

# NETSUPPORT ASSIST

A Teacher's Perspective



## Introduction

Hello, I'm Miss Jackson and I teach English. Today I'll show you how I use NetSupport Assist to conduct and monitor my class. My school has both Mac and Linux computer labs, and NetSupport Assist can be used in either situation.

I'll guide you through the basics of NetSupport Assist and show you how I work with it in my lessons. It's intuitive and pretty easy to use, and I'm sure you'll see many opportunities for using it in your school as we go through the various functions.

Using NetSupport Assist in my lessons means I can keep my keep students on task with application and internet monitoring; engage them with online presentations and multi-media instruction; use quick surveys to poll their understanding of classroom topics, and use the chat and messaging features to encourage collaborative working.



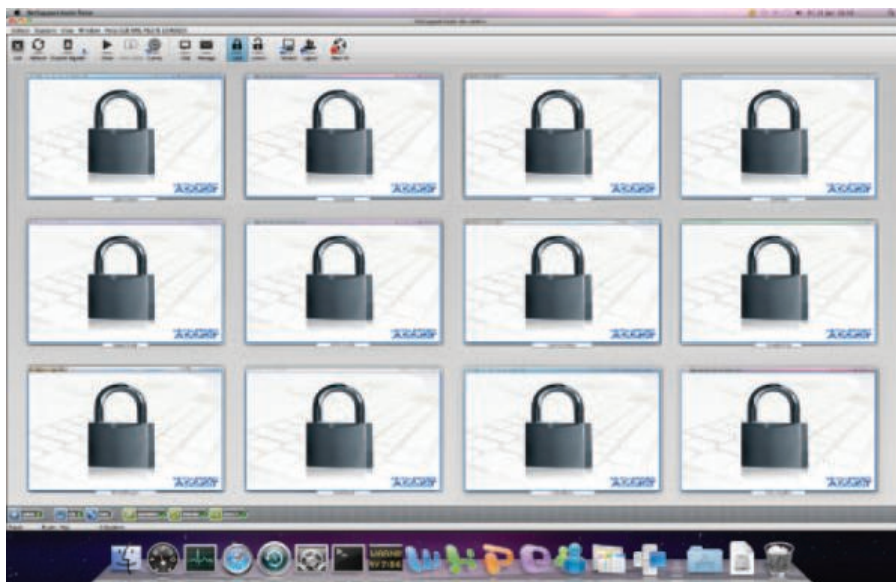


Teacher screen interface - Mac

## Interface

The NetSupport Assist user interface is clearly laid out with a menu bar containing the configuration options you'll need across the top, plus a row of icons underneath showing shortcuts to the most frequently used tasks and tools. So you don't need to worry about dedicating lots of time to learning how to use the software; you'll find it really easy to navigate.

The majority of the functions are accessible within a few clicks, which is exactly what you need whilst working with a classroom of students who are all demanding your attention.



The students' screens are locked - Mac

## Start of lesson: Power Management / Lock Screens

Thanks to NetSupport Assist's new Power Management feature, I can power on and log on all the devices in the class from my PC. I find it's much quicker to get the lesson started if everything is ready to go once the students come into class.

As the rest of the students are coming in, some are having a look on the internet, so I'll lock their screens to let them know the lesson is starting. That's got their attention!



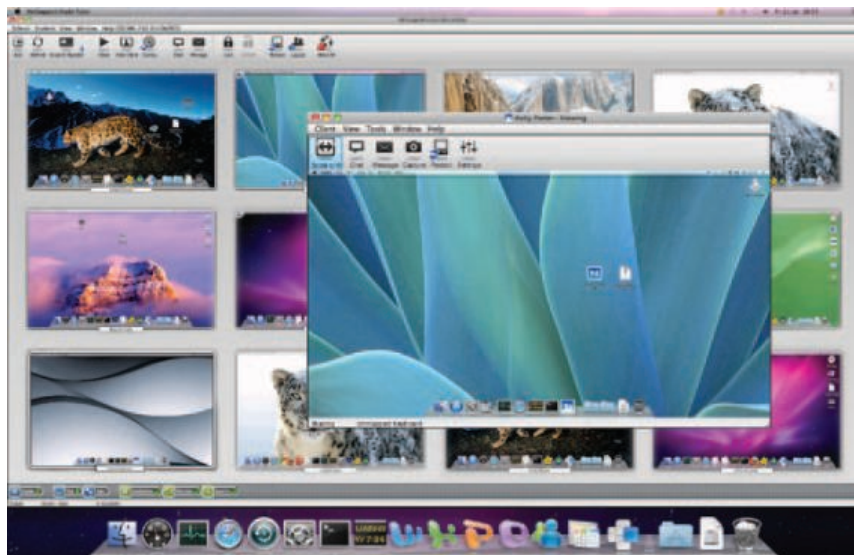
Teacher screen showing the registration prompt - Linux

## Registration

Now the students are ready, I can send a prompt to each computer to ask them to register.

With NetSupport Assist, you can ask students to supply just their names, or you can request other custom information from them too. These details allow me to create an attendance report for the school's records so we can keep details for each pupil throughout the year.





Monitoring the named thumbnails - Mac

## Monitoring the class

When the students have registered, I can see named thumbnail images of each of their computers on my desktop in a single view - and I can resize or rearrange these as I wish. Some teachers tend to lay them out so that they represent the physical layout of the classroom.

I can see in real time what each student has on their screen and, if I need to, zoom in for a high definition view of a particular student's desktop. On my Mac, I can also change the view from thumbnails to "detailed view" and this gives me more information about the applications and websites that my students are using at that particular moment.



Name	IP Address	Username	Location
Sofia Howdle	+10.20.90.0.98.5405 (Sofia Howdle)	Mrs Jenkins	Linux
Eddie Simore	+10.20.90.0.49.5405 (Eddie Simore)	Mrs Jenkins	Linux
Lisa Browne	+10.20.90.0.72.5405 (Lisa Browne)	Mrs Jenkins	Linux
Mark Young	+10.20.90.0.20.5405 (Mark Young)	Mrs Jenkins	Linux
Ravi Khan	+10.20.90.0.83.5405 (Ravi Khan)	Mrs Jenkins	Linux
Kelly Morgan	+10.20.90.0.38.5405 (Kelly Morgan)	Mrs Jenkins	Linux
Yan Shi	+10.20.90.0.88.5405 (Yan Shi)	Mrs Jenkins	Linux
Natween Patten	+10.20.90.0.91.5405 (Natween Patten)	Mrs Jenkins	Linux
James Freeman	+10.20.90.0.21.5405 (James Freeman)	Mrs Jenkins	Linux
Yusef Rouge	+10.20.90.0.36.5405 (Yusef Rouge)	Mrs Jenkins	Linux
Kamerna Khali	+10.20.90.0.41.5405 (Kamerna Khali)	Mrs Jenkins	Linux
Katie Holmes	+10.20.90.0.94.5405 (Katie Holmes)	Mrs Jenkins	Linux
Mark Boyden	+10.20.90.0.48.5405 (Mark Boyden)	Mrs Jenkins	Linux
Daniela Carroll	+10.20.90.0.76.5405 (Daniela Carroll)	Mrs Jenkins	Linux
Wayne Goding	+10.20.90.0.34.5405 (Wayne Goding)	Mrs Jenkins	Linux
Sara Pope	+10.20.90.0.69.5405 (Sara Pope)	Mrs Jenkins	Linux

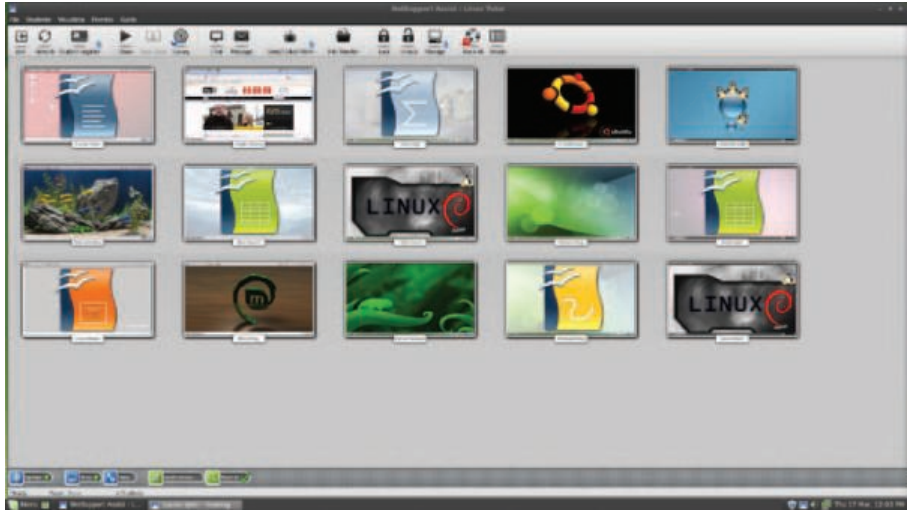
Detailed view - Linux

## Internet metering

The students are now going to research a prose writing task online and I've selected some websites for them to use.

The thumbnails show me which websites they're looking at and, if necessary, NetSupport Assist allows me to manage them centrally from my desktop. So let's say that some of my students are taking a sneaky peak at the football scores when we're meant to be researching news writing techniques, then I can easily block everyone's internet access with just a single click.





Monitoring students' application use - Linux

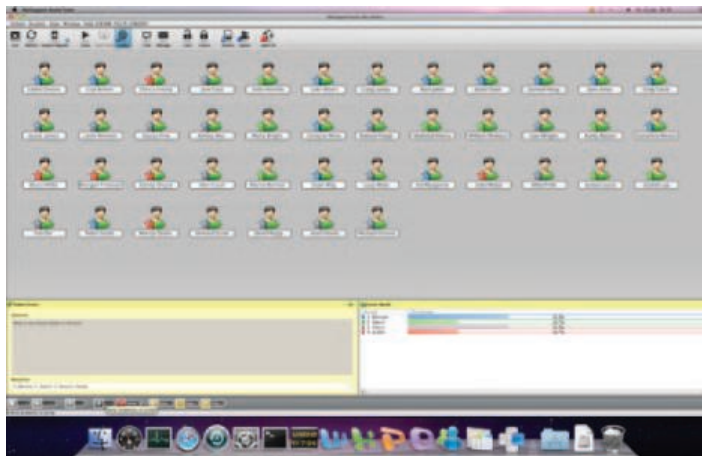
## Application metering

In the same way that I can monitor and manage the students' internet access, NetSupport Assist allows me to monitor the applications they use in class.

This feature is handy to ensure that the students don't get distracted by applications they shouldn't be using as part of the lesson.







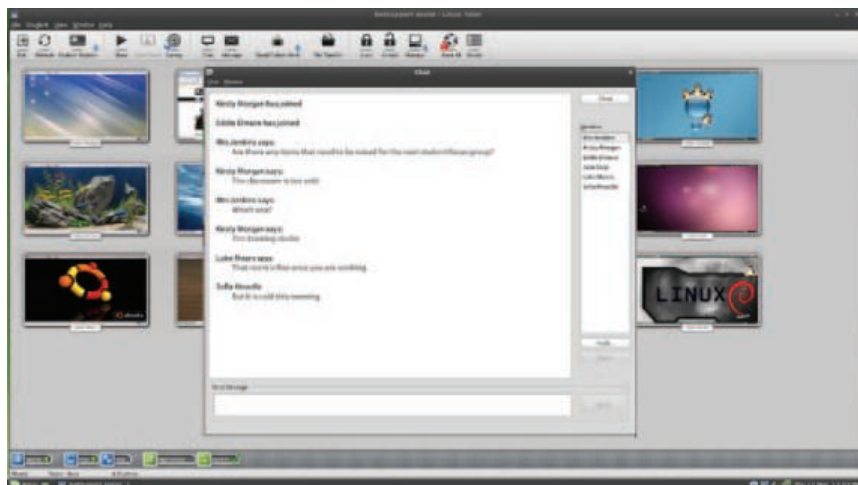
Responses from a student survey - Mac

## Instant survey

For the end of lesson plenary, I want to see how well the students understand the new grammar rules I have introduced to them today, so I'm going to send them some instant survey questions. This is a handy, interactive way of engaging students and getting their instant feedback to two or three questions so that I can check their understanding.

I send the class the questions and some pre-defined response options - and the students click on their chosen response to answer. I can then send the results to everyone's screens so they can all see how well they've done as a class.

Sometimes I run a survey mid-lesson because then I can group the students by their responses; setting work for those who have understood the topic perfectly and going over concepts in more details for those students who are struggling.

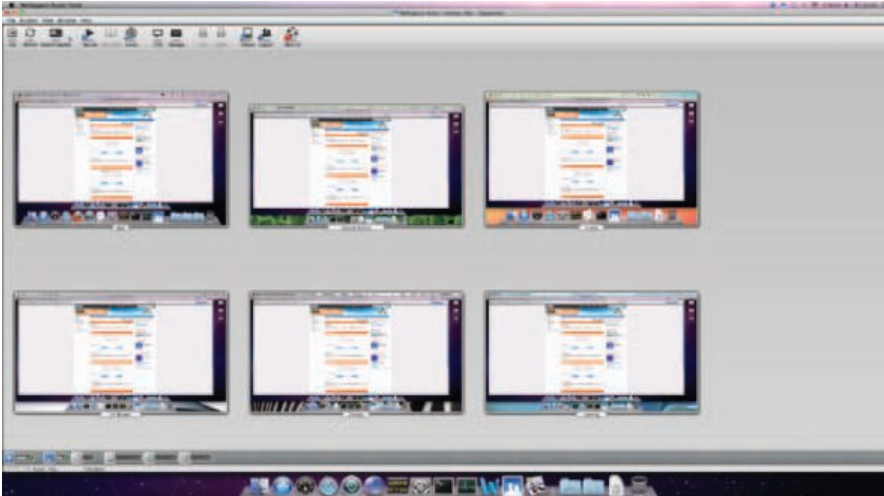


Conducting a group chat - Linux

## Messaging / Chat

NetSupport Assist allows me to send important lesson information or alerts to my entire class, or alternatively, just selected students. This is particularly helpful if the students are working individually on a timed exercise: I often send a “10 minutes left” message as a countdown to the end of the task, so they can finish off what they’re working on. And I can decide just how long the message will be displayed for, so I set a duration that means all the pupils will see it.

If a student needs help during this kind of exercise, they can also conduct a two-way chat session with me without distracting the rest of the class, which is incredibly useful. It’s also good for those students who want to ask a question, but don’t want to do it in front of fellow students in the class; this way they still have an opportunity to get their answer.



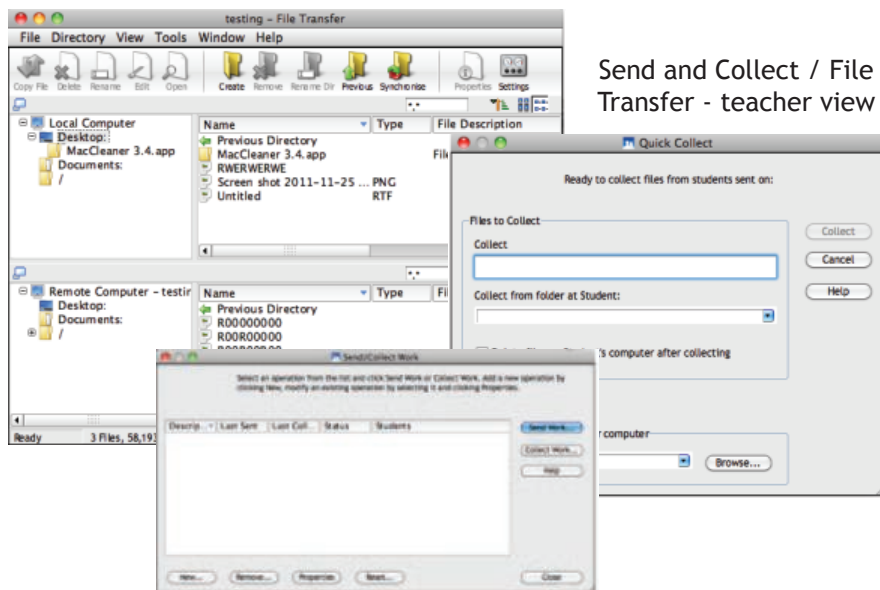
Exhibiting the students' work - Mac

## Show screen

Now the students have all finished their work, I can exhibit several of the finished pieces on the students' screens so the rest of the class can see them.

I've noticed that exhibiting work on each student's screen - as opposed to getting them all to look at a central point at the front of the class - has had a positive effect on the pupils' attention spans.

Previously, there would always be one or two students who were not paying attention fully. Now, they're looking at their screens and are much more engaged with what's going on in the lesson. I'm sure it helps them to retain more information too.



Send and Collect / File Transfer - teacher view

## Send and Collect / File Transfer

Next, each student needs a file to work on, which I can easily hand out to them via NetSupport Assist using the Send and Collect feature. This is an easy way to ensure the students have all the resources they need - and quickly, too.

The students will now complete the exercise on the file to show that they can apply what they've learned. Once they've finished, I can collect it back in just as easily as I handed it out; the files returning with each student's details appended for easy identification.

I can also transfer files to students using NetSupport Assist's clear drag and drop interface - and it all works seamlessly and easily between Mac, Windows or Linux.



## What Teachers think of NetSupport Assist

I find NetSupport Assist invaluable in helping me with all aspects of lesson delivery: teaching, monitoring and engaging the students with activities and surveys. And even something as simple as being able to lock the students' keyboards and mice works wonders for gaining their attention, because, for once, they're actually keen to get on with the lesson!

I especially like the fact that the nature of NetSupport Assist encourages shy students to participate through messaging or in surveys when they may otherwise be reluctant to do so; it really gives them an opportunity to take a more active part in the group than they may otherwise be inclined to.

NetSupport Assist has really transformed my lesson delivery and has the benefit of getting the students used to using technology as part of any curriculum subject without a second thought.