



Hotspot Lending Evaluation

Help us evaluate this new lending program by answering the following questions. **Don't forget the back!**

1) Did you know that you can connect up to **16** devices to this hotspot?

YES ☐ NO ☐

2) How many devices did you connect at the same time? _____

3) I checked out this hotspot because...

- ☐ I don't have any internet access
- ☐ I don't have reliable internet access
- ☐ I only have access to the internet through a mobile data plan

4) What was the main use of the hotspot during this loan period?

- | | |
|--|--|
| <input type="checkbox"/> Homework, school, educational | <input type="checkbox"/> Entertainment, gaming |
| <input type="checkbox"/> Job seeking or career research | <input type="checkbox"/> Video streaming |
| <input type="checkbox"/> Business or work communications | <input type="checkbox"/> Social media |
| <input type="checkbox"/> Other: _____ | |



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5) After using this hotspot device...

- ☐ I can help my child (or myself) complete homework
- ☐ I have improved my chances of finding a job
- ☐ I enjoyed accessing different websites without worrying about data-plan overages

6) Technical assistance

- ☐ I did not need assistance
- ☐ I called the help desk number on the device
- ☐ I received help from a library staff member
- ☐ Someone else helped me (family, friend, coworker)

If you needed help, was the help you received up to your satisfaction?

YES ☐ NO ☐ Comments: _____

7) Please mark your overall satisfaction level with this hotspot device

- ☐ Great experience! I'm definitely going to borrow again.
- ☐ It was okay, I may borrow again. ☐ I will not borrow again.

Comments: _____

This project is supported by the Institute of Museum and Library Services under the provisions of the CARES Act as administered by the Missouri State Library, a division of the Office of the Secretary of State.

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