Connectivity Challenges

Drew University is working, learning and teaching remotely. As you've certainly noticed, we are not alone!

You also may have noticed slower or choppier internet connections.

Within a single household, there may now be multiple family members attempting to use Google Classroom, Zoom into a web conference, and stream a movie - all at the same time.

Here are some suggestions...

1. There may be nothing you can do. Internet providers are dealing with far more simultaneous traffic than they normally have to deal with, and they are doing their best to manage these new demands. You may simply need to be patient and creative!
2. Consider moving things around - yourself, your router - and running speed tests (such as the one at https://www.speedtest.net/) to see what placement works best.
   a. You might read about boosting, extending or repeating your wireless network. Keep in mind that your wireless network is a bit like a rubber band in this situation: the extender from your service provider can stretch the signal further, but stretching a rubber band thins it out - just as extending the signal does not actually make it any faster.
3. Wired is always better than wireless. If you have the option, plug in an ethernet cable (some routers give you a spot to plug in; some do not).
4. If you have multiple people working from home, you may need to cut down on the extraneous stuff. If you're having performance problems, try halting things like Netflix just to eliminate a local problem.
5. The closer you are to the access point (your router), the better.
   a. Both MacOS and Windows use the "number of curved lines" method for showing WiFi strength, but it's really a rough guide. More is better, position yourself to have more than one or two bars.

6. Have a backup plan.
   a. If you can, communicate your back up plan with those who will need to know - ahead of time.

If these basic strategies do not work, reach out to your local service provider sooner rather than later.

You can find additional suggestions and information from many news sources. Here are a few articles:

- How to get a better wireless signal article from How-To Geek (published in 2017, and still relevant!)
- A NY Times Article (remember, Drewids can get free access through the Library)
- An NBC News Article with additional tips
- A cheeky article from Review Geek
- Optimum Hot Spot Map
- Xfinity Hot Spot Map