



Swinton High School

Paul Jackson - Network Administrator

Tell us about your school...

Swinton High is a school located in Manchester, UK, with approximately 600 pupils attending from between the ages of 11 and 16. In the school, there are eight IT suites in total and every device on site has either NetSupport School or DNA installed.

What are some of the main IT challenges you face?

Like all schools, we have a duty to keep students safe and as technology increases in the school, we need to find ways to safeguard our students from accessing inappropriate material online without negatively impacting their learning experience.

How has NetSupport DNA helped at the school?

NetSupport DNA, which is the recommended safeguarding solution on the 'Think IT framework', allows the teaching staff to keep a closer eye on what pupils are accessing as well as highlight any safeguarding issues they are facing. The 'report a concern' feature is useful as students can report their concerns discreetly to a teacher of their choice without having to have the conversation face-to-face (which some may find uncomfortable). The teacher is then automatically notified and responsible for ensuring that these issues are dealt with.

It also allows me to check up on what a specific user has been searching for on the internet, should a member of staff have a concern. Overall, DNA makes it easy to proactively search for and curb questionable activity.

It has also made it easier to monitor power consumption and put policies into place which contribute to the conservation of energy, thus saving money for the school.



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

NetSupport School has given the teachers greater control over the class when teaching in an ICT suite, with tools such as live screen monitoring, screen blocking and application metering. Plus, it has helped increase interactivity with the pupils with its group chat, screen showing and quizzing tools - therefore increasing overall engagement and learning outcomes.

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

The teachers who use NetSupport products speak very highly of them. NetSupport has become an integral part of their practice.

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

I have found the support team to be very proactive and extremely helpful. This in itself places NetSupport leagues ahead of other products in terms of being a viable solution; my past experiences with competitors have been far less positive overall. This is in line with the overall support and positive experience we have received since joining the 'Think IT framework'.

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

At previous school sites, I have used AB Tutor and Impero. I personally find NetSupport DNA to be a more powerful tool, partly because it seems to be a far more flexible solution, thanks to the support / development team.

How do you see NetSupport supporting the school's IT into the future?

NetSupport will be able to help us provide better implementation and encourage greater user engagement to help combat safeguarding issues.



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