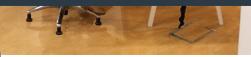# 4. How good is the access we offer to hardware and networks?

» 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.'