

**A RESOLUTION OF THE STUDENT GOVERNMENT ASSOCIATION OF NORTHERN KENTUCKY UNIVERSITY, HIGHLAND HEIGHTS, KENTUCKY, REQUESTING THAT THE INFORMATION TECHNOLOGY (IT) DEPARTMENT FURTHER IMPROVE THE CAMPUS WI-FI EXPERIENCE IN COMMON TROUBLE SPOTS AND MAKE THE PROCESS FOR REPORTING COMPLAINTS MORE KNOWN AND ACCESSIBLE.**

WHEREAS: Many complaints to SGA are from students about campus Wi-Fi. These complaints include, but are not limited to, the wireless network connection in the Student Union at peak hours and the residential halls, and

WHEREAS: In regards to Callahan Hall, IT Director of the Infrastructure team, Doug Wells, stated that, "This is because the wireless provider of Callahan is different than the rest of campus," and

WHEREAS: Investigating a universal internet provider and the consolidation of wireless networks may provide benefit to students, and

WHEREAS: As described by Director Doug Wells, Northern Kentucky University will have the opportunity to purchase new Wi-Fi technology this fall that will improve the campus bandwidth, as well as allow Wi-Fi access points to connect more devices to the network than the current amount of twenty devices per access point, and

WHEREAS: Utilizing a form of social media or text messaging service as an important form of receiving feedback from students about wireless issues would allow the IT Department to know when there are issues so they may better solve them. Currently, most students do not know how to provide feedback to the IT department, and

WHEREAS: Purchasing and implementing future Wi-Fi technological improvements as they become available would assist the IT department in better serving the student body.

**BE IT THEREFORE RESOLVED, ON THIS SEVENTH DAY OF OCTOBER 2013, THE STUDENT GOVERNMENT ASSOCIATION REQUESTS THAT THE IT DEPARTMENT FURTHER IMPROVE THE CAMPUS WI-FI EXPERIENCE IN COMMON TROUBLE SPOTS AND MAKE THE PROCESS FOR REPORTING COMPLAINTS MORE KNOWN AND ACCESSIBLE.**

Signed: \_\_\_\_\_

Erik Pederson, President

Attest: \_\_\_\_\_

Jarrold West, Senator