Laptop Loan Program Surveys
-- Comments sections

Surveys were offered to students who used the laptop loan program in the fall of 2017 and spring of 2018. This is a summary of the responses to the write-in questions about improvements and additional comments.

Q5: How can the library improve the laptop loan service?

In 2017 there were 42 responses to this question, and 59 responses in 2018.

- The number of students who indicated no improvements were needed increased from 26% in 2017 to 42% in 2018.
- Several comments related to having “better” laptops. Some suggested bigger screens, adding a mouse, updating software, or increasing the processor speed. In 2018, the complaint about the slow processor was the predominant comment. The number of responses in this category was about the same both years (26% and 24%).
- Some students suggested a longer in-library checkout time. This response dropped from 12% in 2017 to 8% in 2018. The percentage of students asking to take the laptops out of the library was the same both years (7%).
- Other comments related to the checkout procedure itself, when borrowers interacted directly with library staff. These complaints dropped from 24% in 2017 to 17% in 2018, possibly suggesting that library staff became more familiar with the program over time.
- Each year received one response suggesting the laptops be cleaned – keyboards and screens.

Q6: Please provide any additional comments

In 2017 there were 34 responses to this question, and 42 responses in 2018.

- The number of positive comments (e.g. “great program!”, “thank you for this service!”) increased from 44% in 2017 to 62% in 2018.
- There were suggestions made here that were similar to the ones offered for Q5. In 2017, 24% of these were related to “better” laptops with more speed and updated software, and 3% were about the loan rules. In 2018, just 10% were related to “better” laptops and 7% were about loan rules. It is not possible to know if a student repeated a response for both questions or if this represents new data.
- Both surveys had a similar number of “none” or “n/a” replies: 29% in 2017 and 24% in 2018.