

From: [AS00](#) on behalf of [Academic Senate](#)
To: ["AS00@uci.edu"](mailto:AS00@uci.edu)
Subject: Faculty Home Network Guidance (University Hills)
Date: Thursday, August 13, 2020 5:41:11 PM
Attachments: [ATT00001.txt](#)

Dear Colleagues,

The Academic Senate has been engaged in conversations with the Office of Information Technology about internet access in University Hills. Below please find the latest information we have to share.

Sincerely,

James Steintrager, Chair
Academic Senate, Irvine Division

August 13, 2020

The Office of Information Technology (OIT) has received reports that some of you are experiencing internet performance issues that are negatively impacting your ability to work and teach remotely from your homes. There are two providers of internet broadband service available to residents of University Hills: Cox and AT&T.

Cox has recently made several improvements in the area to reduce network congestion. However, you may require a new cable modem to take advantage of these changes. More information can be found on the UCI TechPrep website under [Broadband Internet](#).

AT&T Internet services have not demonstrated the same commitment to improving speeds and AT&T Fiber is not yet available in University Hills. We recommend you consider Cox or a WiFi hotspot. We have received positive feedback from faculty using an AT&T cellular WiFi hotspot in a University Hills home. A list of WiFi hotspot providers (wireless carriers) is available on the UCI TechPrep website under [Online Resources](#).

OIT has carefully looked into whether fiber might be provided to all single family residences in University Hills or outdoor WiFi to blanket the area. Based on publicly available bids for areas of similar size and scope, these approaches are 3-4 year, \$30+ million investments and will not bring the community relief in the short term.

OIT has also created a resource page to provide you additional options to address internet connectivity concerns and minimize or eliminate performance issues.

[UCI TechPrep Internet Resources](#) website

Within this resource you will find information on the following topics:

- Broadband Internet: Tips for testing and strengthening your residential service

- Smartphone Hotspot Tethering: Options for using your mobile phone as a WiFi hotspot
- Mobile WiFi Hotspot: Options for obtaining and using a dedicated hotspot device
- Online Resources: Links to internet provider resources
- Low Cost Internet Options: Links cost-effective provider options

If you have further questions or need additional assistance, please contact the OIT University Hills Network Options distribution list at uhills-network-options@uci.edu.

Sincerely,

Henry Jenkins
Senior Director, Enterprise Infrastructure, OIT