

Empowering unique learning with fiber connectivity

Overview

- Total Education Solutions (TES) and the Institute for the Redesign of Learning (IRL) help struggling learners across three states.
- Classroom instruction is becoming more cloud-based, requiring that reliable connectivity is available at all times.
- A growing need for their services requires the ability to scale and expand bandwidth at existing locations.

Outcomes

- A reliable, high-speed connectivity network is enabled with the installation of [Dedicated Fiber Internet](#) circuits.
- Service disruption was reduced and critical backup connectivity added with [Wireless Internet](#).
- Improved bandwidth has set up a path for expanding learning opportunities using cloud services.

Why it matters

- Improved connectivity helps TES and IRL reach over 6,000 students in California, Ohio and Michigan.
- Scalable bandwidth makes it possible to add impactful cloud-based learning services critical to non-verbal students.
- Having reliable internet means critical reports take 30% less time to process, with 95% completed on time.

Educators with a mission rely on fast connectivity from Spectrum Business®

Two institutions connected by a common mission to empower students with diverse learning needs, Total Education Solutions (TES) and the Institute for the Redesign of Learning (IRL), rely on connectivity to better reach those they help. To make this possible, they partner with Spectrum Business.

IRL, a non-profit organization based in Los Angeles County, was founded in 1974 to focus on children's mental health needs. Today, they serve 2,400 learners with diverse education needs across California — providing pre-kindergarten through adult classes, both remotely and at two academies.

TES, a privately held company, works with some 4,000 learners of all ages in California, Michigan and Ohio, many of them students at public, private and charter schools.

"Both organizations empower individuals of all abilities," says Meaghan Donahue, President and CEO of TES and Managing Director of IRL. "Some just need a little bit of support to fill in a gap. Others are highly impacted learners who need a lot of hands-on, intensive support. We go where the need is."

Reliable connectivity for smoother, cloud-based learning

Before choosing Spectrum Business, TES and IRL were hobbled by unstable connections and inadequate bandwidth. Students could find themselves staring for minutes at a stalled screen image.



Buses gather outside Westmoreland Academy, an Institute for the Redesign of Learning site in Pasadena, California focused on students with Autism Spectrum Disorder.

Customer profile



Company

Total Education Solutions
& Institute for the Redesign
of Learning

Industry

K-12

Services

Dedicated Fiber Internet
Wireless Internet

"When you're using an app or a learning tool and it takes forever to load, that's lost time," Donahue notes. "We have much faster connections now. Spectrum Business has made us timelier and more efficient."

Instructors rely on bandwidth to support WiFi-enabled learning activities, so they can remain on the go. They also rely on the internet for video and interactive learning.

TES and IRL also utilize cloud services. "We're doing so much more with cloud-based technologies," says Mark Jodoin, IT Manager, TES. He adds that fuller adoption of cloud services means building space and staff are utilized more directly where they are needed. Clinicians can work where they reach the most students, whether that be in a local school, at home or even outdoors in a park.

TES and IRL leverage high-speed connectivity, including access to online tools critical to serve diverse learning needs, using [Dedicated Fiber Internet](#) circuits designed for seamless, high-speed performance.

"It's no fun when the screen is frozen and a learner who already struggles is sitting there thinking 'Why is my teacher not talking?' So that's why I'd say for online services, it's imperative that there's high quality in our connectivity."

Meaghan Donahue, President & CEO, Total Education Solutions and Managing Director, Institute for the Redesign of Learning

"Educational organizations like TES and IRL rely heavily on technology in today's digital age," says Jack Brokloff, Strategic Major Account Executive, Spectrum Business. "By partnering with Spectrum Business, they use dedicated fiber and wireless internet backup to gain the reliability and flexibility to enable an array of learning for all students without disruption."



The capacity to enhance in-classroom learning is being realized using cloud-based applications supported by Dedicated Fiber Internet.

Backup circuits keep the network strong

In addition to better classroom experience, reliable internet matters for other reasons. Morgan Medina, Director of Communications and Quality Management at TES, cites improved staffing experiences:

"If someone's documenting a session with learners, and the internet goes down, they have to go back and start all over. Also, we do a lot of parent training for behavior services. Having a strong connection allows us to train parents at home, rather than requiring them to come in."

Major tasks like signing in students at the beginning of a session or recording their progress online also demand always-on connectivity. "It's critical in every single step of the services we provide," Medina says.

To ensure that connectivity is resilient, [Wireless Internet](#) circuits back up the network at key locations. Jodoin calls this added redundancy an industry standard: "We're going in the right direction and we're very happy for that."

"We do need double circuits," adds Jodoin. "Especially as we move forward with all our cloud-based services, it's

crucial for us to always have internet available. As we keep transitioning, we couldn't work without it."

Dedicated Fiber Internet networks enable scalability

TES is opening a new academy in Columbus, Ohio, specifically designed to support students on the autism spectrum.

"We have a lot of technology going into that," Donahue explains. "A lot of nonverbal learners will be utilizing mobile devices in our space for communication, assistive technology and communication tools."

Having Spectrum Business provide the fiber circuit at the academy means TES can expand capacity there as needed. "We went to full fiber so we can change our network speeds as we grow," Jodoin says. "We're getting cost savings both ways from Spectrum Business, having reliable connectivity that's scalable."

"We've been running very smoothly since we went with Spectrum Business. The quality of service has been phenomenal for us."

Mark Jodoin, IT Director, Total Education Solutions



Both TES and IRL are committed to delivering a broad array of learning opportunities in and around the classroom. Having connectivity they can count on allows teachers to incorporate new ideas and engage their students more directly.

The benefits of having a fiber network are many.

“Reliable connectivity doesn’t just improve performance; it drives operational efficiency,” explains Gary Clayton, Director of Strategic Market Sales, Spectrum Business. “Now TES and IRL are able to streamline workflows, reduce downtime and make better use of cloud-based technologies across their organization.”

How faster internet improves classroom experience

Having faster connectivity enables teachers and clinicians to be more proactive in their interactions with students.

“It starts at intake when parents walk in and our team hands them a tablet, asking them to please finish their paperwork,” notes Medina. “Or a member of our team may be scanning a QR code with their own device. It’s so critical in every single step of the services we’re providing, whether before the session, in the session or after it is over.”

Donahue estimates it takes clinicians 30% less time to document their state-mandated session notes since they switched to faster connectivity with Spectrum Business. Overall, timely completion rates of session notes have risen to 95%.

“Back in the day, when we didn’t have stable internet, staff would be like ‘I’m gonna go home, I’ll do my notes tomorrow,’” Donahue remembers. “But you’re not fresh. How can you remember all the details of an hour session you had with 30 different children? So having that connectivity where you can get it done in real time is critical. You can’t run a business without it. And we tried.”

Solution summary

- **Dedicated Fiber Internet** — Provides high-speed, scalable connectivity across nine locations in three states.
- **Wireless Internet** — Offers fast backup connectivity to ensure classes stay connected if primary service is interrupted.

“Our instructors are not locked in and plugged in somewhere, they’re moving around, mobile. They need internet service that makes that possible.”

Morgan Medina, Director of Communications and Quality Management, Total Education Solutions

Award-winning connectivity



Winner of the 2026 Frost & Sullivan North America Dedicated Internet Access Competitive Strategy Leadership Award.¹

1. 2026 Frost & Sullivan Competitive Strategy Leadership Recognition, The North American DIA Industry Excellence in Best Practices, Leandro Agion, Industry Director, Frost & Sullivan, June 2026.

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