

# Internet Quality Survey Report

February 11, 2022

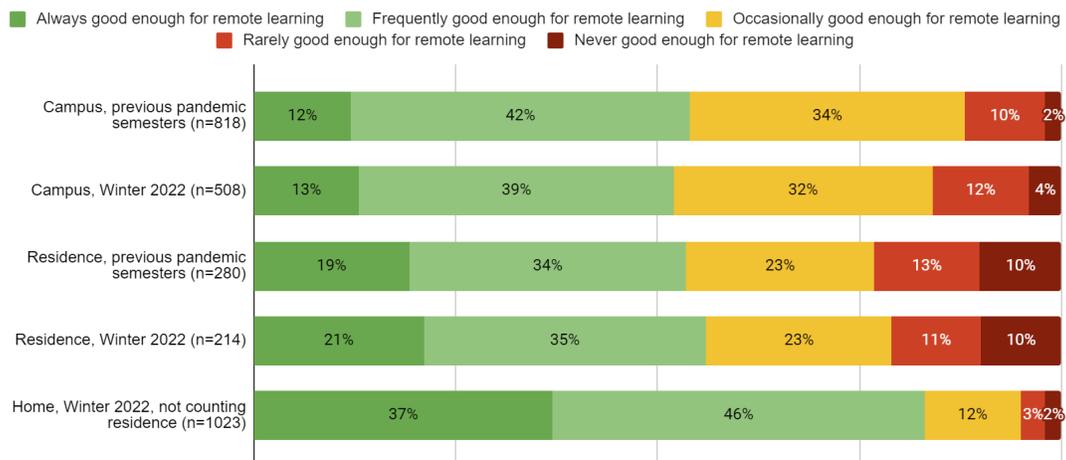
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This survey ran from February 4 to 11 on the UASU Perks platform. Perks respondents are almost entirely undergraduate students, with a small number of graduate students and recent graduates. The survey reached 1135 unique points of contact, representing ~60% of Perks users during that time period. 92% were taking temporarily- or permanently-remote classes in Winter 2022.

Each question used an explained N/A option to control for whether students had relevant experience. For example, a question on quality of internet in residence included "Not applicable to me (e.g. I don't live in University residence)." All data presented below excludes 'N/A' respondents and cites the appropriate sample size for that specific question. However, all data in this report comes from the same February 4–11 survey. Preliminary data has been shared with University administrators at various points since the survey began.

In Winter 2022, one in six relevant respondents said campus internet was rarely or never good enough for remote learning, and one in five said the same about internet quality in residence. For roughly half of relevant respondents, University internet only occasionally/rarely/never met their online learning needs. This semester, internet quality on campus and in residence is comparable to previous pandemic semesters.



For non-residence campus internet, the increased rarely+never portion (16% in Winter 2022, up from 12% in previous pandemic semesters) is statistically significant to 90% confidence. Internet on campus is worse than in previous pandemic semesters.

For residence internet, the difference between this semester and previous pandemic semesters is not statistically significant. Internet in residence remains consistently worse than the rest of campus.

"In PREVIOUS pandemic semesters, how good was the internet on campus, NOT counting residence?" (n=818)

- Always good enough for remote learning: 12%
- Frequently good enough for remote learning: 42%
- Occasionally good enough for remote learning: 34%
- Rarely good enough for remote learning: 10%
- Never good enough for remote learning: 2%
- ~~Not applicable to me (e.g. wasn't on campus in previous semesters)~~

"THIS SEMESTER, how good is the internet on campus, NOT counting residence?" (n=508)

- Always good enough for remote learning: 13%
- Frequently good enough for remote learning: 39%
- Occasionally good enough for remote learning: 32%
- Rarely good enough for remote learning: 12%
- Never good enough for remote learning: 4%
- ~~Not applicable to me (e.g. haven't really been on campus this semester)~~

Certain faculties were more likely to experience issues (i.e. occasionally+rarely+never):

- Education (60%, n=25)
- Nursing (78%, n=9)
- Law (100%, n=6)

Nursing and Law were not especially likely to have experienced issues with campus internet in previous pandemic semesters. However, Education has had consistent issues. (In previous pandemic semesters, out of 46 Education students, 56% occasionally/rarely/never had internet good enough for remote learning. The difference between previous pandemic semesters and Winter 2022 was not significant.)

"In PREVIOUS pandemic semesters, how good was the internet in University residence?" (n=280)

- Always good enough for remote learning: 19%
- Frequently good enough for remote learning: 34%
- Occasionally good enough for remote learning: 23%
- Rarely good enough for remote learning: 13%
- Never good enough for remote learning: 10%
- ~~Not applicable to me (e.g. I didn't live in University residence in previous semesters)~~

"THIS SEMESTER, how good is the internet in University residence?" (n=214)

- Always good enough for remote learning: 21%
- Frequently good enough for remote learning: 35%
- Occasionally good enough for remote learning: 23%
- Rarely good enough for remote learning: 11%
- Never good enough for remote learning: 10%
- ~~Not applicable to me (e.g. I don't live in University residence)~~

"THIS SEMESTER, how good is the internet at home/your primary residence?"  
(n=1023)

- Always good enough for remote learning: 37%
- Frequently good enough for remote learning: 46%
- Occasionally good enough for remote learning: 12%
- Rarely good enough for remote learning: 3%
- Never good enough for remote learning: 2%
- ~~Not applicable to me (e.g. I live in University residence)~~

One in 20 relevant respondents report that the internet at home is rarely or never good enough for remote learning.