

Case Study: *Schreiner University*

Enter with hope
LEAVE WITH ACHIEVEMENT



ENTER WITH HOPE, LEAVE WITH ACHIEVEMENT.

Schreiner University in Kerrville, Texas has successfully tapped technology to prepare students and staff to thrive in today's collaborative, 24/7 environments. "Connecting students to relational learning is how technology can help us achieve the Schreiner promise of Enter with Hope, Leave with Achievement," said Dr. Timothy Summerlin, President.

In 2011, the Schreiner team, led by Summerlin, embarked on a multi-year process to get its technological assets up to speed.

Step 1: The Plan

Schreiner enlisted the help of the National Institute of Technology in Liberal Education (NITLE) to audit its technology services and to develop a three-year road map. One of the plan's priorities was the expansion of wireless access and bandwidth.

Step 2: Upgrading the Residential Network

Like most schools, Schreiner was grappling with a wave of wireless devices that strained its networks and hindered the school's ability to realize its strategic technology vision. After an internal evaluation, the team determined that Schreiner's needs had outgrown existing in-house models of service delivery and made a decision to outsource the residential network to a specialist. Schreiner then focused its efforts toward choosing the right vendor, selecting Apogee. "Apogee provided counsel and options on how we could do different things on both capital and operating budgets. We liked the company's approach on pricing flexibility with tiered services to accommodate heavy users without passing the cost on to the residents with basic bandwidth needs," said Summerlin. "Most of all, we encountered an openness and responsiveness from Apogee's team when we talked about the plans in detail.

Step 3: Improving the campus Network

In 2013, Bill Muse, Schreiner's Vice President for Administration & Finance, spearheaded the upgrading of the campus network to provide reliable and comprehensive geographic coverage. After an initial audit, Muse worked hand-in-hand with Nick Figel, Schreiner's new Director of the Enterprise Technology, to evaluate proposals and chose Apogee based on its expertise, dependability and reasonable rates.

"One of my goals is to minimize the infrastructure's use of fiscal and capital resources to maximize what's available for our educational mission", Muse said about his need for budget predictability. "In this instance, I wanted to smooth out capital expenditure over several years and not pay a big premium for that flexibility."

"Outsourcing to Apogee allowed us to front end some of the capital investment needed to build infrastructure. The contract was structured for a specific service level, so I know for the entire life of the contract, I don't have to worry about buying new access points, services, or running new cable," he said.

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*—Bill Muse
Vice President Administration & Finance,
Schreiner University*

Results

Today, Schreiner enjoys:

- 5 times more bandwidth
- Fast, reliable access to Wi-Fi across 90 percent of the campus
- Ability to scale with demand
- Greater student satisfaction
- Quantifiable results from Apogee monitoring speeds at different places on campus