

## Internet Connection Information Residence Halls



Western Wyoming Community College provides **free** internet service in the residence halls. This school year has seen a significant increase in the amount of devices connecting to the internet in the residence halls. The IT Department is doing their best to provide and maintain good internet service.

Like all internet services, more devices trying to use it at the same time causes less bandwidth availability and services may slow down. Downloading or streaming any type of media consumes a lot of bandwidth and, earlier this year, caused other users connections to slow down or drop altogether. There is now a device installed that will control this level of traffic in an attempt to provide service to everyone during peak hours. This means if you are doing significant downloading, you will slow down!

Here is a list of the changes the IT Department made recently to the internet service in the residence halls to improve service.

- ✓ A Net Equalizer was installed that monitors and “equalizes” the internet bandwidth usage, or traffic, during peak times. When the internet traffic approaches the maximum bandwidth level, connections that are “hogging” the bandwidth are throttled back to a more acceptable speed, so that other connections won’t suffer by being dropped or timed out. In most situations, users will not notice a difference. For example, streaming video may not buffer as fast, but the stream will still make it through.
- ✓ During the beginning of the Spring 2010 semester the internet bandwidth for the residence halls was doubled, from 15MB to 30 MB.
- ✓ Two wireless access devices were installed in the south hallways on the 2<sup>nd</sup> and 3<sup>rd</sup> floors of Rocky Mountain Hall (RMH).
- ✓ There are some services, such as Limewire, that are permanently blocked.

The computer lab in RMH is regularly checked by our technicians to make sure everything is working. These machines in the lab are thin clients, not full use machines, and you cannot install software or play games on them.

If you experience any problems with your internet connection or with the lab computers or just have questions, please report the problem to your RA or contact the IT Help Desk at [helpdesk@wwcc.wy.edu](mailto:helpdesk@wwcc.wy.edu) or 307-382-1676.