

# CASE STUDY:

## University of Arkansas at Fort Smith



*Transforming the student experience through seamless residential Wi-Fi at the University of Arkansas at Fort Smith*



## SUMMARY

For today's students, uninterrupted, high-performance connectivity in residence halls isn't a nice-to-have. It's essential to academic success and campus life.

Since first offering housing for students in 2005, UAFS has outsourced wired and wireless connectivity to various local providers. However, ongoing Wi-Fi issues in residence halls were impacting the student experience and placing an increasing support burden on university staff. To address these challenges, UAFS turned to Boldyn Networks and its fully managed ResNet services to modernize the network and transform student support.

UAFS is a leading public university that offers over 70 academic programs to 6,000 students, helping secure future careers in everything from pre-school teaching to high-tech manufacturing. Of these, 900 students live on campus across two residence halls.

Recognizing the need for a more student focused and scalable approach, UAFS partnered with Boldyn Networks to implement a fully managed residential Wi-Fi solution. Unlike a local cable company, Boldyn delivers a purpose built residential network designed specifically for higher education, combining high performance Wi-Fi with proactive support and day to day operational management.

Working in close partnership with university staff, Boldyn led a seamless transition, modernizing the network while significantly reducing the support burden on UAFS teams.

## UAFS NETWORK STATISTICS:

Average devices per user

11.6

Total download (GB)

288,640

Average active devices

929

Total upload (GB)

33,451

Average active accounts

448

Peak download utilization (Gbps)

1.61

Total throughput (GB)

322,092

Peak upload utilization (Gbps)

0.23

“

*There have definitely been fewer issues reported to myself or my staff that need a ticket submitted. The rare occasions where I have had to work with a student to fix an issue have resulted in a seamless experience where we no longer have to talk to several people to work through the problem.”*

Joe England, Resident Director of the Lion's Den  
UAFS

# Rethinking the student experience in residence halls

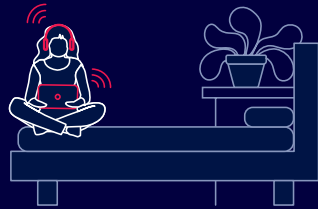
Residence hall connectivity plays a critical role in both academic success and day-to-day campus life. From streaming lectures to gaming, students expect a seamless, always on experience across all their devices. When that experience falls short, it doesn't just create frustration; it drives support tickets, strains IT resources, and impacts student satisfaction.

This challenge isn't unique to UAFS. Across higher education, institutions are facing a growing gap between student expectations and the reality of residence hall connectivity.

**Boldyn's latest connectivity research report found that:**

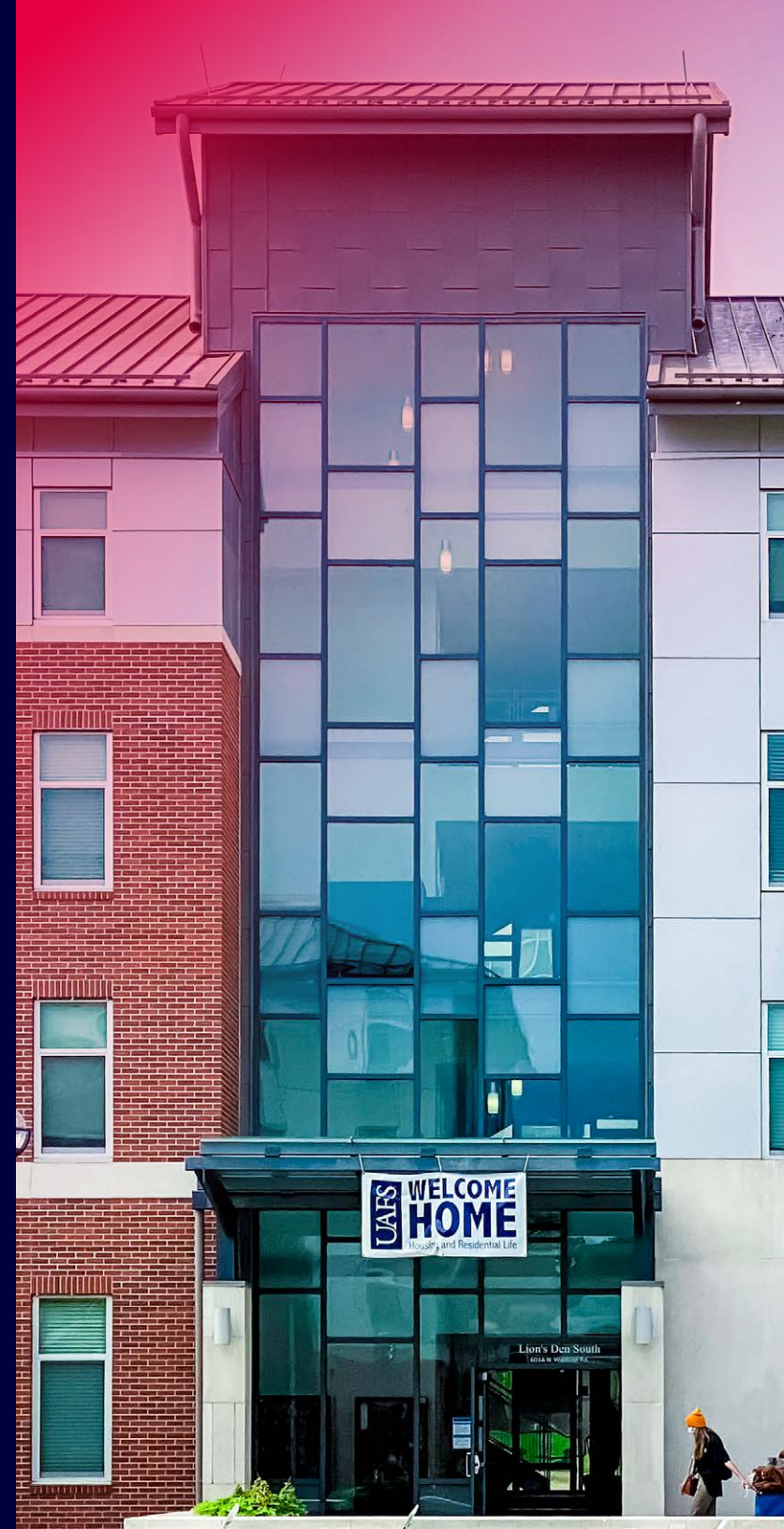


yet only  
**26%**  
are very satisfied with their experience,



and  
**81%**  
have reported connectivity issues within the past year.

This disconnect not only impacts the student experience but also drives significant support demand on IT and housing teams, making it increasingly difficult for institutions to keep up without a more scalable, managed approach.



## When connectivity falls short

Over 900 students call the UAFS campus home, split between the vibrant Lion's Den Residence Hall and Sebastian Commons Apartments. While these residences are the heartbeat of campus life, the digital experience was falling short.

Students routinely battled spotty, unreliable Wi-Fi, which disrupted both late-night study sessions and downtime streaming. As student expectations evolved, UAFS needed a partner who understood student device habits and could deliver a tailored, high-touch support model.

## A strategic shift to managed connectivity

UAFS is committed to delivering a high-quality student experience and recognized that residence hall connectivity plays a critical role in achieving that goal. However, maintaining that experience with a traditional managed technology provider model was becoming increasingly difficult.

To address this, UAFS made a strategic decision to partner with Boldyn Networks and implement their ResNet solution. With deep experience supporting colleges and universities across the US, Boldyn brings a student first approach that combines high-performance connectivity with proactive support and day to day operational management.

The goal was not just to upgrade the network, but to establish a long-term partnership that could deliver a consistent, scalable, and high-quality experience for students.



### UAFS in numbers



6,000

students attending UAFS



900

student residents  
living on campus



14-day

seamless installation



24/7

support for chat,  
email or phone

# Where the existing model fell short

Despite efforts to improve connectivity, UAFS continued to face several persistent challenges with its residence hall network and support model. These challenges were impacting both the student experience and the university's ability to efficiently manage and support connectivity at scale.



## Unreliable connectivity experience

Students in the residence halls expected an always on, like-home experience that could support multiple devices simultaneously from watching lectures and gaming and streaming their favorite shows. However, the existing network struggled to keep up, resulting in inconsistent performance, dropped connections, and frequent frustration.

### THE SOLUTION:

Boldyn upgraded the network, so it was far more reliable, backed up by guaranteed speeds and availability. The result has seen a significant reduction in student complaints about the Wi-Fi. There is also now a consistent connection across different buildings as students can access everything via the same user account, whichever building they happen to be in.



## Streamlined support with self-service and 24/7 access

When students would encounter connectivity issues, resolution was often slow and frustrating. UAFS staff frequently had to step in to help, navigating a complex support process with the previous provider that involved multiple handoffs and delayed responses.

### THE SOLUTION:

With Boldyn's ResNet, students now have access to an intuitive self-service portal designed for easy, hassle-free device onboarding and quick troubleshooting. When additional help is needed, Boldyn provides **24/7/365 US-based support** via chat, email, or phone. This ensures fast, consistent resolution – even at peak evening times when campus staff have gone home. In fact, 58% of issues are now reported outside business hours.

Beyond student-facing tech, UAFS benefited from a highly intentional and detailed onboarding approach, backed by long-term administrative care. This includes a **dedicated Client Services Manager** who leads monthly stewardship calls to ensure network health, alongside **on-site Field Services Representative (FSR) support** whenever needed. This modern, layered support model drastically reduces the burden on UAFS IT staff while delivering a faster, more seamless experience for the entire campus.

Stephanie London, Assistant Dean of Students, UAFS, comments

***“The system is more streamlined than our past provider because students can take care of things themselves.”***



## Delivering a seamless transition with minimal campus disruption

With a full academic calendar and active residence halls even in the summer, UAFS needed to transition from its existing provider without disrupting students and campus operations. Any downtime or delays would have had an immediate negative impact.

### THE SOLUTION:

Drawing on extensive experience delivering ResNet deployments across higher education, Boldyn executed a fast, carefully coordinated implementation with minimal disruption to campus life. The transition was completed in just two weeks, significantly faster than a typical in-house or traditional provider rollout.

Throughout the process, Boldyn maintained close communication with UAFS, providing regular updates and ensuring full visibility into progress. The team also demonstrated flexibility by supporting a temporary guest network for visiting medical students – further reflecting a partner-led approach.

“Boldyn provided daily updates during the implementation process regarding what had happened today and what was happening tomorrow” says Stephanie London. “I always knew where we stood.”



## Building a true partnership through proactive engagement

UAFS experienced inconsistent communication and limited visibility with its previous provider, sometimes leading to confusion over issue ownership and delayed resolutions. This made it difficult for the university to manage connectivity effectively and maintain confidence in the support model.

### THE SOLUTION:

Boldyn established a proactive, partnership-driven approach, built on transparency, accountability, and regular engagement. Dedicated to ongoing success, not just issue resolution, the Boldyn team works closely with UAFS through structured check-ins, including monthly reviews of support tickets and performance insights.

Communication is clear and consistent, with proactive updates during incidents or outages to ensure the university always has full visibility into network status. This approach has transformed the relationship into a true partnership focused on continuously improving the student experience.



## THE RESULTS:

# A better student experience and operational impact

ResNet solution has transformed the connectivity experience across UAFS residence halls by delivering measurable improvements for both students and staff, while establishing a strong foundation for the future.



## Fast and reliable W-Fi that meets student expectations

The network upgrade has delivered a consistent, high performance connectivity experience across residence halls, designed to support how students learn, stream, and connect across multiple devices.



## A strong partnership

Boldyn's proactive, partnership-driven approach has established a highly collaborative and transparent working relationship with UAFS. Through regular engagement that includes structured reviews of support activity and performance, Boldyn provides the university with clear visibility and actionable insights.

This ongoing collaboration ensures issues are addressed quickly, opportunities for improvement are continuously identified, and the connectivity experience evolves alongside student needs. The result is a true partnership with shared accountability and focus for delivering a high-quality student experience.



## Reducing staff burden through a smarter support model

Students now benefit from a modern, self-service support experience, enabled through Boldyn's intuitive portal where they can quickly troubleshoot issues and manage their devices. When additional help is needed, 24/7 US-based support channels ensure fast, consistent resolution at any time. This model allows most issues to be resolved without IT involvement, significantly reducing the support burden on UAFS staff while improving speed, satisfaction, and overall student experience.



## A scalable model that supports future growth

Boldyn's flexible OPEX model provides UAFS with predictable, stable costs, eliminating the need for large upfront capital investments while simplifying long-term planning. With built-in annual bandwidth increases, proactive maintenance, and scheduled technology refreshes, the network is designed to evolve alongside student needs.

This approach ensures that UAFS can confidently deliver a high-quality connectivity experience today, while remaining prepared for future growth and changing demands.

Boldyn Networks for higher education is the leader in delivering managed technology services to colleges and universities nationwide. Our comprehensive portfolio of managed residential and campus network, cloud, IT, and security services helps schools reclaim time for IT innovation while transforming the student, faculty, staff, and administrative experience. Following more than 25 years of exclusive service to higher education, Boldyn is committed to ensuring every partner institution is empowered to succeed and thrive.

[Learn more at Boldyn.com](https://www.boldyn.com)



“

**Boldyn provided daily updates during the implementation process regarding what had happened today and what was happening tomorrow. I always knew where we stood. Our relationship is now more like a partnership which is focused on providing a personal experience for students.”**

**Stephanie London, Assistant Dean of Students, UAfS**

**boldyn**  
NETWORKS