Community College Outsources ResNet and Cable TV Refocusing Campus IT to Meet Growing Student Demands

Project Summary

With lacking cable TV features, unreliable Internet in the residential halls, and constrained campus IT resources, a local community college knew it was time to evaluate alternative solutions for their ResNet services. To remain competitive in the college selection process, the community college was looking to evolve their dormitory package and improve upon their ResNet and Wi-Fi practices.

With a partnership and collaboration between the residential hall Director, the Campus IT team, and student feedback, it was clear that a change was necessary.

The Campus IT staff were bogged down with student requests for network connectivity support and were pulled from strategic development and campus innovation initiatives as a result. Coupling Internet bandwidth, wireless networking, and Cable TV with outsourced 24x7x365 help desk support the Community College was able to increase their Internet bandwidth to the residence halls and give students dedicated access points to stream videos, partake in live gaming programs, and record their favorite TV shows for on-demand playback.

This investment increased the features and functionality of the student population, and met another key strategic initiative for the college.

The dedicated bandwidth and wireless services implemented throughout the dorms was implemented in a multi-use campus building that houses the fitness center, sports programs, and other special events for the students and local community. Now staff, students, and guests enjoy reliable network coverage and guest network access while in the arena complex and outside watching sports events.

Campus Environment

- Roughly 3,000 students
- 4 dormitory buildings on and off campus off campus

Challenges

- Constrained campus IT resources
- Unreliable residence hall wireless coverage
- Frustration with current Cable provider service
- Cable TV service lacked in features and functionality

Benefits

- Dedicated residential Internet bandwidth for residential halls
- Increased Cable TV content and features for students from 40 to 80 TV channels
- Increased density of wireless footprint for students with 1-to-1 wireless access points to dorm rooms