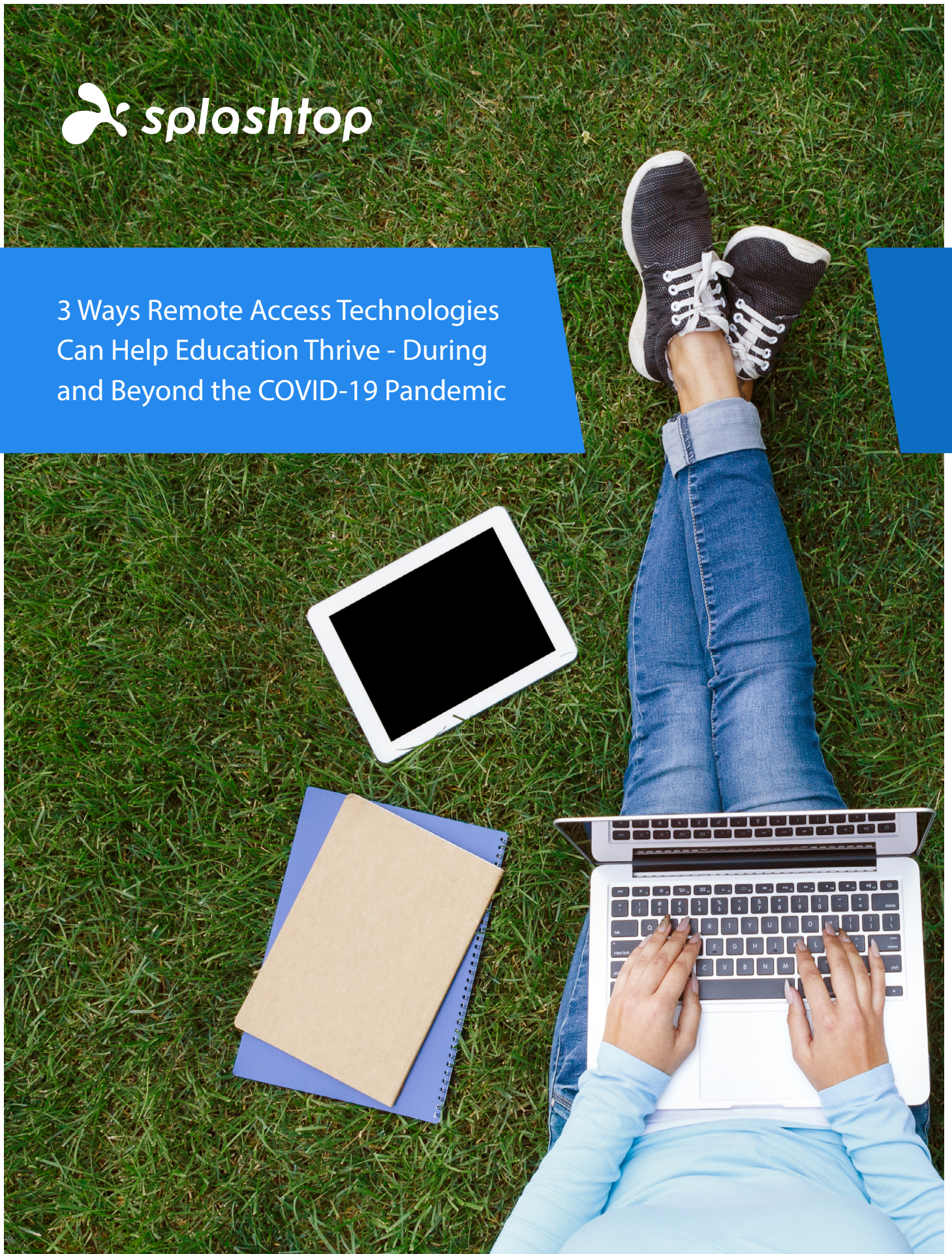




3 Ways Remote Access Technologies
Can Help Education Thrive - During
and Beyond the COVID-19 Pandemic



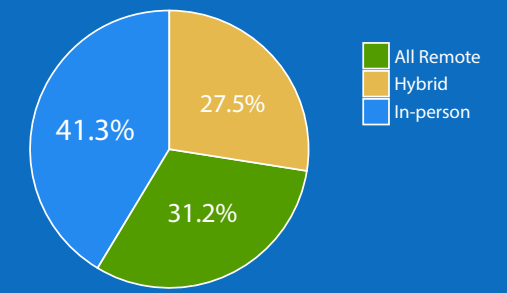
3 Ways Remote Access Technologies Can Help Education Thrive During—and Beyond—the COVID-19 Pandemic

When COVID-19 became a pandemic in early 2020, educational institutions of all kinds—from pre-K and K-12 schools to community colleges and research universities—were forced to shut down their campuses. Academic IT staff and administration officials had to scramble to put in place solutions, nearly overnight, that would allow education to continue remotely.

Many months into the pandemic, schools are still grappling with COVID-related restrictions. Some have adopted hybrid approaches that mix some classroom or on-campus time with remote learning; others are still operating entirely remotely.

Whatever path school districts or college campuses have pursued, they share one thing in common: Technology tools have become more important than ever.

The majority of educational institutions worldwide are conducting remote or hybrid learning programs.¹



While Zoom and other video conferencing applications might be the most recognizable of the pandemic-spurred technologies, solutions providing remote access and remote support have also become vital.

Let's look at three ways that remote-access technologies help K-12 schools, colleges, and universities continue their education missions during the pandemic—and how these technologies promise to continue providing benefit when COVID-19 restrictions are finally a thing of the past.



1 Deliver Effective Distance Learning with Remote Access to Computer Labs



2 Provide Immediate Technical Support to Remote Students and Teachers



3 Increase Class Interaction with Remote Learning and Teaching Tools

Deliver Effective Distance Learning with Remote Access to Computer Labs



As educational institutions worldwide have shifted from in-class to online learning, the lack of physical access to on-campus computer labs has become a major challenge.

The challenge: To make on-campus computer resources available to remote students

Today, university courses in areas as diverse as architecture, music, theatre design, chemistry, fine arts, communication studies, fashion design, and biology often rely on expensive, specialized software such as the Adobe Creative Suite, AutoCAD, Revit, and Avid. These software applications, in turn, require high-performance Mac or Windows GPU-capable workstations, which are typically housed in computer labs.

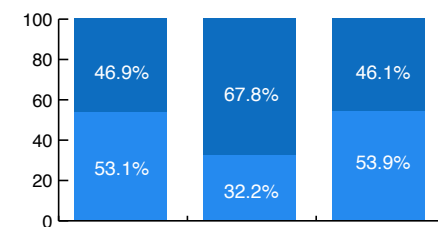
Community college and high school students require access to many of the same computer lab resources, especially for engineering, design, and other courses required to complete Career and Technical Education (CTE) certificate programs.

At the elementary and middle-school level, computer labs might offer workstations running Microsoft Office and specialized educational software that students use in class or do their homework on—especially if students don't have computers capable to run this software.

In most cases, these computer lab resources are beyond the reach of individual students to purchase—and it is not financially feasible for most institutions to provide individual software licenses to students. As a result, students learning from home are frequently unable to access school-authorized copies of the software they need for their studies.

The solution: Next-gen remote access solutions allowing remote control of computers

Remote-access solutions, such as [Splashtop for remote labs](#), enable students and instructors at all levels to keep using the software resources vital to their studies, even when that software is running in a computer lab on campus. Remote access software lets people sit in their homes or anywhere else and use any computing device—laptop, tablet, or Chromebook—to gain access to the computer lab software as if they were physically sitting in front of the lab workstations.



The majority of higher education and vocational training institutions conducting remote or hybrid learning, currently provide remote access on on-campus lab computers¹

That's exactly what happened during the Spring of 2020 when computer labs at Wayne State University's College of Fine, Performing and Communication Arts (CFPCA) in Detroit, shut down with the COVID-19 pandemic.

"Students lost physical access to the lab computers running specific software they needed for their courses," said Chris Gilbert, application technical analyst at CFPCA. "[The Splashtop for Remote Labs solution, which we installed](#) as an emergency measure in the spring, allowed the students to complete their term of study."

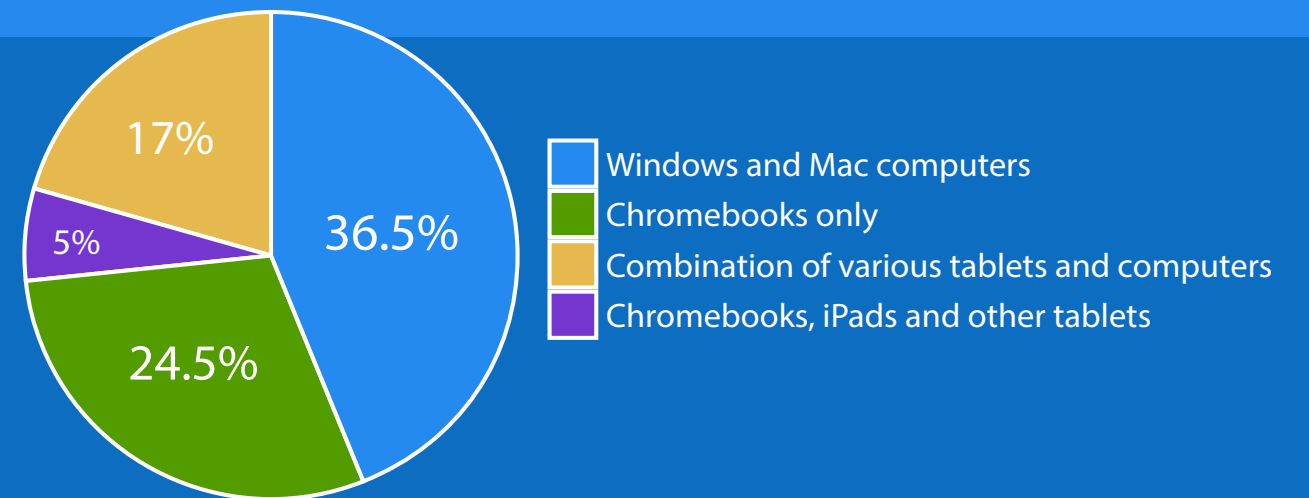
computers. That's great. But some students have computers that aren't powerful enough to run this software. And then some of the applications simply don't have student versions. The students have to have access to this software to continue their studies, and that's where Splashtop comes in."

Across the Bay in nearby San Francisco, City College's faculty member Michele Sieglitz adopted Splashtop in Fall 2020 to teach digital media skills in the Broadcast Electronic Media Arts department. The Splashtop software allowed her students to log into City College computer labs from home and work as if they were physically sitting in front of the lab resources.

Similarly, schools in Michigan's Lenawee Intermediate's district also used [Splashtop for Remote Labs](#) so that [CTE students could continue their studies](#).

For these and thousands of other schools and colleges, Splashtop for remote labs has become a strategic piece of their distance learning strategies. Benefits include:

- The intuitive and easy-to-use features require no training.
- IT departments can manage users, configure access permissions, and schedule remote lab access through a centralized admin console.



Only a minority of students have access to a computer while learning remotely¹

A similar situation occurred at the CTE division at Laney, a community college in Oakland, Calif., when the Spring 2020 COVID-19 outbreak shut down that campus. Like Wayne State, [Laney College turned to Splashtop to enable students to remotely access lab computers](#) from their own devices.

"The students need access to this software," explained Laney College IT department exec Gerald Casey. "Some of the software applications have student versions that they can run on their

In North Carolina, a search of available options [led Asheville High School to select the Splashtop remote access software](#) for teacher Kathryn Bradley's CTE classes. With this software, students remotely controlled the computer lab Mac workstations and the labs' high-performance graphics applications using either their own, or district-provided laptops, tablets, or Chromebooks.

- Features such as mass deployment, group-based permissions, Single Sign-On integration, and more make it easy to set up, manage, and scale the software.
- Institutions avoid the logistical concerns of making sure that loaner devices have the necessary software installed for each student's coursework.

Provide Immediate Technical Support to Remote Students and Teachers



Educational institutions' IT departments not only manage on-campus computers, but also provide "help desk" assistance to students and faculty. Distance learning, however, makes it difficult for students and faculty to receive help if they run into technical issues with their devices.

Provide remote support to on-campus and remote devices

Remote support software lets IT technicians remotely manage on-campus computers, and provide remote assistance to anyone's device the moment help is needed, no matter where the user is. With Splashtop, in addition to managing student/faculty remote access permissions and scheduling remote lab access, IT departments can:



Update and monitor unattended on-campus computers with remote management features like a remote command prompt to interact with the computer, view Windows event logs, system/hardware/software inventory, endpoint security, and manage Windows Updates.



Provide ad-hoc technical support to any student or instructor computers and mobile devices including Chromebooks, resolving issues quickly.



Integrate Splashtop with their ticketing or PSA system and be able to launch a remote session from within a support ticket.



Manage all devices, users, and permissions from a single web console.

When COVID-19 shut down California's Imperial Valley College (IVC) in the Spring of 2020, the college IT team replaced its on-premises troubleshooting tools for faculty laptops with Splashtop Remote Support. Splashtop has since become [IVC's preferred method for technical troubleshooting](#), as it allows the department to perform day-to-day IT tasks remotely.

"The idea moving forward is to get Splashtop on all IVC computers," said Jonathan Singh, IVC's senior enterprise systems specialist. "It's going to help our techs out because now they can stay at their desks, and we can change the way we do things. We can have one person

who answers phones and does quick fixes with Splashtop. And we'll be able to better disseminate the work based on how long it's going to take."

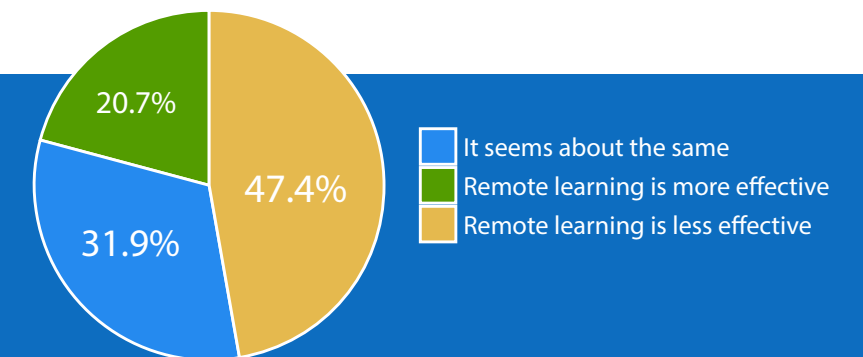
Advanced security features

Splashtop's infrastructure keeps faculty, staff, and student data safe and private with an array of security features, including 256-bit encryption, intrusion protection, and device- and two-factor authentication. At Virginia Tech's College of Agriculture and Life Science, for example, [Splashtop's security features were one of the main reasons](#) remote access has been deployed to its team of 13 IT techs who support 140 sites with more than 2,200 computers and devices.

In fact, [Splashtop remote access is more secure than using a virtual private network \(VPN\)](#). Splashtop is SOC 2 compliant and supports customers' compliance with industry regulations and standards, including the Family Educational Rights and Privacy Act (FERPA).

Additionally, Splashtop servers are protected by state-of-the-art, 24/7 intrusion protection as well as DDoS (distributed denial of service) attack mitigation, so school and student data are protected every step of the way.

A majority of respondents feel that remote learning is more effective or on par with inperson instruction. For those who find remote learning less effective, reasons include a lack of the right technology solutions and technical issues faced during remote sessions.¹



Increase Class Interaction with Remote Learning and Teaching Tools

In face-to-face learning, teachers generally can sense when students are engaged and interacting with the learning material. But when students log into classes remotely, it can be challenging for teachers to maintain students' interest and to know whether they are following the course content.

Increase student-teacher collaboration and engagement with remote access

Remote access teaching and learning tools can help teachers keep students engaged during distance learning sessions in a number of ways, including:

- Teachers can remote into a lab computer while a student is physically or remotely using it to provide assistance. Teachers can share the contents of their home-based computing device to their classroom-based Mac or PC with Splashtop's Mirroring360 Pro. Or, with [Splashtop Classroom](#), teachers can remotely control the classroom-based computer from home, while students follow the lesson right on their home screens.
- Students can use their own or school-issued computing devices from home to access classroom software. Teachers can even allow students to take control of the lesson and annotate content from their own device. For an even higher level of interactivity, Splashtop Classroom provides collaboration software that allows teachers to share the lesson content to the students' devices.
- Instructors in K-12 schools, colleges, and other educational institutions can access their work-based Windows, Mac, or Linux computers from any home-based device, including Windows PC, Mac, Chromebook, iOS, or Android devices—and even their smartphones.
- With remote access to on-campus computers, faculty members can take advantage of all their work-based files and remotely control resource-intensive software applications from anywhere—as if they were sitting in front of that school-based computer.



Looking Towards the Future

Educational institutions worldwide are trying to create, or recreate, learning programs for their students in the COVID-19 era. A hybrid approach, in which some students learn in person and others remotely, may be the most sustainable way for enforcing student and teacher safety while maintaining educational continuity.

The key to successful hybrid learning is to leverage next-gen technology, including remote computer access solutions.

Splashtop, a leading provider of remote access solutions, has been in business since 2007. The company has seen periodic spurts in sales growth over those years, but nothing like what it's experienced since the onset of COVID-19.

In talking with its customers, Splashtop confirmed that this growth was largely fueled by a desire to provide remote access to on-campus hardware and software. In a very real sense, remote access software has become an essential lifeline for students and instructors who depend on computer lab resources.

Now that universities, colleges, and K-12 schools are essentially being forced to turn to remote access and remote support technologies, they are discovering benefits beyond what they expected.

As Nicholas Adams, director of information technology for the Lenawee (Mich.) Intermediate School District, recently observed: "Once we're out of this pandemic scenario, students might need to stay home for other reasons. Now we can provide students with the opportunity to access computers any time and from anywhere."

To help make it easier to take advantage of these vital technology tools, Splashtop provides educational institutions with the best value in remote access solutions. Because Splashtop for Remote Labs licensing is based on the number of concurrent users rather than the total number of named users, it is a [very affordable remote access solution for schools and universities](#).

Ready to find out more about remote learning with Splashtop?

Check out these resources:

- [Understand remote access for distance learning in minutes with this short animation.](#)
 - Learn more about how to [schedule remote access to lab computers](#).
- Explore details of [Splashtop remote desktop for educational institutions](#).
- [See what other educational institutions say](#) about their experiences using Splashtop solutions.
- [Watch this 45-minute on-demand webinar](#) to get an in-depth feel for using remote access to manage classes and schedule sessions via on-campus computers.
- Compare [Splashtop prices](#) to other remote-access and remote-support solutions.

We invite you to contact us with questions. Reach us through [chat](#), [email](#), or [phone](#), or follow us social media...



¹ SOURCE: Remote Learning During COVID-19 and Beyond, A Splashtop Survey Report