Technology has changed how today’s students live and learn. To stay competitive, universities and colleges face a myriad of challenges and opportunities on ways to better leverage relentless technological advances for innovation and growth. This is why ACUHO-I has surveyed housing, business and IT officers to produce the eighth Annual State of ResNet Study 2019. Services showcased include residential internet, cable television, phone services, IPTV and more. A total of 351 respondents representing 200 unique institutions completed the surveys. The following infographic summarizes our findings:

Higher Ed’s New Normal – Wi-Fi Here, There, Everywhere
A lot has changed in just the last three years

Nearly 3 out of 4 schools today offer comprehensive Wi-Fi throughout 81-100% of the whole campus – a 17% jump over the past three years.

98% of business officers believe that superior Wi-Fi connectivity is critical to upholding university mission, while 95% of housing and technology officers believe it’s critical to attracting and retaining students.

Mobility Surges, Bandwidth Explodes
"Unlimited" connections the norm on campuses today

Wi-Fi expectations have gone from convenience to pervasive. 72% of colleges and universities allow students to connect an unlimited number of devices to the residential network.

74% of schools now offer 1 GB or more dedicated to ResNet – a near three-fold increase since 2012. Bandwidth of 7GB or more is becoming the norm, provided by nearly one-third of campuses.

Annual Budgets Nearly Triple
Annual IT budgets exceeding $2.5M nearly tripled in the past year

62% expect the cost of wireless network services to increase the next two years.

The Greediest Bandwidth Hogs are… Devices and applications are more bandwidth greedy than ever before

For the second year in a row, smartphones rank as the largest bandwidth consuming devices on college campuses. Desktops/laptop and gaming devices are ranked second and third. Netflix seen as biggest content threat to bandwidth capacity by 89% of schools. This is followed closely by web-based rich content...i.e. videos.
Support Services Still in the “Dark Ages”
Old school help desk support methods still prevail. If you’re a student on deadline at 2am, you have nearly 1 in 4 chances of reaching tech support live.

- 80% offer onsite/walk-in support; 92% offer phone and email
- 14% of schools do not have help desk (live support) at all - a 6% rise in the past five years.

Where’s the 24/7 support?
24/7 support is hovering around the 23% mark—and that’s an 8% increase since 2015

2015
2016
2017
2018
2019

<table>
<thead>
<tr>
<th>Year</th>
<th>24/7 Support</th>
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<tbody>
<tr>
<td>2015</td>
<td>15%</td>
</tr>
<tr>
<td>2016</td>
<td>10%</td>
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<tr>
<td>2017</td>
<td>8%</td>
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<tr>
<td>2018</td>
<td>8%</td>
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<tr>
<td>2019</td>
<td>23%</td>
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</tbody>
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The Rise of Outsourcing
More Outsourcing, More than Just ResNet

- 16% of schools outsource their ResNet services, a 6% increase from 2016.
- IPTV outsourcing shows a dramatic increase – a jump to 30%, a 22% increase since 2016.

- Nearly 7% of schools are now outsourcing their academic/administrative networks.
- Ten percent outsource help-desk services; another 3% are considering outsourcing.

The trends driving ResNet outsourcing
- Keeping up with evolving technology
- Improving ResNet services
- Student satisfaction/retention
- Cost reduction

More—and Better—Strategic Planning
Keeping up with demand prompts better ResNet strategic planning

- 21% of schools update their strategic plans for ResNet annually—an increase of 8% since 2015. 7% update their plans biennially.

About this Year’s Survey
The survey was conducted from February 2019 through April 2019, and represents 351 respondents from 200 institutions, a 38% increase in completion rates since the initial study in 2012. Of the total respondents, 17% indicated their primary job was related to business and 38% to housing, while 45% of respondents were from IT.

Read the full report at www.acuho-i.org/resnet

All Data from 2019 ACUHO-I State of ResNet Report
ACUHO-I: Association of College and University Housing Officers-International

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