



Customer Case Study

Mazenod College WA Brings Tech Visibility to Education

Australian school engages HP Workforce Experience Platform data in examination of computing performance and student experience.



Industry

Education

Country

Australia

Objectives

- Deliver educational excellence supported by reliable IT
- Provide equitable access to technology with standardized devices
- Use IT analytics tools to identify and prevent disruptions to learning

Approach

- Implement HP Workforce Experience Platform to maximize device uptime
- Standardize with HP Notebook PCs and Premium+ Support with Accidental Damage Protection

Business Outcomes

- Device equity facilitates effective learning
- Data insights simplify accurate problem solving
- Factual data helps differentiate technical from behavioral issues
- High-quality computing experience is delivered with accountability
- Teachers focus on classroom instruction rather than interruptions
- School ICT staff can narrow efforts with details from data



890

Pupils

120

Staff

50+

Years of history

Objectives

Delivering a Level Educational Playing Field

Located in Lesmurdie, Mazenod College Western Australia has a student base of around 890 boys studying in school years seven to 12.

The school combines a dedication to technology and innovation with a deep belief in equity for all in both education and opportunity. Mazenod College WA is also recognized for the high-quality teaching it offers - including vocational, skills-based training and preparation for university.

“We want students to become the best they can be,” says Hugo van Niekerk, ICT Director and Chief Information Security Officer at Mazenod College WA. “We aim to deliver an education that best suits their learning style and will help them realize a successful future.”

Mazenod College WA’s commitment to equity is matched by its drive for excellence, which extends to computer devices for students. While many schools in Australia leave the responsibility for buying and maintaining devices to parents, Mazenod College WA works with its local and highly trusted HP partner, Enigma, to equip students with the technology they need for an effective learning experience. With its managed device program, the college ensures that every student has a standard HP laptop, HP support with accidental damage protection and the connectivity they need to make the most of their time and opportunities at Mazenod College WA.

“We create a consistent computer environment for learning with no differentiation through parental income or the amount spent on a device. We avoid the perception of the haves and have-nots,” van Niekerk explains. “We want to give everyone a level playing field in the classroom.”

Mazenod College WA also understands that maximizing valuable lesson time depends on making sure that the technology is ready to use where and when needed.



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ICT Director and Chief Information Security Officer,
Mazenod College WA



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Mazenod College WA

“If technology problems cause a delay of just a few minutes, there’s a risk that kids will disengage for an entire 50-minute lesson,” says van Niekerk. “And if that happens day upon day upon day, it breaks down the entire positive learning environment for students and teachers.”

Working with Enigma, Mazenod College WA implemented a solution that would help bring visibility and detailed data to computer operations.

“I work closely with the HP Services Technical Team and have extensive discussions with the school,” says Evan Wilkinson, Sales Manager at Enigma. “I’m a big believer that hardware is just the starting point; it’s the service model for the next three years that really adds value.”

Approach

Promoting Focus, Responsibility and Trust

Keeping a full fleet of student devices running optimally throughout the school day is a full-time job for any IT team. Add in the dynamic behaviors of some 890 boys and the challenge becomes even greater. To be successful, van Niekerk and the IT team welcomed greater visibility into the health and operations of the school’s devices.

“We went with [HP Workforce Experience Platform (WXP)] as a holistic solution,” he explains. “We can’t manage the environment effectively without it. We are using it as an investigative tool to give us the facts about what is really happening.”

It becomes easy for everyone – teachers, parents and students – to blame technology for every issue. But equipped with data, the facts become clear. The IT team can identify issues in real time and take corrective action quickly and efficiently. By doing so, teachers can focus on delivering great learning experiences and outcomes while students also learn important basics about behavior, accountability and trust.

In one example, teachers reported that students were having difficulty accessing the curriculum in class, which was assumed to be a wireless connectivity issue. The IT team wrote scripts to automate the wireless logon to connect devices. This allowed the devices to send data to the software platform for IT team visibility.



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“We can also see kids attempting to access gaming sites or emailing each other in class,” says van Niekerk. “In one case we saw that a student had made 258 game-related attempts and was successful 145 times. In total he spent nearly 14 hours over a nine-day period playing games in class.”

WXP highlighted that the security settings that would normally have prevented access to gaming sites had not been updated. The data also showed that the college’s wireless network was working well. The reason for the problems, it turned out, was very simple.

“Data showed us we had a behavior issue rather than an IT issue. A number of students were turning wireless off and on dozens of times during a class,” van Niekerk explains. “Updated settings weren’t getting to computers if wireless was turned off.”

He adds: “[WXP] allowed us to address these issues and assist the pastoral team in conversations with students and parents.”

Van Niekerk recalls another issue relating to computer battery life. “Laptops were running out of power during school hours. The technology was unusable without power, and it threatened our ability for further integration within the school,” he explains. “Working with HP and Enigma, we found out that other computers globally had experienced similar issues. HP advised that a simple BIOS update was needed, which improved the battery life and put us back on track.”

Business Outcomes

Empowered Students, Parents and Teachers

As the school progresses on its three-year device refresh cycle, use of WXP is growing continuously to include proactive actions based upon data. As a result, Mazenod College WA’s staff and students can be sure that issues are resolved quickly and efficiently.

“We also work with HP to make certain that each managed device includes HP Accidental Damage Protection,” van Niekerk explains.

For van Niekerk, the combination of a standard device environment for all students with the visibility to investigate operation details is a valuable benefit for staff and, ultimately, students. The data gives teachers a view into classroom issues and the ability to take steps to remedy them without losing valuable lesson time.

Solution at a glance

HP Services & Solutions

- HP Workforce Experience Platform
- Premium+ Support with Accidental Damage Protection

HP Hardware

- Notebook PCs

“If teachers can see that some laptops aren’t working, they can have printouts on the table ready for students to use. If they can see that three laptops are running low on power, they can sit those kids next to charging points,” he explains. “The insights that HP provides allow a classroom to be prepared and ready, and that puts the teacher in control to deliver that lesson effectively.”

Van Niekerk believes that these are critical factors that contribute to the learning experience and help to create a valuable feedback loop between staff, students and parents.

“With [WXP], we can report on a laptop’s activity each term – such as how many days it was fully charged or how many times patching was completed correctly,” he says. “We can intercept repeated behavior issues more quickly and even make it part of the end-of-term report card with accurate feedback. Because if they know better, they do better.”

Mazenod College WA is continuing to build a powerful and compelling educational experience with positive outcomes for everyone involved, and Wilkinson points out that improvement is an ongoing process.

“The school will learn things from last year’s analytics that they can carry into the next year,” he notes. “Whether it’s for maintenance or device configuration, there are so many benefits to be gained from [WXP].”

“With the visibility provided through data insights tools, HP is empowering others with facts. Facts empower the parents and guardians; they empower the teachers and the IT support team,” van Niekerk concludes. “More importantly, they empower the students. We give them access to a high-quality computing experience that comes with responsibility and accountability.”

Learn more at hp.com/WorkforceSolutions

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