Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Hotspot User Survey**

Completion of this survey is required when you return the hotspot device. The survey results are anonymous. Data collected in this survey will be used to support the continuation of this program.

1. How would you rate the quality of the internet service provided by the hotspots?

*Circle one*

Excellent Good Okay Poor

1. How would you rate the reliability of the internet service provided by the hotspots? *Circle one*

Reliable Unreliable

1. How would you rate the speed of the internet service provided by the hotspots?

*Circle one*

Fast Moderate Slow Did not work

1. What online activities were you or someone in your household able to do using the mobile hotspot? *Check all that apply*

\_\_Find or apply for a job \_\_Check information about my children’s

\_\_Fill out an electronic form (e.g. social school

services, taxes) \_\_Enroll in an educational class (e.g. GED)

\_\_Learn a new skill (e.g. job certifications, \_\_Look up directions or transportation

how-to videos) \_\_Access telehealth services or other

\_\_Connect with family and friends online health information

(e.g. Skype, Facebook) \_\_Research a topic of interest to me

\_\_Keep informed of current events \_\_Entertainment (e.g. Netflix, Hulu)

\_\_Complete homework \_\_Purchase items online

 \_\_Other:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Will the hotspot lending program change your use of your public library? *Circle one*

More likely to visit and access programs and resources

Less Likely to visit

Visit with the same frequency

1. Do you plan to check out a mobile hotspot from the library again? *Circle one*

Yes No

1. Please enter your zip code (this information helps us determine areas of connectivity)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_