



Customer in Focus  
The Seattle Vocational Institute  
Seattle, Washington

Vocational School Needs Classroom Management Solution that is Flexible  
for a Wide Range of Classes and Student Needs

**School Profile**

The Seattle Vocational Institute is a small vocational college dedicated to the education of the economically challenged. Over 80% of the student body consists of minorities and women. SVI offers programs from ABE and ESL to Medical/Dental Assistant and entry level computer networking. SVI is proud to enroll more than 600 students a year. The college collaborates with business, labor, government and community groups and is directly affiliated with Seattle Central Community College.

**The Challenge**

This diverse range of class offerings means that in any given day a particular classroom may have 45 ESL students in the morning, and 45 Dental Assisting students in the afternoon. Due to limited funding, SVI doesn't have teaching assistants for most programs. Instructors are asked to teach large classes with little or no assistance.

**The Solution**

SVI's tech department tested and reviewed many different classroom management solutions. They all agreed that CrossTec SchoolVue Classroom Management Software was the best answer for solving the problem of limited instructor time for one-on-one help. SchoolVue teachers can set up parameters for their individual class needs. Teachers are in control; SchoolVue allows easy customization for the needs of each teacher and the specific needs of each class and students.



Privacy for the struggling student is the most popular benefit of using CrossTec SchoolVue for these instructors. SVI's experience has found that students who have not performed well in a traditional educational environment typically have academic or self-esteem issues that inhibit interaction in a group setting, thus causing them to feel humiliation or insecurity. CrossTec SchoolVue gives the instructor a valuable tool to overcome these very real issues. Many of CrossTec SchoolVue's features, such as the chat feature and the help request can be initiated by the student to the teacher privately. Others in the class don't know about the conversations or questions, or that they're even being carried out. Furthermore, CrossTec SchoolVue's Real-Time Keyboard Monitoring provides teachers with insight into student activity and topic understanding. During a lesson, the teacher can monitor the entire class and quickly and easily see what students are typing and their activity levels. Then, the teacher can privately chat with the student, on the computer, when the need arises. With CrossTec SchoolVue, it's also possible to share a student screen with the class, but not divulge that student's identity. SVI's instructors have found that this software is a valuable tool in overcoming the shyness and embarrassment that often accompanies a student in need of help. CrossTec SchoolVue's new print management feature also aids institutions with tight budgets by keeping down the costs of paper and toner. An instructor can limit the number of pages printed, eliminate duplicate copies, or halt printing altogether.

### **Going Forward**

SVI has set a goal for institution-wide deployment as of Jan. 1, 2008.

Testing has indicated this is realistic even with their very small staff.

In the future they will expand CrossTec SchoolVue for their disabled students and single moms. These students typically have transportation or child care issues making regular attendance difficult at best and impossible at worst. SVI will make use of CrossTec's Technical Services team to help overcome the challenges of remote access, thus enabling more students in more places to benefit from an SVI education.