

2019 Carleton Satisfaction Survey for Students

Wireless Network

| | % Using Service | Number of Users |
|--|-----------------|-----------------|
| | 98.1% | 629 |

Mean of Responses

| | N | Avg. | Std. Dev. |
|--|-----|------|-----------|
| My overall experience with WiFi | 601 | 6.9 | 2.1 |
| WiFi's contributions to my overall learning experience | 593 | 8.1 | 2.1 |
| Ease of setup, connecting, and logging into WiFi | 598 | 7.5 | 2.3 |
| Overall reliability of the WiFi Network | 598 | 6.5 | 2.5 |
| Availability of WiFi in classrooms | 588 | 7.5 | 2.3 |
| Speed of WiFi in classrooms | 585 | 7.1 | 2.3 |
| Availability of WiFi in study areas | 580 | 7.4 | 2.3 |
| Speed of WiFi in study areas | 576 | 7.1 | 2.4 |
| Availability of WiFi in social gathering spaces | 565 | 7.2 | 2.2 |
| Speed of WiFi in social gathering spaces | 564 | 7.0 | 2.4 |
| Quality of WiFi network documentation on the ITS website | 384 | 7.2 | 2.4 |

Percentage of Responses

| | Low | Med. | High |
|--|-------|-------|-------|
| My overall experience with WiFi | 13.6% | 43.4% | 42.9% |
| WiFi's contributions to my overall learning experience | 6.7% | 23.1% | 70.2% |
| Ease of setup, connecting, and logging into WiFi | 12.7% | 27.1% | 60.2% |
| Overall reliability of the WiFi Network | 21.7% | 42.1% | 36.1% |
| Availability of WiFi in classrooms | 11.7% | 31.1% | 57.1% |
| Speed of WiFi in classrooms | 14.5% | 33.7% | 51.8% |
| Availability of WiFi in study areas | 11.6% | 32.2% | 56.2% |
| Speed of WiFi in study areas | 15.3% | 35.4% | 49.3% |
| Availability of WiFi in social gathering spaces | 12.4% | 38.1% | 49.6% |
| Speed of WiFi in social gathering spaces | 15.8% | 36.9% | 47.3% |
| Quality of WiFi network documentation on the ITS website | 14.3% | 33.9% | 51.8% |

Source: 2019 Carleton Satisfaction Survey for Students

Notes: 1. % -> percentage of respondents where: Low - 1,2,3,4; Med. - 5,6,7; High - 8,9,10.