



Richland College

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NetSupport School  
Licenses



We work within the  
Higher Education Sector

## How is the software currently being used in your organization?

It is used in the testing center every single day and is well received by all. It's used to take groups of students through instructions, instead of doing it individually - and allows us to control the students' devices and tasks from a single point.

## The challenges we were trying to solve:

We were having to go inside for each student to complete tasks, but now we can monitor and take them through instructions from one station.

## Why did you choose our product?

- Cost
- Easy to use
- Platform support
- Recommendation
- Features
- Security
- Other

This had added value to us in each category listed as we use it every day, most of the day. It saves us money as we do not have to have as many part time staff to run in and out of the labs. It increases productivity as we can do more at a time. It saves time by allowing us to complete steps that we were literally taking with each student. It allows us the flexibility to change exams, reset students, close them out, print them, we can do it all from one spot. It ups performance as we are not nearly as tired working from one station rather than running in and out all day. It is so easy to use, as it requires little training, simply getting used to what to do, with repetition being the key here.

## How/where has NetSupport added value?

- Saved money
- Increased productivity
- Saves time
- Flexibility
- Performance
- Easy to use
- Other

We are completely pleased with the product and would suggest to anyone that they need to try it and will not be unhappy in any way. We appreciate the product and the help we get when we call about anything at all.

## Would you recommend NetSupport?

- Yes  No

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Great product and  
staff  
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