

White Paper

NetSupport School PRO

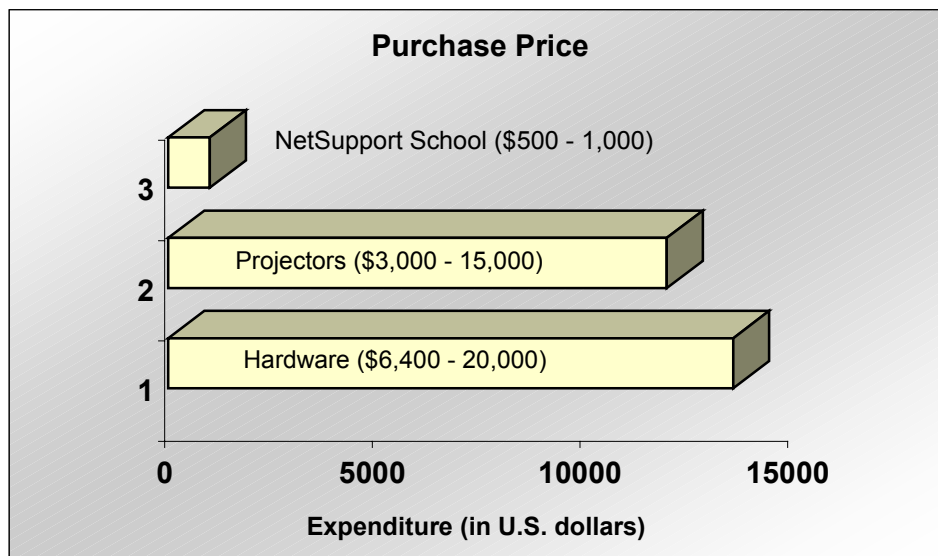
The complete Instruction and Monitoring solution for any classroom or lab with networked computers.

Executive Summary

Increasingly Schools are trying to equip their students with the tools and skills to be proficient in a diverse range of applications from Word Processing and Spreadsheets to CAD and Desk Top Publishing. The only common thread between these disciplines is the need for each Student to have access to a PC and the associated resources. Once this objective is met, the next step for IT curriculum staff is to identify the most practical and efficient ways of providing "hands on" instruction to each and every student.

Typically the instructional evolution of the classroom has gone from the humble blackboard, to a single Large Monitor, to an Overhead Projection System, and with each step the costs for the technology have increased. First and foremost the decision to invest in any form of presentation equipment has to be to define your specific needs. For most the primary objective is to allow all Students in a given class the ability to view the actions of the instructor explaining an application.

Of the alternatives available, NetSupport School provides significantly more features, almost all specifically developed as a response to the requests of Teachers and Instructors, without the high costs, maintenance issues and limitations associated with the alternative solutions.



Designed to benefit Teachers who use a computer network to train Students in the use of computer applications and other packages.

NetSupport School is an interactive software product that allows Teachers to demonstrate, monitor and interact with their students simply and effortlessly.

Show screens, highlight key areas, hand out course work; chat, group discussions and much more are simply a click away.

Feature	NetSupport School	Hardware-based Solution	Projection System
Project instructor screen	Yes.	Yes.	Yes.
Project selected student screen to class	Yes.	Yes.	No.
Project in full-screen or window	Yes.	No.	No.
Highlight areas of interest with suite of annotation tools.	Yes.	No.	No.
Monitor student progress, either scan through each screen or viewing up to 16 screens in a single action.	Yes.	Yes.	No.
Monitor several students at once	Yes.	No.	No.
Remote control student PCs	Yes.	Yes.	No.
Lock student keyboard and mouse	Yes.	Yes.	No.
Full Audio Support	Yes.	Yes.	No.
Offers Group Chat and Collaboration	Yes.	No.	No.
Remotely Power On & Off Student PCs	Yes	No.	No.
Remotely Start applications on Students PCs.	Yes	No.	No.
Hand out and Collect Coursework	Yes	No.	No.
Support for Windows 95, 98, ME, NT and Windows 2000.	Yes.	No.	Yes.
Requires hardware to be setup	No.	Yes.	Yes.

Teaching with Technology

In essence the Instructor can display his screen in real time onto all of the Students PC screens and even highlight areas of interest. They can see his actions clearly and have their attention retained on the screen in front of them. Once the demonstration is complete, the Instructor now has the ability to view the Students screen, or multiple screens at the same time, see how they are progressing and interact when help is required. Following on from this a selected Students screen can then be shown to the rest of the class to highlight original ideas or obvious errors. Typical feedback from users is like that of Debra Boren at Grayson County College as she explains *"It has helped in keeping track of student work, showing students how to do things. The time I have saved being able to get at the students computers from my desk is immense."*

Given this system is software based, requiring only a standard PC network, additional tools such as interactive Chat sessions, Distribution of Coursework and more are available as standard. The Instructor can remotely start a given application

on all of the classroom PCs in a single action, remotely power down all PC's, or while talking to the class, simply disable the Students mice and keyboards to avoid their attention wandering.

The Technology does provide as a byproduct a simple way of monitoring Student activities when using the Internet or during unsupervised sessions, as Dru Urquhart at Spruce Creek High School explained *"I have found that the students are now much more concerned about the web sites they visit and what is considered appropriate and what is not. I have also found that with the students knowing that I have the ability to watch and control their machines, they are less inclined to surf the web and play games and more inclined to do their class work."*

Feature	NetSupport School	Projection System	White/Black Board
Students can see the presentation equally well from anywhere in the classroom.	Yes.	No.	No.
External lighting in the classroom can remain on during the lesson to assist students when taking notes.	Yes.	No. (Under 500 Lumens)	Yes.
Can Project the Teachers screen	Yes.	Yes.	No.
Ability to Monitor student progress	Yes.	No.	No.
Remote control student PCs. And Lock Student's keyboard and mouse to retain attention.	Yes.	No.	No.

A Product Designed by Teachers for Teachers

In essence NetSupport School is a product designed by Teachers for Teachers. The functionality and features available in the product are there, because you asked for them.

"How can I:"

- "Effectively supervise my students when they are on the Internet?"
- "Highlight the areas of most relevance to a student on his screen?"
- "Show the Class the progress of a selected Student?"
- "Retain their attention when I am discussing issues raised?"
- "More effectively teach and utilize our technology?"

NetSupport School delivers all of the answers at an affordable and realistic price.

Is it Cost effective?

While ultimately a calculation for the a solutions effectiveness in terms of return on investment will be in fiscal terms, there is another key aspect to be included – the benefits to student learning.

Projection units, which are perhaps most prolific in classrooms, can range in cost from \$3,000 - \$15,000. In addition, these require regular maintenance when lamps need to be replaced or for routine adjustments.

Hardware-based computer solutions, which involve the installation of significant amounts of extra hardware at the student and instructor consoles, provide comparable, but more limited, functionality when compared to NetSupport School. These hardware solutions are normally priced at several hundred dollars per student PC and are historically are prone to costly breakdowns.

Classroom packs for NetSupport School start from as little as \$499. The Initial decision to invest in NetSupport School represents at least a 500% saving over these alternative options.

The Freedom to Teach more effectively

- Demonstrate applications to individual, groups or all students.
- Annotate your Screen to highlight areas of interest.
- Send your demo in either full screen or in a window to the student's computer.
- Remotely Launch Programs on selected or all student PCs.
- Remote control any student's PC for individual instruction.
- Send Messages and lock out keyboards and mice when you need student attention.
- Automated monitoring "SCAN" of all student PCs in the classroom.
- Create Group Leaders for project work and team collaboration.
- Watch any student's screen.
- Share any student's screen and keyboard.
- Control any student's screen and keyboard.
- Group Audio or Text Chat mode for on-line discussions with students.
- Request help: Students can send a help message to the teacher's screen.
- Drag & Drop File transfer between teacher and students.
- Automated Hand out and Collect work to all students in a single action

Looks great on Paper but does it really deliver?

- "Really enjoy using your product, it has helped in keeping track of student work, showing students how to do things. The time I have saved being able to get at the students computers from my desk is immense." - [Grayson County College](#)
- "I'm very pleased with your product! At last we have a reliable way to monitor student use of the Internet! " - [Starr's Mill High School](#)
- It has been great! I can distribute class exercises. Monitor student work. It really helps control the class and paperwork. - [Client Logic](#)
- We have really liked this product! It has worked well over the 2 V-Lans we have and was the only product that did this. - [Lomira School District](#)
- I have tried a number of different programs for remote controlling my classroom, including NetSupport School Pro, NetOp, SynchornEYES, Lanschool, and Remote Administrator by Famatech. So far there is no comparison. For what my needs are, NetSupport School Pro is by far the superior product. I teach CAD and Computer Science and need to be able to transfer files easily to all the computers, view any computer at a time on my teaching machine, take over another machine and teach one student at a time and give demos to the entire class at one time. NetSupport School Pro is able to do all of these and more very easily. - [Mazama High School - OR](#)
- NetSupport experience has been fantastic. Product is easy to install, configure and most importantly use effectively in the classroom. - [I-Design Solutions](#)
- I love using it at USCS. It has really enriched my presentation and made me very effective. - [USCS](#)
- I'm so excited, I can't stand it. Netsupport is my hero! - [Cedar Bridge Academy](#).
- I have heard some rave reviews of the software. Our support team says it is the best of its kind. It offers more than any other examined.- [Piedmont Technical College](#)
- I have found your software extremely useful in all my classes. It has allowed me to distribute files, install software on remote machines, assist students with problems, fix machine problems (lock-ups) and demonstrate concepts on student machines from my desk. - [Spruce Creek High School](#)

Conclusion

As the levels of technology in the market as a whole and within Education continue to expand, more than ever the need for effective teaching tools increases. Projection systems and other hardware solutions can deliver basic functionality including displaying a screen, but they offer little or no help in other aspects of teaching. Given their nature and being hardware based, they are also expensive and prone to costly maintenance.

In Contrast NetSupport School is a feature rich, robust and proven solution, installed on over 3,000,000 systems worldwide and delivers at a fraction of the cost of a Projector:

- A more effective method to deliver computer based teaching.
- Greater control of students in the classroom.
- Enhances ability to monitor and assist students.
- Simple functions for students to request help.
- Features tools to demonstrate issues and key points online.
- A greater return on investment and lower Initial cost.

About NetSupport, Inc.

NetSupport Inc is a member of the PCI Group of Companies, the developers of the Netsupport range of award winning Remote Control and IT Training products.

NetSupport Inc was established as a center of excellence within the United States and Canada to provide the highest possible levels of service and support to our customers, resellers, distributors and business partners.

The PCI Group has invested heavily in the development of NetSupport products within the US market in an effort to respond to the challenges of ever-changing forces within this market. This ensures that the needs, features and functionality of the largest, most demanding market for software solutions in the world are addressed quickly and fully in the continuing development of the NetSupport range of products.

NetSupport consistently releases new product versions that reflect the rapidly changing needs of our customers. By increasing functionality to meet their needs, we have taken an established, superior product into an award-winning class of its own.

We understand that in order for our customers to invest their hard earned money in our products, whether they are large or small users, resellers or distributors, they need to be sure that the product is reputable, the support is dependable, and the price is reasonable. We, at NetSupport, endeavor to always meet those requirements.

NetSupport Inc
106 Colony Park Drive, Suite 400
Cumming, GA 30040
Toll Free 1-888-665-0808
Tel: 1-770-205-4456
Fax: 1-770-205-4462