Executive Summary

395 students completed questionnaires this year (last year 623) which included 617 comments.

At the time of the survey, out of the 5,325 study bedrooms on campus 4,656 were occupied. 395 students responded to this year’s survey giving a response rate of 8.5%. 62.5% of respondents were Home UK students, 10.6% were Home EU and 26.8% were International.

The survey shows that less students are accessing the network via the wired connection than last year. 41.8% respondents have not used the wired connection this year compared to 39.6% in 2017/18. Satisfaction with the wired network has risen by 3.6% to 83.9% this year.

Satisfaction with Wi-Fi has stayed relatively consistent from 64.6% in 2016/17 to 64.5% this year. Students were again asked if they had any devices that they were unable to connect to the Wi-Fi in their room. 96 respondents, 24.4% (last year 108 respondents, 17.4%) answered Yes and were asked to list the devices.

Satisfaction with the games console service has had the biggest increase this year of 7.5% to 90.2%.

IT Service Desk will contact respondents who have agreed to be contacted, where it looks like it will be of benefit.

Two names were selected at random to receive a £15 Amazon voucher each.
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1. **Background**
   This annual survey is now in its sixteenth year.

2. **Overview**
   The annual survey invites feedback from students living in accommodation in various locations around the Canterbury campus – questions principally address support for internet access in campus accommodation.

3. **Objective**
   The annual survey is an integral part of the continuous quality monitoring process undertaken by IS. Feedback helps shape change in working practices by focusing attention on the current demands and expectations of our customers. Results and action plans are used to help bring about improvements to both the management of services and their delivery.

4. **Methodology**
   The survey is web-based using the Online Surveys software. Although paperless, students needing help to complete the survey are encouraged to telephone Helpdesk.

5. **Communication**
   SBS email listings and on-line announcements are used to promote the survey.

6. **Incentive**
   Students happy to submit their names are entered into a draw to win one of two Amazon vouchers to the value of £15 each.

7. **Responses**
   395 students completed questionnaires this year (last year 623) and made 617 comments. At the time of the survey, 4,656 study bedrooms were occupied, giving a response rate of 8.5%. We believe the lower response rate this year is partly due to the survey being run two weeks later in the term when students may be busier with deadlines.

   For many years high response rates were seen as an important indicator of survey quality. Studies conducted in recent years are challenging these presumptions. Examples include a study by Holbrook et al. (2005) which assessed whether lower response rates are representative of a sample by examining the results of 81 national surveys with response rates varying from 5% to 54%; they concluded that surveys with much lower response rates were only minimally less accurate. Visser et al. 1996 notes there are some striking instances in which notably lower response rate surveys were more accurate than much higher response rate competitors.

8. **Main Themes**
   I. Performance
   II. Documentation
   III. Support services
   IV. General and specific feedback

9. **Data Type**
   I. Demographic (name of residence)
   II. Numerical rating scales – user ascribed
III. Closed questions (yes/no)
IV. Open question (free text comments)

10. Survey Characteristics
I. Launch 15 March, closed 29 March 2019
II. Questions build on previous survey data for comparison. Students invited to share their opinions in optional comment boxes
III. Students invited to identify improvement opportunities
IV. Students can request feedback on specific comments

11. Satisfaction percentage
Percentage satisfaction scores are calculated by adding together the percentage of students marking the top two answers to each question (e.g. ‘Very good’ and ‘Good’, ‘Very clear’ and ‘Clear’ etc.) The percentage column is marked: red (for satisfaction scores below 75%); amber (for satisfaction scores 75% and above but below 85%) and green (satisfaction scores above 85%)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>How happy are you overall with the network in your room?</td>
<td>How happy are you overall with the network in your room?</td>
<td>60.8%</td>
<td>76.2%</td>
<td>74.4%</td>
</tr>
<tr>
<td>How do you rate the Wi-Fi connection speed in your room?</td>
<td>How do you rate the Wi-Fi connection in your room?</td>
<td>49.3%</td>
<td>64.6%</td>
<td>64.5%</td>
</tr>
<tr>
<td>How do you rate the connection speed of the wired network in your room?</td>
<td>How do you rate the wired network connection in your room?</td>
<td>79.6%</td>
<td>80.3%</td>
<td>83.9%</td>
</tr>
<tr>
<td>How clear did you find the Get Connected booklet that was provided in your room?</td>
<td>How clear did you find the Get Connected booklet that was provided in your room?</td>
<td>98.1%</td>
<td>97.8%</td>
<td>97%</td>
</tr>
<tr>
<td>How do you rate the wired games console service?</td>
<td>How do you rate the wired games console service?</td>
<td>86.7%</td>
<td>82.7%</td>
<td>90.2%</td>
</tr>
</tbody>
</table>

12. Analysis
4,656 study bedrooms (last year 5,185) were occupied at the time of the survey. The 395 completed questionnaires represent 8.5% of the residents.

Students are asked how happy they are overall with the network in their room – 74.4% said they were either happy or very happy. 7.6% said they were either unhappy or very unhappy.

I. General user information
   a. Home EU and international students – 62.5% of respondents identified themselves as Home (UK) students (last year 58.9%), 10.6% (last year 11.9%) identified themselves as Home (EU). The remaining 26.8% identified themselves as International students (last year 29.2%).
II. **Performance**

Prior to academic year 2011/12 the vast majority of students living in study bedrooms were only able to connect to the network using a wired connection. With increasing numbers of students bringing mobile devices to University the decision was taken in 2012 to extend the wireless network to student accommodation.

a. **Study bedroom wireless connection** – 99.7% (last year 100%) said they have accessed the wireless network from their study bedroom. 64.5% rated their connection as good or very good (last year 64.6%) and 13.7% rated it as poor or very poor (last year 12.9%). The open comment box generated over 200 responses. The majority of comments concerned the dropouts in connection, with the evening and overnight highlighted in particular.

   i. Participants were also asked if they had any devices that they were unable to connect to the wireless network. 24.4% (last year 17.4%) (96 respondents, last year 108) answered yes and were asked to give details of the devices.

b. **Study bedroom wired connection** – 58.2% of students responding to the survey (last year 60.4%) say they have connected to the network using a wired connection. Of those who use the wired connection 83.9% rated the connection as good or very good (last year 80.4%) while 6.1% rated it as poor or very poor, the same as last year. The open comment box generated 77 comments with many satisfied with the service. Issues raised include disconnection and problems with the Ethernet cable / port.

III. **Documentation**

a. **Get Connected 2017/18** – 85.3% of those responding to the survey said they had used the Get Connected booklet (last year 78.9%)

b. **Clarity of instructions in booklet (Get Connected 2017/18)** – 46.9% said they found the booklet very clear (last year 37.7%) and 50.1% clear (last year 60.1%). 3% found it unclear (last year 2%) and 0% very unclear (last year 0.2%). While some praised the booklet there were comments asking for more information for devices other than a PC, images and simplified instructions.
c. **Set up Kent Wi-Fi prior to arrival** – 47.8% (73% last year) of respondents said they had set up for Kent Wi-Fi prior to arrival.

**IV. Study bedroom support**

Students needing support to connect to the network were invited to share how the help was obtained and how happy they were with the help they received.

<table>
<thead>
<tr>
<th>Support type and number of students</th>
<th>Happy 17/18</th>
<th>It was ok 17/18</th>
<th>Not happy 17/18</th>
<th>Happy 18/19</th>
<th>It was ok 18/19</th>
<th>Not happy 18/19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone x 133</td>
<td>61.4%</td>
<td>29.7%</td>
<td>8.9%</td>
<td>63.9%</td>
<td>27.8%</td>
<td>8.3%</td>
</tr>
<tr>
<td>Email x 140</td>
<td>69.4%</td>
<td>25.7%</td>
<td>4.9%</td>
<td>69.3%</td>
<td>27.1%</td>
<td>3.6%</td>
</tr>
<tr>
<td>IT Services web site x 171</td>
<td>61.7%</td>
<td>33.6%</td>
<td>4.7%</td>
<td>70.2%</td>
<td>27.5%</td>
<td>2.3%</td>
</tr>
<tr>
<td>Library &amp; IT support desk (in person) x 171</td>
<td>74.6%</td>
<td>22.4%</td>
<td>3%</td>
<td>78.4%</td>
<td>19.9%</td>
<td>1.8%</td>
</tr>
<tr>
<td>Park Wood helpdesk (in person) x 73</td>
<td>44.9%</td>
<td>43.6%</td>
<td>11.5%</td>
<td>46.6%</td>
<td>45.2%</td>
<td>8.2%</td>
</tr>
<tr>
<td>Asked a friend x 132</td>
<td>65.6%</td>
<td>31.1%</td>
<td>3.3%</td>
<td>59.8%</td>
<td>37.1%</td>
<td>3%</td>
</tr>
</tbody>
</table>

The students were asked to share their feedback on how support could be improved. 77 comments were received, including information on connecting other devices and improvements to the Wi-Fi.

**V. Game Console service**

13.1% of those responding to the survey (51 students) say they use a games console on the wired service (12.2%, 75 students last year). 90.2% rated the service as good or very good (82.7% said they were overall satisfied last year). There were many positive comments about the service but also comments about difficulties in setting up the service.

**VI. Location of respondents**

Table below shows whereabouts on campus students are located:

<table>
<thead>
<tr>
<th>Study Bedroom</th>
<th>No. completing survey</th>
<th>Overall percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Becket Court</td>
<td>3</td>
<td>0.8%</td>
</tr>
<tr>
<td>Bishopden Court</td>
<td>8</td>
<td>2%</td>
</tr>
<tr>
<td>Bossenden Court</td>
<td>6</td>
<td>1.5%</td>
</tr>
<tr>
<td>Clowes Court</td>
<td>4</td>
<td>1%</td>
</tr>
<tr>
<td>Chaucer Court</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Darwin College</td>
<td>25</td>
<td>6.3%</td>
</tr>
<tr>
<td>Darwin Houses</td>
<td>13</td>
<td>3.3%</td>
</tr>
<tr>
<td>Denstead Court</td>
<td>7</td>
<td>1.8%</td>
</tr>
<tr>
<td>Eliot College</td>
<td>10</td>
<td>2.5%</td>
</tr>
<tr>
<td>Ellenden Court</td>
<td>6</td>
<td>1.5%</td>
</tr>
<tr>
<td>Farthings Court</td>
<td>16</td>
<td>4.1%</td>
</tr>
<tr>
<td>Grimshill Court</td>
<td>11</td>
<td>2.8%</td>
</tr>
<tr>
<td>Homestall Court</td>
<td>6</td>
<td>1.5%</td>
</tr>
<tr>
<td>Kemsdale Court</td>
<td>10</td>
<td>2.5%</td>
</tr>
<tr>
<td>Keynes College</td>
<td>44</td>
<td>11.1%</td>
</tr>
<tr>
<td>Lypeatt Court</td>
<td>13</td>
<td>3.3%</td>
</tr>
<tr>
<td>Marley Court</td>
<td>3</td>
<td>0.8%</td>
</tr>
<tr>
<td>Nickle Court</td>
<td>9</td>
<td>2.3%</td>
</tr>
<tr>
<td>Purchas Court</td>
<td>17</td>
<td>4.3%</td>
</tr>
<tr>
<td>Rutherford College</td>
<td>11</td>
<td>2.8%</td>
</tr>
<tr>
<td>Stock Court</td>
<td>2</td>
<td>0.5%</td>
</tr>
<tr>
<td>Thornden court</td>
<td>5</td>
<td>1.3%</td>
</tr>
<tr>
<td>Tudor Court</td>
<td>3</td>
<td>0.8%</td>
</tr>
<tr>
<td>Turing College</td>
<td>55</td>
<td>13.9%</td>
</tr>
<tr>
<td>Tyler Court A</td>
<td>14</td>
<td>3.5%</td>
</tr>
<tr>
<td>Tyler Court B</td>
<td>11</td>
<td>2.8%</td>
</tr>
<tr>
<td>Tyler Court C</td>
<td>14</td>
<td>3.5%</td>
</tr>
</tbody>
</table>
13. Comments

The full list of comments can be found here.

A. Wi-Fi connection,
   i. ‘Tell us more. If you tend to have problems at particular times, please say when.’ (229 comments) – comments about the Wi-Fi disconnecting randomly and slow speeds. From the comments that mentioned a time frame, it seems the evening and overnight is when most problems occur. There were some comments also saying they haven’t experienced any problems.
   ii. ‘Please tell us which devices you couldn’t connect.’ (96 comments) – printers were the most cited device with the Amazon Echo and Nintendo Switch coming in second and third respectively.

B. Wired connection, ‘Tell us more. If you tend to have problems at particular times, please say when.’ (77 comments) – similarly as with the Wi-Fi connection respondents commented on disconnections and slow speeds. Some comments about not being able to use the Ethernet cable due to having different ports and a want to have more active ports for more than one device. There were also comments praising the service.

C. ‘Getting Connected’ booklet
   i. ‘Please tell us what you found Very unclear/unclear?’ (10 comments) – comments asking for clearer instructions, more information on setting up other devices and having to get further help from IT and Library staff.
   ii. ‘How can we improve the booklet?’ (72 comments) – comments asking for more detail and clearer instructions including using images. Requests for troubleshooting to be included and a call for instructions on connecting other devices. With regards to accessibility there was a request for larger font and for it to be available in different languages.

D. Support - suggested improvements (77 comments) – feedback includes increasing wireless speeds (for stability) and some comments asking for Ethernet cables to be supplied. There were calls for more information online and more information about connecting other devices and compatibility of other devices.

E. Games Console service (28 comments) – shared praise for the service, although there were some comments about the network being slow and difficult to set up.

F. General feedback (28 comments) – duplication of shared comments both positive and negative as expressed in other areas of the survey in particular the issues with the Wi-Fi.
14. **Action plan** – where an issue was reported by only a few students it will not appear on this action plan. We will follow up those issues with students individually as part of normal support process and they will not appear on this action plan.

### Section 1: Wi-Fi Connection

<table>
<thead>
<tr>
<th>Issue</th>
<th>No</th>
<th>Action</th>
<th>Owner</th>
<th>Deadline</th>
<th>Status/Achievements July</th>
<th>Status/Achievements October</th>
<th>Status – ongoing action if required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network is slow in the afternoons, evenings and overnight</td>
<td>1.1</td>
<td>Survey students a few weeks into the academic year to ask about the network speed they are getting. Questions to include location on campus, date and time of slowness and download speeds obtained from a speed test.</td>
<td>Mark and Josef, IT Service Desk</td>
<td>October 2019</td>
<td>Survey drafted. Needs updating as local speed test service has just been retired. No problem</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Section 2: Wired network

<table>
<thead>
<tr>
<th>Issue</th>
<th>No</th>
<th>Action</th>
<th>Owner</th>
<th>Deadline</th>
<th>Status/Achievements July</th>
<th>Status/Achievements October</th>
<th>Status – ongoing action if required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network is slow in the afternoons, evenings and overnight</td>
<td>2.1</td>
<td>Survey students a few weeks into the academic year to ask about the network speed they are getting. Questions to include location on campus, date and time of slowness and download speeds obtained from a speed test.</td>
<td>Mark and Josef, IT Service Desk</td>
<td>October 2019</td>
<td>Mike Stachnicki is working on bottlenecks identified, and overall bandwidth increase. Technical problems have delayed completion, however work is continuing and success is expected before arrivals weekend. Survey drafted. Needs updating as local speed test service has just been retired. No problem</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Section 3: Get Connected booklet

<table>
<thead>
<tr>
<th>Issue</th>
<th>No</th>
<th>Action</th>
<th>Owner</th>
<th>Deadline</th>
<th>Status/Achievements July</th>
<th>Status/Achievements October</th>
<th>Status – ongoing action if required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minor comments about how book can be improved.</td>
<td>3.1</td>
<td>When reviewing the content of Get Connected be aware of the comments raised.</td>
<td>Mark and Josef, IT Service Desk</td>
<td>July 2019</td>
<td>Action complete (deadline for Get Connected is 12 July 2019)</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>
15. Appendix 1 – Survey questions

1. Where do you live on campus? [All student accommodation listed]
   a. Which room are you in?

2. Are you a Home (UK) student?
   a. Please tell us if you are classed as a Home (EU) or as an International student.

3. How do you rate the Wi-Fi connection on your room? [Very good, Good, OK, Poor, Very poor, Have not tried to connect]
   a. Tell us more. If you tend to have problems at particular times, please say when.

4. Do you have any devices that you were not able to connect to the Wi-Fi in your room as they don’t support the network requirements? For example, Sonos speakers, Amazon Dot/Echo, printers.
   a. Please tell us which devices you couldn’t connect.

5. How do you rate the wired connection in your room? [Very good, Good, OK, Poor, Very poor, Have not tried to connect]
   a. Tell us more. If you tend to have problems at particular times, please say when.

6. How clear did you find the Get Connected booklet that was provided in your room? [Very clear, Clear, Unclear, Very unclear, Did not use/need, Did not have a booklet in my room]
   a. Please tell us what you found very unclear?
   b. Please tell us what you found unclear?
   c. How can we improve the booklet?

7. If you have needed help with the network connection in your room, which of the following have you used? How happy were you with the help you got? [Happy, It was ok, Not happy]
   a. Phone
   b. Email
   c. IT Services website
   d. IT & Library Support desk (in person)
   e. Park Wood helpdesk (in person)
   f. Asked a friend

8. How can we improve the support for the network in your room?

9. Could you manage with just Wi-Fi and no wired connection?

10. Did you set up for Kent Wi-Fi before you arrived?

11. Do you use a games console on the wired network?
    a. How do you rate the wired games console service? [Very good, Good, OK, Poor, Very poor]
    b. Please give us feedback about the games console service.

12. How happy are you overall with the network in your room? [Very happy, Happy, It’s ok, Unhappy, Very unhappy]
    a. If you have any questions or comments about the network in your room please share them with us.

13. Please leave your IT Account username if you wish to be entered into the prize draw to win one of two £15 Amazon vouchers, or are happy to be contacted about your responses to the survey.
    a. Please tick all that apply
       i. I’m happy to be contacted
       ii. I want to enter the prize draw