

## NETSUPPORT SCHOOL v11



### NetSupport School v11

NetSupport School is the class-leading training software solution, providing teachers with the ability to instruct and visually/audibly monitor, as well as interact with their students, individually, as a pre-defined group or to the whole class.

Rising to the challenge and requirements of today's modern classroom, NetSupport School provides the ability to deliver lesson content, simultaneously monitor all student PCs and work collaboratively, ensuring that complete student attention and focus is maintained at all times. There are no hidden extras; all features are included as standard including a customised testing suite, dedicated technician console, digital student revision aids, lesson planning tools and the option for teachers to reward students for good effort.

NetSupport School can be used on any Windows computer and is designed to work flawlessly over both wired and wireless networks. Increasingly, schools are also embracing new PC technologies and NetSupport School works happily in terminal server, shared resource, virtual desktop and thin/zero client computing environments.

#### Key Features:

- Tutor Assistant app for Apple iOS and Android devices (NEW)
- Android and iOS student tablet support (NEW)
- Student Chromebook support (NEW)
- Question and Answer Module (NEW)
- Video Editor and Conversion Tool
- View / Control student screens
- Real-time instruction tools
- Powerful Student Surveys
- Testing and quiz components
- Real-time Audio Monitoring
- Internet metering and control
- Digital Student Journals
- Dedicated Technician Console
- Application metering and control
- Printer management
- Send out and collect work

### What's New

**Highlights in version 11 include:** Extended platform support including the ability to engage with students' Android/Apple iOS tablets and Google Chromebooks – and for mobile monitoring of students, the new Tutor Assistant app delivers key functionality direct from teachers' Apple iOS or Android devices.

In addition to a totally refreshed teacher interface, other key updates include: a new and unique Question and Answer module that encourages instant and continuous assessment of learning; the ability to edit and output Replay Files in a range of video formats; a wealth of new systems management tools added to the Technician's Console and enhanced File Distribution performance.

## MANAGE

### Classroom Management

- Power on or off all classroom computers from the teacher PC.
- Perform a remote "log off" on all PCs.
- Send a remote "log in" to all student PCs at the beginning of class.
- Blank student screens to gain attention.
- Lock the student's mouse and keyboard when instructing.
- Use layouts so the teacher PC represents the layout of the physical classroom.
- Use individual teacher profiles to deliver the features needed by each teacher.
- Give individual students visual rewards to encourage effort or behaviour.
- One click "request assistance" option for teacher needing tech support.

### Printer Management

- Prevent students printing in the classroom.
- Limit printer usage by number of pages.
- Require teacher authorisation prior to printing.
- Prevent printers being added, deleted or modified.
- Display real-time print indicator identifying which student is printing.

### Device Management

- Prevent data being copied to or from USB storage devices.
- Prevent data being copied to or from CDR/DVD devices.
- Prevent new network connections being created.

### Student Register

NetSupport School offers a powerful student registration feature:

- Request standard and custom information from each student at the start of class.
- View a summary for a student by using a "mouse over" of the student icon.
- Use customised icons for individuals or groups of students.

### Student Information Bar

NetSupport School features a Student Information Bar, neatly located at the top of each student screen. This can be set to be always visible, hidden or to auto-hide.

The Information Bar provides feedback to the student on the current lesson, time remaining, current websites and applications that are available, the status of messenger and keyboard monitoring, lesson objectives and quick access to request help. The Information Bar is fully configurable by the teacher.

### Hand Out and Collect Files

Distribute files and folders from the tutor PC to multiple student workstations.

- Transfer files to and from a selected PC in a single action.
- Distribute files to multiple PCs in a single action.
- Hand out and automatically collect files with each student's details appended.



## INSTRUCT & COLLABORATE

### Real-time Instruction (Show Mode)

- Show the tutor's screen to selected students.
- Show a specific desktop to selected students.
- Show just a selected application to selected students.
- Video Editor allows Replay Files (previous screen recordings) to be edited and exported to common video formats.
- Broadcast a video file to selected students.
- Deliver your presentations optimised for wireless networks.
- Leave a recording of your Show on the student's PC for future review.
- Interact audibly with students while demonstrating a topic.
- Show a student screen (Exhibit mode).

### Key Show

Visually highlights when key combinations are used (eg CTRL + P for print).

### Screen Highlighter and Drawing Tools (Annotate)

NetSupport School provides as standard a wealth of screen annotation tools to aid in presenting. These include Line Tools, Arrows, Shapes, Text Highlighters and more.

### Virtual Whiteboard

Full page Whiteboard integrated directly within the Tutor supported by a wealth of drawing tools for improved collaboration within the classroom.

### Internet Co-browse

Allows a teacher to open selected websites and synchronise these with the browser on each student PC. As a teacher navigates across a website, the student PCs will follow.

### Group Leaders

A nominated student can be assigned certain tutor rights and act as a group leader until such privileges are revoked. Now includes a visual layout of leaders and their assigned group members.

### Teacher Toolbar

When the teacher application is minimised, a convenient toolbar is provided for quick access to key features within NetSupport School. This toolbar is optimised for use with Interactive Whiteboards.



## MONITOR & CONTROL

### View student screens in real time (monitor mode)

- Monitor the entire class in a single view.
- Scan through sets of student PCs in pre-defined multiples.
- Overlay additional information including active application or active website.
- Zoom for optimised high-definition student thumbnails.

### Instant Messenger monitoring

Real-time monitoring and control of Messenger applications presents teachers with a view of chat activity and content.

### NEW Tutor Assistant app

Compatible with Apple iOS and Android devices and available as a free download from Apple iTunes, Google Play and the Amazon app store, the Tutor Assistant app increases a teacher's mobility around the classroom, enabling them to retain key control and monitoring of all student workstations. (NetSupport School V11 desktop Tutor component also required.)

### Real-time keyboard monitoring

Designed to be used in conjunction with application control, this component provides teachers with a real-time insight into student activity and topic understanding. Also provides "target" keywords for tracking student understanding and a full history of keyboard usage by student and application.

### Internet metering and control

- Monitor all student internet use.
- View background websites open on all PCs.
- Open and close websites on all selected PCs in a single action.
- Record a full history of internet use for the class.
- Prevent access to any or restricted websites.
- Allow access to approved websites only.

### Real-time Audio Monitoring and Language Lab tools

- Listen to student audio.
- Listen to students' microphones.
- Monitor audio in class.
- Two-way audio chat.
- Record audio to file.

### Audio

Broadcast audio to the class or transmit the tutor's voice during a presentation.



## TESTING

### Student Surveys

Find out if your students have understood the content covered during the lesson by conducting an instant survey.

- Create a survey using pre-supplied or custom responses.
- See instantly all responses and a summary for the class.
- Create groups dynamically based on student responses.
- Publish survey results to all students.

### Student testing and quiz

Design tests and examinations with the minimum of effort, including text, picture, audio and video questions.

- Create a library of resources and questions that can be shared.
- Create any number of tests using questions from your library.
- Now utilise up to 8 different question styles.
- Create questions with between 2 and 4 possible answers.
- Set examination grading levels (eg over 75% = A grade).
- Track student progress and see question success or failure in real time.
- Auto-mark the test so results are available as soon as it is completed.
- Display individual results back to each student.
- Deliver results (including highlighting the correct answers) to the class.
- Install the Test Designer on a standalone system.

## QUESTION & ANSWER MODULE

### NEW Question and Answer Module

Built around current teaching practices for the continual assessment for learning, Version 11 introduces a new and unique Question and Answer Module.

The feature allows teachers to verbally ask questions to the class, gauge student answers and understanding, introduce new questioning styles to the lesson (such as basketball questioning), develop peer assessment opportunities, as well as track rewards against both the individual and, where appropriate, teams. Options include:

#### First to Answer

Teacher can choose the 'top x' fastest responders and the quickest student is asked for their answer. Teacher confirms if right or wrong and has the option to bounce the question to subsequent students. Points can be awarded or deducted.

#### Enter an Answer

Teacher enters the answer to a question in advance and students are prompted for their answers. Results are instantly displayed to the class and points awarded or deducted.

#### 'Pot Luck' and Team modes

Students can be selected at random to answer a question and team play can be introduced.



## TECH CONSOLE

A classroom management solution is not simply about providing the right tools for each teacher. Equally important are tools to ensure all computers in the school can be managed and maintained so they are always available for teaching. With this in mind, NetSupport School also provides a unique "Tech Console" specifically for Lab Technicians and Network Managers.

### Using the Tech Console you can:

- Monitor all computers across the school network in a single view.
- Monitor application and internet use on each student PC.
- Transfer files and folders to selected or all computers.
- Group all computers by classroom/physical location.
- Generate a full Hardware Inventory summary for a selected PC.
- Generate a full Software Inventory for each PC, including hotfixes.
- Provide direct technical assistance to any classroom teacher.
- Display all students and teachers by active class.
- Conduct Chat with one or multiple students or teachers.
- Broadcast messages to groups or all network users in seconds.
- Shows real-time USB memory stick status on all student PCs.
- Perform powerful 1:1 PC remote control on any selected computer.
- Review individual NetSupport School client security settings remotely.
- View and control services, processes and applications running on each PC.
- Power on, power off, reboot and login to classroom computers remotely.

- **NEW** - View/set Power Management, Windows Update and Security settings.
- **NEW** - Edit the registry of a remote system.
- **NEW** - Launch a local command prompt from the remote system on your PC.
- **NEW** - Automatically connect to students/teachers using room mode.
- **NEW** - Ability to search for students by name, device or class.
- **NEW** - Apply a school-wide set of internet and application restrictions that are "always on".
- **NEW** - Resize remote machine thumbnails using a convenient 'slider'.

## LEARNING

### Student Journal

During a typical class, all appropriate items relating to the subject can be captured and automatically included in a PDF file for post-lesson review by each student. These include:

- Lesson details and objectives.
- Teacher notes.
- Individual student notes.
- Screenshots from within a presentation (and supporting explanation).
- Virtual Whiteboard screens.
- Individual student test results.
- URLs of websites used during the lesson.
- Copies of any class Chat transcripts.

- **NEW** - Add information to an existing 'master' journal.
- **NEW** - Add chapters and bookmarks.
- **NEW** - Synchronise missing content for absent students.
- **NEW** - Include school branding.



## SECURITY

NetSupport School contains a wealth of security features to ensure its correct and authorised use. These include:

- Unique "security key" to make your copy incompatible with other copies.
- Restrict connectivity to only systems carrying a matching software licence.
- Tutor profiles each allowing customised levels of functionality as required.
- Use AD profiles to limit which users are able to use the tutor or tech tools.
- Use AD profiles to force configurations for both tutor and client.
- Control the access and use of portable media devices within the classroom.
- Automatically re-apply restrictions on reboot of a student computer.

NetSupport School is provided with example Active Directory (AD) templates for easy implementation.

## SYSTEM REQUIREMENTS

Windows XP(SP2), 2003(SP2), Vista, 2008, Windows 7, Windows 8. 35 MBytes free disk space (90 MBytes full install).

NetSupport School operates in Terminal Server, Thin/Zero Client, Virtual Desktop and shared-resource computing environments and supports Google Chrome OS and Android/iOS tablets.

Tutor Assistant app requires the presence of an existing NetSupport School V11 Windows Tutor installation.

For Mac and Linux-compatible classroom management, visit: [www.netsupportassist.com](http://www.netsupportassist.com)



# NetSupport

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