4. How good is the access we offer to hardware and networks?

» We provide reliable, robust digital services (e.g. classroom IT that works, core systems without downtime, up-to-date hardware)

» Learners have free access to computers and printers, even if the majority are using their own devices

» Institutional machines can safely be used by students to access personal resources and services: this access is not unreasonably restricted

» There is reliable, robust wifi in all the places students use for work (including social spaces) and in halls of residence

» There is a five-year (at least) strategy for investing in/upgrading networks and hardware to meet changing needs

» Students have access to relevant hardware for their courses of study including for specialised use in lab, field, studio and professional settings

» Loan and/or preferential purchase schemes are available to provide a level playing field where digital technologies are critical to study

» Learning spaces are designed to support the use of learner-owned devices e.g. multiple sockets, desk space, flexible furniture, secure storage, plug-and-play screens

» Wifi printing is enabled in at least some locations: students can print from their own devices on campus

» There is (emerging) parity of digital provision across departments and distributed campuses e.g. with loan schemes universally available to redress disadvantage

Enhancing the digital student experience: conversations that count
Benefits:
**Education student:** ‘I was so delighted to find out I was getting an iPad for my own use. It’s not just helping me in my studies but it means I can try out new things when I get out into the classroom.’

**International student:** ‘Being able to Skype home was so important for me to feel settled in, and there was just no problem getting online at all, it was there straight away.’

For more information, visit: bit.ly/jisc-digitalstudentproject