

5 January 2021

Email: request-711448-2efaabac@whatdotheyknow.com

Dear Ellen Blacow,

FREEDOM OF INFORMATION REQUEST

Thank you for your request for information received on 7 December 2020 about internet and IT infrastructure.

The University's response is provided below.

1. How much did the university spend on broadband in the 2019/20 financial year?

[£74,635.14](#)

2. Who is your internet network provider?

[Jisc](#)

3. What is the average network speed on each of your campuses? Please list the name of each campus and the internet speed for each. Here is a tool for testing speed if needed:

<https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.uswitch.com%2Fbroadband%2Fspeedtest%2F&data=04%7C01%7Cfoi%40uwe.ac.uk%7Cf3999f0eb09140056c8108d89ad4e512%7C07ef1208413c4b5e9cdd64ef305754f0%7C0%7C1%7C637429586484264996%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBtil6Ik1haWwiLCJVCI6Mn0%3D%7C2000&data=uOUCerKXL%2Fw5c4Jxf9VhL%2FaUMoNmU8N1VLKLaupieFc%3D&reserved=0>

Frenchay Campus – 10Gb

Glenside Campus – 1Gb

Bower Ashton Campus – 10Gb

4. What percentage of each university campus is covered by wifi? Please list the name of each campus and the percentage of wifi coverage.

Frenchay Campus – 99%

Glenside Campus – 99%

Bower Ashton Campus – 99%

5. Between January 2015 and December 2020, how many times have you switched network providers?

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6. How many broadband routers do you have across all campus buildings?

We do not use broadband routers.

7. Do you have fibre-optic broadband in any campus buildings?

Throughout

8. Do any of the university-owned halls of residence require an ethernet cable as opposed to wifi? If yes, please list the names of the halls of residence.

All our university owned student accommodation has ethernet and wi-fi.

9. Do any of the university-owned halls of residence have the option to connect to both an ethernet cable and wifi? If yes, please list the names of the halls of residence.

As above, all of our university owned student accommodation has ethernet and wi-fi.

10. Do you have a data destruction policy?

Please see our Records Management Policy, available via the policies webpage on the University's website: <https://www.uwe.ac.uk/about/structure-and-governance/policies>

11. Between January 2015 and December 2020, how many student complaints has the university received relating to the “internet”, “WiFi” and “broadband”? Please list the number of complaints per calendar year.

We have not identified any formal complaints brought under the University's Complaints Policy for the period requested which relate to the internet, wifi or broadband.

If you are dissatisfied with the way in which your request has been handled, you may request an internal review and should contact me again in the first instance.

If you then believe that your request has not been dealt with properly, you may apply to the Information Commissioner for a decision at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely

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