

# Tips for Avoiding Student Wireless Connectivity Problems During Class



ITS-supported classrooms are equipped with the wireless infrastructure necessary to provide excellent WiFi coverage for all students. However, even the best wireless network is imperfect, and its performance is impacted by use and configuration decisions made at the individual student device level. Keep in mind that many students now bring multiple wireless devices to class. Instructors and their students can take steps to minimize connectivity issues during the in-class administration of exams and other instructional activities that depend on the wireless network (e.g. class polls).

- Remind students that they should ensure that they can successfully connect to the campus wireless network on the device they are using for the exam BEFORE the day of the exam.
- Ask students to close all other programs and applications on their devices while they are taking the exam.
- Do not ask your students to download software or other large files that may be associated with the exam at the same time as the exam. Preferably, this would be done ahead of the exam.
- Encourage your students to make sure their computer's operating system is up to date.
- Remind students to make sure they do not have any system updates scheduled to run immediately before or during an exam. Students can learn more about managing Mac and Windows system updates.
- If a student is coming from another nearby campus building before the exam, their wireless connection may persist but be very weak by the time they get to your classroom. Ask students to check the strength of their wireless signal. If it is weak, they may need to reconnect to the campus network or reset their network adapter.
- For more information about how to troubleshoot wireless connectivity at UNC, see the ITS document WiFi Tips.

If students have questions about how to follow any of these steps, they can contact a Residential Computing Consultant by going to ResNET, visit help.unc.edu, or file an ITS Service Request.