



NETLAB Academy Edition™ Case Study

University of Hawaii – Honolulu Community College
Pacific Center for Advanced Technology Training



"We [the Pacific Center for Advanced Technology Training (PCATT)] take pride in our relationship with the Hawaii public and private schools serving as Cisco Networking Academies®. We have articulation agreements in place awarding college credits for students coming to Honolulu Community College who have completed CCNA 2 or CCNA 4 of the CCNA® curriculum. We provide free NETLAB Academy Edition™ access to Networking Academies in our CATC umbrella; significantly, the Hawaii Department of Education enjoys the use of NETLAB as a means of providing extended hands-on practice with CCNA labs. Many Local and Regional Academies in Hawaii and Pacific Island nations that we serve have limited funding for Cisco® equipment bundles, so our donation of NETLAB time to these Academies makes an important contribution to the students and instructors at these sites."

Wayne Lewis - PCATT/HCC Lead Instructor

Q: Why did you buy your NETLAB Academy Edition™ system?

A: We bought it because we believe in distance education as a means of improving student achievement. Also, we wanted to extend lab access for HCC students and Hawaii public school students to 24 x 7.

Q: How are Academies utilizing your NETLAB system?

A: Public high school students in Hawaii are the primary users of our NETLAB rack. Following that group would be students in private schools and our HCC students. The students use NETLAB to do labs that they may not have finished while in class. Instructors often use NETLAB to demonstrate concepts to students or to aid students while they are in the process of completing labs.

Q: Do you find that after hour and weekend access to NETLAB is cost beneficial?

A: Once NETLAB was set up, it had zero down time so far. It requires zero maintenance once it is set up. The greatest time consumer related to NETLAB is creating accounts and training instructors. For instructors, time must be devoted to creating classes, adding students, and scheduling time for student usage.

Q: Was the NETLAB system easy to install?

A: Very straightforward due to the excellent documentation. We had a second-year Computing, Electronics, and Networking Technology (CENT) student setup the entire NETLAB solution from scratch in a period of a few days with almost zero supervision.

Q: How easy or difficult is it to maintain your NETLAB system?

A: The documentation for NETLAB is the best I've seen in all my years of working in IT education. It is extremely well organized and easy to follow. The support that we have received from the NETLAB support staff has been exemplary and was typically only needed as a result of user error.

Notably, our Version 2.1.4 NETLAB setup (now converted to Version 3.0) was entirely set up by one of our second-year HCC students as part of his internship for the Computing, Electronics, and Networking Technology (CENT) program. He had very little networking background, but was able to set up the entire rack with next to zero supervision, just by following the online administrator and installation documentation accompanying the NETLAB product.



To learn more about NETLAB visit www.netdevgroup.com.

Q: Describe your experiences with the NETLAB support staff. Have you been pleased with the support you have received?

A: Our network technician staff at PCATT worked with a NETLAB support engineer at length in troubleshooting the issues with our NETLAB Version 3.0 basic router and basic switch pod setup. An NDG support engineer often worked after normal support hours to accommodate us in Hawaii with our six-hour time difference. It turned out that the problems we had were all due to some mix-ups on our end, but in any case the support staff was patient over a one-week period as we set up the NETLAB rack.

What are instructors saying about NETLAB Academy Edition™? Is NETLAB improving the classroom or demonstration environment?

"Having access to the online NETLAB routers and switches is great for me and my students. It allows us to do labs on real equipment remotely so we can work on our skills from home as well as from school. NETLAB also gives me the option to experiment and create my own labs to challenge my more advanced students."

Jack Little, Hawaii Academy of Arts and Science

"NetLab is an amazing tool for both students and instructors. Since NETLAB remotely connects you to the console port of real equipment, it has the same look and feel of physically being onsite with the routers and switches. NetLab also makes it extremely easy to view multiple console sessions simultaneously - something very difficult to accomplish when configuring multiple routers using only one PC."

Ryan de la Pena, Kauai Community College



PCATT NETLAB Setup

"I enjoy using NETLAB. I found it to be extremely easy to navigate. The web interface was very well designed, I often schedule time during my current classes to show students new material or to reinforce important concepts. The high availability of the NETLAB site has given me a virtual lab of my own any time day or night."

Bruce A. Mirante, Heald College

"NETLAB became an integral part of my day to day lab work with the students. Students could get hands on time on the router while interacting and troubleshooting with other students. The fact that they could save their last working configuration was a real plus in keeping continuity to their learning."

Richard Mills, Kamehameha Schools

"I like the NETLAB idea because it provides schools with limited resources to purchase a set of routers to have access to equipment that is probably better than what schools can afford. It also eliminates the additional cost needed by schools to maintain or troubleshoot their own equipment."

Carl Ota, Waipahu High School

"In class, I often discuss labs with the students before they do them. An emphasis is placed on the logical flow and structure of the lab. NETLAB is a great aid in this discussion. During the process of configuration, we discuss what information we would like to get and the corresponding commands to obtain this information. We use NETLAB to get instant feedback on our thoughts."

James Yee, University of Hawaii



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