



North Yorkshire

Longman's Hill Community Primary School

How IT confidence has improved with RM Flex IT support.

Longman's Hill Community Primary School is a smaller than average primary school with 200 children on roll situated in Selby, North Yorkshire. Headteacher Jan Elcock explains how much IT confidence has improved with RM Flex IT support.

Over the summer break in 2016, the RM Flex IT support team took over the management of ICT at the school. There were a number of historical issues that needed to be addressed, but the most pressing was the teacher's lack of confidence in their pupil laptops.

Last year they didn't use these devices as they were too slow to boot up and log in, and all the laptops in the trolley had different profiles so the teaching staff were never sure if the software required for their lessons would be installed and available.

Jan shares an update to Aaron (RM Senior Support Engineer) with us on the situation just two weeks into the new term with support from RM Flex...

"I cannot emphasise enough the relief staff have felt at finally being able to teach IT unhindered."

Jan Elcock
Headteacher, Longman's Hill

I have been into Y5 today who have used the laptops first lesson - all the children worked one between two on a laptop and all logged on quickly. They were then able to work on Scratch on the internet with no issue. So Y3 and Y5 have both used laptops now and reported the improvement from last year as "vast". Great news.

Jan continues, explaining how happy she was with their transition into service:

"I am very pleased with the service we have received thus far, right from the initial site visit by Dave Brooke (RM Senior Support Consultant), the negotiations



around pricing/ quotes, to early meetings with Paul and Michael (RM Service Architects) in which they listened to our needs / wants carefully, designing a plan moving forward into the summer to ensure we could return with a fully functional system. All meetings and communication with Aaron have also been very productive.”

“The difference between our service and system prior to RM and since is night and day.”

“As a result, we now appear to have an IT infrastructure which is at last ‘fit for purpose’. Staff have been delivering lessons and all pupils have been able to log on with relative ease and access the internet. I cannot emphasise enough the relief staff have felt at finally being able to teach IT unhindered. The difference between our service/ system prior to RM and since is night and day. Staff have reported a ‘vast difference’ in internet speed which is fantastic. Having dropped in on some IT lessons myself last week and spoken with the children, I can report that they too are very pleased at finally being able to crack on with some lessons involving laptops and the internet!”

“Aaron has quickly built up a good professional relationship with myself and staff and works calmly and efficiently. We are delighted with such a positive start. Linda in the office has been able to leave Aaron to deal with third party companies such as the LA, the photocopier company and the assessment software company to name but a few. This has freed up her time and reduced the number of time consuming phone calls which she was often involved in previously.”

“We are delighted with such a positive start.”

Jan Elcock
Headteacher, Longman’s Hill

If you would like to talk to RM Education about a bespoke ICT support solution for your school, delivered by a trusted partner, please email your details to flex@rm.com and we’ll get in touch, or call us on **0808 172 9534**.

