



# Kalgoorlie-Boulder Community High School

## NetSupport DNA Case Study

William Gentsch - Network Administrator

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

KBCHS is a rural high school, containing over 900 students from a wide range of cultural backgrounds. All information about the school, including history, courses offered, etc, can be found on the school's [website](#).

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

- **No rapid software deployment** – Prior to NetSupport DNA, a software package would take a day to deploy. Now, I can get software packaged and distributed in under an hour, and even faster once the packages have been created. (This is assuming that the package is deployable with switches. Sometimes, they aren't.) NetSupport DNA allows me to create a script that can click through the prompts of non-silent-installable programs. Without DNA, I would be installing this type of software on each machine, one-by-one.
- **No usage statistics:** Before NetSupport DNA, I had no way of telling how much our student computers were being used. Now I know what software is installed on what computer, how long each piece of software is used for and who uses it. This allows me to better plan computer replacements as well as licensed software deployments.
- **Low accountability:** Knowing who was logged on to what computer at what time is extremely helpful. I had nothing that could tell me that before.

### How has NetSupport School helped in your school?

Having used the suite for most of the year now and watching other staff using it too, I can confidently say that the NetSupport School has greatly impacted classroom behaviour management. It is easy for the teachers to use, and provides me with very useful information that can assist teachers with their classes.

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

I use most functions in the NetSupport DNA Console. They are very comprehensive and fairly simple to use.

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

I am the only Technician, and I really like it.

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

Yes, on multiple occasions, I have forwarded keyword trigger alerts to student services, as some students may be suffering with mental wellbeing. Being able to see keyword triggers on more than just the firewall is very helpful, as the firewall won't pick up on things typed on local applications.

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

The masses use NetSupport School for application and website blocking, this alone has been great, as the teachers can now decide on what they don't want their students to access, rather than me deciding for everyone. The teachers that permanently host Computing classes also use NS School for muting computers, bulk-opening applications/websites, and sharing their screens with all student screens. Those who use the Screen Sharing feature really enhance their lesson, as the students no longer all have to face the front of the class to see their presentations. Instead, they can just look at the screen in front of them; this also prevents students from getting distracted by other activities on their computers.

## **What do other staff in the school think of NetSupport DNA and NetSupport School?**

Those who use NetSupport School in their classes think it is great. I am sometimes asked by some staff whether NetSupport School can perform a particular function (for example, being able to bulk-open a program). Nearly every time, I can show them exactly what they want, and they are often impressed.

## **What is it like working with NetSupport and Pixel IT?**

I have mostly dealt with Pixel IT. Pixel IT have been fantastic to deal with since Day 1. Whenever I have a technical support request, I am often responded to, with useful information, within the day of requesting it. It was very easy for me to set up NetSupport DNA and School because of how good the support is, and it is great how they check in from time to time to see how it's going. One of the best teams I have dealt with, especially considering how our time zones are different.

## **How do your NetSupport solutions compare to previous solutions the school has used?**

The school had some software that competes with the NetSupport School/Tech Console (but nothing that could compare with NetSupport DNA). I have experience with several other solutions of a similar type, but nothing has been as fast as NetSupport. When remotely viewing a screen, it often operates at 60fps at full resolution. The best I could get on the school's previous solution was far lower, with poor resolution. All alike commands, such as locking and unlocking screens, execute noticeably faster. The overall speed of NetSupport is what I noticed first when I rolled it out. I was, and still am, very impressed with it.

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

Currently, NetSupport DNA is only installed on student computers. I think rolling NetSupport DNA out to all staff machines will be the next step, as it will allow me to rapidly troubleshoot technical issues that may be occurring in the classroom. Having this installed on every machine in the school will also allow us to see more useful statistics, such as an improved inventory summary and power consumption with cost estimates.