



Midkent College

Tim Hill, Technical Support Manager

Tell us about your college...

MidKent College is a further education college based in the heart of Kent. We have three campuses in total in Maidstone and Medway – one for higher education and two for further education – where we serve 7,000-8,000 students per year.

What are some of the main IT challenges you face?

One of the biggest challenges we have is ensuring we have enough kit for our students. Currently, we have one device for every two students; a pretty good ratio. But you always need more. Realistically, with a limited budget to work with, it's always a challenge to maintain the existing fleet we have and find cost effective devices that are not only suitable for our students but are affordable. We are constantly looking for new ways to do that.

How has NetSupport DNA helped at the college?

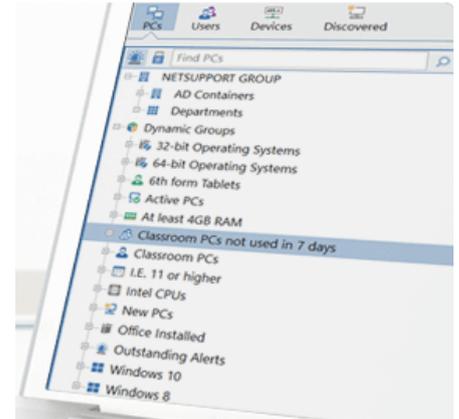
The main reason we first looked at NetSupport DNA was for the ability to view and collect data on computer utilisation and how we can identify that our devices are being used effectively. Now, we can check we're maximising the use of all of our devices and unused ones can be reallocated to a more relevant area where they will be used more effectively. So DNA has very much helped with device utilisation to help us manage our costs.

“ Now, we can check we're maximising the use of all of our devices and unused ones can be reallocated to a more relevant area where they will be used more effectively. ”



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

We don't use every single one, but of the ones we have used, we have found them very useful. For instance recently, when a particular student's laptop went missing, we used the remote support tools within DNA to track it down. We initiated a remote chat session with the device, so we could talk to the student to identify where they were and how they came to be using that particular device.



How do you use NetSupport DNA to help you with safeguarding?

The decision to purchase NetSupport DNA for our college was largely made on the strength of its safeguarding features. It streamlines many of our safeguarding processes and we use all of the tools in the Safeguarding module. The fact that DNA is flexible enough to allow our lead Safeguarding Officer to use this part of the product directly without input from the IT team is a real benefit.



NetSupport DNA includes NetSupport School classroom management. What do you find are the main benefits to teaching?

We had a similar product in place before, but we didn't have licensing that covered all our devices. So when we went for DNA, it was an opportunity to fully deploy classroom management for all devices.

Previously, we had struggled to deal the management of laptop trolleys, because in the previous model we had IT rooms where there was a teaching machine in the room that controlled the devices in that room.

Now, it's set up in a more flexible way where tutors can start up NetSupport School directly from their own laptops and have a drop down list of all the classrooms to select from. In addition, we have the system set up so that each teacher "owns" their session and other tutors can't intervene or join in. There had been concerns about this in the past, but with the settings available in NetSupport School, we have been able to implement a solution.

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

As NetSupport DNA is running in the background, not many staff are aware that it is actually there! However, I've had positive feedback from the staff using the safeguarding tools, who have commented that NetSupport DNA makes it easy to see and review all the data that has been gathered.



In terms of NetSupport School, we have only just implemented this, but our pilot users have given positive feedback, saying that they really like the way it works and that it has added additional features on top of those that were available in our previous solution.

What is it like working with NetSupport? Is the support good?

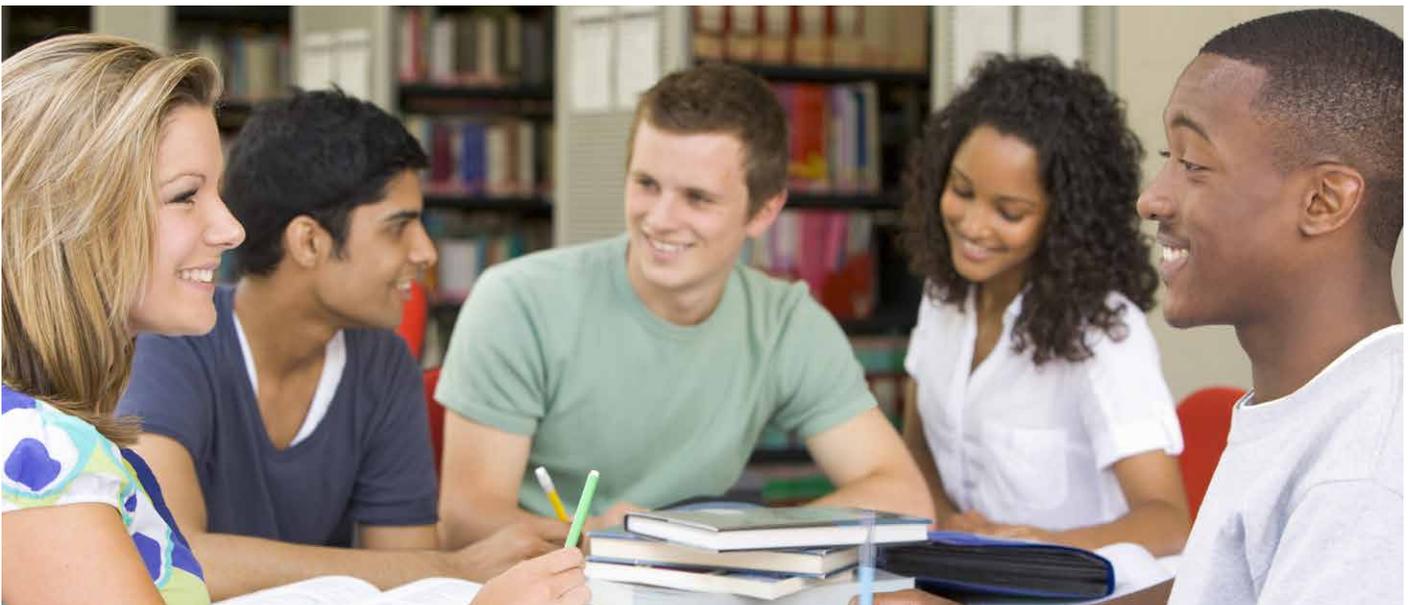
We have a large and complex technical environment at the college (covering our three sites), and so we did have some technical issues that we needed the NetSupport Support Team's input on. They have been very helpful and are always available. We've had constant correspondence with them – which has been beneficial as we implemented the system across the college.

We've had a very good experience with NetSupport from start to finish: from our reseller; the NetSupport Sales team; and the NetSupport Support team. We can see that a lot of effort goes into developing this product and keeping it updated – and NetSupport is really keen to take on board customer feedback and put it into the product in future updates; a very strong and tailored customer focus.

How do your NetSupport solutions compare to previous solutions the college has used?

We haven't had anything like NetSupport DNA before – only separate internal systems to try to achieve some of the functions on a more basic level, but they didn't really get the job done.

As a solution, NetSupport DNA is a far more detailed and effective option – especially for capturing the utilisation information that we really need.



“ NetSupport is really keen to take on board customer feedback and put it into the product in future updates. ”