

The Wherry School

NetSupport School Case Study

with Colin Wheelhouse, Assistant Principal and ICT Coordinator



Can you tell us a little bit about your organisation?

The Wherry School is a specialist all-through school for students with a diagnosis of ASD. Having opened in September 2017, we now have 117 students from year 1-13 on roll.

How many devices and what platforms do you have NetSupport School installed on?

We have NetSupport School installed across our Chromebook and Windows estate and are looking at rolling this out across our iPads. We have a 1:1 Chromebook device policy for students in Years 7-13 and class sets in our primary phase totalling 112 devices at present.

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

We required an easily configurable and multi-platform application to work across our estate. We wanted an additional layer of device control for staff within lessons to be able to provide greater focus when needed for learners.

Can you tell us how the software is currently being used and how you used it in your previous schools?

NetSupport School is currently being used as an IT Support tool for staff and to provide greater focus and control over the websites accessible for students within lessons and to monitor the use of the internet and applications within lessons.

Do you have any favourite features?

The most used features are the monitor screens and internet control. In a school where students may not like the close proximity of staff sitting next to them, it allows staff to monitor and assist students from a distance which is more comfortable for them. The additional internet restriction features provides greater granular control for individual staff above the school level filtering which is in place.

How would you sum up the software in one sentence?

Simple and effective.

Would you recommend our software to others?

I have used NetSupport products for over 16 years across 3 schools, the support is fantastic and I recommend it to schools looking for a lightweight yet powerful solution.

You've been a NetSupport customer for about 16 years, across three different schools you have taught at! Can you talk about what has kept you using our solutions?

The simplicity and power of the features of NetSupport School are the defining features that have been attractive to me as a teacher and senior leader within school. The support that has been given when required by the technical team has been excellent and knowledgeable.

How would you sum up NetSupport in one word?

Reliable.