

St. John's University transforms campus experience with robust connectivity upgrade

Ultra-High Speed fiber and video solutions surpass student expectations

Since 1870, St. John's University has been a vital educational and cultural resource in New York City, creating an oasis of learning for often economically disadvantaged students. For over a decade, St. John's has called upon the technology expertise and support of Spectrum Enterprise in realizing their mission.

Forming the hub of a vast connectivity network at their main 102-acre Queens, New York campus, and providing scalable, reliable bandwidth to the university's main network, are a pair of fiber circuits delivering ultra-high speed data. Allowing this flow of data to provide dedicated internet access to all St. John's campuses and dormitories throughout the city are several Ethernet circuits configured to achieve a unified campus experience.

St. John's further leverages its new connectivity to enhance student experience with video streaming services accessed from a wide array of devices utilizing the SpectrumU® TV solution. Further growth is being seen in the development of comprehensive networking tools, including cameras and WiFi, at one of the student dormitories.

"Spectrum Enterprise has always been a great partner for us," says Anne Pacione, Chief Information

Officer, St. John's University. "We have had a very good experience with them in terms of expanding our connectivity, which makes us eager to explore other services they offer."

Connecting campuses across the Big Apple

The university's connectivity expansion began in 2018, when Spectrum Enterprise presented an initiative for increasing on-campus bandwidth and allowing greater development into cloud-based technologies and applications.

"When it comes how students see internet capacity, nothing is enough anymore, so we had to rethink what we had," Pacione recalls. "Spectrum Enterprise offered a solution that was well beyond what the competitors had. So we did a complete switchover."

Today's St. John's University relies on two fiber circuits that provide high-speed [Dedicated Fiber Internet \(DFI\)](#) service. Highly scalable, and designed to deliver optimal levels of network performance, these circuits give the university added capacity to utilize cloud-based applications in transferring and processing massive amounts of data.

Extending that capacity, and providing secure internet access and connectivity to all students



St. John's University in Queens, New York relies on Spectrum Enterprise connectivity to help their students realize their dreams. By boosting internet capacity on campus, St. John's expands opportunities to learn and grow.

Client profile



ST. JOHN'S UNIVERSITY

Company

St. John's University

Industry

Higher Education

Services

Dedicated Fiber Internet (DFI)
Ethernet Services
Managed Network Edge
SpectrumU

Overview

- St. John's University, located in Queens, New York, is expanding its IT infrastructure to better meet the connectivity needs of its student body.
- The university is in the process of designing and implementing a wholesale digital transformation that better connects students with the world around them.

Outcomes

- To deliver reliable internet connectivity and expanded bandwidth at St. John's main campus, Spectrum Enterprise installed two Dedicated Fiber Internet (DFI) circuits capable of delivering ultra-high speed data.
- To channel secure data service from these circuits to campus and dormitory locations in other parts of the city, point-to-point Ethernet circuits were set up.
- A robust channel lineup can now be accessed via dormitory TV sets or personal devices by all 3,300 on-campus students with the installation of video streaming SpectrumU.
- Security and network access were enhanced at one student dormitory with the installation of Managed Network Edge.

Why it matters

- St. John's can now better service their student population by providing fast, reliable connectivity, allowing students to focus on pursuing their degrees.
- The expansion of connectivity around campus is not only an investment in St. John's educational mission, but also helps the university deepen and enrich the life experience of its students.



St. John's University leadership finds their students appreciate the ample bandwidth they get with Spectrum Enterprise services. "Having fast internet on campus has been a tremendous benefit for them, both academically and in other important ways," says Anne Pacione, Chief Information Officer, St. John's University.

and staff, are a number of dedicated [Ethernet](#) circuits. Set up at the main campus hub, these circuits connect with all parts of the university network, including several dormitories in Queens and a branch campus in Manhattan.

"Every day we demonstrate our capacity and reliability in connectivity," says Francesco Affrunti, Strategic Accounts Manager, Spectrum Enterprise. "Today St. John's has our point-to-point Ethernet and Dedicated Fiber Internet servicing all its sites."

"We have been seeing increased data usage and demand on campus, and we needed to bolster our internet capacity. Partnering with Spectrum Enterprise is really all about enabling our digital transformation."

- Anne Pacione, Chief Information Officer,
St. John's University

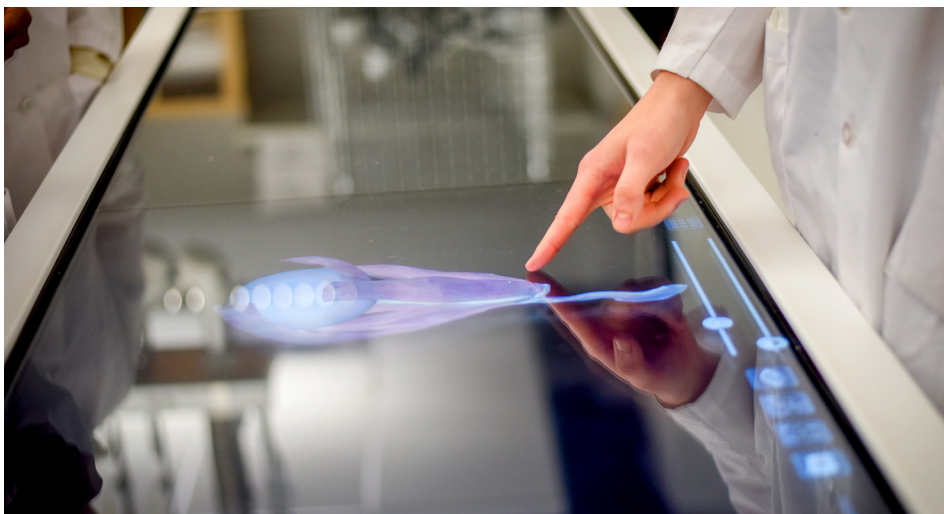
Upgrading a network for better campus living

The university's commitment to digital transformation stretches out in many ways. At one dormitory, Goethals Hall, a recognized need to enhance area WiFi service and security has led to the installation of an all-in-one turnkey solution, [Managed Network Edge](#).

The networking solution includes security cameras (viewable via Managed Network Edge's Cisco Meraki platform) as well as WiFi service in and around the building. Pacione sees the success of the Goethals Hall project possibly extending to a broader deployment of WiFi to other off-campus residence locations.

"We see a major benefit for being able to provide improved and reliable WiFi access to our students in these residence locations, while removing the support burden from our internal IT team," she says.

Pacione describes this a first step toward a deeper reimagining of campus life around technology-



Digital transformation has become a priority for St. John's University. "Once you make your organization more digitally minded, you start to unlock the benefits of new technologies," says Anne Pacione, CIO, St. John's University.

based solutions, built around enabling students to do more with the tools they have.

"We are asking ourselves how we can enhance the student experience by making campus life more fun, providing better services and helping students navigate the non-academic barriers that often inhibit them," she explains. "Our student population is a very high need population. We have a large percentage of first-generation college students, and most of our students are receiving some form of aid to come here. So we often ask ourselves how can we use what's here to help our students get more of what they need."

"That's the beautiful thing about SpectrumU: Omnipresence. Students can have it anytime, anywhere."

- Anne Pacione, Chief Information Officer, St. John's University

Creating a more engaging student experience

Having robust connectivity allows St. John's University to bolster other campus services as well. Most immediate has been an expansion of video entertainment options.

"Students want to have a number of streaming options at their disposal," Pacione explains. "More than that, they want the ability to consume video on any device and in any location on campus: in their rooms, in their friends' rooms, in the student lounge or even in the middle of the main campus. They want the ability to be watching whenever they want."

To make this happen, Affrunti recommended SpectrumU, a solution designed for today's digitally native student. [SpectrumU](#) not only offers device portability, but access to over 200 channels and a wide variety of on-demand content and TV apps.

"We have been very satisfied with the SpectrumU experience," Pacione says. "The students are very happy with it, too. Students today expect to have a number of different

streaming services at their disposal. What SpectrumU gives them is the added benefit of a channel lineup you don't get from other streaming packages. It offers wide viewing choices, as well as the flexibility to watch from anywhere."

When St. John's varsity sports is being televised, students will often gather at campus dining halls and other community centers to watch and cheer on the Red Storm players where SpectrumU is set up. "It gives us the opportunity to create gatherings on campus, which our students love," Pacione says with a smile.

Building around a tradition of hope

Students come to St. John's University attracted by its intimate and vibrant campus life set in the heart of one of the world's most busy metropolises. They want to be part of its rich culture; earn degrees in critical fields like business, law and healthcare; and seize big-city opportunities for personal and academic growth.



St. John's University sees in Spectrum Enterprise a technology partner for the long journey ahead. "Our technology strategy is continuing to evolve, it's changing a lot," notes Anne Pacione, the university's CIO. "Today we are thinking about how to improve the mobile experience of our students, as well as the potential of AI."

They also pay tuition that is on average well under the national average for private colleges, despite St. John's location in one of the world's most expensive cities. Affordability has been a critical piece of the university's mission since it was founded. This underscores the relationship with Spectrum Enterprise.

Pacione explains: "With the kind of pressure we are under to contain costs and make college affordable for our students, you have to make sure you are being as efficient as possible on the administrative side of things, as well as providing support for students."

In addition to being a single source for multiple solutions, Spectrum Enterprise is also favored for managing "last-mile" connectivity installations that keep costs down while enhancing service stability. So instead of having to oversee the management of multiple service agreements, Pacione can focus on opportunities enriched by the campus's robust connectivity.

This includes growing St. John's successful esports program. In just a few years, organized online gaming

has grown to involve some 1,200 students. Pacione notes that the campus esports lab was recently expanded because of its rising popularity.

The ongoing expansion of St. John's relationship with Spectrum Enterprise is based on what Pacione describes as a strong working relationship with Affrunti and the Spectrum Enterprise team. Her trust, she says, has been earned.

"The service we get from Spectrum Enterprise has been extraordinarily good," she explains. "We just don't have issues. Uptime and reliability have been fantastic to the point where I really don't worry about it."

"When you have a good partner, which Spectrum Enterprise is for us, you look to that partner when things come up to see where you can find solutions."

**- Anne Pacione, Chief Information Officer,
St. John's University**

About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving many of America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes [networking and managed services solutions](#), [Internet access](#), [Ethernet access and networks](#), [Voice](#) and [TV solutions](#). The Spectrum Enterprise team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit enterprise.spectrum.com.

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