Internet on Campus

Is Internet Included in My Rent?

Yes. Students living in university-managed accommodation have internet access included as part of their accommodation package.

Where Can I Access the Internet?

Internet access is available throughout:

- Student halls of residence
- Academic and teaching buildings
- Library and study areas
- Other indoor campus facilities

Outdoor Wi-Fi coverage is limited and may not be available across the entirety of campus.

Is the Connection Wired or Wireless?

A combination of both wired and wireless connectivity is available across campus.

Terms of Use

Use of the university network is subject to the University's **Acceptable Use Policy (AUP).**

All staff and students agree to abide by these terms when using University IT services. The policy outlines acceptable behaviour, security requirements, and responsibilities when accessing the network.

Internet Speeds

The University's external internet connection operates at 10 Gbps.

Actual speeds experienced by individual users will vary depending on factors such as:

- Device capability
- Wireless signal strength
- Time of day
- Network demand
- The services being accessed

Speed tests demonstrating download speeds of over 100 Mbps are achievable on the campus network.

Checking Your Internet Speed

Our internet service provider does not provide a dedicated speed-testing tool.

If you would like to check your connection speed, you can use publicly available services such as:

- https://www.speedtest.net/

Results may vary depending on the device and location from which the test is performed.

Service Level Agreements (SLAs)

There is no individual Service Level Agreement (SLA) between the University and users for internet access.

The University's network connectivity is provided through Jisc Janet, whose network connection policies can be viewed at:

- https://www.jisc.ac.uk/janet/policies/connection

Important Information About Usage

The campus internet service is designed to support:

- ✅ Online learning
- ✅ Research activities
- ✅ Access to University systems
- ✅ Video lectures and academic collaboration
- ✅ General web browsing

While the network is suitable for most study and everyday online activities, performance for bandwidth-intensive leisure activities, such as online gaming or high-volume downloading, may vary depending on network conditions and usage levels.

Students should also ensure they comply with the University's Acceptable Use Policy when using the service.

Need Help?

If you experience connectivity issues while on campus or living in University accommodation, please contact the University's IT Service Desk for support. Don't forget to provide details of your location, device, and the nature of the problem to help resolve the issue as quickly as possible.

Service Desk can be found on the 1st floor of the library, or email servicedesk@harper-adams.ac.uk.