

Internet Speed Feedback Survey Form

All questions are optional. Follow each question's directions.

Write your answers to the open questions in the space provided.

These seven questions refer to one named campus Wi-Fi network and the past seven days. Every item is optional and shown without branching. Choose one answer for listed options; skip any irrelevant item. Do not enter passwords or personal records.

1. Which campus area were you in when you last noticed the connection problem?

- ☐ Library or study space
- ☐ Classroom or lecture room
- ☐ Hallway or common area
- ☐ Office or staff area
- ☐ Outside on campus
- ☐ Another campus area
- ☐ I have not noticed a problem
- ☐ Prefer not to say

2. What were you trying to do on the campus Wi-Fi at that time?

- ☐ Join a video call
- ☐ Open a learning or work site
- ☐ Stream instructional video
- ☐ Download or upload a file
- ☐ Browse or email
- ☐ Another task
- ☐ I was not using campus Wi-Fi

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3. What happened most often?

- ☐ Pages or files loaded slowly
- ☐ Video or audio stalled
- ☐ The connection dropped
- ☐ I could not connect
- ☐ Another problem
- ☐ No problem
- ☐ Not sure

4. How often did this happen in the past seven days?

- ☐ Once
- ☐ Two or three times
- ☐ Four or more times
- ☐ It was persistent whenever I tried
- ☐ It did not happen
- ☐ I did not use the network
- ☐ Not sure

5. When did it mainly happen?

- ☐ Morning
- ☐ Midday
- ☐ Afternoon
- ☐ Evening
- ☐ At different times
- ☐ It did not happen
- ☐ Not sure

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6. How much did it interrupt the task you were trying to complete?

- ☐ Not at all
- ☐ A little
- ☐ Moderately
- ☐ A lot
- ☐ I could not complete it
- ☐ I did not have a problem
- ☐ Not sure

7. What one example would help the network team investigate this pattern?
