

Clyst Vale Community College

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Graeme Lee
IT Manager
Clyst Vale

Background

Clyst Vale Community College was founded in 1960 as Broadclyst Secondary Modern, becoming a Comprehensive for 11-16 year olds and Community College in 1974 when Devon re-organised its schools. Situated in small village close to Exeter, it is a large education provider covering several administrative areas. The College gained a Sixth Form in 1984 and now boasts 160 Further Education students, 1,000 school age students and more than 130 staff. The pressure for places at the College is constantly growing and it is regularly over-subscribed with students.

The College's current buildings reflect its growth over the years. The main building was opened in 1960 and, subsequent 'add-ons' house the Reception area, Administration, Library, staffroom, plus classrooms for Humanities, Languages, Food Technology and Art. The College has six ICT suites, as well as clusters of machines in several areas and two banks of 'flying laptops'. The college also installed a wireless network in the summer of 2004.

The Challenges

As email was becoming increasingly important as an internal communication tool among staff and pupils, Clyst Vale's IT department was struggling to control what was coming into the college's network. They lacked visibility of how the students were using their individual email accounts and how often the student's individual accounts were being used. The IT department needed a tool that would be able to report on the email usage among students and provide an easy way to identify the most prolific email users in the college to ensure that students were not over using email to the detriment of other educational activities.

The IT department was also concerned about the potential risk of cyber bullying among students as well as attacks targeted at teachers and staff members. The IT department wanted a solution that would take a pro-active approach and be able to pick up inappropriate and offensive emails before they landed in the recipient's inbox.

“Our challenge was to provide the students and staff at the college with a safe working and learning environment but also allow them to have appropriate access to resources” comments Clyst Vale's IT Manager, Graeme Lee “We wanted a solution that could provide us with a comprehensive and meaningful report on email activity within the college, we also needed a solution that would support over a thousand users and could be centrally managed by the IT team”.

The Solution

Currently more than 10 million students worldwide are protected by Marshal8e6's secure online learning products and consequently MailMarshal Exchange was recommended to Clyst Vale to provide email content analysis and enforce the College's Acceptable Use Policy. MailMarshal Exchange also enabled the College to meet its obligation to provide a secure and safe working environment for the students and staff, free from possible harassment via inappropriate and offensive emails.

“MailMarshal Exchange also provided the IT team with the comprehensive and customisable reporting system needed to establish the top three email users within the college and also view any potential email abusers through detailed security report.”

Graeme Lee
IT Manager
Clyst Vale

MailMarshal is able to scan inbound and outbound emails to protect the College's network from bandwidth overload; downtime caused by virus infection; or unwanted and malicious emails being brought into the College via spambots.

“After the recommendation, we decided to look at potential vendors and after much research we decided that MailMarshal Exchange would fully fit our needs and installed MailMarshal Exchange software into the environment across the site to protect our 450 PC's and 1,200 users.” said Lee. “The deployment had to take place whilst the system was live and not affect the email flow, which meant the planning stage was crucial to the success. The solution worked straight out of the box making it easy for the IT team to install and there was no time wasted getting it to work within the College's network. The whole deployment took almost no time at all”.

MailMarshal's education program of offering cost per computer helped the College stay within budget and made MailMarshal Exchange a much more affordable solution for the College.

MailMarshal Exchange provided complete protection and control over the Clyst Vale internal email environment and focused on the messages that were originating and circulating among the students and staff. The IT team is now able to monitor email activity, controlling bandwidth consumption and helping maintain a consistent and reliable network by preventing excessive email use among students. In addition, MailMarshal's real-time virus scanning and ability to block suspicious attachments and blended attacks via spam email has allowed the IT team to stop malware entering the network via email and being spread internally.

“MailMarshal Exchange also provided the IT team with the comprehensive and customisable reporting system needed to establish the top three email users within the college and also view any potential email abusers through detailed security reports” comments Lee. “The blocking of inappropriate language has helped us catch emails containing offensive or threatening words and has enabled us to investigate the possibilities of cyber-bullying and also physical bullying.”

Educating Students

MailMarshal Exchange has enabled Clyst Vale's ICT staff to support the College's acceptable email use policy by preventing the transmission of messages that flout the rules and sending a message failure notification to the sender, explaining why his or her email has been blocked. This has helped the College to reinforce its education in appropriate email usage and provided students with a valuable lesson in how to conduct themselves when communicating to their teachers, staff and their own peers. The approach supports the ethos of the College, as online etiquette is a vital skill to learn and will prepare students to communicate via email once they enter the workplace.

The IT team at Clyst Vale is so confident in the MailMarshal Exchange solution that it is planning to increase the number of MailMarshal licences in line with the College's expansion.

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Key Benefits

- The IT team has the ability to see what is coming into the network, important in terms of spam, offensive content, game files, chain emails, large video files
- Easy reporting in terms of usage by the students and teachers.
- Any executable files can be stopped.
- The IT team is able to catch emails containing offensive or threatening words which ultimately could prevent cyber-bullying and potentially physical bullying.
- The IT team can pick-up the top 3 email users and investigate whether each student is using the email system appropriately.
- MailMarshal can be used to reinforce the College’s policy to educate the students in appropriate email usage and how to conduct themselves when communicating to staff members and peers.
- Marshal8e6’s education program of offering cost per computer helps with budgeting and makes the solution much more affordable for the college.
- The deployment of an internal and inbound/outbound email scanning solution helps Clyst Vale stand by its promise to parents to provide a safe and secure learning environment for the students.
- The ability to query Active Directory for group membership enables different rules being applied to various groups of staff, students, technicians etc.

About Marshal8e6

Marshal8e6 is a global provider of Secure Internet Gateway products for organizations of all sizes. Marshal8e6 is the only security company capable of delivering comprehensive content security across multiple delivery platforms, including software, appliances and Software-as-a-service (SaaS). The company’s complete security portfolio delivers the tools necessary to manage and secure email, Web and the endpoint as well as protect against data leakage. Today, more than 16 million end users in more than 20,000 companies in 96 countries rely on Marshal8e6 solutions to protect their businesses at the email and Web gateway.



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