers using NetSupport to control their classroom- and they're all enjoying it!

## Can you tell us about some of the IT challenges you faced, and why you chose NetSupport School?

First, we were using Ranger Remote Control (which was like a very old version of NetSupport School) for a long while. Then we started using Impero, and Impero didn't really give our staff members the tools and the ease of managing the classroom. So I looked at NetSupport in comparison to other solutions, and I spoke to my mates about it and found they had bought into NetSupport. From my research I found NetSupport was the right choice for my environment in my school. It's got a nice GUI (graphical user interface), it's easy to find all the functions and when I tested it out and trialled it with my staff members, it kicked off really well.

## Can you tell us how the software is currently being used?

A lot of it is automated, so when a teacher logs on to a computer (with the NetSupport tutor console installed) it's set up so that NetSupport School will start up instantly when they login. I have it set up with the classroom layout as well. Our classrooms are laid out in a particular way with our worktops, so that's represented in the layout making it easy for teachers to find where a student is sat. So if a student was messing around for example they would be able to pick them out easily to address this. There are quite a few features we've pre-configured such as pausing printing, and teachers can choose to un-pause this and lots of security level features are pre-enabled as well.

## Do you have any favourite features?

I like that I can log on to all the computers so if I need to do some administrative work as local admin I'd be able to logon to all the machines within the room, and I can also get them all to shut down and power on from the tutor console which is brilliant; and I can deploy certain programmes or apps to the machines. I like the fact that a teacher can restrict users in a way where they can allow only certain websites to be accessible so students can't go on other sites to play games for example. We can also restrict applications- I've built up an approved application list for staff.

On the tech console, I have been able to block certain sites on a local level. For example with Google some of the games you can play have a https at the beginning and the website filtering Webscreen via LGFL is currently unable to block or filter those websites, but with NetSupport we can, and it's working really well. Our teachers have got the power and the control back and they're very happy with that.

## How would you sum up the software in one sentence?

It makes life much easier for our teachers in an IT suite - they're able to control the students better, deliver the lessons as intended, and there isn't as much wasted time with settling students, they remain focused on the task at hand.

## How have you found working with NetSupport?

Everyone is really friendly and helpful.

## Would you recommend NetSupport School to others?

I have been recommending it to others! A few school network managers reached out for support, and I recommended it to them.

## Would you recommend NetSupport to others?

Yes, definitely I would. It works really well and makes life much easier for everybody, including the technicians. My techies, when given a task to do in a room, they often jump on the console to access the student computers and get done what they need to get done within minutes as opposed to hours. It makes life a lot easier for us.

