



## 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. Does your household currently pay for internet service?

*Choose one.*

Yes

Yes, but only cellular data for smartphones

No

2. 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

Check information about schools

Complete homework

Connect with family and friends via videoconference (Facetime, Skype, etc.)

Enroll in an educational class

Fill out forms (social services, taxes, etc.)

Keep informed of current events

Learn a new skill

Look for/apply to jobs

Look up directions or transportation information

Play computer games

Purchase items online

Research a topic of interest

Use social media

View entertainment

Other:  
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3. Do you plan to borrow a hotspot from the library again?

*Choose one.*

Yes

No

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

5. How did you learn about the library's hotspot program?

*Choose all that apply.*

Newspaper

Radio advertisement

Social media post

TV advertisement

Friend/colleague/family member

Professional who referred me to the library

Posters/signs at the library

Posters/signs in another location (i.e. school, community center, bulletin board)

Other:  
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6. Comments/feedback