

CASE STUDY: COE COLLEGE

Coe College

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Coe College is a private, four-year, liberal arts institution located in Cedar Rapids, Iowa. Coe College is conveniently located within hours from Minneapolis, Omaha, St. Louis and Chicago. With an average class size of 16 and a student/faculty ratio of 13:1, Coe prides itself on the superior, personalized, educational experience it has been providing for students since 1851. Attendees of Coe College come from over 15 foreign countries and 33 states.



The college began experiencing increased pressure to stay competitive with the internet connection speeds students had become accustomed to at home through traditional wireless, cable modem or DSL solutions. At home, students were experiencing high speed connections in the 1.5Mb – 3.0Mb range, only to return to school to share a similar speed connection with up to 1000 other students. *Coe needed to upgrade their existing bonded T1 internet backbone to a more robust, high bandwidth solution.*

Coe had a staff of four full-time employees and four part-time student workers in their IT department. The Coe IT administration was spending thousands of hours per semester managing the student network. IT staff were fielding technical support phone calls from both the student and academic network, as well as regulating virus activity, peer-to-peer file sharing and RIAA/MPAA notices. The demands of the resident network forced Coe to put manpower and resources where they had the greatest vulnerability and demand rather than where they needed to: toward maintaining and advancing the technology base at Coe College. *Coe knew they needed additional personnel to help manage the growing student network and to provide the increased support needs that came with it.*

Working to stay competitive with other private colleges in the Midwest, Coe College recognized that Internet connectivity would continue to be one of the major factors in a prospective student's decision to attend their school. With an increase in the use of web based teaching tools, online class portals and streaming video, *Coe administrators knew they would need an economical solution that they could grow with.*

THE SOLUTION:

Coe began the search for companies who could work with them to realize their vision. Coe administration soon realized that the traditional cable and telecom providers could not offer the customization and customer support they envisioned. After learning about X-Wires' success in providing managed solutions to the Greek houses at the University of Iowa, Coe began discussion with X-Wires.



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X-Wires worked with the Coe faculty and student government to address their specific needs and concerns. It became clear that the ResNet Management System* powered by X-Wires Broadband was the system that could meet Coe's needs. X-Wires and Coe worked together to bring a DS-3 to campus to meet the college's growing bandwidth needs. As part of the package, X-Wires agreed to provide three speed choices for students to choose from: 256 kbps, 1.5 Mb, and 3.0 Mb. Coe College subsidizes the 256 kbps package through student computing fees and students are responsible for contracting directly with X-Wires to upgrade to the 1.5 Mb and 3.0 Mb upgraded high-speed services via an automated credit card portal. X-Wires also provides 24x7 phone support to the students. The X-Wires solution addressed each of Coe's problems and packaged them conveniently.

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COE COLLEGE BENEFITS FROM:

- A customized solution that meets their needs.
- 24x7 phone support from highly qualified, responsive technicians, servicing both the student and academic networks.
- DS-3 capacity speeds for less than DS-3 price.
- A decrease in time devoted to managing the student network; 1200 man hours prior to X-Wires to around 100 man hours after the transition. This reduction now allows Coe's IT staff to focus on mission critical projects and support for the academic network.
- Individually partitioned student accounts to help prevent the spread of viruses across the network.
- A complete, scalable solution that can easily grow as the student body's internet and capacity needs change.
- Segregation of the student body network and the academic network.
- Access to the X-Wires student management system. This affords Coe College the opportunity to view the access list and usage trends of all students.

COE'S STUDENTS BENEFIT FROM:

- The availability of high-speed packages, similar to DSL and cable services, to each dorm room.
- 24x7 technical support with remote access capabilities for quicker resolution of student computer issues.
- Options to choose between multiple speed packages.
- Flexible billing options.

*ResNet Management System powered by X-Wires Broadband is part of the Dynamic Broadband suite of services. Dynamic Broadband currently services over 2,250 Internet subscribers across the Midwest. With the addition of the X-Wires Broadband ResNet Management System, Dynamic Broadband now services over 8,000 college and apartment accounts. (6/08)



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