Wireless Internet (Wi-Fi) Feedback
138 submitted surveys

1. What is your department or unit?
   • 99 departments represented.
     *(Detailed list available by request.)*

2. Do you work in multiple buildings or a single building?

3. Please rate your level of satisfaction with the wireless internet on the FSU Secure network:
4. Please provide any additional information regarding FSU’s wireless network.
   - In certain rooms, the wireless internet is all but useless. I’ve had several Zoom meetings drop over the last two years.
   - I work out side. It’s by far the worst, can’t get calls or text’s sometimes.
   - I use a preferred VLAN with only 5~10 clients so my connection reliability and speed is always excellent.
   - There are times of spotty service.
   - Lots of dead spots, and slow mostly.
   - When students come to my office for office hours, they have problems connecting to the WIFI from time to time.
   - Consider upgrading routers to Wi-Fi 6 capability, most new phones have cards capable of Wi-Fi 6. Claude Pepper Center is the only location on campus I’ve found that has this and it is a considerable improvement on coverage and speed vs. the rest of campus.
   - The wireless often doesn't work on my side of the building.
   - I was told by my IT specialist, we have no wireless internet available?
   - Works good on a lap top. Not so good on IPAD.
   - I’ve had trouble logging in on many occasions and from many locations (including Strozier).
   - Sometimes drops out while teaching in WJB 1062. This makes it really difficult.
   - The connection isn’t good enough for Zoom calls, etc.
   - The connection at University Center C4600 is terrible. I sometimes have to use my phone to connect, and several colleagues frequently have very weak connections for Zoom meetings.
   - I am not a techy so, I wouldn’t know where to start
   - My office is at one end of a long building, and the signal has been unreliable there for the 9 years I've been in that office.
   - Sometimes it will suddenly stop working but it quickly corrects itself. Usually means I need to close a few tabs.
   - I'd like to see more open air/outdoor coverage if possible, or areas developed on campus with good outdoor Wi-Fi. I am always bragging about how we have the most beautiful break room/meeting spaces working at FSU, aka our campus. I really like taking meetings outside on beautiful days, but we often struggle with connectivity even directly outside of our building.
   - Everything works first-rate. At the beginning of Spring semester, I requested a slightly longer connection cord to reach my laptop, which I typically place on the lectern, and it was in place by the next class meeting. I really appreciated that. Any time I've contacted IT, they have been helpful and quick to respond.
   - Support nine buildings in our College. Older buildings have dead-spots and Dept. required to cover the cost of wireless even though some areas are student use. From IT perspective it is hard to explain to the Department that some areas wireless is centrally funded, but others areas have to be funded by Department.
   - Neither facility able to handle load of general student usage while also being able to provide reliable connectivity and speed to necessary University-owned staff devices that are required for operational needs.
   - Seems to go in and out of service on a regular basis.
• When the internet connection is working, the speed is fine. The issue is that connection reliability is poor.
• I do not really use it. I am hardwired in.
• The connection is not always strong.
• Wi-Fi is never good enough in my office. Any time I want to zoom from work, I know that I will have trouble. I always do.
• I never have a problem.
• I rarely use my laptop in the office but when I do it is very reliable. I never usually have any issues. I usually use my desktop when I work on campus.
• Drops just walking down the hallway of c-wing
• The wireless connection in the CAB especially is not great, it is not widely available in the building and when connected is not the most reliable or fast.
• The wireless tends to work better than the wired network and is more reliable. I sometimes have to switch over while in my office.
• Sometimes it dropped.
• My office is C1610 at UCC and there’s literally no wireless internet. I have to go in another area. In addition, my office computer has no internet neither wireless or direct plug in.
• My office is in the corner of the building. My wireless performance with FSUSecure is middling. I have occasional instability during video calls, and it’s not terrible, but it certainly performs less well than I would expect given the size of the connection coming into the building.
• Internet connection is always going in and out and dropping connection sporadically.
• We constantly have issues connecting to FSU Secure or not having Wi-Fi available on the first floor of University Center Building B.
• We typically receive a weak Wi-Fi signal in our office.
• Coverage seems a little less thorough than it was pre-Covid. I continued to work on campus throughout 2020 and all of 2021, and I *think* I noticed a difference beginning Summer 2020. However, many, many variables affect wireless networking, and I can accept that my device might be at fault.
• Since internet went down campus wide here at azalea the android phones connect but get no web activity while the iPad and tablets have no problem! On 05-02-22 at 8am my phone lost connection, now 05-03-22 and I still have no connection! Been to the ITS shop many times and reported this ongoing problem multiple times with no results!
• The WiFi in our offices at Carraway has a very weak connection. The only way to connect to the internet is through an ethernet cable.
• Unfortunately, the service in Dittmer fluctuates between mediocre and miserable.
• In my office in Carothers, it is the worst internet possible where my colleagues and I need it the most for research and teaching.
• I’ve never had trouble anywhere on campus with wireless internet connectivity.
• Very difficult to get on the network sometimes, (often no wireless at FAR).
• Moore Center wireless is bad in my office. On zoom meetings when on Wi-Fi I’ve had to move to another room. Sometimes in Tully it’s hard to connect, but works well once connected.
• Usually works very well.
• Sometimes my cell phone doesn't pick up the Wi-Fi while I am in the building.
• Lately I was not able to connect to eduroam. At FSU it doesn't matter, but it would be nice to be able to connect to it elsewhere, and I'm wondering if I can't connect because something is wrong with it at FSU, or something is wrong with my account.
• Very unreliable and slow
• Wireless seemed to run into issues so I try to hardwire connect my laptop when on campus working in the office.
• Wireless only up to 50MBps. Unstable. Can't use to teach.
• The Wi-Fi in my office is entirely frustrating. My devices (iPhone, iPad) will say I have connectivity but cannot load Google. But when I deactivate Wi-Fi content loads immediately
• My office has thick walls and multiple heavy doors, and this causes the wireless connection to be unreliable and unstable.
• Generally wireless works well. Roaming across campus is not bad either. I often get in excess of 100 Mbps on the Wi-Fi connection.
• My spot in the 4th floor of Williams worked well most of the time. However, it was somewhat marginal, and would take a while to connect and authenticate at times. In general speeds seemed acceptable for my work, and for streaming/zoom when needed.
• Since I currently work remotely, I am thankful I can still do all my work within the network in a secure and safe way.
• if there were Wi-Fi access in the parking lots specifically parking lot 19. I would have a lot less issues
• Connectivity is severely lacking. There are many spaces throughout the building where connectivity is unreliable at best.
• My office is in one of the far ends of the Kuersteiner Music Building. I have been in this office since 2013, and I have always had intermittent connection issues.
• Internet does not reliably reach my office, and I need to use an ethernet cord. It is ridiculous.

Buildings Represented:

- Askew Student Life Center - ASK
- Auditorium Panama City
- Barron Building - DBB
- Bellamy Building - BEL
- Carnaghi Arts Building - CAB
- Carothers Hall - MCH
- Carraway Building - CAR
- Challenger Learning Center/College of Engineering - CLC
- College of Medicine - Thrasher Building - MSB
- Coburn Wellness Center - HWC
- Commonwealth Maryland Building - CW3
- Criminology and Criminal Justice Building
  - Diffenbaugh Building - DIF
- Dirac Science Library - DSL
- Dittmer Chemistry Lab - DLC
- Doak Stadium – UCA, UBB, & UBC
- Dodd Hall - DOD
- Dunlap Success Center - DSC
- EOAS Building - EOA
- Faculty Building
- Fine Arts Building - FAB
- FLVC
- Frank Shaw Building - FSB
- FSU Foundation Building - TFB
- HCB Classroom Building - HCB
- Hoffman Teaching Lab - HTL
- Holley Academic Center - HOL
- Housewright Music Building - HMU
- Johnston Building - WJB
- Keen Building - KEN
- Kellogg Building - KRB
- Kuersteiner Music Building - KMU
- Leach Center - SRC
- Longmire Building - LON
- Los Alamos National Lab Building - NHMFL
- Love Building - LOV
- Montgomery - MON
- Oglessby Union - Moore Auditorium A & B - MOR
- Psychology Department Building - PDB
- Research Foundation - BLDG 2 - RF2
- Rovetta Building - RBA
- Shaw Building - RSB
- Shores Building - LSB
- Sliger Building - BFS
- Stone Building - STB
- Strozier Library - LIB
- Student Services Building - SSB
- Technology Services Building - TSB
- The Globe - GME
- Tully Gym - TUL
- Westcott Building - WES
- Williams Building - WMS
- Woodward Parking Garage - PG1