



Coodanup College

NetSupport DNA Case Study

With Meg Ryan Baguil - Technical Support Officer

Could you please tell us about your school?

Coodanup College is a well-established institution known for its commitment to providing high-quality education. We offer a diverse range of programs and courses to students, and our campus is equipped with modern technology to support both learning and administrative functions.

What are some of the main IT challenges you faced before you installed the NetSupport DNA 4 Education bundle?

Before installing the NetSupport DNA 4 Education bundle, we faced several IT challenges. Some of the main challenges included security concerns, and the need for better classroom management tools.

How has NetSupport DNA and NetSupport School (part of the NetSupport DNA 4 Education Bundle) helped at the college?

Here at Coodanup College, NetSupport DNA with NetSupport School has been instrumental in addressing some challenges. It has provided us with a comprehensive solution for managing our IT infrastructure, offering remote support, improving security through monitoring, and enhancing classroom management for our teachers.

How have you found the remote support tools in NetSupport DNA?

The remote support tools in NetSupport DNA have been incredibly useful for Coodanup College's IT department. It enables us to troubleshoot and resolve issues on users' devices quickly and efficiently, regardless of their physical location. In combination with other management software that we use at our school, NetSupport DNA integrates well with the IT Departments workflow.

What do your technicians think of NetSupport DNA in terms of usability?

The IT Department at Coodanup College have found NetSupport DNA to be very user-friendly. The intuitive interface and straightforward controls have made it easy for them to navigate and perform their tasks effectively.

Do you use NetSupport DNA to help with your safeguarding efforts?

Yes, we use the eSafety feature of NetSupport DNA to help us keep our students safe when using the college's technology. It allows us to monitor online activities and identify potential issues or risks to student safety, which is crucial for maintaining a secure learning environment.

NetSupport DNA includes NetSupport School classroom management. What do your teachers find are the main benefits to teaching?

The teachers at Coodanup College have found NetSupport School very useful. They appreciate the ability to monitor and control student devices during lessons, share content with students, and provide remote assistance. These features have improved classroom engagement and learning outcomes.

What do other staff in the college think of NetSupport DNA and NetSupport School?

Other staff in the school have also reacted positively to NetSupport DNA and NetSupport School. They see the value in improved IT management, better classroom experiences, and enhanced security measures.

What is it like working with NetSupport and Pixel IT?

The sales and support teams have been supportive throughout the implementation process and ongoing usage of the software.

How do you see NetSupport DNA supporting the college's IT into the future?

We see NetSupport DNA continuing to support the college's IT needs into the future by providing ongoing updates and improvements to meet evolving technology challenges. Its feature set and flexibility will enable us to adapt to changing educational requirements and ensure a secure and efficient IT environment for our students and staff.

