LAPTOP SURVEY: Executive Summary
Fall 2017

Noteworthy points

- The vast majority of students used the laptops for school-related work. Over half (57%) said they used the laptop for library research, and much of the other usage was school related (Microsoft Office suite, Canvas, online homework, etc.).
- 74.5% of students said they were satisfied or highly satisfied with the program. 87% said they will check out a laptop again.
- Most students said they heard about the program via the sign in the library - this means that we’re only reaching students who already come into the library. This reveals an opportunity for more widespread marketing efforts across campus.
- Suggestions for improving the service centered around improving the speed of the wifi connection, keeping the software on the laptops updated, allowing for longer checkout times, and allowing the laptops to leave the library.
  - “improve the wifi speed first, and the login time of the laptop” [sic]
  - “Keep up to date with current software, and when it is required buy new laptops. Currently, the service seems to work and is super helpful for study rooms.”
  - “Having unlimited time with the laptop as well as getting a charger”
  - “Allow them to leave the library but be on campus”
  - “Install a digital timer in the desktop saying when you have to return the laptop by”
  - “Ask students if they would need headphones along with their laptop rental. Would be good to have a bundle-like loaning programming.”
  - “The laptops were pretty slow, it took at least 10-15 minutes to fully start up after logging into it.”
  - “Would it be possible to have photoshop installed? Would be amazing!”
- Quite a few students expressed positive comments as well:
  - “I’m really pleased with the program! It’s helped me tremendously. Thank you.”
  - “Thank you so much for providing this service. It really makes me appreciate DVC even more.”
  - “Great desk service”
  - “No criticism, happy with the program, it is a helpful alternative to desktops.”
  - “Thanks for the service!”
  - “I am very glad that DVC decided to do a laptop loan service. Sometimes, it’s hard to get an available computer in the computer section of the library. Having the laptop service is very convenient!”
  - “It’s helped me out a lot”