

Hotspot User Survey

Please complete this survey when you return the hotspot. Survey results are anonymous, and data collected is used to support the continuation of this program.

1. How many people live in your household?

Choose one.

- 1 3 5
 2 4 6 or more

2. How many internet-capable devices do you have in your household?

(Computer, smartphone, tablet, etc.)

Choose one.

- 1 3 5
 2 4 6 or more

3. Does your household currently pay for internet service?

Choose one.

- Yes Yes, but only cellular
data for smartphones No

4. How much time did you/members of your household spend on the internet while using the hotspot?

Choose one.

- Several hours a day Less than one hour a week
 One hour or less a day Never used it
 A few hours a week

5. What online activities were you/members of your household able to do while using the hotspot?

Choose all that apply.

- Access online health information or telehealth services Enroll in an educational class
 Check information about schools Fill out forms (social services, taxes, etc.)
 Complete homework Keep informed of current events
 Connect with family and friends via videoconference (Facetime, Skype, etc.) Learn a new skill
 Look for/apply to jobs

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- Look up directions or transportation information
- Play computer games
- Purchase items online

- Research a topic of interest
- Use social media
- View entertainment
- Other: _____

6. Where did you use the hotspot?

Choose all that apply.

- Home
- In a public place
- School
- Someone else's home
- Work
- Other: _____

7. Where do you access the internet when not using the hotspot?

Choose all that apply.

- Businesses (coffee shops, restaurants, etc.)
- Home
- Library
- School
- Someone else's home
- Work
- N/A
- Other: _____

8. Do you plan to borrow a hotspot from the library again?

Choose one.

- Yes
- No

9. Did you have any issues while using the hotspot?

10. Comments/feedback