An overview of NetSupport School v14

NetSupport School is a complete Classroom Management solution for Windows, Mac, Chromebook, Android and Apple iOS. It allows teachers to instruct, monitor and interact with students individually, as a pre-defined group or as a whole class.

What are the key features?

- **New** - Student feedback visuals to gauge wellbeing and topic confidence.

Classroom Management
- Remote control all selected students.
- Power on/off and manage all classroom computers.
- Blank/lock student screens.
- Printer and device control.
- Tech Console for remote support across the school.
- Flexible range of connection methods to student devices, including SIS integration (ClassLink OneRoster and Google Classroom).

Real-time Instruction (Show mode)
- Show the Tutor's screen to all selected students.
- Presentations optimised for wireless networks.
- Virtual whiteboard and screen annotation tools.

- **New** - 'Easy' user mode to support technology-shy teachers.

Monitor
- Monitor the entire class in a single view with adjustable thumbnail size.
- Monitor audio, messenger and keyboard use.
- Monitor and control internet and application use.
- Record audio to file and capture time-stamped screen shots.

Assessment
- Q&A Mode for continued assessment and learning.
- Design tests with minimum effort.
- Track student progress and see question success or failure in real time.

What makes NetSupport School different?

- **Multi-platform support**
  There are dedicated versions for all leading desktop and mobile platforms including Windows, Mac, Chromebooks, Android and iOS – and NetSupport School allows teachers to connect to students using a mix of different platforms.

- **Student support and wellbeing**
  Less confident students can ask for assistance discreetly and teachers can use the Student Feedback mode to gauge student wellbeing and topic confidence using a range of visual indicators.

- **Ease of use**
  Teachers can choose from three user modes (Easy, Standard and Advanced) to make features accessible to suit their needs and level of edtech confidence, helping schools to maximise their edtech investment.

- **Audio Monitoring/Language Lab**
  Listen, in real time, to audio input and output; conduct two-way audio conversation; record and play back.

- **Unique tutor and student journals**
  Record content, activities, notes, test scores and resources covered during a lesson. Students can use this for revision and it helps ensure all information is stored in one place.

- **Dedicated student toolbar**
  Provides real-time lesson information such as the title, time remaining, any rewards given by the teacher, lesson objectives and expected outcomes, restrictions/controls in place and request help.

- **Safe learning environment**
  Monitor and control internet/application use and view websites open in the background on all PCs, plus track and record student keyboard activity. NetSupport School also features "always on" security policies and a 'safe search' function for supported search engines, which prevents inappropriate content being returned within search results.

- **Assessment and understanding**
  The Q&A Module allows a range of question types to be delivered based on the AfL concepts of Pose, Pause, Pounce and Bounce, helping teachers to reinforce key learning points and gauge students' comprehension. NetSupport School also provides "target" keywords for tracking of student understanding.

- **Dedicated Technicians' Console**
  A dedicated Technicians' Console for network managers and technicians using Windows is also included to help support users and manage devices across the school.

- **Teacher App for Windows 10**
  In addition to all the core classroom features, the dedicated Tutor app for Windows also gives focus to the integration of key Windows 10 and Office 365 educational services.

- **Full screen virtual whiteboard**
  A simple whiteboard, supported by a wealth of drawing tools, enhances classroom collaboration. It can be shown in real time to all students in the class and interacted with.

Frequently asked questions:

Does it support internet safety?	Yes. NetSupport School helps schools maintain a safe learning environment by allowing teachers to set up allowed/restricted website lists to control what their students see – while the keyboard monitoring feature highlights any potential eSafety issues and helps keep students on task.
What assessment/ testing tools are included?	**Tests** - Design examinations with minimal effort, including text, picture, audio and video questions and monitor in real time progress and results achieved. **Surveys** - Ask simple questions to all or a select group of students, with a range of answers in a multiple choice format, allowing the students to 'vote' on the correct answer or statement - helping teachers to capture their undertsanding on a topic. **Q&A Mode** - Built around the concept of Pose, Pause, Pounce and Bounce, this allows structured questions in the classroom, ensuring thinking time, selecting students to answer and collaborative sharing of ideas and responses. **Self and peer assessment** - Teachers can undertake a Peer Assessment with the class. Students give feedback in response to an answer given by a classmate. They indicate if the answer given was correct and the teacher's screen displays the results.
Does it support digital citizenship?	Yes, it helps schools to promote a culture of good digital citizenship by promoting positive use; showing a student's screen to the class or a teacher's screen to demonstrate.

What about platforms?

Windows
The NetSupport School desktop tutor is Windows-based and supports students using Windows (including Win 7, 8, 10 and tablets), Mac, Chromebook and Android/Apple iOS devices. There is also a Teacher App for Windows 10, designed to leverage the benefits of mobile teaching on Windows 10 touch-enabled devices.

Tutor Assistant
This free-of-charge app for iOS and Android tablets/ smartphones allows a teacher the freedom to monitor and interact with students whilst moving around the classroom.

Mac
Key features include: Remote control | Show tutor screen | Send and collect files | Power management | Student register | Blank/lock students' screens and keyboards | Thumbnail view of students | Surveys | Application and internet control | Chat and messaging.

Chrome
The Chrome Student extension provides a number of key features including: Remote control | Show tutor screen | Student register | Lock students' screens and keyboards | Block FTP access | Surveys | Internet and application control | Chat and messaging.
A teacher version for Chrome OS is also available.

Android
The Android Student app includes: Show tutor's screen | Lesson objectives | Student register | Lock students' screens | Surveys | Help request | Chat and messaging | Student thumbnails (Available on supported Android devices) | Student rewards | Launch URLs | Q&A Module | File Transfer.
A teacher version for Android is also available.

NetSupport Browser App for iOS
Features include: Student Thumbnails | Lock students' screens | Surveys | Request feedback | Student Peer Assessment | Internet metering | Send alerts | Assign Rewards | Show tutor's screen | Request help | View battery status.

How is it licensed?
A licence is required for each device the software is installed on. These are available on either a perpetual or subscription basis to suit different types of budget. Annual maintenance cover at 20% is available to keep your perpetual licences up to date and ensure priority technical support.

Why choose NetSupport?

31 years of experience
We have 31 years' experience in developing educational software and we work closely with local schools to ensure our solutions are relevant, effective and will meet tomorrow's challenges.

We listen to customer feedback
We operate a programme of continuous development for all our solutions and issue regular updates to ensure our customers are kept up to date with the latest technological innovations. The selection of new features comes from a combination of customer suggestions and collaboration with users in each sector, as well as our own insight.

Technical Support team
We are told that this is of the major factors that sets us apart from our competitors. Our main Support team is based in the UK where telephone and email support are provided. With the help of our colleagues in the USA, we can provide customer product support across global time zones.

Global success
Our products are available in multiple languages and are sold in over 120 countries worldwide, currently supporting over 18 million users.