Dear

Freedom of Information Response (Our Ref: K/21/003)

Thank you for your Freedom of Information (FOI) request dated 4 January 2021, reference K/21/003. Please accept our apologies for the delay in responding to your request.

Your request read:

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

2. Who is your internet network provider?

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://www.uswitch.com/broadband/speedtest/

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

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

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

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

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.

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.

10. Do you have a data destruction policy?

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.”

The University of Leeds holds some information relevant to your request. For your convenience, we have responded to each of your questions in turn below.
1. How much did the university spend on broadband in the 2019/20 financial year?

Not applicable

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.

The main University campus is connected to the Janet network via a pair of resilient 20Gbps links. The service to other campuses (including residences) is via network links that range in speed from 1Gbps to 10Gbps.

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

Main University of Leeds Woodhouse Lane Campus has approximately 90% coverage.

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

None. Our Internet Service Provider was the JISC throughout this period.

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

We do not use broadband routers in this way, and have no equivalent.

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

All of the interconnections between buildings on each campus and between campuses are based on fibre optics but these are not fibre-optic broadband in the same sense as in domestic or SME environments.

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.

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.

We address these questions together.

There is an Ethernet connection in each student bedroom across all the University Halls. There is also Wifi connectivity in all the halls for the students

10. Do you have a data destruction policy?
Yes.

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.

Please find this information set out in the table below.

<table>
<thead>
<tr>
<th>Year</th>
<th>Complaints</th>
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<tbody>
<tr>
<td>2020</td>
<td>2</td>
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<tr>
<td>2019</td>
<td>4</td>
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<td>2016</td>
<td>0</td>
</tr>
<tr>
<td>2015</td>
<td>1</td>
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</tbody>
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We hope this information is helpful. If you have any questions about this email, however, please do not hesitate to contact us on foi@leeds.ac.uk

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you can request an Internal Review. Requests for Internal Review should be made in writing using the following contact information:

Post: Mr D Wardle
Deputy Secretary
The University of Leeds
Leeds
LS2 9JT

Email: foi@leeds.ac.uk

Requests for Internal Review should be submitted within 40 working days of receiving the University’s response to your request. Further information about how the University manages Freedom of Information requests and about our complaints procedure is also available on our website (www.leeds.ac.uk).

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review/complaints procedure provided by the University. The Information Commissioner can be contacted at: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Chloe Wilkins
Freedom of Information Officer
E: foi@leeds.ac.uk