

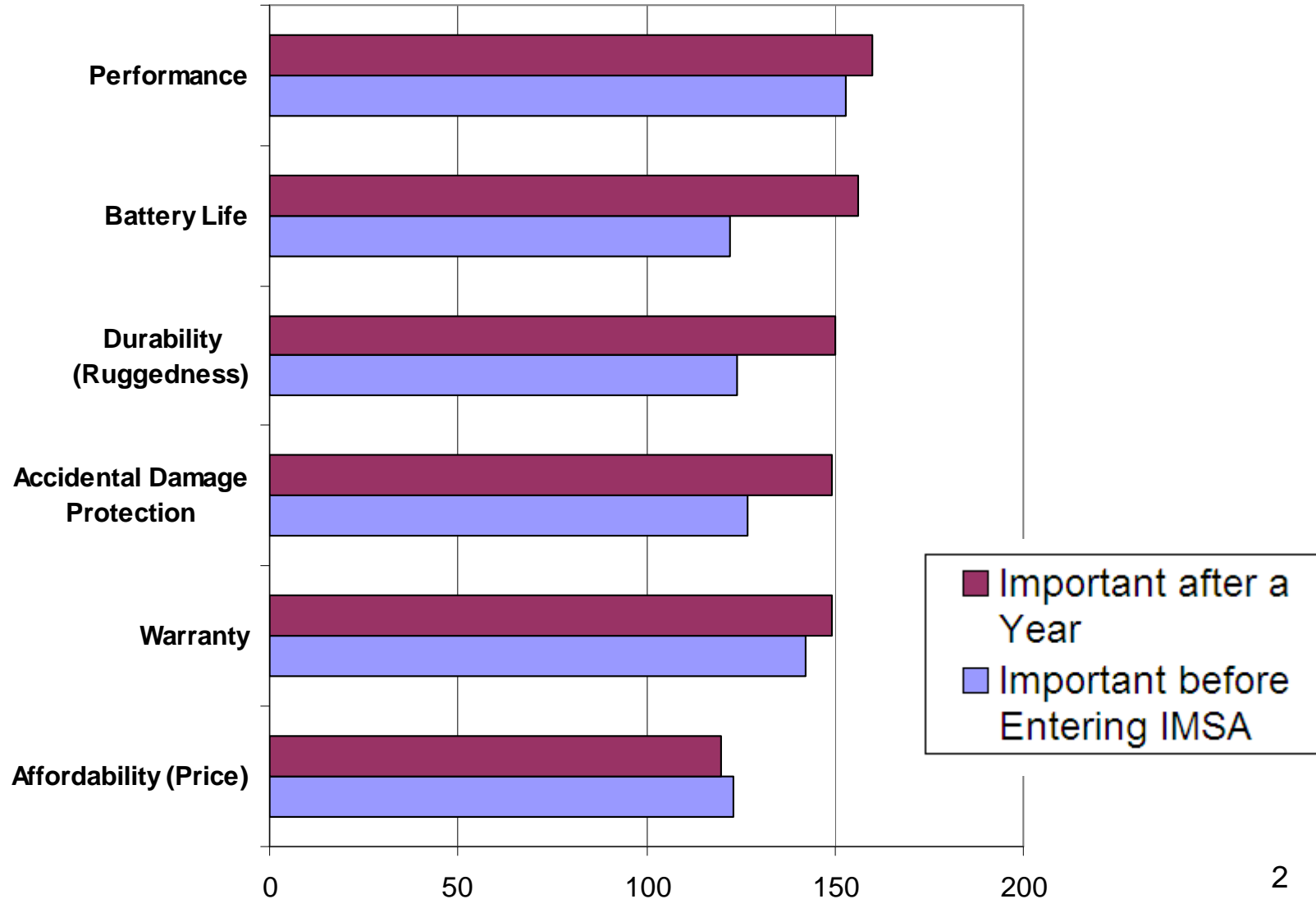


## Student Lead Survey of Tablets

- Conducted by Student Council Technology Sub Committee lead by Andrew Ericson and Alvin Ko
- 270 Students responded to at least one question
- Questions on:
  - The importance of tablet features
    - How important were the following factors to you when you purchased your computer before sophomore year?
    - If you were purchasing your computer today, how important would the following factors be in making your purchase?
  - Satisfaction with service in-program and out-of-program



## Importance of Tablet Features Before and After a Year's Experience





# Service Satisfaction

**Response Timeliness (Response time for help, ability to reach someone for help)**

**Fix/Solution Timeliness (Response time to fix the problem)**

**Effectiveness (Fixed correctly)**

**Overall Satisfaction**

