

North Carolina Department of Public Instruction *Case Study*

SOTI MobiControl Helps At-Risk Students Learn Outside of the Classroom



About Project K-Nect

Project K-Nect is the first project in the United States in Qualcomm's Wireless Reach initiative and represents a one million dollar investment. Based on Qualcomm's belief that access to advanced wireless voice and data services improves people's lives, Wireless Reach supports programs and solutions that bring the benefits of connectivity to communities globally.

Usage Scenario

Imagine the endless benefits that at-risk secondary school students could have if they could use learning tools they would never have access to at home, such as computers and the Internet. By providing students with mobile computers that make learning critical math skills fun even outside of the classroom, Project K-Nect aims to enhance the learning experience of these students and increase their chances of academic success. This innovative system allows students to catch up with homework, read tutorials, and be encouraged to learn in a high-tech environment no matter where they are.

SOTI MobiControl is helping to make this innovative vision a reality today! In partnership with the North Carolina Department of Public Instruction, Onslow

County Schools, Digital Millennial Consulting and Qualcomm Incorporated, SOTI's MobiControl software has played a crucial role in creating Project K-Nect. Using Smartphone devices that are connected to the Internet, students gain access to supplemental math content aligned with their teachers' current lesson plans to enhance their learning experience and increase their chances of academic success.

Problem Statement

Since Smartphones potentially give students access to the Internet and a wide variety of applications, stakeholders had to be confident that the sophisticated technology of the mobile devices would be utilized for educational purposes only. The school needed a way to provide students with access to remote tutors to help them with their homework, virtually "bringing teachers to their students" even if they are miles apart.

A security strategy was needed for preventing unauthorized usage of devices and dealing with lost or stolen devices. Also, access to the mobile device and applications on it needed to be restricted when students were within the classroom to minimize distraction.

Industry Application Area:
Education

Mobile Devices:
HTC 6800

Network:
Alltel 1X/EVDO Cellular Data Network

Summary:

Project K-Nect

Qualcomm's first project in the USA that allows teachers and students to access advanced wireless voice and data services.

Challenges

Monitoring of Mobile Devices, Preventing Unauthorized Usage, Remote Management and Flexible Security

MobiControl Solution

Affordable and Easy-To-Use, Centralized and Remote Control, Helpdesk Tools, Advanced Security, and Real-Time Device Information

Result

Streamlining communication between students and teachers as well as continuous monitoring of student work.

"Project K-Nect adds an entirely new dimension to the use of mobile computing in empowering individuals; It is a source of great pride for SOTI to provide the solution that facilitates this innovative use of mobile technology. This project is a ground-breaking investment in the future of our kids, and the contributions that they will make to society as adults."

-Carl Rodrigues,
President, SOTI Inc.

Teachers needed to automatically distribute and collect homework assignments to and from students' Smartphones even when they were outside the classroom, connected over a wi-fi or cellular data network. Additionally, teachers needed to monitor how students went about solving the problems.

The Solution

SOTI MobiControl is an advanced mobile device management, support and security solution. It serves as an integral component that Project K-Nect relies upon to maximize academic success and accelerate learning by empowering students with powerful mobile computers. Using SOTI MobiControl's management console on their laptop computers, teachers are able to send out homework assignments to all their students' mobile computers, easily and instantly. Teachers can remotely manage assignments their students are working on, provide real-time over-the-air sup-

"The MobiControl product has provided teachers and administrators with an advanced monitoring tool to ensure all students utilize their assigned device within the acceptable use guidelines. Further, teachers and administrators are empowered to remotely enable and disable different features on the device in order to maximize the utilization of the device for instructional purposes and minimize disruption. Without this advanced monitoring capability, Project K-Nect would not have been in a position to offer its instructional services through the mobile device."

-Shawn Gross

Managing Director, Digital Millennial Consulting LLC

port and training to struggling students through Remote Control technology, and secure the Smartphones from improper use. Roles-based access control allows teachers to monitor only the group of students they are directly involved with. The SOTI MobiControl system is very user-friendly and despite being a powerful tool, its user interface is intuitive and simple enough that a specialized IT administrator is not required for these day-to-day tasks.

Remote Control Technology Brings Teachers to the Students

Using SOTI MobiControl's Remote Control technology, teachers can now remotely control a Smartphone and work together with the students to help them overcome problems. Since SOTI MobiControl can remotely connect to devices over any data network (including all wi-fi and cellular data networks), a teacher using a laptop from home can connect over the cellular network with

a student riding the bus home – and work on the student's mobile computer in real-time! Even when the teacher and student are miles apart, SOTI MobiControl allows the student's Smartphone to be used as a virtual blackboard allowing real-time academic collaboration between the teacher and students.

Advanced Security Ensures Students Follow Acceptable Use Policies

SOTI MobiControl also enforces security on the students' Smartphones. A valid password is needed to authenticate device users. Even with a valid password, students are able to access programs and the Internet for educational activities only. Finally, if students do use the devices improperly and breach the acceptable use policies, teachers can disable those devices from their laptops rendering the Smartphones unusable.

Automatic Re-Configuration of Smartphones Depending on the Environment

Security policies cannot be just "all-or-nothing" and so Project K-Nect also relies on SOTI MobiControl to automatically reconfigure devices depending on their location. During class time, SOTI MobiControl prevents students from being able to make phone calls from their Smartphones. Teachers do not have to worry that students are busy sending text messages to their friends or exchanging files over Bluetooth instead of paying attention in class! However, outside of the classroom SOTI MobiControl automatically unlocks the phone and other device features, enabling students to call their teacher for help. These changes occur on devices automatically based on environment specific policies, without requiring constant teacher intervention.

Once the teachers have configured the appropriate policies from their laptops, SOTI MobiControl distributes these policies to the remote mobile devices and enforces them automatically and seamlessly. These policies can even disable the cameras on the Smartphones and prevent students from accessing the data network, when desired, in the classroom. This allows teachers to focus on using the devices to teach and coach their students instead of spending time monitoring their students' usage of the phones or managing the system.

Solution Benefits:

- Remote control technology
- Advanced security
- Automatic reconfiguration
- Real-time over-the-air support
- User friendly interface
- Roles-based access controls and group monitoring
- Reduced monitoring time of mobile devices

About SOTI Inc.

With over 80,000 customers in over 120 countries, SOTI Inc. is the world's leading provider of Mobile Device Management & Security (DMSEC) solutions for the Enterprise and Consumer spaces.

SOTI's best-selling DMSEC solution – SOTI MobiControl – enables organizations of all sizes to manage, secure, support, and track their mobile operations, reducing their Total Cost of Ownership.

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