

# A perspective on top IT issues in higher education



On October 31, 2022, EDUCAUSE published the [2023 Top 10 IT Issues](#), describing foundational models for colleges and universities to develop next year and beyond. We asked Richard Twilley, Group Vice President, Vertical Market Sales, about how Spectrum Enterprise can help higher education institutions on their path to addressing these challenges. Here's what he had to say:



## Which one or two of the Top 10 IT Issues will be most relevant to your company, and why?

Spectrum Enterprise, a part of Charter Communications, helps universities and colleges address their IT challenges with scalable technology solutions such as enterprise-grade internet, networking, voice, TV and managed services. Our teams are partnering with many higher education institutions to address many of the Top 10 IT issues, including *Smooth Sailing for the Student Experience* (Issue #4) and *A New Era of IT Support* (Issue #8).

**Issue #4 — [Smooth Sailing for the Student Experience](#)**, which is all about using technology, data insight and agility to create a frictionless student experience — is more relevant than ever in higher education. To create an exceptional campus experience, you need to supply unfailing connectivity and collaboration tools as well as a highly personalized digital environment that meets

stakeholders' growing expectations. Spectrum Enterprise partners with institutions across the United States to facilitate technology-rich environments that accelerate student success. Higher learning institutions benefit from our full suite of technology solutions, including secure and scalable internet and networking, managed services, TV, and voice and unified communications. Our managed services ease the burden on college and university IT staff and support delivery of a better end-user experience to faculty, staff and students.

Speaking of end-user experiences, many students expect the same digital experience on campus that they get at home, and with the [SpectrumU TV](#) solution, students can stream content quickly and easily anywhere on campus, using campus credentials for a secure, frictionless experience.

**Issue #8 — [A New Era of IT Support](#)** — is all about supporting new learning models as higher learning institutions extend their IT support for in-person, hybrid and remote learners. Regardless of location, students and educators need to stay seamlessly connected to dorms, labs and everywhere else — on or off campus. Meeting their needs requires fast, seamless connectivity across an ever-shifting landscape of personal and institutional access points. And because streaming and [gaming](#) are parts of many students' daily activities, the network must have the agility and flexibility to keep up with growing bandwidth demands and provide enhanced security against cyberattacks as many different types of devices look to connect. Spectrum Enterprise helps colleges and universities [make networking easy](#) — simplifying IT, improving efficiency and delivering exceptional student experiences — with secure, high-performance networking and managed solutions like [Managed Network Edge](#) and [Enterprise Network Edge](#).

And to pull it together, you need a world-class voice and collaboration solution to help your students and faculty better interact, share and learn, regardless of where they may be. Spectrum Enterprise [Unified Communications](#) provides a solution for streamlined communications and collaboration that brings together calling, messaging, meetings, virtual workspaces and more in a single application.



### What challenges are ahead for higher education in 2023?

Looking into 2023, we believe one of the greatest challenges is that the demand on networks is continuing to increase while budgets are tightening and IT teams are being stretched. CIOs and IT managers at higher education institutions can proactively plan for future network needs by investigating scalable options that meet the connectivity demands of their organization today and in the future. Spectrum Enterprise works with IT organizations at colleges and universities to determine a seamless network solution that supports learning — from on-premises to hybrid to remote access. Institutions are modernizing network connectivity to support rapid growth and accelerate future pivots in technology as demands and learning needs evolve.

### What opportunities are ahead for higher education in 2023?

With a reliable and secure modernized network as a foundation, universities and colleges can offer a wider array of options with in-person, remote or hybrid solutions for students with differing needs and demands. Providing varied learning environments and options can also be a

competitive advantage, particularly when those e-learning opportunities are executed well and delivered reliably and securely.

### How will the EDUCAUSE 2023 Top 10 IT Issues affect the relationship between Spectrum Enterprise and the higher education community in the future?

More than ever, it is important for institutional leaders to have a technology service provider that understands the complexity of growing networking and connectivity needs. They need someone who can partner with them to help capitalize on new opportunities and prepare for unexpected disruptions. The EDUCAUSE 2023 Top 10 IT Issues continue to underscore the complexity of daily operations and future planning for universities and colleges — and the importance of ensuring that the solution providers you work with take an approach to your unique needs and challenges. And that's the kind of partnership you can expect from Spectrum Enterprise.

[Learn more about how Spectrum Enterprise can help your higher education institution address many of the 2023 Top 10 IT issues.](#)

#### 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](https://enterprise.spectrum.com).

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