University Village Internet

University Village is a dormitory of California State University East Bay dedicated to international students. Particularly I, as one of many international students who lived there, could experience how it is the living in University Village or UV. Indeed the problem that at least most of the students who live there complain about is the Internet connection. Sometimes it just can’t connect to the access pointer and when finally it’s possible to connect there isn’t Internet connection. Most of the time UV does not have any Internet connection and just few times per week is possible to use it at very slow speed.

Most of services these days are Internet based services. For instance, to make a payment with credit cards or even to submit an assignment to the university. Consequently just a day without any Internet connection can cause several inconveniences and consequences. The problems that students face in UV are more likely to talk about is the Internet connection problem, as showed by interview made specially for this subject. They brought topics such as: without Internet connection is hard to do homework and sometimes impossible, it can’t be posted on time in the academic system to professors and teachers evaluate it, it’s hard or impossible to contact with families and friends and it’s impossible to get some leisure time without internet. “It sucks, I will get lower grades because of this bad Internet connection” as said by some students interviewed in the University Village. However, there are many others issues caused by the Internet access privation. Such as some bills have to be paid using the Internet, many people use the Internet to buy things that they need, it is the main way to communicate with people and sometimes to international students get news about their home countries. For this reason some students wants to leave UV, “This Internet Connection problem is the main reason that makes me consider moving out from UV” as said by Kevin, one of many international students that came from China and currently lives in University Village.

The easiest and cheapest way to solve, or at least reduce this problem is using the access pointer/router/switch software to block websites and services that use colossal amount of data and bandwidth, such as computer online games. Establishing rules that what it can be accessed and what it cannot and what time It can or can’t be accessed. For instance, it’s prohibited to use the kind of Internet service that consumes a large amount of bandwidth. In addition to it, UV’s staff must reallocate the access pointers to better locations to improve the performance and to maximize the wireless connection area. It will improve the wireless connection reception and transmission, so there will be more bandwidth for more important services and communications than, for instance; movies and computer games.

The most reliable way is using more and better hardware and improving the Internet speed. Installing more access pointers and putting them in strategically located places, renewing the Internet cables that deliveries the data to the outlets. It will increase the Wi-Fi connection strength with the access pointer, it will enable more packets to be received and sent successfully, increasing the speed to access web services and to upload and download data.

Finally, The last solution possible is moving out from University village. Many students already considered this possibility and many of them already wrote a letter to the staff responsible for the housing contract cancelation. However all letters, that contained the Internet problem, the cancelation of the contract were denied. They were denied because it doesn’t fit in any of the cancelation reasons predicted on the contract, and the staff doesn’t think it’s a reasonable reason to leave the University Village. Therefore the staff’s solution for this problem was just a refund of a few dollars.

It’s reasonable to think that is possible and recommendable to use both solutions. However, even if the University Village’s Internet responsible solves this problem right now, many problems were already caused by this unpleasant situation, and most of them can’t be solved anymore. Above all these problems and even worse, the quarter is about to finish and most of damage that could be caused by this issue was already done. The least that could be done by those who are responsible for this situation in UV would be to allow the departure of the residents or do a meaningful refund.