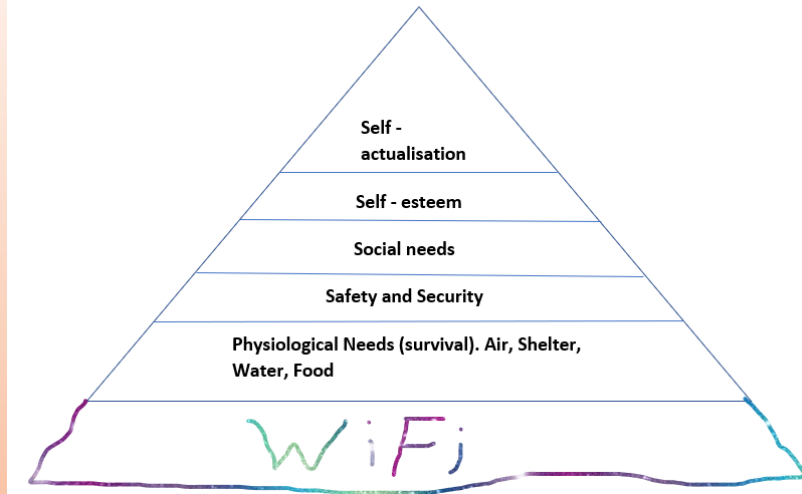


## Basic Human Needs



17-10-19

# Good wifi = happy(ier) students?

Rob Howe – Head of Learning Technology. University of Northampton. @rjhowe

- » Is a good wifi network essential to student satisfaction?
- » Little research on the actual direct impact of wifi to student experience.
- » Jisc digital experience insights data at Northampton has provided a unique opportunity to understand how wifi perceptions impact on learning, teaching and resource perspectives.



Pirillo, F. <https://www.pinterest.co.uk/pin/71213237830943349/>

Adams, A

<https://i.pinimg.com/originals/9b/c6/22/9bc622a5491aea7581cc45cc9460c582.jpg>



4 years of data - combined to give one data set.

But not all surveys were consistent and therefore most of the analysis is only carried out on years 2018 and 2019

For both years, there was a significant association ( $p < 0.001$ ) between if the student thought the WIFI was reliable and if the University supports them to use their own digital devices.

| Do you think the WIFI is reliable? * The university supports me to use my own digital devices * year Crosstabulation |                                    |                                       |   |  |         |          |        |
|--|------------------------------------|---------------------------------------|---|--|---------|----------|--------|
| year   |                                    |                                       |   | The university supports me to use my own digital devices |         |          | Total  |
|  |                                    |                                       |   | Agree  | Neutral | Disagree |        |
| 2019   | Do you think the WIFI is reliable? | <a href="#">Yes it is reliable</a>    | Count                                       | 79   | 30      | 8        | 117    |
|  |                                    |                                       | % within Do you think the WIFI is reliable? | 67.5%  | 25.6%   | 6.8%     | 100.0% |
|  |                                    | <a href="#">No it is not reliable</a> | Count                                       | 55   | 45      | 26       | 126    |
|  |                                    |                                       | % within Do you think the WIFI is reliable? | 43.7%  | 35.7%   | 20.6%    | 100.0% |
|  | Total                              |                                       | Count                                       | 134  | 75      | 34       | 243    |
|  |                                    |                                       | % within Do you think the WIFI is reliable? | 55.1%  | 30.9%   | 14.0%    | 100.0% |
| 2018   | Do you think the WIFI is reliable? | <a href="#">Yes it is reliable</a>    | Count                                       | 80   | 30      | 9        | 119    |
|  |                                    |                                       | % within Do you think the WIFI is reliable? | 67.2%  | 25.2%   | 7.6%     | 100.0% |
|  |                                    | <a href="#">No it is not reliable</a> | Count                                       | 39   | 34      | 18       | 91     |
|  |                                    |                                       | % within Do you think the WIFI is reliable? | 42.9%  | 37.4%   | 19.8%    | 100.0% |

For both years, there was a significant association ( $p < 0.05$ ) between if the student thought the WIFI was reliable and if the student can access University health and wellbeing services

| Crosstab |                                    |                                       |   |  |         |          |        |
|----------|------------------------------------|---------------------------------------|---|--|---------|----------|--------|
| year     |                                    |                                       |   | I can access university health and wellbeing services online |         |          | Total  |
|          |                                    |                                       |   | Agree  | Neutral | Disagree |        |
| 2019     | Do you think the WIFI is reliable? | <a href="#">Yes it is reliable</a>    | Count                                       | 46   | 56      | 13       | 115    |
|          |                                    |                                       | % within Do you think the WIFI is reliable? | 40.0%  | 48.7%   | 11.3%    | 100.0% |
|          |                                    | <a href="#">No it is not reliable</a> | Count                                       | 34   | 64      | 28       | 126    |
|          |                                    |                                       | % within Do you think the WIFI is reliable? | 27.0%  | 50.8%   | 22.2%    | 100.0% |
|          | Total                              |                                       | Count                                       | 80   | 120     | 41       | 241    |
|          |                                    |                                       | % within Do you think the WIFI is reliable? | 33.2%  | 49.8%   | 17.0%    | 100.0% |
| 2018     | Do you think the WIFI is reliable? | <a href="#">Yes it is reliable</a>    | Count                                       | 48   | 52      | 17       | 117    |
|          |                                    |                                       | % within Do you think the WIFI is reliable? | 41.0%  | 44.4%   | 14.5%    | 100.0% |
|          |                                    | <a href="#">No it is not reliable</a> | Count                                       | 20   | 49      | 21       | 90     |
|          |                                    |                                       | % within Do you think the WIFI is reliable? | 22.2%  | 54.4%   | 23.3%    | 100.0% |

For both years, there was a significant association ( $p < 0.01$ ) between if the student thought the WIFI was reliable and if the student feels University helps them stay safe online.

| Crosstab |                                    |                                       |   |  |         |          |        |
|----------|------------------------------------|---------------------------------------|---|--|---------|----------|--------|
| year     |                                    |                                       |   | I can access university health and wellbeing services online |         |          | Total  |
|          |                                    |                                       |   | Agree  | Neutral | Disagree |        |
| 2019     | Do you think the WIFI is reliable? | <a href="#">Yes it is reliable</a>    | Count                                       | 46   | 56      | 13       | 115    |
|          |                                    |                                       | % within Do you think the WIFI is reliable? | 40.0%  | 48.7%   | 11.3%    | 100.0% |
|          |                                    | <a href="#">No it is not reliable</a> | Count                                       | 34   | 64      | 28       | 126    |
|          |                                    |                                       | % within Do you think the WIFI is reliable? | 27.0%  | 50.8%   | 22.2%    | 100.0% |
|          | Total                              |                                       | Count                                       | 80   | 120     | 41       | 241    |
|          |                                    |                                       | % within Do you think the WIFI is reliable? | 33.2%  | 49.8%   | 17.0%    | 100.0% |
| 2018     | Do you think the WIFI is reliable? | <a href="#">Yes it is reliable</a>    | Count                                       | 48   | 52      | 17       | 117    |
|          |                                    |                                       | % within Do you think the WIFI is reliable? | 41.0%  | 44.4%   | 14.5%    | 100.0% |
|          |                                    | <a href="#">No it is not reliable</a> | Count                                       | 20   | 49      | 21       | 90     |
|          |                                    |                                       | % within Do you think the WIFI is reliable? | 22.2%  | 54.4%   | 23.3%    | 100.0% |

For both years, there was a significant association ( $p < 0.01$ ) between if the student thought the WIFI was reliable and if the student feels University protects their data privacy.

| Crosstab |                                    |                                       |   |   |         |          |        |
|----------|------------------------------------|---------------------------------------|---|---|---------|----------|--------|
| year     |                                    |                                       |   | The university protects my data privacy |         |          | Total  |
|          |                                    |                                       |   | Agree                                   | Neutral | Disagree |        |
| 2019     | Do you think the WIFI is reliable? | <a href="#">Yes it is</a> reliable    | Count                                       | 59                                      | 54      | 5        | 118    |
|          |                                    |                                       | % within Do you think the WIFI is reliable? | 50.0%                                   | 45.8%   | 4.2%     | 100.0% |
|          |                                    | <a href="#">No it is not</a> reliable | Count                                       | 39                                      | 76      | 10       | 125    |
|          |                                    |                                       | % within Do you think the WIFI is reliable? | 31.2%                                   | 60.8%   | 8.0%     | 100.0% |
|          | Total                              |                                       | Count                                       | 98                                      | 130     | 15       | 243    |
|          |                                    |                                       | % within Do you think the WIFI is reliable? | 40.3%                                   | 53.5%   | 6.2%     | 100.0% |
| 2018     | Do you think the WIFI is reliable? | <a href="#">Yes it is</a> reliable    | Count                                       | 58                                      | 56      | 5        | 119    |
|          |                                    |                                       | % within Do you think the WIFI is reliable? | 48.7%                                   | 47.1%   | 4.2%     | 100.0% |
|          |                                    | <a href="#">No it is not</a> reliable | Count                                       | 28                                      | 52      | 12       | 92     |
|          |                                    |                                       | % within Do you think the WIFI is reliable? | 30.4%                                   | 56.5%   | 13.0%    | 100.0% |



The more students believe the WIFI is more reliable then they are significantly more likely to rate both the quality of the Universities digital provision and the quality of the digital teaching

| Statistic  |                | Do you think the WIFI is reliable? |                              | Do you think the WIFI is reliable? |                              |
|--|----------------|------------------------------------|------------------------------|------------------------------------|------------------------------|
|  |                | 2019                               |                              | 2018                               |                              |
|  |                | Yes it is reliable                 | <u>No</u> it is not reliable | Yes it is reliable                 | <u>No</u> it is not reliable |
| Overall, how would you rate the quality of this university's digital provision (software, hardware, learning environment)? | Mean           | 2.94                               | 3.93                         | 2.89                               | 3.73                         |
|  | Median         | 3.00                               | 4.00                         | 3.00                               | 4.00                         |
|  | Std. Deviation | .893                               | 1.370                        | .888                               | 1.031                        |
|  | Minimum        | 1                                  | 1                            | 1                                  | 2                            |
|  | Maximum        | 7                                  | 7                            | 5                                  | 7                            |
|  | Skewness       | 1.004                              | .544                         | .371                               | .567                         |
|  | Kurtosis       | 3.627                              | -.539                        | -.232                              | .474                         |

Muck up the wifi and there's a chance that many of the questions in student surveys (related or not) may also be negatively impacted!!!



[This Photo](#) by Unknown Author is licensed under [CC BY-SA-NC](#)

Contact details:

Rob Howe

[Rob.Howe@northampton.ac.uk](mailto:Rob.Howe@northampton.ac.uk)

01604 892483

» @rjhowe