



NetSupport

Covenant Christian School

NetSupport School

“NetSupport has proven to be very easy to use and has required very little support.”

- Paul Sherwin,
IT Manager, Covenant
Christian School



Covenant Christian School:

Set on Sydney's northern beaches Covenant Christian School is a non-denominational, co-educational school employing approximately 80 staff, and responsible for over 700 students. Founded in 1978, it provides education from kindergarten to Year12, incorporating both junior and secondary schools.

IT Challenge:

Covenant Christian School maintains 200 Windows XP workstations, including 4 student computer labs. The PCs are used extensively to access the Internet for a wide variety of subjects, not just for computer classes.

According to Paul Sherwin, IT Manager at Covenant Christian School, "Our concern was to ensure the teachers retained control over sites that the students may be visiting. The school has a duty of care towards the students, which means we need to make certain they don't access inappropriate information. Also, the teachers wanted to know that at all times students were focusing on the topic being taught. When you have a room full of students, each with their own PC in front of them, this can be a challenge."

The IT Department was also keen to have greater visibility into student login sessions. Sherwin recognized that studying student behavior would help to identify potential security weaknesses in the network.

NetSupport Solution:

After hearing about NetSupport School from a number of other organisations, Covenant Christian School evaluated, purchased and installed the software. NetSupport Tutor was installed on the teachers' PCs at the head of each lab, providing the ability to monitor activity on each and every PC within that lab.

Results:

The installation of NetSupport has given teachers greater control over student computer time. Teachers can offer assistance to students and redirect their efforts more easily during class research. In addition, students have responded extremely well to NetSupport's "Demonstrate" feature, which enables teachers to project the material on their PC to all others in the lab. Rather than watching a projector screen at the front of the room, students are finding that they relate more easily to material on a monitor directly in front of them.

Sherwin believes NetSupport has been invaluable in identifying security trends. "NetSupport doesn't stop students, but it allows us to watch and learn from their behavior and this is helping us to detect and address any weaknesses in our system security."



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