

Analysis of the 2025–2026 Academic Year Survey Results on the Quality of University Internet Resources

To assess the quality of the university's digital infrastructure, the accessibility of internet resources, and students' satisfaction with digital services, a survey entitled "**Quality of Internet Resources and Medical Services in Academic Buildings in the 2026 Academic Year**" was conducted from **March 5 to April 4, 2026**.

A total of **4,247 students** participated in the survey, **representing 39%** of the target population. The results indicate that the university's digital infrastructure is generally functioning effectively and provides the necessary conditions for the educational process, independent study, and research activities.

Key Survey Results

One of the most positive findings is the high assessment of internet accessibility in academic buildings. Overall, **70.8%** of students rated internet availability as good or very good, including **47.8%** who rated it as very good and **23.0%** as good. Thus, the vast majority of students are able to use the internet in academic buildings without significant difficulties.

High results were recorded across almost all institutes. The highest level of satisfaction was reported at the **Institute of Natural Sciences — 76.1%**, indicating that its network infrastructure is in good condition and meets students' needs.

The convenience of connecting to the university Wi-Fi network was also rated positively. Overall, **65.0% of respondents** considered the connection process convenient or very convenient. The highest result was recorded at the **Institute of Natural Sciences — 70.6%**. This indicates that the existing wireless access system is generally clear and accessible to most students.

Internet connection speed is an important indicator of digital environment quality. According to the survey, **67.4% of students** consider the internet speed sufficient or fully sufficient for academic activities, downloading educational materials, and watching recorded lectures. The highest results were recorded at the **Institute of Natural Sciences — 71.5%**, the **Institute of Artificial Intelligence — 70.0%**, and the **Institute of Engineering and Technology — 69.0%**.

Students also gave positive assessments of internet stability during classes. Overall, **66.4%** rated network stability as high. This confirms that the university network is capable of supporting continuous participation in the educational process. The highest result was again recorded at the **Institute of Natural Sciences — 71.4%**.

Internet coverage in academic buildings was also assessed positively. A total of **64.0% of students** reported that they either do not experience weak-signal areas or encounter them rarely. The highest coverage rates were recorded at the **Institute of Natural Sciences — 68.2%** and the **Institute of Engineering and Technology — 65.5%**. These results demonstrate the effectiveness of ongoing efforts to develop the wireless network infrastructure.

Good results were also recorded for participation in online classes and webinars. A total of **68.6% of students** stated that the quality of the internet connection fully or, in most cases, allows them to participate in distance learning and online events. The highest results were reported at the **Institute of Natural Sciences — 72.6%** and the **Institute of Artificial Intelligence — 72.3%**.

One of the strongest areas of the university's digital infrastructure is access to digital educational platforms. Overall, **72.0% of students** gave a positive assessment of access to the LMS, electronic library, and other digital resources. This is one of the highest indicators among the areas assessed. At the **Institute of Natural Sciences**, the positive assessment reached **76.5%**.

The high assessment of digital platforms indicates that the university has an effective digital learning environment that provides students with access to educational materials, electronic resources, and modern learning tools.

The performance of the university's IT service was also positively assessed. Overall, **66.4% of students** rated the speed of resolving internet-related issues as high or very high. The highest result was recorded at the **Institute of Natural Sciences — 71.3%**. This indicates that technical support staff respond effectively and promptly to user requests.

The adequacy of internet infrastructure for academic and research activities is particularly important. According to the survey, 69.9% of students consider the existing internet infrastructure fully or largely sufficient. The highest results were recorded at the **Institute of Natural Sciences — 74.3%** and the **Institute of Humanities and Education — 71.8%**.

Overall Assessment

The survey results show that the university's digital infrastructure is generally at a good level and meets the needs of most students. Positive assessments across the main areas range from **64.0% to 72.0%**, confirming the effectiveness and demand for the existing internet resources.

The highest results were recorded in the following areas:

- Access to digital platforms — **72.0%**
- Internet accessibility in academic buildings — **70.8%**
- Adequacy of internet infrastructure for academic and research activities — **69.9%**
- Ability to participate in online classes and webinars — **68.6%**
- Internet connection speed — **67.4%**
- Internet connection stability during classes — **66.4%**
- Speed of resolving internet-related issues by the IT service — **66.4%**
- Convenience of connecting to Wi-Fi — **65.0%**
- Internet network coverage — **64.0%**

Overall, the results confirm that the university has a functional and widely used digital infrastructure that supports modern educational processes, the use of electronic educational resources, online classes, and access to research information.

The consistently high results reported by the **Institute of Natural Sciences**, which recorded the highest scores across most indicators, should be particularly noted. This may serve as an example of effective organization of internet infrastructure and digital services.

At the same time, the survey identified areas for further improvement. Student comments regarding internet speed, stability, and coverage should be viewed not as systemic deficiencies but as areas for further development. Priority should be given to continued modernization of network equipment, expansion of Wi-Fi coverage, increased network capacity, and improvement of technical support.

Recommendations

To maintain the current level and further improve the quality of the digital environment, it is recommended to:

1. Continue the systematic modernization of internet infrastructure and network equipment.
2. Expand Wi-Fi coverage in academic buildings and high-demand areas.
3. Increase network capacity in line with the growing use of online classes, webinars, and digital educational resources.
4. Continue developing and technically improving the LMS, electronic library, and other digital platforms.
5. Improve the responsiveness of the IT service and the quality of technical support.
6. Ensure stable, high-speed internet access for students engaged in research activities.
7. Conduct regular student satisfaction surveys to assess the effectiveness of measures taken.

Conclusion

The survey results show that the university's internet infrastructure and digital services received an overall positive assessment from students in the 2025–2026 academic year.

Most students are satisfied with internet accessibility and connection quality, Wi-Fi access, participation in online classes, use of digital educational platforms, and technical support.

The results demonstrate that the university is consistently developing its digital learning environment and creating the necessary conditions for modern education and research. Further improvement of the internet infrastructure will help maintain this positive trend, increase student comfort, and ensure that the digital environment meets current educational and research requirements.

Department of Strategic Planning and Quality Assurance