



St George Christian School Delivering the Benchmark in Pastoral Care

When St George Christian School embarked on their 1:1 school provided laptop program in 2011, their main priority was to ensure a safe and productive online environment for their students. Wilson Cheng, ICT Manager at the School recalls, *“with students using the School provided laptops off campus we needed a solution that could help enhance student welfare wherever and whenever they connected to the internet”*.

To support them in addressing this and other priorities, the School selected CyberHound’s unique education focused solution. The CyberHound solution has been instrumental in enabling them to deliver a high level of duty of care to their 780 students, both on and off campus, whilst also simplifying internet management and security for their ICT team.

Technology – Cornerstone for Learning in the School

The School is strongly focused on integrating technology into learning for every subject across all K-12 year levels. When adopting new technologies and online learning tools, the objective is to make it simple for staff and students to access and on developing the digital literacy and ICT skills within the school community.

“Teachers are increasingly using online learning tools, such as YouTube, to complement and enrich learning opportunities. Through the infrastructure we select and implement, we are always focused on facilitating this,” Wilson said.

Challenges in a Technology Centric Learning Environment

When embarking on their 1:1 laptop journey the ICT team realised very quickly that their existing internet management and security solution did not adequately address their specific requirements. A significant requirement was off campus filtering, however their existing solution had also become very complex and cumbersome for their ICT team to manage.

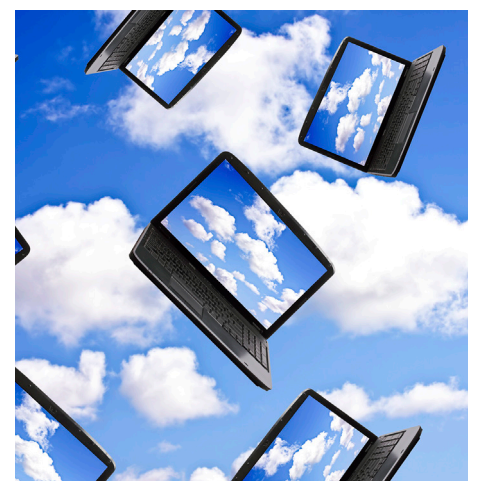
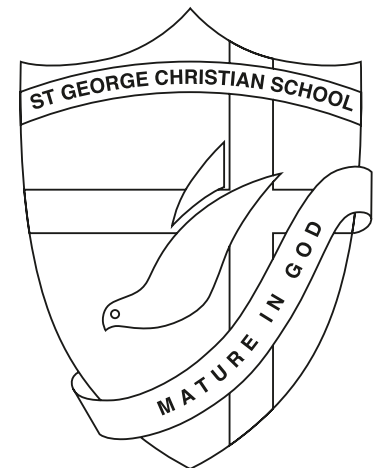
“The web filtering was very complex to manage and there was not an appropriate level of support and training available to help us achieve what we needed,” said Wilson.

Wilson continues, *“our previous solution didn’t handle the off-campus filtering very well and required all internet traffic to go back through the School to be filtered, so the performance was not acceptable.”*

With students increasingly using social applications and other online tools for educational and personal purposes, the School had concerns around being able to identify potentially vulnerable students or those displaying anti-social behaviour. The bandwidth on their increasingly restricted internet connection was also being put under pressure with students downloading more and more applications and other software to their devices.

“CyberHound’s ClearView feature is completely worth the investment to ensure the welfare of our students 24 x 7. The feature is so important for us that we wouldn’t consider going with any other solution.”

Wilson Cheng, ICT Manager
St George Christian School
www.sgcs.com.au





Seeking an Alternate Solution

In seeking an alternate solution the ICT team reached out to their peer community, including other CSA schools, to get recommendations.

The fact that all policy changes made at the School are also automatically pushed out to students, even if they are offsite, is very productive. It is very beneficial for learning to give students access to new resources and websites remotely,” said Wilson.

Benchmark in Pastoral Care Support

Providing students with a high level of pastoral care is a priority for the school. The CyberHound solution, through its comprehensive alerting and reporting feature, is providing the School with vital evidenced based insights. Through this service, key pastoral staff at the School have been able to intervene early and provide necessary support in a number of cases where students’ comments or interactions raised concern.

Boosting Performance

Before implementing the CyberHound solution, students who downloaded software to their devices and newly available platform updates, such as Apple iPhone updates, put significant load on the School’s internet bandwidth. By implementing the quota facilities on the CyberHound Appliance, each student now has a limit to the amount of data they can download, decreasing the load on their internet connection.

Additionally through CyberHound’s unique Internet Acceleration Platform iOS, Mac & Windows and more, software updates are now downloaded once and delivered locally from the CyberHound Appliance. This has not only saved the School significantly in data downloaded but the biggest benefit is being felt in performance.

“We have 250 iPads in the School and when the latest iOS update became available it was pushed out locally via the CyberHound Appliance. This ensured bandwidth wasn’t impacted for the rest of our students accessing the internet and other online tools,” Wilson said.

The intuitive easy-to-use interface of the CyberHound Solution is saving the ICT team significant time. *“It is now very easy for us to create, change and prioritise access policies via the drag and drop capability. This used to be a complex process with our previous solution and required a member of our team to puzzle it out and make it work,”* said Wilson.

Reliable Solution and Support

With technology and online tools being paramount to the School’s learning environment, the CyberHound team have earned trust in delivering the School a highly reliable solution with comprehensive support and training services.

“The CyberHound solution is so reliable we have never had any down time due to service issues since implementing it and the support team are always at hand if we have any questions. We are impressed that it truly is that reliable,” said Wilson.

“After discussing our requirements with a number of other Schools, CyberHound’s solution was highly recommended by many. It was the only solution on the market that enabled filtering on the device independent of where it connected.”

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