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: ________________________________

Jarrod West, Senator