

The Impact of SABEN Connectivity on West Coast College

Practical Experience from an IT
Technician's Perspective

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Who I Am and My Role

- IT Technician at West Coast College since 2014
- Network infrastructure and connectivity
- Server infrastructure and administration
- General IT technical support
- Troubleshooting and supporting staff and students

Why Connectivity Matters

- Online teaching and learning
- Cloud applications and services
- Email and collaboration
- Video conferencing and digital resources
- Student and administrative systems
- Connectivity is now operational infrastructure

The Impact of SABEN Connectivity

- Connection to the wider education and research network environment
- Access to external educational and research resources
- Support for digital and cloud-based services
- Opportunities for collaboration and knowledge sharing
- Value beyond ordinary Internet connectivity

Practical Case Study: Student Wi-Fi Congestion

- More students and devices increase network demand
- Peak periods can create congestion
- Learning platforms and cloud services increase traffic
- Users may experience slower Internet performance

Investigating 'Slow Internet'

- Student device
- Wi-Fi access point
- Campus network
- Firewall / routing
- Internet connectivity
- External application or service

The Institutional Challenge

- Increasing demand for student Wi-Fi
- Peak-time congestion
- Balancing performance, availability and security
- Planning capacity as usage continues to grow

How SABEN/NREN Can Help

- Wider network connectivity
- Technical engagement and knowledge sharing
- Collaboration with other institutions
- Assistance in isolating wider network issues
- Shared experience and best practices

Lessons Learned

- Connectivity is critical infrastructure
- Users expect services to work
- Problems can involve multiple network layers
- Capacity planning is essential
- Collaboration strengthens IT support

Looking Ahead

- More cloud computing
- More online learning
- Artificial intelligence and digital services
- Increasing connectivity and bandwidth requirements
- Continued focus on cybersecurity and monitoring

Key Takeaways

- SABEN connectivity supports modern digital education
- Student Wi-Fi congestion illustrates growing demand
- Effective troubleshooting requires looking at the full network path
- Reliable connectivity requires infrastructure, skills and collaboration

Thank You

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