



CASE STUDY

De La Salle College

Bringing Innovation To The Classroom

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About De La Salle College

For over a century, De La Salle College has been proudly educating young men across their two campuses in Malvern, Victoria. A leading independent Catholic College with over 1,150 students and 115 academic staff, the College sees that preparing their students to be successful citizens for the today's society is one of their priorities.

De La Salle College's Strategic Plan places emphasis on many aspects of their student's lives, but engrained in the School's slogan "Live Learn Lead" is the notion that the College is a "community striving for excellence, innovation and creativity, engaging the individual learner in the 21st century world." This principle has, over time, lead De La Salle College to review their ICT systems and devices to ensure that they have reliable systems to "provide a critical gateway for the development of a flexible, stimulating and contemporary learning environment that has personalisation at its heart."

Their Technology Story

When Digital Learning Services Manager Luke Georgiou joined De La Salle in 2014, he eagerly embraced the task of shifting the College into a modern, digital framework. "The College was beginning to feel the impact of aging technology and we identified the need to create digital shift across our academic staff and students," Georgiou says. "We were running some older systems and the College had tried a BYOD program and a NetBook rollout, but the staff and students needed more reliable devices that were appropriate to the curriculum. They needed consistent, reliable access to technology, and BYOD wasn't giving us that." By identifying this need, De La Salle was able to review their ICT provision across the College and embark on a large scale change management program.

The Challenge

Working closely with the Deputy Head of Learning and Teaching, Georgiou and his team were able to identify several large scale projects that would evaluate the technological provision for staff and students, while increasing the reliability of those systems. "Staff expectations around reliability of devices was quite low. For some staff and students, technology wasn't working effectively enough to gain the kinds of enhanced learning opportunities that the College wanted," Georgiou said. "We wanted to build confidence by getting the right device reliably in their hands and positively impact learning at the College."



“The staff and students needed reliable devices that were appropriate to the curriculum. Providing consistent, reliable access to technology was a priority for our school.”

The Solution: Trident's Managed Notebook Program

Georgiou knew that to provide De La Salle College with the transformation they needed, his team would have to introduce a robust and dependable staff notebook program. That, coupled with a structured Professional Development program, would provide the College with the necessary foundation to enable a student notebook program to reach its full potential. Seeking out a company to partner with on these vital projects was something Georgiou thought very carefully about.

"We went out to tender, seeking a company that not only delivered on the right devices, but that wanted to know our College, our position, and then partner with us to make it all happen."

"Trident offered us a solution that addressed all our needs: devices, imaging, management and support," Georgiou said. By working closely with De La Salle ICT staff, Trident were able to determine the needs of the organisation and then plan the provision of devices. This involved working on-site at the college to image the devices on delivery. "We have specific wireless network needs. We wanted Trident to do the labour intensive process for us, but needed to ensure connectivity for our new devices.

By having Trident staff perform the imaging using our systems, we not only had assistance in setting up Microsoft SCCM to ensure this process was smooth, but also total control over the process."

The first phase, deploying devices to academic staff, was highly successful, with staff taking to the new technology and the professional development enthusiastically.

When De La Salle moved to rollout school owned devices to the students at the beginning of 2016, the same process was used to ensure it was just as smooth. "The rollout this year saw our staff and students with contemporary devices, imaged reliably, and the positive impact on teaching and learning was immediate!" Georgiou said.

To address the maintenance and upkeep of the devices, De La Salle partnered with Trident to provide a managed helpdesk technician. "This meant we had a fully trained Trident staff member on site each day, to not only work on any warranty claims, but also to address any issues that arose within our program," Georgiou said. "Staff and student confidence in technology returned very quickly. When problems arose, they were rectified immediately, and staff could expect that their students would have working, fully equipped devices in their hands." "Staff are not only embracing professional development opportunities, but asking for more! The technology is an enabler, allowing them to actively adopt new teaching methodology and exploit new opportunities."



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The Future

With staff and student confidence returned, and actively managed devices integrated into the curriculum, De La Salle is set to take full advantage of the technology they have. While Georgiou admits that their journey is far from over, with several key projects still needing to be undertaken, the College is moving forward rapidly.

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Georgiou is confident that De La Salle’s strategic commitment to 21st century skills can now be met. “By partnering with Trident, having our internal ICT staff work closely with them carefully planning these projects and delivering them successfully, the College is now in a strong position. We are all on an exciting journey and together we are making positive impacts on our students’ lives!”

Summary

Challenges

- ▶ Provide a robust and effective staff and student notebook program
- ▶ Improve user confidence in College technology
- ▶ Ensure quick resolution to all notebook program issues

Approach

- ▶ Engage with Trident for device procurement
- ▶ Have Trident technical staff work collaboratively with De La Salle ICT staff to develop and deploy the staff and student notebook image onsite
- ▶ Engage with Trident to provide a full time Help Desk technician to support the program.

Results

- ▶ Full system provisioning during business hours with no noticeable downtime for end users
- ▶ Expanded capacity and resources
- ▶ Integration of services across multiple server rooms for increased DR and BC capacity



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