STATE OF THE RESIDENTIAL NETWORK 2019

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.

98%
95%

Mobility Surges, Bandwidth Explodes

"Unlimited" connections the norm on campuses today

1Gb or more
25% 2012
74% 2019

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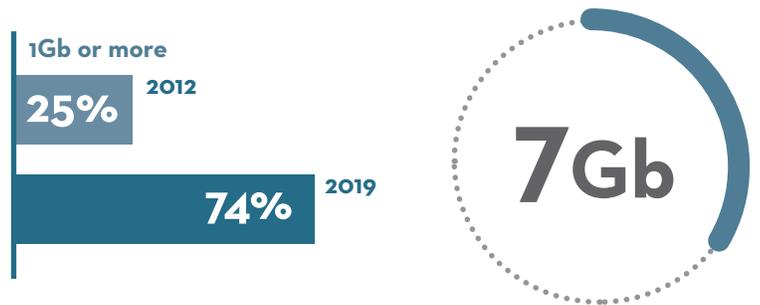
74% of schools now offer 1 GB or more dedicated to ResNet – a near three-fold increase since 2012. Bandwidth of 7GB or more is becoming the norm, provided by nearly one-third of campuses.

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.
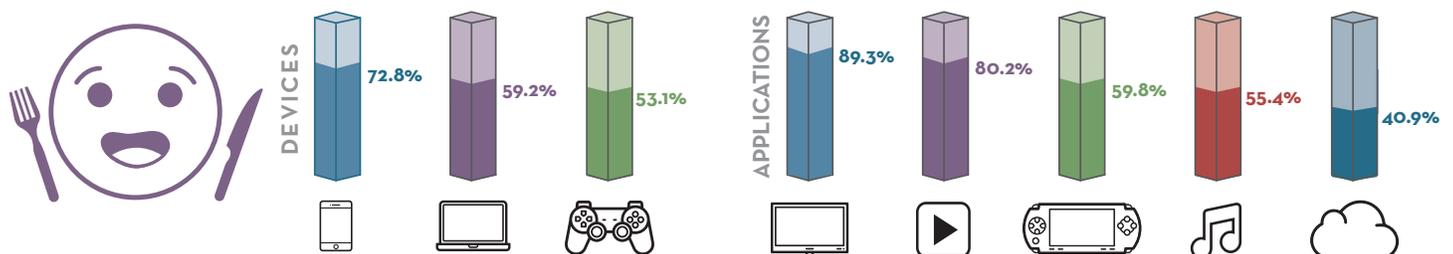
Annual Budgets Nearly Triple

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

2018   2019

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

62%

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

DEVICES
72.8%   59.2%   53.1%

APPLICATIONS
89.3%   80.2%   59.8%   55.4%   40.9%

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.
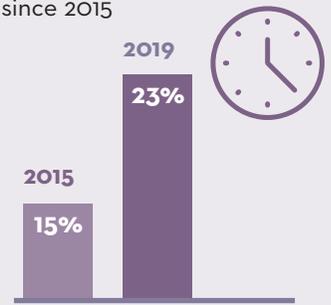
92% 92% 80% 75% 27% 19%
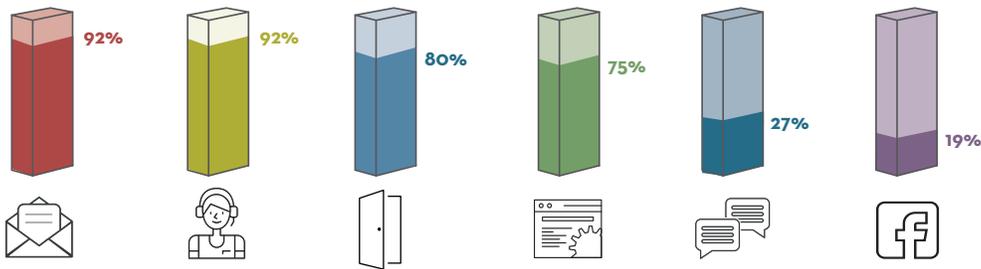
80% offer onsite/walk-in support; 92% offer phone and email

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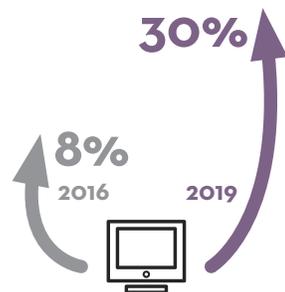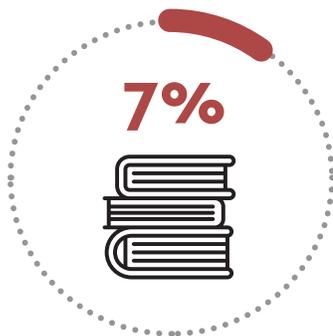24/7 support is hovering around the 23% mark—and that's an 8% increase since 2015

2019
23%

2015
15%

The Rise of Outsourcing
More Outsourcing, More than Just ResNet

10%
2016

16%
2019

16% of schools outsource their ResNet services, a 6% increase from 2016.

8%
2016

30%
2019

IPTV outsourcing shows a dramatic increase – a jump to 30%, a 22% increase since 2016.

7%

Nearly 7% of schools are now outsourcing their academic/administrative networks.

10%
Already Outsource

3%
Considering Outsourcing
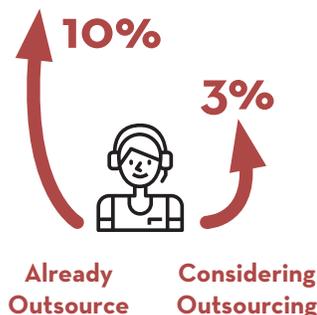
Ten percent outsource help-desk services; another 3% are considering outsourcing.

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

2015
13%

2019
21%
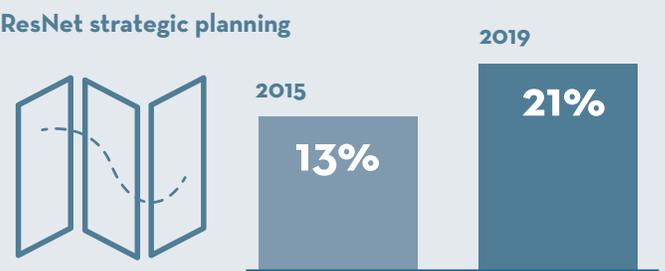
21% of schools update their strategic plans for ResNet annually—an increase of 8% since 2015. 7% update their plans biennially.

The trends driving ResNet outsourcing

Keeping up with evolving technology

Improving ResNet services

Student satisfaction/retention

Cost reduction

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

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