AMOSSHE The Student Services Organisation

# Student digital poverty: what we learned from the pandemic

Global Summit 2022

How are Student Services responding to digital poverty?

What does digital poverty mean to you?

- **81%** Problematic internet access (insufficient, unreliable or unavailable)
- **69%** Lack of equipment / hardware
- **38%** Lack of money (for hardware / equipment / software / broadband)
- **33%** No access to required software
- **31%** Lack of knowledge / skills / confidence
- **21%** Inability to participate / exclusion / impact on learning
- **19%** Shared equipment (especially with family)
- **17%** Poor quality / outdated equipment
- **14%** Shared / unsuitable workspaces
- **12%** Shared internet connection
- **12%** Inappropriate devices (for example mobile phones)

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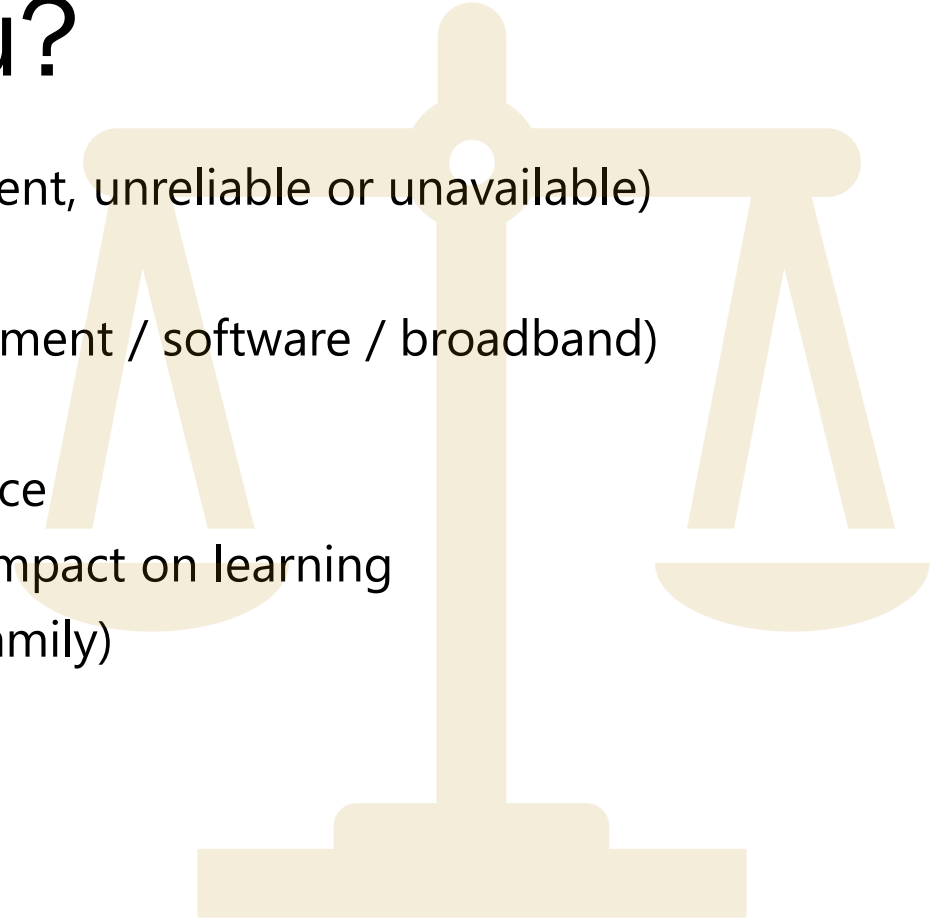
# Which groups of students are particularly impacted?

- **36%** Low income students / households
- **24%** Widening Participation groups
- **21%** Students living in remote / rural locations / areas with poor internet access
- **19%** Disabled students
- **19%** Broad range of students / no trends
- **17%** Mature students
- **17%** Lower socio-economic backgrounds
- **14%** Student parents (especially single parents)
- **14%** Commuter students
- **12%** Students with inadequate study spaces (for example bedrooms shared with siblings)
- **12%** Care experienced students
- **10%** International students
- **10%** Students sharing equipment with others
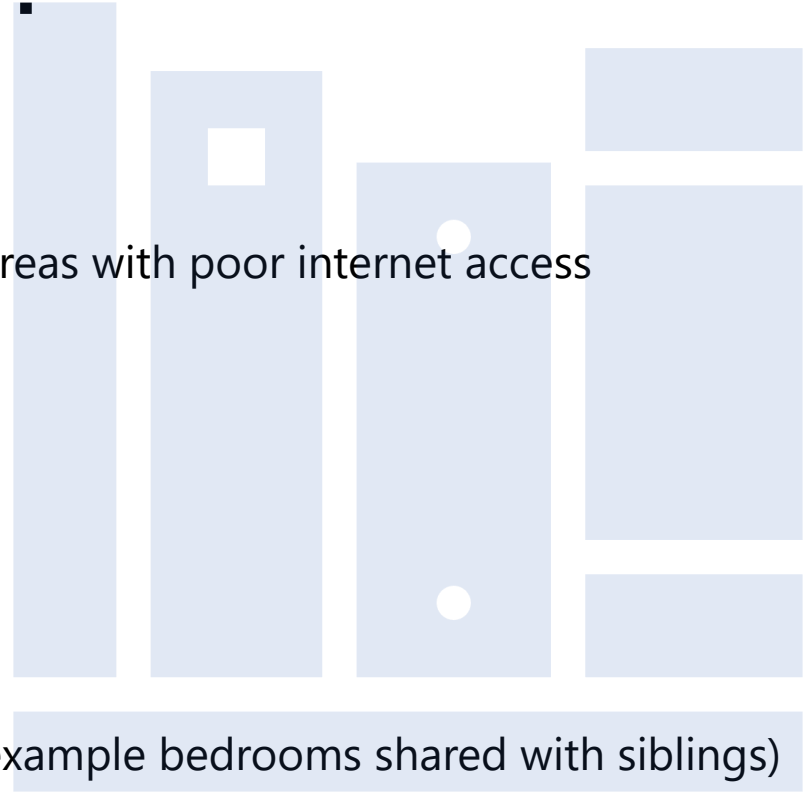
What have you undertaken to tackle these issues?

- **39%** Created / enhanced a dedicated digital or technology support fund / bursary
- **39%** Enhanced laptop / equipment loans
- **22%** Hardship funding (including enhanced funds)
- **15%** Signposting to hardship funds / charities / DSA
- **15%** Procurement of additional IT equipment (for distribution on a means-tested basis)
- **15%** Streamlined access to hardship funds
- **14%** Provision of dongles / broadband
- **12%** Creating spaces on campus for students to work
- **10%** Raising awareness / providing information
- **7%** IT support services

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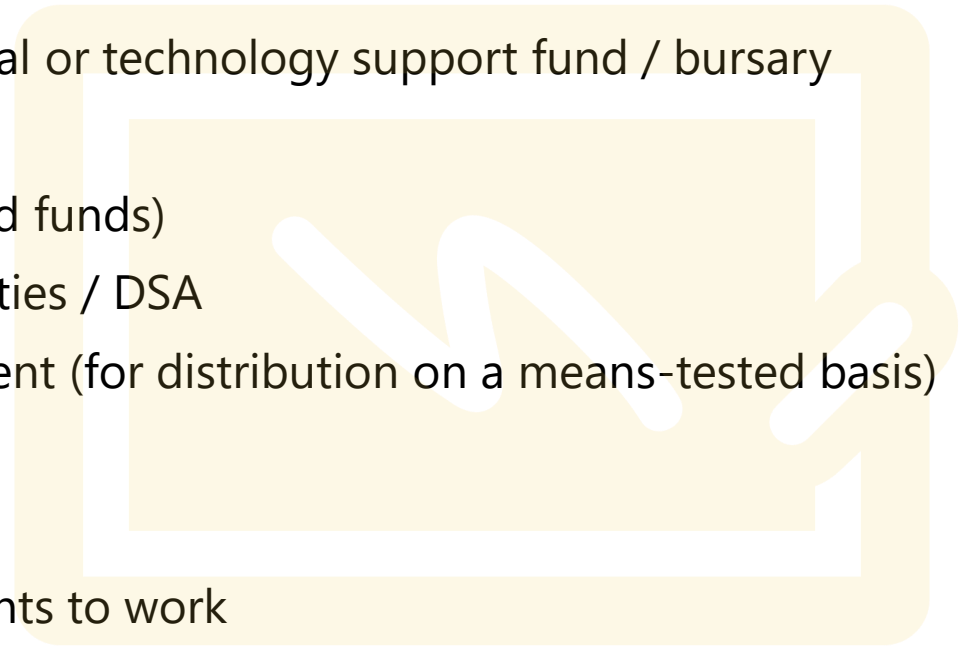
Funding initiatives

- ❑ Digital or technology support fund / bursary
- ❑ Hardship funding (including enhanced funds)
- ❑ Streamlined access to hardship funds
- ❑ Voucher schemes for purchasing equipment

Issues addressed

- ✓ Lack of equipment / hardware
- ✓ Lack of money (for hardware / equipment / software / broadband)
- ✓ Shared equipment (especially with family)
- ✓ Poor quality / outdated equipment

Groups targeted

- ✓ Low income students / households
- ✓ Widening Participation groups
- ✓ Lower socio-economic backgrounds
- ✓ Students sharing equipment with others
- ✓ Disabled students (through DSA)

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Equipment provision

- ❑ Enhanced laptop / equipment loans
- ❑ Procurement of additional IT equipment
- ❑ Provision of dongles / broadband
- ❑ Enhanced infrastructure in university accommodation
- ❑ Sourcing discounted rates for equipment

Issues addressed

- ✓ Lack of equipment / hardware
- ✓ Shared equipment / internet access
- ✓ Poor quality / outdated equipment
- ✓ No access to required software
- ✓ Problematic internet access
- ✓ Inappropriate devices

Groups targeted

- ✓ Low income students / households
- ✓ Widening Participation groups
- ✓ Lower socio-economic backgrounds
- ✓ Students sharing equipment with others
- ✓ Disabled students
- ✓ Students living areas with poor internet access

Work spaces

❑ Creating spaces on campus for students to work

Issues addressed

✓ Lack of equipment / hardware
✓ Shared equipment / internet access
✓ Poor quality / outdated equipment
✓ Problematic internet access
✓ No access to required software
✓ Shared / unsuitable workspaces
✓ Inappropriate devices

Groups targeted

✓ Students sharing equipment with others
✓ Students living areas with poor internet access
✓ Commuter students
✓ Students with inadequate study spaces
✓ Students sharing equipment with others

Information and training

- ❑ Raising awareness / providing information
- ❑ Signposting to hardship funds / charities / DSA
- ❑ Enhanced digital skills training led by students

Issues addressed

- ✓ Lack of knowledge / skills / confidence
- ✓ Inappropriate devices

Groups targeted

- ✓ All student groups

Tailored services

- ❑ IT support services
- ❑ Service to allow students to connect to university desktop machines
- ❑ Telephone (rather than online) appointments

Issues addressed

- ✓ No access to required software
- ✓ Lack of knowledge / skills / confidence
- ✓ Inappropriate devices

Groups targeted

- ✓ Low income students / households
- ✓ Widening Participation groups
- ✓ Disabled students
- ✓ Mature students
- ✓ Lower socio-economic backgrounds
- ✓ Student parents Commuter students
- ✓ Care experienced students
- ✓ International students

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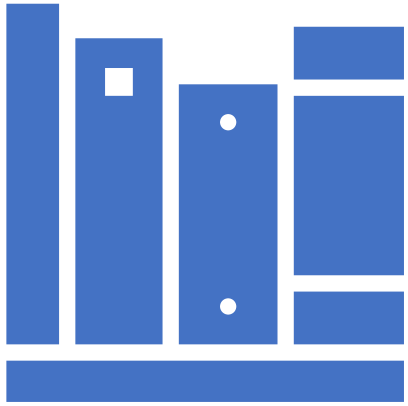
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