

Charles Street Internet Survey

Key Findings Infographic



In November of 2021, University Family Housing conducted a survey to better understand how residents at 30 and 35 Charles Street were using the internet and learn more about their individual choices on providers and plans. These are some of the key findings from the survey results.

261 residents from the Charles Street Community took part in the survey



Many Residents Feel Confident Solving Internet Problems On Their Own, While Many Do Not

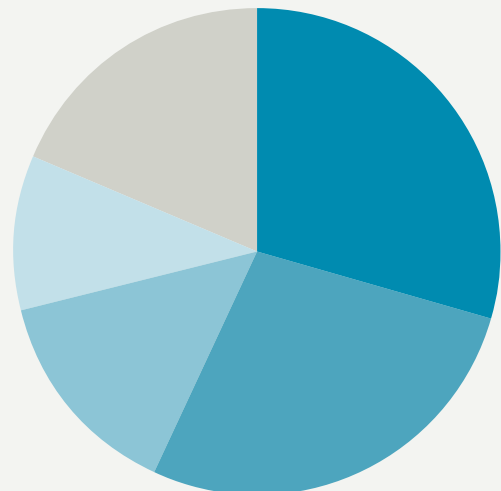
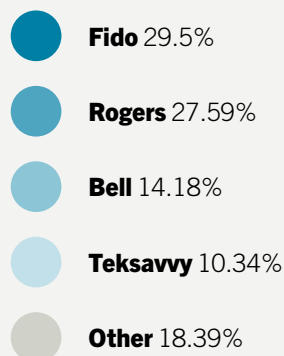
38% rated themselves as proficient (3 or less*)



39% rated themselves as not proficient (8 or more*)

* Residents rated their technological proficiency and ability to trouble shoot problems on a scale from 1-10, with 1 being extremely proficient and 10 being not at all proficient.

The Internet Providers Residents Choose Most

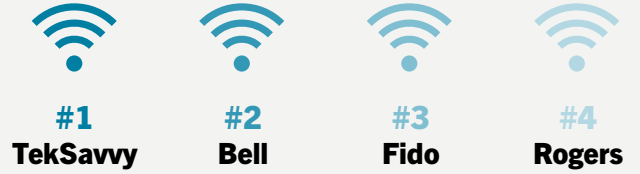


Most Residents Find Their Internet Connection Reliable

75% of all residents consider their internet connection reliable.



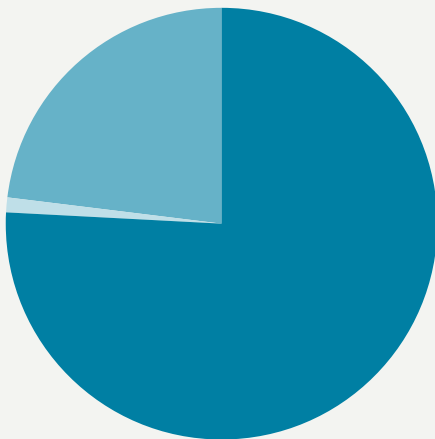
Bell And Teksavvy Were Rated The Most Reliable Internet Providers



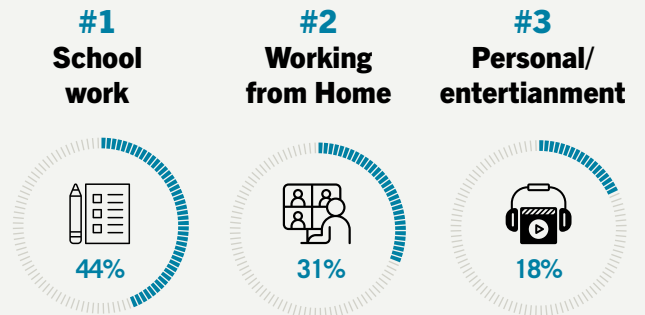
Provider reliability ranked from most (1) to least (4) reliable when comparing residents' internet reliability ratings with their provider selections.

When Connecting to their Home Network, Residents Connect Through...

- **Wi-Fi only**
75.26%
- **Ethernet and Wi-Fi**
22.68%
- **Ethernet only**
1.03%



The Top 3 Reasons Residents Rely On The Internet



What Most Residents Spend Per Month

55% of all residents spend more than \$50/month on internet



For more information on this survey and the responses, please reach out to us at communications.ufh@utoronto.ca