

Net

Support

School

**Enhanced
Instruction**

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NETSUPPORT SCHOOL TESTING MODULE

The Testing Module enables Instructors to design tests and examinations. The following components are available within the Testing Module:

Test Designer

Used to create questions and tests.

(NetSupport School program group.)

Testing Console

Launches the required test on Student workstations, monitor progress and collate results.

(Run from within the NetSupport School Tutor program.)

Test Player

Runs the test at the Student workstation, it loads automatically when the Instructor launches a test. (Already installed on student computers)



*Note: Selecting participants, running the test at student machines and recording the results of tests is managed within the **NetSupport School Tutor program**. See Testing Console for more information.*

Class Wizard

Wizard enables you to enter the general properties of a lesson and guides you through the creation of a lesson plan if one has not already been created.

- Class Details: [optional] This will be part of the Student Register if you use one.
- Load an existing Lesson Plan: Click Browse to load previously saved Lesson Plans. You can also create a new Lesson Plan.
- What time does this Lesson finish?: Enter the time you want the class to finish, a timer will appear while the lesson is in progress. If you do not want the lesson to be timed, enable the Open Lesson option.



NOTE: The Classroom Wizard will appear automatically when the Tutor is loaded. If the Class Wizard does not display, select **{School} {Configuration} {Startup}** and make sure the "Display Class Wizard" button is checked.

Lesson Planner

This feature enables an Instructor to pre-plan the scope of a lesson. A convenient Class Wizard guides you through the process and this will appear at startup. A Lesson Plan enables an instructor to structure a session around a pre-defined set of tasks with appropriate timings and prompts for each part of the plan. Common NetSupport functionality can be built into the plan, such as run test, send/collect work, and show.

Creating a Lesson Plan


1. Click the '**Lesson Plans**' icon on the Control toolbar and **select Manage Plans**. Or, Select the Create button on the Class Wizard dialog. The Lesson Plan Window will appear.
2. From the Available Items list, **drag the required task and drop it** into the Window. Enter any addition properties that are required.
 - **To add a Replay to a Lesson Plan**, select "**Show**" from the items list. In the "**Show**" settings, click on "**Advanced**" and select "**Show a Replay File**"
3. When all tasks are in place, **save** the lesson.



4. To create a new lesson, click New on the toolbar or to re-load a saved lesson click Open. Click OK.
5. The Start Lesson Window confirms the lesson content, total time, author and description of the lesson. To start the currently loaded lesson click OK or click Cancel to close the Window.


Managing a Lesson Plan

When a lesson is activated a progress bar will appear at the instructor machine. The instructor will be prompted before each task is due to begin. At any point during a task you can use the tools on the Lesson bar to pause, skip to next item or abort the lesson.

 *Note: Make sure to have the Lesson tool bar visible, so you can view progress, upcoming elements and the timer.*

Replay

Replay allows the Instructor to record screen, keyboard and mouse activity and replay the recording for Students. Once enabled, activity is recorded as soon as a View session is opened. Recording stops when the View session is closed, at which point the stored Replay File becomes available for playback.

 *Note: Replay Files store screen images and can therefore become very large. Good housekeeping plays a vital role in maintaining files of this nature. It is recommended that old and unused files are deleted on a regular basis.*

Record Replay Files at the Instructor Machine

Activity at the local machine can be recorded and shown to Students.

1. Choose **{School}{Record}** from the Control Window drop down menu. The **Record Local Activity** dialog will appear.
2. Record Physical Fonts: keep unchecked.
3. In Directory: **Save Replay files** in the "C:\Program Files\NetSupport School\Replay\" directory. In order to identify each file, filenames will be prefixed with 'Local' and the date and time of the recording.
4. **Click OK** to start recording. The Recording icon will appear in the task bar. To stop recording, double click the Recording icon.

Watching Replay Files on Instructor/Podium Machine

1. Click the **Replay** icon on the toolbar.
2. Navigate to the Directory where the Replay File is stored. **Select the file** and click Open.
3. The Replay Window will open and start playing the file.
4. Choose **{File}{Close}** from the drop down menu to close the window.

Replay Marker: This marker can be positioned anywhere within the time frame of the replay file. The marker is the small black triangle beneath the time index control. Click and drag this to the position where you want the file to stop playing. When the marker is encountered the replay stops, and you can then press play to continue past it.

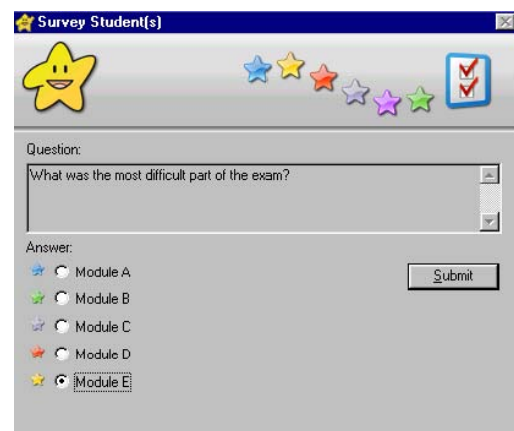
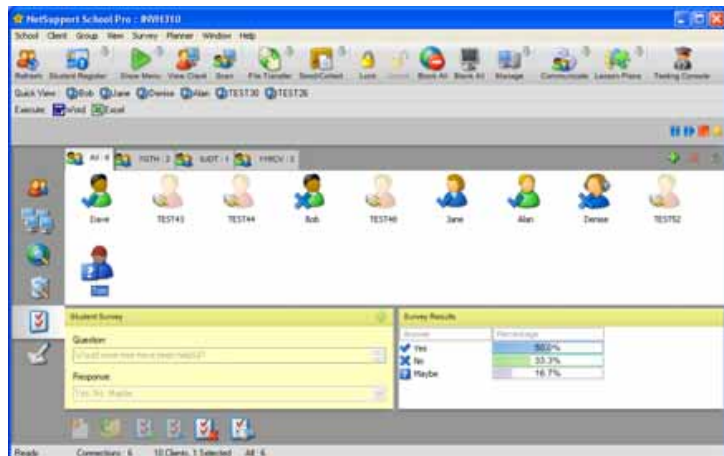
Showing Replay Files to Students

1. Click the **'Show Menu'** icon on the Control toolbar and choose **Show Replay**. The Show Configuration dialog will appear.
2. From the Client list, **select the Students** to show the Replay File to.
3. Browse for and **select the required Replay File**.
4. **Click Show**. The Replay Window will open at the Instructor machine and start playing the Replay File to the selected Students.
5. **Click End** on the Replay Window toolbar to end the show.

Surveys

The Student Survey tool enables the Instructor to get instant feedback from Students during a session.

1. **Select the Student Survey icon** from the left hand side of the Control Window.
2. **Select the Students** to include in the survey. (To select a group, hold down the SHIFT key and click on multiple students.)
3. Enter a **question** in the box provided. Select the **responses/answers to the question**. These can either be chosen from the drop down list of defaults or you can enter your own options, using a comma to separate each one. Up to 6 choices can be entered.
4. **Send the survey** to Students by clicking the Send Survey icon displayed at the bottom of the Survey pane. A dialog will open at the Student machines. Students select the appropriate response and submit the answer.
5. As Students submit their answers the Survey Results pane will display the percentage response for each option. A flag next to each student icon will indicate how the individual Student answered.



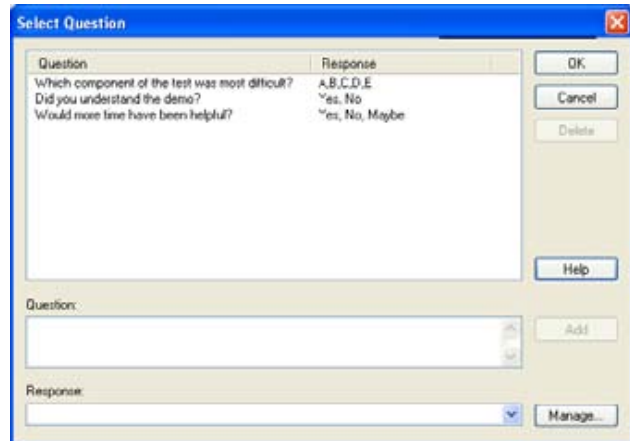
- When the survey is complete, remove it from the screen by clicking the **Cancel Current Survey** icon displayed at the bottom of the Survey pane. The Survey will be cleared from all machines whether the Student has responded or not.

Survey Lists (*.sul)

Surveys can be re-used by adding them to a Survey List. You can use default questions or create your own. Access Survey controls while in Survey View.

Create

- Click the **Create New Survey List** icon displayed at the bottom of the Survey pane.
- Enter a name** for the file and **click Create**. New Surveys you enter will be added to the list.
- The Survey will automatically be stored in the current list. If you prefer not to send the Survey immediately, click the **Add Survey to List** icon displayed at the bottom of the Survey pane to store the question and responses for future use.



To Use an Existing Survey

- Click the **Load Existing Survey List** icon displayed at the bottom of the Survey pane. Select the required list and **click Open**.
- In the Student Survey pane, click the **Select/Add Question icon. (Green Cross)**. The Select Question dialog will appear.
- Select a question** from the list and **click OK**.
- The question will be displayed in the Survey pane ready to be sent to Students.

To Add to an Existing Survey: In the Student Survey pane enter the question and select the responses from the drop down list or add new options separated by commas.

Sending and Collecting Work



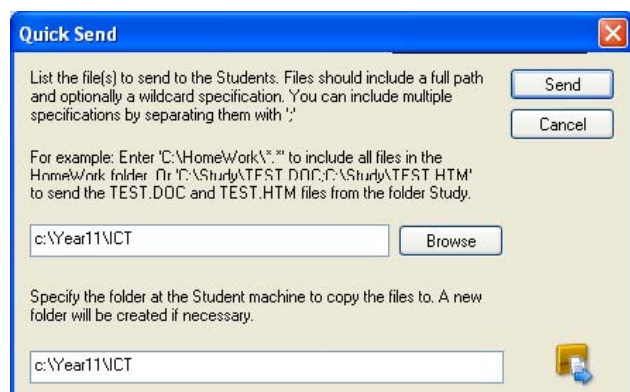
In some cases Distributing Files and Send/Collect Work are interchangeable.

Use **Distributing Files** to load information and reference documents on every student machine.

Use **Send/Collect Work** when you want to have students respond on a document. You can then collect these files.

To Send Work

- Decide which Students to send work to (All or Group). You cannot select individual Students using Quick Send.
- Click the Send/Collect icon on the Control toolbar and select Send Work. The Quick Send dialog will appear.
- List the file(s) to send to the Students. Files should include a full path and optionally a wildcard specification. You can include multiple specifications by separating them



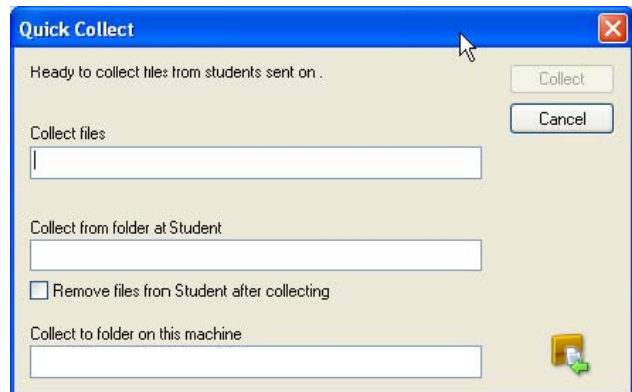
with ';' Or, Click on the Browse button to locate the file(s).

4. Specify the folder at the Student workstation to copy the files to. A new folder will be created if necessary.
5. Click Send. The results will be displayed to check that the work has been sent successfully.

To Collect Work

The Quick Collect option remembers the last file(s) sent via Quick Send and provides a quick and easy method for retrieving the work back at the end of a session.

1. Click the Send/Collect icon on the Control toolbar and select Collect Work. The Quick Collect dialog will appear.
2. Specify the name of the file(s) to collect.
3. Specify the folder that the file(s) are stored in, eg: C:\TEMP.
4. Specify the folder on the Control workstation to collect the file(s) in, eg: C:\ TEMP
5. Click Collect. The result of the operation will be displayed.



Timer

If you simply want a timed session without the need to run a pre-defined Lesson Plan select **{Planner}{Set Class Time}** from the Control Window drop down menu. The timer will appear on the Lesson tool bar and can be switched off by selecting **{Planner}{Set Class Time}{Remove}**. The timer shows hours/minutes until there is 5 minutes remaining when it will switch to minutes/seconds. To view the Lesson tool bar select **{View}{Toolbars}**.

TEST DESIGNER (EVALUATIONS)

The NetSupport School Test Designer is the primary interface for:

- Creating questions
- Creating tests/examinations
- Maintaining stored questions and tests



Starting the Test Designer

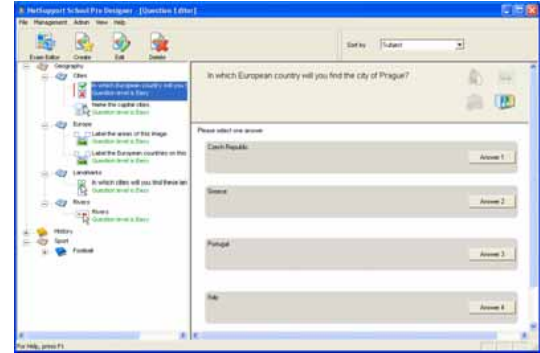
Start NetSupport School Test Designer software and enter in username and password. You can enter the Designer in one of two modes, Question Editor or Exam Editor. Select the appropriate icon. You can easily toggle between modes once you are in.

Question Editor

- The primary interface for creating and managing questions
- Five question formats to choose from
- Add resources such as pictures, video and sound clips

Sorting Questions

Using the pull-down menu in the upper-right area of the screen, questions can be sorted in a number of different ways. In most cases, you will sort by Subject. Since everyone logs in as the same user, Author isn't relevant for us. You can sort by Level and Question Type if you provide that information when you create questions. For ease of navigation, stored questions are listed in a user defined tree view.



To Create New Subjects

1. Select **Create Subject** and enter an appropriate name. **Click OK**. The Subject will be added to the Tree View.
2. Within the Subject, create a Topic. **Select Create Topic and enter a name. Click OK**.
3. Author's information can now be added. Add any additional supporting text. You can also assign a Level to each question to indicate the level of difficulty.
4. **Click Finish** to store the question and return to the Create a Question dialog. Either select another question type or click Close to return to the Question Editor Window.

Rename Subjects and Topics

Select the required item in the Tree. **Right-click and select Rename**. Enter the new name and press Enter.

Creating Questions

1. **Click Create** on the Question Editor toolbar and the **Create a Question dialog** will appear.
2. **Select the required type of question** and the Create a Question Wizard will appear.

The five question types are:

- Multi Choice: Students are required to pick the correct answer from four possible options.
- Drag & Drop Text: Students must fill in the blank with matching options (1 in 4)
- Drag & Drop Image: Students must match an image with the appropriate statement (1 in 4)
- Combo List: Students are presented with four questions and have to select the correct answer from a drop down list of up to six possible answers. You can insert additional 'decoy' answers into the list. Either fill-in-the-blank or question/response.
- Label Image: Students must move the text to label a picture.

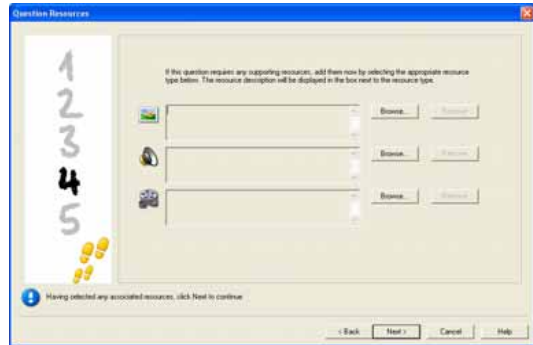


3. **Enter in the question and answers**, beginning with the correct one. Students will select the correct answer from a number of possibilities. The first stage, of three, is to set the question followed by the correct answer and three false answers. When the question is run at Student machines, the four answers are randomly arranged.

4. **Click Next** to proceed.
5. Add any **supporting resources** such as pictures, sound and video clips.

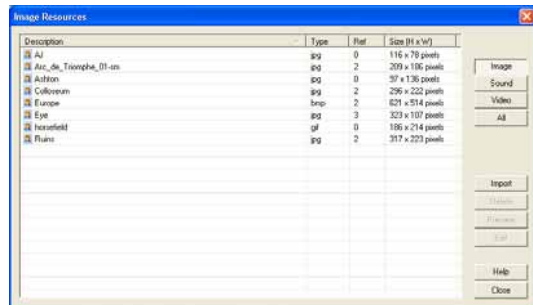
To Include Additional Resources in a Question

- Select a resource type** (image, sound or video) and click Browse. The resources list for the selected type will appear.
- If the required file has already been imported into the database highlight it in the list and click Use. You can Preview the files before selecting them OR To add a new item to the list, click Import and browse for the file. Give each item a descriptive name (this will appear in the Resources list rather than the file name.) Once added, **click Use** to add the item to the question. **Click Next**.
- Import Images, Video and Audio** to the resources database while creating or editing a question or by selecting **{Management}** **{Manage Resources}** from the Question Editor Window drop down menu.



Standard multimedia file formats are supported:


Image: .jpg, .bmp, .gif
 Video: .avi, .mpg, .wmv
 Audio: .wav, .mp3, .mid



The resources list provides the following information:

- Description** This is the user-defined description given to the item when it is imported into the database, not the original file name.
- Type** Indicates the item type, jpg, bmp, gif, avi etc.
- Ref** This displays the number of times that the item appears in a question.
- Size/Length** In the case of images, displays the image size in pixels. For sound and video, displays the duration of the clip.
- Edit** Enables you to change the description of the resource and the version number.

6. **Store the question** and add author's notes, if desired. The Question Details dialog completes the Create Question process. Stored questions are maintained in an internal database, viewable in the Question Editor Window. You can create both subjects and topics within each subject.
7. **Click Finish** and you'll return to the Create a Question Wizard.

 *Note: Questions can also be created in the Exam Editor at the time you compile a test. Suggest putting the class or presentation name as the subject so you'll know to come back to it next time or use your name if you think you'll use the same questions for multiple classes.*

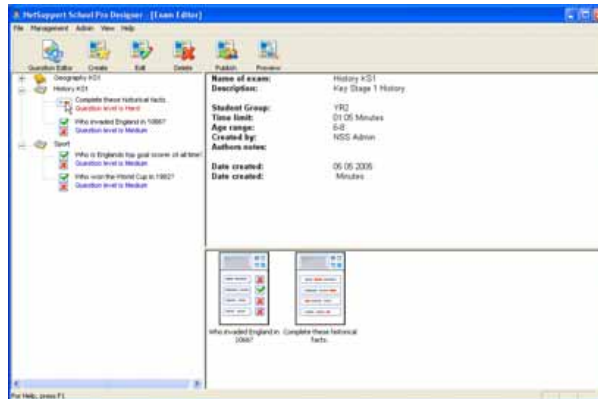
Delete Questions, Subjects or Topics

A question can only be deleted if it does not appear in an exam and if there are no items beneath it in the Tree.

1. In the Question Editor Tree View, select the required item.
2. Click the Delete Question toolbar icon.
3. If the question appears in an exam, a warning message will be displayed indicating how many exams the question is in. You will not be able to delete the question until it has been removed from the exam(s).

Exam Editor

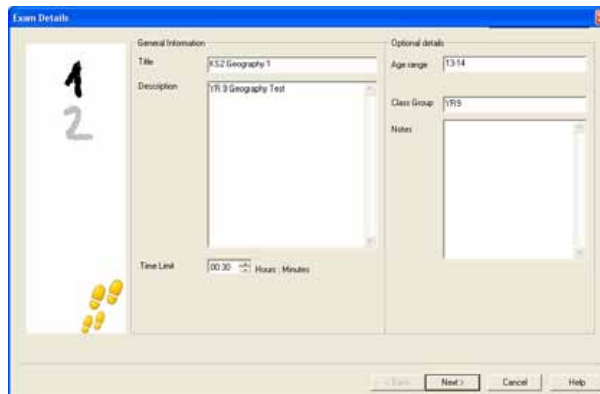
The Exam Editor enables you to take the questions you have previously created in the Question Editor and build them into a test or exam. The Editor Window displays, in a tree view, the list of stored exams and the questions contained within them. Each question can be previewed in the window.



To Create an Exam

The Exam Wizard helps you select questions, set a time limit for the exam and include supporting information. New questions can also be created during this process.

1. **Click Create** on the toolbar. The Exam Wizard will appear.
2. Fill in the general information about the exam. A Title and Description are required. Set the time limit. You can add optional information such as the class the exam is designed for. **Click Next**.



3. To **select the questions for the exam**, expand the tree in the left-hand pane of the window and highlight the required question. Click the Add Question button. The tree view can be sorted by Author, Level, Question Type and Subject. Repeat this process until all questions are selected.



4. Selected questions appear in the right-hand pane of the window. From here you can use the buttons to remove a question from the exam, sort the questions into the required order, preview the question or create a new question.
5. **Click Finish** to store the exam in the Exam Editor Window tree view. Once created, you can use the Exam Editor menu or toolbar options to edit or delete exams, preview exams and publish the exam.



Note: You must first “publish” an exam before it can be run at Student workstations. This bundles the various elements of the exam, questions, pictures, videos etc, into a single ZIP file which is then made available in the Testing Console.

To Preview an Exam

You can preview an exam at any time in order to simulate what the Students will see, including resources (pictures, videos etc.) that may have been included. Although the exam runs exactly how it would at the Student workstations, the preview facility does not return any results.

1. **Select the exam** in the Exam Editor Window tree view.
2. **Click Preview** on the toolbar or Right-click on the exam name and select Preview.
3. The Preview Exam Window will appear. **Click Finish** to end the preview.



Note: Individual questions can also be previewed in this mode. Expand the tree beneath an exam to reveal the questions, highlight the appropriate item and click Preview.

To Edit an Exam

1. **Select the exam** name in the Exam Editor Window tree view.
2. **Click Edit** on the toolbar. The Exam Wizard will appear.
3. Select the Exam Details or Exam Question tab and **edit the required items**. Click OK.

To Delete an Exam

Select the exam you want to delete, and click on the Delete menu icon. Although this procedure removes the exam from the Exam Editor Window, it does not delete the Zip file that is created when an exam is published. The exam will therefore still be available to use in a lesson plan. To completely remove an exam, go to C:\Program Files\NetSupport School\Tests and delete the .ZIP file for your exam.

To Publish an Exam

When you create a new exam, it is not immediately available to be run at Student workstations. You must first ‘Publish’ it, which bundles the various components of the exam, questions, pictures, videos etc, into a single Zip file which is stored in a central Tests folder. Once published, the test can be selected in the Testing Console.

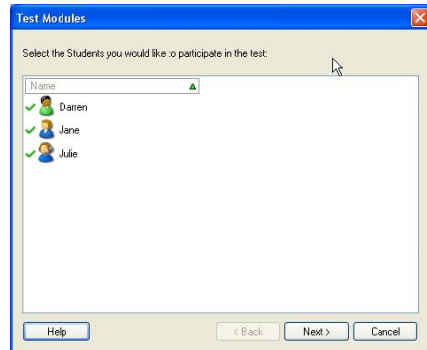
1. **Select the name of the newly created exam** in the Exam Editor Window tree view.
2. **Click Publish** on the toolbar.
3. A window will appear confirming the exam properties. **Click Publish**.
4. The **Save As** dialog will appear. Give the exam a suitable name, this is the name that will appear in the Testing Console when selecting an exam to run. Click Save to create the Zip file.

NetSupport School Tutor: Testing Console

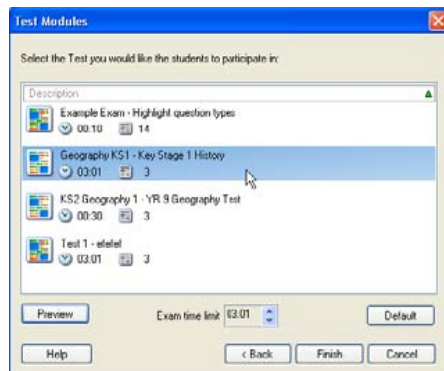
Use the Testing Console option in the NetSupport School Tutor program to run the exam at Student workstations and monitor results.

Running an Exam

1. Click the 'Testing Console' icon on the Control toolbar.
2. The **Select Students** dialog will appear. From the list of connected Students, indicate which ones should participate in the exam by checking or un-checking the box next to their name. Click Next to continue.



3. **Select the exam** to run. Details of the published exams are listed. You can alter the time limit for the exam. Click Finish when ready to run the exam.



4. The NetSupport School Test Player will automatically launch at the Student PCs and a dialog enabling you to administer the exam will appear on the instructor's screen.



TEST PLAYER (Student Machine)

The Test Player is the testing utility that loads at Student PCs when an exam is running. While the Player is loaded, Students are unable to use any other applications. However, the instructor can elect to unlock the machines as each Student finishes the exam rather than make them wait for all to finish. The Test Player window displays the following:

Exam Time (countdown)

Question List: Students can move between questions (or use the navigation buttons at the bottom of the window) and can review and edit answers at the end of the exam before the time runs out.

Question Area: The main body of the window displays the question and the associated options. Buttons are provided to view any resources that may have been included (i.e. pictures, videos or sound clips), and a Reference button is available which provides Students with tips on how to answer the particular type of question.



When they have completed the exam they click Finished.

When the exam has finished, the instructor has the option to show Students their results and, if required, include the answers. The Test Player will re-open at the Student workstations and will indicate which questions they got right, wrong or, in the case of questions that have multiple answers, partially correct. If the instructor has chosen to include the answers a Show Answers button will appear enabling the Student to toggle between their response and the correct answers.