# NCI TECHNOLOGIES

## Marlborough School

" e-Safety is really important to our school so the NCI solution and their support have been invaluable to us. From a teaching point of view, it is now quick and easy to access online media such as videos or interactive maths games as part of the lessons and set the filter to block the site after the lesson is finished.

Plus, I can upload media and access data easily on my IPAD to work on my lesson plans at home and then use them seamlessly in the classroom without compromising child safety or security. "

**Paula Ross**
**Assistant Head Teacher at Marlborough School Falmouth**

## Our Success Story

A Superfast boost to internet services empowers teaching and learning with advanced e-Safety



### ▷ Profile

**Marlborough School is a community primary school in Falmouth, Cornwall providing for just over 200 pupils.**

### ▷ Summary

**NCI approached Marlborough School with an opportunity to enhance the schools' internet services via a complete internet solution. At the time Marlborough were struggling with poor internet provision, email service and a frustrating filtering solution which compromised both teaching and learning opportunities and operational efficiency.**

Keen to switch providers, Marlborough embraced NCI's new internet solution agreeing to an initial trial period. They soon discovered that NCI's package of secure services opened the door to a considerably more flexible, cost-effective, teacher and pupil-friendly service.

" NCI significantly increased internet speed by installing Superfast Fibre Broadband as a free upgrade, an advanced yet flexible web-filtering system was also installed which empowered teaching staff to use online media easily, promptly and safely for lessons when required, email and data communications were enhanced and NCI provided e-safety support in line with OFSTED 'Outstanding' status.

The NCI team ensure children's online safety is at the heart of their solution. Marlborough School also benefitted from ongoing access to NCI's dedicated education team for a wealth of technical advice and support. With outstanding feedback and results this has been a clear success story for NCI. "

**Andy Trish**
**Managing Director**
**NCi Tech**

## ▶ The Situation

Marlborough School were experiencing several problems with their existing service which they found compromised teaching, the operational efficiency of the school and the learning opportunities for children. Education Director, Andy Trish, met with Head Teacher, Richard Gambier to outline the key issues that the school were experiencing and prepare a plan of priorities to bring immediate results to the school. The following issues were identified:

## Web-filtering restrictions

Web filtering was in place but this was too restrictive meaning key learning tools on sites such as 'You Tube' could only be unblocked via their IT provider which was a slow and inflexible process. Subsequently, the staff had limited control of the process which often prevented media use during lessons and assemblies and learning opportunities were missed.

Lack of useful web-filtering reports meant that ICT co-ordinators and senior staff were unable to identify persistent user and site problems or identify areas for e-safety lessons.

## Existing costs were high

Their existing package was proving to be costly especially given the limited services.

## Limited remote access

Remote access was limited so staff we're unable to retrieve data when working from home.

Staff laptops were on proxy settings when used at school which proved to be a hassle when taking laptops home as settings had to be switched off then on again at school thus further restricting homeworking.

## Slow and unreliable internet access

Internet speed was slow which limited the number of users accessing the net at any one time and restricted data downloads and multimedia use.

## Email functionality was limited

The email system wasn't user friendly and had limited functionality and no calendar sharing.

## IT support was limited

Access to technical IT specialists, leading technologies and responsive support was considerably limited.

## e-Safety support and training was needed

Staff needed to keep up-to-date in e-safety training and wanted advice to further develop their e-safety policy.

# Our Success Story

## ▷ The Solution and the benefits

NCI provided Marlborough School with a new, advanced school internet service with e-Safety at its heart. This service is designed specifically to be affordable and accessible, highly safe and secure whilst flexible enough to empower teaching and learning and also to enhance internet connectivity. In addition, NCI provided the school with access to a dedicated education team of on-site and remote technical support plus, access to a wider pool of technical knowledge through their partner network.

## Superfast boost to internet connection faster, more reliable and secure

NCI performed a location check to identify the most cost effective and efficient connectivity in the area. So that the school could benefit from an instant upgrade the 2Mb leased line was disabled and an ADSL line connected delivering up to 14Mb for a faster connection. When the fibre alternative via '**Superfast Broadband**' became available, soon after Marlborough Primary were able to receive up to 60Mb. A dramatic transformation that paved the way for ICT development and opportunities throughout the school. NCI upgrade schools from ADSL to Fibre Broadband for no additional cost (FTTC Service).

For Marlborough Primary this translated into a new freedom for internet access; more users could connect simultaneously thus, empowering internet use during lessons across the whole school. The service also enabled a faster data download speed and multi-media streaming, supporting ICT development as part of the curriculum as well as improving school operational efficiency. The frustration and stress of a painfully slow internet connection was now a distant memory.

> " Moving to NCI's School Internet Service has been a breath of fresh air. We don't ever want to come off it, it's too good! "

**Paula Ross**
**Assistant Head Teacher**
**and E-safety co-ordinator**

# Flexible Web-filtering empowers ICT use in lessons with advanced E-safety

**Richard Gambier, Head Teacher confirmed that 'Our intention is to minimise any risks to all members of the school community (including staff, pupils, volunteers, parents/carers, visitors and community users) who have access to, and are users of the school ICT systems, both in and out of school.'**

NCI enabled Marlborough school to meet its e-safety goals by firstly providing the advanced Netsweeper web-filtering system which is used by over 8,000 schools UK-wide, responsible for protecting 1 in 4 schoolchildren. The technology, whilst employing advanced filtering to protect children and other users from the dangers on the internet also enables staff to block and unblock sites quickly and simply on school premises.

Marlborough School found the system to be so flexible and easy to use it empowered teachers to immediately bring a variety of online media and tools into lessons to enhance learning without compromising safety and security.

Furthermore, because the filters could be set to unblock and block at scheduled times of the day or for scheduled user groups (via secure access rights) additional teaching opportunities could be captured during assemblies, lunchtimes and after-school clubs.

> **From a teaching point of view, it is now quick and easy to access online media such as videos or interactive maths games as part of the lessons and set the filter to block the site after the lesson is finished.**

**Paula Ross**
**Assistant Head Teacher
and E-safety co-ordinator**

> **We are seeing a great improvement in learning as a result.**

**Lesley Clayton**
**ICT Co-ordinator**

> ❝ **Overall, the new web filtering system proved itself to be flexible, to empower teachers to utilise online learning opportunities and be highly safe and secure.** ❞

**Lesley Clayton**
**ICT Co-ordinator**

## Web-filtering Reports to protect children and identify learning opportunities

For Marlborough, another key advantage of Netsweeper Web Filtering was the breadth of reports generated that could be used to support further e-safety education, policy and process adjustments throughout the school.

The ICT and E-Safety Coordinators were able to schedule regular reports based on the sites visited, frequency of visits and the time and user groups. Problems and usage patterns could easily be identified and dealt with accordingly to further protect children, teachers and school staff. Opportunities for additional e-safety awareness lessons for children were clear to identify. Furthermore, this data also helped to include parents in the importance of e-safety awareness to support and protect children when at home.

## Easy, safe access and sharing of documents from home or anywhere at anytime

The existing email system was restrictive and limited in functionality therefore a more efficient, user-friendly option, included in NCI's school internet services was discussed with the school. They opted to move onto Microsoft Office 365, which is free to schools and NCI migrate any email within the cost of the package.

Office 365 offered not only more advanced communication options with email such as calendar sharing but also online collaboration tools such as document sharing and online meetings. This led to immediate benefits since staff could now access their email and data files in a secure way whether from home or indeed anywhere where they could access the internet, and via any device.

Emails, files and even calendars could be easily and securely shared and staff gained greater flexibility to work and coordinate their activities at varying times of the day to fit with school schedules. Documents could be simultaneously edited and online meetings could easily be scheduled with governors, pupils and staff.

# Up-to-date with 'Outstanding' e-Safety Awareness

## e-Safety training

OFSTED place e-safety high on their agenda which is why Marlborough School chose NCI Technologies to help them meet 'Outstanding' criteria. As part of the 'School Internet Services' package, NCI ensured the school received an e-safety policy audit and supported updates where required, in policy and staff training. Through their training partner NCI deliver online or on-site e-safety training that is affordable, certified in accordance with OFSTED requirements and flexible, to work around busy staff schedules. Staff can take up to six online training courses a year, or top-up to 'unlimited' for a small cost.

## e-Safety resources

In addition, NCI's website: **www.esafetymatters.com** provides schools, parents and the wider community with a hub of e-safety resources for adults and children alike. Schools can download e-safety lesson plans, policies and pupil oriented videos addressing e-safety issues. Marlborough School link their e-safety school web-page to 'esafetymatters' to engage parents giving them access to resources on 'setting parental controls' and advice for e-safety at home.

## Marlborough School embrace e-Safety

The school have thoroughly embraced e-safety throughout the school with initiatives such as a 'Cybermentors', a group of pupils with strong e-safety knowledge tasked as e-safety ambassadors - supporting and informing on the safe use of technology. Plus, they regularly hold e-Safety assemblies to share information across the school, keeping children alert and the support staff's e-safety training up-to-date. Parent and wider community involvement has also improved via parent e-safety talks at assemblies and via updates on the school website.

## e-safety champions award

NCI delivered an E-Safety Champion rosette and ICT Award to school clients for presentation to their top pupils rewarding their achievements for the school year. To the right, Deputy Head-Teacher, Paula Ross and Andy Trish, Director of Education at NCI present awards to Marlborough Schools' star ICT achievers.



## Help is at hand!
### Technical support from a dedicated school team

The School benefits from ongoing access to NCI's dedicated education team for a wealth of technical advice and support. NCI's highly qualified engineers work closely with the ICT and e-safety Co-ordinators at Marlborough Primary to fix any technical issues and support the ongoing development of ICT throughout the school environment. Furthermore, because NCI partner with many industry-leading technology companies the school know that the NCI team can access this additional wealth of technical knowledge and solutions tailored for local school environments.

# The Technologies & services

Netsweeper Advanced Web Filtering

Secure 'Superfast' Internet connection with Business Class Firewall

E-safety training and support

Microsoft Office 365

Technical support - remote & on-site

Managed on-site Host Hardware

## Contracts/ Agreements with NCI

NCi School Internet Services Agreement

netsweeper
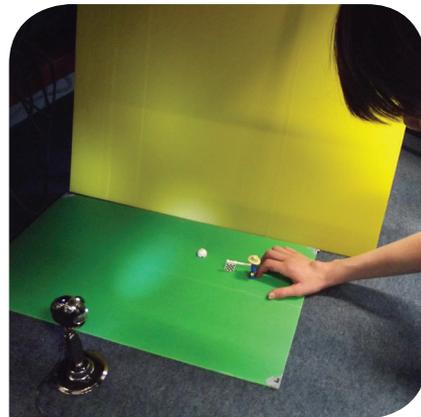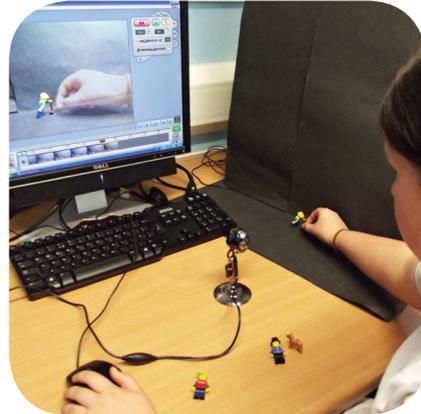
**Microsoft** Partner
Gold Midmarket Solution Provider
Gold OEM
Gold Volume Licensing
Silver Server Platform
Silver Desktop
Silver Mobility
Silver Search

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