

Wireless service at W&L

ITS is committed to provide high-quality, secure wireless coverage for students, faculty and staff. Wireless is an important technology for meeting current and future needs for mobile access to the network, but has limitations. Members of the W&L community should be aware of these limitations and may wish to choose more reliable wired connections, when available. For example:

- Minor disruptions are common to wireless services, particularly in large, secure networks serving many people and types of devices. You'll notice that your devices will briefly lose their connections and then re-connect as you roam around the W&L campus; these reconnections guarantee that your computer is connecting in the most secure manner.
- The speed of a wireless connection varies with the number of people attempting to connect in a particular location. Wired connections are less affected by this variable.
- The signal quality of wireless connection is affected by environmental factors such as structures (e.g. walls, doors, furniture) and electromagnetic waves from various sources

Requesting improvements

ITS continuously implements changes to improve and expand the coverage of the wireless network, consistent with academic and other work-related needs. Please follow these procedures for requesting improvements or reporting problems:

- **Additional wireless coverage.** Faculty and staff should work through department heads and identifying and prioritizing needs for additional wireless coverage. The appropriate department head(s) may send e-mail to help@wlu.edu with "Wireless coverage" in the subject line, and providing a detailed description of the area needing coverage, as well as the academic or other work-related needs that would be met by the additional coverage. Students should follow a similar process, working through the Executive Committee to identify and prioritize needs. [This map](#) shows the areas that currently offer wireless service. Some of these areas may require enhanced wireless service for instances where a large group of people will simultaneously access the service in the same area, for instance, 20 or more students in a classroom. Please inform ITS of such needs.
- **Troubleshooting.** Minor, short-term disruptions are common to wireless services. However, if you experience persistent problems while working in an area served by W&L wireless, please report the problem by completing the form at <http://helpdesk.wlu.edu> – select "Network" for request type, then "Wireless Connectivity Problem." Details, such as location, time of day, description of symptoms and operating system of the device, are vital to ITS in troubleshooting wireless problems.

Related resources

- [How to connect your device to W&L wireless](#)
- [Map showing wireless coverage](#)
- [Computing Resources, Network and E-mail Use Policy](#)

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