



Faronics Insight and Oklahoma City University
Case Study

Intelligent Solutions for **ABSOLUTE** Control

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About Oklahoma City University

Oklahoma City University is a coeducational, urban private university located in Oklahoma City. The university offers a wide variety of degrees in the liberal arts and sciences disciplines, and is the only Oklahoma institution listed in the top tier of the regional, master's-level university category by U.S. News and World Report magazine. It is also listed in America's Best Christian Colleges & 100 Best College Buys.

The university has more than 2,100 undergraduate students and 1,700 graduate students. Helping these students reach their academic goals are 550 faculty and staff members, of which 20 are IT personnel. "We have a total of 251 public computers spread across 16 computer labs," says Ernesto Chávez, Manager of Instructional Technologies and Media Services at Oklahoma City University. "We also have 82 computers located in classrooms." As the Manager of Instructional Technologies, it is Ernesto and his team's responsibility to ensure the classroom and computer lab workstations are kept up and running for student and faculty use.

The Problems They Faced

Like many educational institutions, Oklahoma City University invested a significant amount of money into ensuring students had access to the latest computer technology and software. But many of the staff felt that merely placing a computer in front of a student does not necessarily lead to an enhanced and more effective learning environment. In fact, computers often served as a distraction to students in the classroom since they could easily be tempted away from classroom activities by distractions such as games, instant messaging, or the Internet.

"We recognized that placing computers into the classroom was a great way to connect students with the outside world, but it did little to connect students with each other or to the instructor. There was no way for our instructors to communicate with our students in the classroom other than visiting each computer station," says Mr. Chávez.

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The Solution They Found

Ernesto and his team started looking for a better way to do things and came across Faronics Insight, a centralized instructor management software that empowers instructors with total control of classroom computers and student attention. He says, "We've been using Faronics Deep Freeze to keep our computers running trouble-free for a couple of years now, and love it." Faronics Deep Freeze has virtually eliminated workstation damage and downtime at Oklahoma City University by making their computer configurations indestructible. Any changes made to the computers by students are never permanent, which means computers always startup in the clean and fully-functional state that they were deployed in.

Ernesto continues, “When I explained to our Faronics Account Manager the troubles we were facing in keeping our students on task in our computer labs, he recommended we give Faronics Insight a try. Myself and two IT instructors evaluated the software for 30 days, and we were hooked. We purchased it immediately and deployed it into our computer labs without hesitation.”

Faronics Insight is empowering the instructors at Oklahoma City University with the ability to educate, assist, monitor, and communicate with an entire class from one central computer. Instructors no longer need to deal with classroom distractions—such as games, instant messaging, and web surfing—when teaching a class. Insight makes it easy for instructors to monitor student computers; blank student screens; mute audio; remote into their computers; open, close, block applications and web activity on student workstations.

Insight’s classroom collaboration options are just as powerful as its classroom control features. Instructors are able to share their screen with students, or with their supervision, let students share their screen with the class. Communication effectiveness is increased with the ability to send and collect files, chat with students, broadcast messages, and hold classroom votes and student testing.

Instructor and Student Feedback

“Faronics Insight has made a significant impact to our institution’s education. The software has opened new opportunities for teaching in the classroom and both our faculty and students are taking full advantage of it.”

“Insight has made classroom communication so much easier for both instructors and students,” says Mr. Chávez. “It gave our instructors the ability to keep the students focused in the classroom by blocking access to certain programs or the Internet when class is in session. Almost all of our instructors are using the classroom monitoring feature to see what the students are doing with a single glance, while several of our instructors are using the share student screen option to demonstrate to the class what specific students are doing on a class project.”

When asked what he likes most about Faronics Insight, Ernesto replies “All the features are great, but the simplicity of the product is what got me sold. I knew my instructors were going to be looking at something that didn’t take too much time to learn and to use in the classroom, which means they can start using Faronics Insight that much faster. It also means that I don’t have to worry about my or my team’s workload increasing from assistance requests relating to how to use the product.”

Ernesto continues, “Faronics Insight is not just being used with our students, it’s been great to use during professional development and training sessions too. I used it during a session when we worked together as a group, and used the share user screen feature to share a team’s work with the rest of the group. Then I used the poll feature to ask a few survey questions.”



Key Benefits

- Empowers instructors with control over educational technology and student attention
- Fosters cooperative schools where learning is achieved through interaction and collaboration
- Strengthens teaching effectiveness with the ability to monitor student activities
- Ensures students are kept on task and engaged in an environment where technology accelerates their learning experience

According to the feedback Ernesto and his team have received from instructors, the students of Oklahoma City University have found positive things to say about Faronics Insight as well. “Of course, students don’t like the fact that they can not get away with playing games in the classroom or wandering off on the Internet. But they really like the fact that they can ask questions from their workstations. Some students are shy and don’t like to interrupt class with a question, but with Faronics Insight they can ask the instructor a question directly and discreetly, and receive the answer in the same way.”

Benefits that instructors at Oklahoma City University now enjoy:

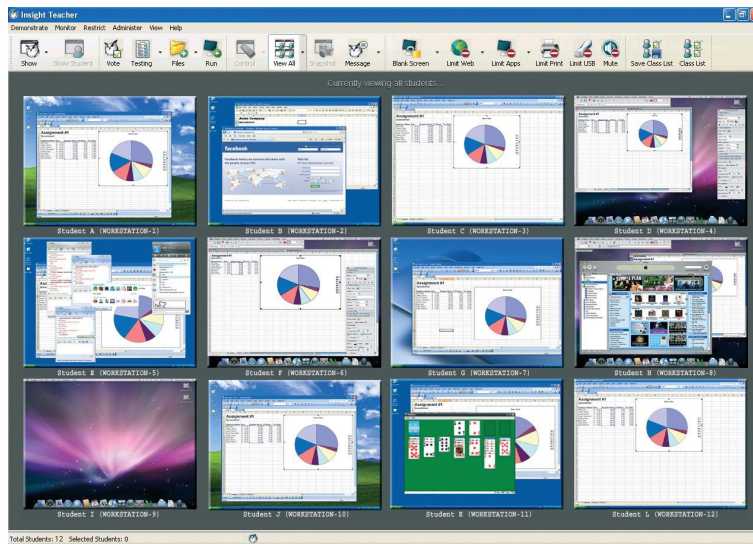
Instructors have total control of classroom computers—Coordinating simple tasks such as having students open a website and then navigate through to a specific page was previously a tedious and time-consuming task. Thanks to Faronics Insight, instructors can start lessons faster by instantly launching applications and websites on all student workstations at the same time.

Instructors no longer have to deal with classroom distractions—Gone are the days of students surfing the Internet, typing on keyboards, clicking mice, and playing games when class instruction is in progress. By blanking student screens, instructors can lock students out of their computers when they should be paying attention, and can monitor multiple student computers through Insight’s thumbnail viewing feature. Instructors can also monitor the running applications and Internet history on classrooms computers to ensure students are on task.

Advanced technology without increased complexity—The entire Faronics Insight user interface was designed with instructors in mind, which is why it is so intuitive to use. Within just a few minutes of using Faronics Insight instructors become familiar with how the software works and the features that are available. In fact, Faronics Insight’s learning curve and network bandwidth requirements are a fraction of that required by competing products—making it extremely popular with IT personnel who want to deploy an easy-to-use teaching product that won’t generate helpdesk requests or slow network traffic.

Final Thoughts

When asked if he would recommend Faronics Insight to his peers, Mr. Chávez replies “Absolutely I would. Faronics Insight has made a significant impact to our institution’s education. The software has opened new opportunities for teaching in the classroom and both our faculty and students are taking full advantage of it.” ■



Faronics Insight makes it easy to monitor student activities in the classroom.



Faronics' solutions help organizations increase the productivity of existing IT investments and lower IT operating costs. In today's economic climate of increasingly tightened budgets, continuous market pressure, and more work to do than time available, this is critical.

With a well-established record of helping organizations manage, simplify, and secure their IT infrastructure, Faronics makes it possible to do more with less by maximizing the value of existing technology.

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