



TELA Laptops Scheme School Survey 2013

January 2014



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ISBN	978-0-478-43946-5

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1.0 Executive summary

This report outlines the results of the TELA Laptops Scheme School Survey for 2013. This survey was conducted in order to determine whether the current products offered by the TELA Scheme are meeting user needs, and to examine the quality of support services schools receive from Telecom Rental.

Background

During November 2013 a total sample of n=1,000 schools who are currently on the TELA Scheme were invited to complete the survey; at least one user in n=752 schools did so¹. This represents a school participation rate of 75 percent.

In total, across the n=752 participating schools, n=1,130 TELA laptop users and in-school TELA contact persons participated in the survey.

¹ All Māori schools (composite, primary and secondary), all secondary (English and mixed) and a random sample of 25 percent of primary schools (English and mixed) were invited to participate in the survey.

Main findings

The main findings are summarised below in relation to the two main objectives of the survey. Table 1 and Table 2 summarise these main findings.

Are the current products offered by the TELA Scheme meeting user needs?

1. Responding teachers and principals, in both primary and secondary schools, stated they used their TELA laptop for a range of different uses to assist them with their teaching and/or management of their school. For example, primary school teachers stated they use their laptop to complete internet searches (99 percent), send and receive emails (98 percent), prepare student reports/assessments (98 percent), plan lessons (95 percent), etc. Over one-half of users also said they used their laptop for personal use (between 55 percent and 65 percent).
2. The large majority of responding teachers and principals with a TELA laptop, in both primary and secondary schools, rated the reliability and ease of use of their TELA laptop very high (between 86 percent and 96 percent). In fact, over two-thirds gave their TELA laptop the highest possible rating for reliability and ease of use (i.e., a rating of 5 on the five-point rating scale).
3. As a result, the large majority of responding teachers and principals, in both primary and secondary schools, also rated their overall satisfaction with their TELA laptop in positive terms (between 84 percent and 89 percent). Fifty-percent or more gave the highest possible rating of satisfaction (rating of 5 on the five-point rating scale).
4. The positive view of users of TELA laptops were, in turn, reflected in the positive opinions of TELA support staff within schools.
5. Against this background, it should be noted that the majority of responding teachers and principals in both primary and secondary schools stated they supplemented the use of their TELA laptop with non-TELA devices. In this regard, tablets were the device most frequently mentioned.

For example, 64 percent of those teachers and principals with an Apple TELA laptop also used a tablet. This most probably reflects the compatibility of the devices, rather than the fact that the Apple TELA laptop is deficient in some respect.

6. As a result, when responding teachers and principals were asked whether tablets and hybrid laptops should be made available through the TELA Scheme, significant percentages of respondents in both primary and secondary schools (between 36 percent and 44 percent) stated that tablets 'to a large extent' would improve the work that they do. This was less likely to be the case with regard to hybrid laptops.

7. There is also an expectation amongst responding teachers and principals in both primary and secondary schools that their TELA needs will change as a result of Ultra-Fast Broadband (UFB) and the Rural Broadband Initiative (RBI). In fact, between 24 percent and 39 percent of teachers and principals expected their needs would change. Most of these respondents expect their school will need to upgrade their ICT equipment and update their devices in order to take full advantage of the enhanced connectivity UFB and the RBI will provide.
8. Related to this is the fact that when responding teachers and principals were asked what the biggest teaching challenges in relation to digital technology were, a large percentage of principals stated it was cost, while teachers and principals were likely to say it was the challenge of up skilling staff.

Table 1: Summary of the key results in relation to the current products offered through the TELA Scheme

	Primary school principal	Primary school teacher	Secondary school principal	Secondary school teacher
Base =	344	264	111	152
	%	%	%	%
Satisfaction with current TELA laptop:				
% satisfied with the reliability of their TELA laptop (ratings of 4 or 5 on 5-point scale)	96	89	92	94
% satisfied with the ease of use of their TELA laptop (ratings of 4 or 5 on 5-point scale)	95	88	86	91
% overall satisfied with their TELA laptop (ratings of 4 or 5 in 5-point scale)	88	84	86	89
Non-TELA devices currently used:				
% who reported using a tablet	56	61	53	54
% who reported using a hybrid laptop	3	3	5	4
% who reported using a basic laptop (different brand to TELA laptop)	10	14	11	16
% who reported using a PC	33	41	37	57
Extent to which non-TELA devices should be added to the TELA Scheme:				
% who reported adding tablets would improve the work they do to a 'large extent'	44	41	36	39
% who reported adding hybrid laptops would improve the work they do to a 'large extent'	15	15	20	17
Whether TELA needs will change with in-school UFB and RBI				
% who reported that their TELA needs will change	30	24	39	32

What is the quality of the support services received by schools from Telecom Rentals?

1. Just under one-half of all respondents stated that they had had contact with Telecom Rentals in the last 12 months (44 percent of primary school respondents and 45 percent of secondary school respondents). Almost all those that contacted Telecom Rentals did so to order new TELA laptops through their website. However, significant percentages had had contact with Telecom Rentals' Helpdesk services and its warranty repair service.
2. The large majority of respondents who had contacted Telecom Rentals in the last 12 months were satisfied with the overall service they received (between 86 percent and 89 percent). In fact, over one-half of respondents in both primary and secondary schools gave the highest possible rating (that is, a rating of 5 on the five-point rating scale).

When asked to explain their rating, respondents most frequently commented about the helpfulness and friendliness of staff, as well as the promptness and efficiency of the service and the fact they experienced a high level of customer service in general.

The highest satisfaction was recorded by those who had contact via the Telecom Rentals website (between 87 percent and 92 percent) and the lowest satisfaction by those who contacted the indemnity repair service (between 62 percent and 70 percent).

3. Against this background, when respondents were asked to provide suggestions as to how Telecom Rentals could improve its services, most respondents stated that would like to see the current range of devices available in the TELA Scheme extended. This reflects the earlier results about enhancing the TELA Scheme by including tablets.

Table 2: Summary of the key results in relation to the quality of support services received by schools from Telecom Rentals

	Primary school	Secondary school
Base =	747	383
	%	%
Contact with Telecom Rentals:		
% who reported having had contact with Telecom rentals in the last 12 months	44	45
Nature of contact with Telecom Rentals:	n=326	n=172
% who reported using the website to order TELA laptops	93	88
% who reported using the Helpdesk services	66	60
% who reported using the warranty repair service	59	71
% who reported using the indemnity repair services	32	44
Satisfaction with Telecom Rentals' support services*:		
% satisfied with the website (ratings of 4 or 5 on 5-point scale)	87	92
% satisfied with the Helpdesk services (ratings of 4 or 5 on 5-point scale)	82	84
% satisfied with the warranty repair service (ratings of 4 or 5 on 5-point scale)	79	80
% satisfied with the indemnity repair services (ratings of 4 or 5 on 5-point scale)	62	70
% overall satisfied with the service provided by Telecom Rentals	86	89

* Sub-samples differ in size depending on how many respondents used each of the services in the last 12 months.

2.0 Introduction

In this section of the report we provide a brief overview of the background to the TELA Laptops Scheme School Survey 2013, its purpose and information objectives, and how the survey was completed.

2.1 Background

Since 2002, the Government has funded a Scheme which enables schools throughout New Zealand to lease laptops to principals and teachers. The Scheme is managed by the Ministry of Education and has over the years become known as the Teachers Laptops Scheme (“the TELA Scheme”).

The Scheme offers users a range of laptops which typically reflect the latest technology. Last year, after a competitive tender, Telecom Rentals was chosen to provide day-to-day support services for the TELA Scheme.

2.2 Purpose & information objectives

The overarching purpose of the TELA Laptops Scheme Survey 2013 was to measure the current satisfaction of users of the TELA Scheme. Of particular interest were the opinions and views of school principals and the liaison or contact persons within schools for the Scheme, as well as teachers who used a TELA laptop. Also of interest were the opinions and views of users by school type and medium.

With this in mind, the survey’s information objectives were to:

1. Measure whether the current products offered by the TELA Scheme are meeting user needs. This included providing answers to the following questions:
 - u Does the current range of laptops offered by the TELA Scheme meet a wide range of user needs?
 - u Is there any other laptop technology currently not offered by the TELA Scheme that TELA laptop users believe they would benefit from?
 - u Is there an expectation that schools’ needs will change with Ultra-Fast Broadband and Rural Broadband?
2. Measure the quality of support services schools receive from Telecom Rental. This included providing answers to the following questions:
 - u How satisfied are principals, contact persons within schools for the Scheme and TELA laptop users in relation to each of the following:

- u The portal website set up to manage orders (e.g. how user friendly is the website? etc.).
- u The distribution and delivery of the laptops.
- u The imaging used.
- u Helpdesk services.
- u The management of warranty and indemnity repairs.
- u Determine whether users have any feedback about the service they are receiving from the service provider, and whether they have any suggested areas for improvement?

2.3 Methodology

2.3.1 Overview

The TELA Laptops Scheme Survey was undertaken using an online methodology between 11 and 29 November 2013. From the total sample of n=1,000 schools invited to complete the survey, at least one user in n=752 schools did so. This represents a school participation rate of 75 percent.

In total, across the n=752 participating schools, a total of n=1,130 users participated in the survey.

2.3.2 Sampling frame

A total of n=1,000 schools were invited to respond to the survey. More specifically, all Māori medium schools (composite, primary and secondary), special needs schools, secondary schools (English and mixed medium) and a random sample of 25 percent of primary and intermediate schools (English and mixed medium) were invited to participate in the survey (Table 3).

Table 3: Original sample of schools invited to complete survey

	Total No.
Māori medium schools	82
Special schools	25
Primary and Intermediate schools*	624
Secondary schools**	269
Total	1,000

*Including n=3 composite schools that covered predominately primary and/or intermediate school year levels.

**Including n=64 composite schools that covered predominately secondary school year levels.

2.3.3 Respondent definition

Within schools, three types of respondents were invited to complete the survey:

1. The school principal.
2. The TELA contact person.
3. A teacher using a TELA laptop (this person was randomly selected on the basis that they were the user of the TELA laptop that the school had most recently acquired).

In some schools, and particularly smaller schools, a single individual could have more than one or all of these roles. That is, each school participating in the survey did not necessarily have three potential users who could respond to the survey.

2.3.4 Survey design & cognitive testing

The team at the Ministry that was responsible for the TELA Laptops Scheme School Survey 2013 had developed a draft of a possible survey questionnaire and had made this available for comment as part of the tender process for the survey. This draft questionnaire was further refined following discussions with the Ministry.

When in a final draft form, the questionnaire was cognitively pre-tested. All pre-testing was completed in Wellington between 23 and 26 October 2013 by members of the Research Team. A total of n=5 respondents were interviewed, including one principal, one TELA in-school contact person and three teachers who had obtained a TELA laptop in the last 12 months.

A 'double-back' method was used for the pre-testing, which initially involved administering the survey questionnaire online, and then doubling-back on paper copies of the survey to examine respondents' understanding of the questions in greater detail.

Only minor changes were made to the questionnaire as a result of the cognitive pre-testing. A copy of the final questionnaire is included in this report as Appendix A.

2.3.5 The survey

As mentioned earlier, the survey was conducted online between 11 and 29 November 2013.

In terms of the process, the survey was completed as follows:

1. Initially, school principals in each of the schools selected to complete the survey were posted an introductory letter about the survey on the 30th October 2013. A copy of the letter is included in Appendix B.
2. Approximately one week later, the TELA contact person in each school was advised via email about the survey and asked to introduce the survey to the teacher that most recently received a TELA laptop, in order to obtain their consent to complete the survey (a copy of the email is also included in Appendix B).

Once consent had been received, the TELA contact person was asked to register that teacher (and provide their email address) on a Registration Website Page that had been established for this specific purpose.

3. On 11 November 2013 the survey was launched and an email with a personalised link to the questionnaire was sent to each of the school principals, TELA contact persons² and teachers who had been registered on the Registration Website Page.
4. During the 'live' survey period, two reminder emails were sent to those who had not yet completed the questionnaire. The first reminder was sent on 18 November and the second on 27 November 2013.
5. The survey closed at midday on 29 November 2013.

² School principals who were also the TELA contact person for their school were identified and only sent one survey invitation.

2.3.6 Response

Of the potential n=1,000 schools that were invited to participate in the survey, 75 percent actually participated (Table 4).

Table 4: Actual participating sample of schools compared to the original sample invited to complete survey

	Schools invited to participate in the survey No.	Schools who responded to the survey No.	Response rate %
Māori medium schools	82	50	61
Special schools	25	18	72
Primary and Intermediate schools	624	473	76
Secondary schools	269	211	78
Total	1,000	752	75

2.3.7 Profile of responding sample

During consultation with the Ministry, it was agreed that the sample of n=1,000 schools invited to respond in the survey would comprise the following:

- u All Maori medium schools;
- u All Special schools;
- u All secondary schools;
- u And that the remainder of the sample would comprise of primary schools.

Excluded from the sample were all Christchurch schools and those currently involved in a merging process with neighbouring schools.

As a result, the profile of schools invited to respond to the survey over-represented secondary schools, North Island schools and those with a larger school roll (i.e. with a school roll over 600 students).

Table 5 profiles the responding schools against the original sample invited to complete the survey.

Table 5: Profile of participating sample of schools compared to the original sample invited to complete survey

	Base= Profile of the TELA school population 2,422 %	Profile of schools invited to participate in the survey 1,000 %	Profile of schools who responded to the survey 752 %
Māori schools	5	8	7
Special schools	2	3	2
Primary and Intermediate schools	77	62	63
Secondary schools	16	27	27
North Island schools	74	88	87
South Island schools	26	12	13
Roll: 0-199	49	37	33
Roll: 200-399	26	27	29
Roll: 400-599	13	17	18
Roll: 600+	12	19	20
Total	100	100	100

All respondents qualified for the survey on the basis that they were current TELA users and/or the TELA contact person. Each respondent was also asked to describe their position or role within the

school for profiling and analysis purposes. These roles were collapsed into three main categories, as shown in Table 4 below (viz. Principals, Teachers and Support Staff), using a prioritisation protocol developed with the Ministry³. As the population of TELA users in this regard is not known, it is not possible to provide any comparisons to the population, or to the sample invited to participate in the survey.

Table 6: Profile of respondents completing survey

	Role of respondents who participated in the survey	Primary school respondents	Secondary school respondents
Base=	1,130	747	383
	%	%	%
Principals	41	47	29
Teachers	40	38	44
Support staff	19	15	27
Total	100	100	100

2.3.8 Analysis

Survey results have been analysed and reported by six key sub-groups of respondents based on the type of school in which they work and the nature of their role. Note that, in this regard, 'school types' have been broadly categorised as Primary or Secondary school (Table 7).

Results based on the six key sub-groups of respondents are subject to a maximum margin of error of ± 5.2 to ± 9.6 percent (expressed at the 95 percent confidence level). The margin of error differs based on the number of respondents in each group.

Table 7: Margins of error

	No. of respondents n=1,130	Maximum margin of error $\pm$ percent
Primary school principals	351	5.2
Primary school teachers	282	5.8
Primary school support staff	114	9.2
Secondary school principals	112	9.3
Secondary school teachers	167	7.6
Secondary school support staff	104	9.6

Results for the total sample of n=1,130 respondents combined are not presented because of the difficulties of weighting this sample due to the sampling decisions made at the planning stage for this survey.

³ Respondents were asked to identify whether they were a principal, senior leader, middle leader, teacher, IT support staff and/or other support staff (see Question One in the questionnaire, Appendix A). Given the respondents could have more than one role, respondents were first and foremost placed in the 'Principals' group if they identified as a principal. Thereafter, they were placed in the 'Teachers' group if they identified as a teacher, senior leader or middle leader and they were lastly placed in the 'Support staffs' group if they identified as a IT support staff or other type of support staff.

2.3.9 Organisation of this report

This report is organised into five sections as follows:

1. The experiences of TELA laptop users.
2. Improving TELA laptop users' experiences by providing other devices and accessories.
3. The experiences of Telecom Scheme contact persons/in-school IT support persons.
4. The quality of the service provided by Telecom Rentals.
5. Opinions about future needs.

3.0 The experiences of TELA laptop users

In this section we profile TELA laptop users further, describe how they use their laptops and comment on their satisfaction with their TELA laptop.

Note that as the number of support staff within primary (n=26) and secondary schools (n=18) who currently use a TELA laptop is relatively small, the commentary in this section focuses on teachers and principals only.

3.1 Who are the users of TELA laptops?

The TELA Scheme leases three brands of laptops: Toshiba, Apple and HP. Table 6 overleaf shows which brand of TELA Laptop each responding user currently has.

Amongst the responding primary school users:

- u Primary school teachers were more likely to have an Apple or HP TELA laptop than a Toshiba laptop (37 percent have an Apple, 36 percent an HP and 25 percent a Toshiba).
- u However, primary school principals were more likely to have a Toshiba laptop (37 percent) than an Apple (33 percent) or HP laptop (30 percent).

Amongst the responding secondary school users:

- u Secondary school teachers were more likely to have an HP laptop (46 percent), than a Toshiba (32 percent) or an Apple laptop (22 percent).
- u Secondary school principals were also more likely to report using an HP (42 percent) or Toshiba laptop (38 percent) than they were to be using an Apple laptop (20 percent).

Table 8: Brand of TELA laptop used

Q4. What brand of TELA laptop do you currently have?

	Primary school principal	Primary school teacher	Secondary school principal	Secondary school teacher
Base =	344	264	111	152
	%	%	%	%
TELA Toshiba	37	25	38	32
TELA Apple	33	37	20	22
TELA HP	30	36	42	46
Don't know	0	1	0	1
Total	100	100	100	100

The base numbers shown are unweighted counts.

Total may not sum to 100% due to rounding.

*Sub-sample based on those respondents who reported having a TELA laptop.

Table 9 overleaf shows how long users reported having had their current TELA laptop.

Amongst the responding primary school users:

- u Reflecting the teacher sampling method used, most primary school teachers reported that they had had their current TELA laptop for less than one year (69 percent).
- u One-half of the primary school principals reported that their current TELA laptop was at least one year old (52 percent).

Amongst the responding secondary school users:

- u Although not as pronounced as with the primary school teachers, secondary school teachers were more likely to have had their current TELA laptop for less than one year (57 percent), than for one year or more (43 percent).
- u One-half of the secondary school principals reported that their current TELA laptop was also less than 12 months old (50 percent).

Table 9: Length of time had TELA laptop

Q5. About how long have you had your current TELA laptop?

	Primary school principal	Primary school teacher	Secondary school principal	Secondary school teacher
Base =	344	264	111	152
	%	%	%	%
Less than 1 year	47	69	50	57
One year or more	52	31	48	43
Don't know	2	0	2	0
Total	100	100	100	100

The base numbers shown are unweighted counts.

Total may not sum to 100% due to rounding.

*Sub-sample based on those respondents who reported having a TELA laptop.

All TELA laptops are provided with a backpack or carrycase. As shown in Table 10 overleaf, while teachers in general were divided as to which of these they would have preferred, principals tended to favour the carrycase option.

Amongst the responding primary school users:

- u One-half (49 percent) of primary school teachers would have preferred a carrycase, while 46 percent would have preferred a backpack.
- u However, primary school principals had a stronger preference for a carrycase (56 percent) than a backpack (38 percent).

Amongst the responding secondary school users:

- u One-half (51 percent) of secondary school teachers would have preferred a backpack, while 45 percent would have preferred a carrycase.
- u As with the primary school principals, secondary school principals also preferred a carrycase a (66 percent). Twenty-five percent preferred a backpack.

Table 10: Preference of backpack or carrycase

Q5a. Thinking about when you received your TELA laptop, would you have preferred a backpack or carrycase?

	Primary school principal	Primary school teacher	Secondary school principal	Secondary school teacher
Base =	344	264	111	152
	%	%	%	%
Backpack	38	46	25	51
Carrycase	56	49	66	45
Don't know	6	5	9	4
Total	100	100	100	100

The base numbers shown are unweighted counts.

Total may not sum to 100% due to rounding.

*Sub-sample based on those respondents who reported having a TELA laptop.

3.2 How do users use their TELA laptops?

Table 11 (overleaf) shows that most TELA users from responding primary and secondary schools use their TELA laptop to: access email, perform internet searches, type up notices or letters, and access personal development material.

Amongst the responding primary school users:

- u The large majority (at least 90 percent) of primary school teachers use their TELA laptop for:
 - u Internet searches (99 percent).
 - u Email (98 percent).
 - u Student reports/assessments (98 percent).
 - u Planning lessons (95 percent).
 - u Writing notices/letters (94 percent).
 - u Accessing professional development material (93 percent).
 - u Playing video clips/movies for teaching purposes (91 percent).

Two-thirds (65 percent) of primary school teachers also use their TELA laptop for personal use.

- u The large majority of primary school principals (at least 90 percent) use their TELA laptop for:
 - u Internet searches (98 percent).
 - u Email (98 percent).
 - u Accessing professional development material (97 percent).
 - u Writing notices/letters (96 percent).

Over one-half (56 percent) of primary school principals also use their TELA laptop for personal use.

Amongst the responding secondary school users:

- u Similar to the primary school teachers, 64 percent of secondary school teachers use their TELA laptop for personal use, with the large majority (at least 90 percent) also using their TELA laptop for:
 - u Internet searches (97 percent).
 - u Student reports/assessments (95 percent).
 - u Email (94 percent).
 - u Planning lessons (91 percent).
 - u Writing notices/letters (91 percent).
 - u Accessing professional development material (90 percent).
- u Over one-half (55 percent) of responding secondary school principals also use their TELA laptop for personal use. However, the large majority also use their laptop for the following:
 - u Internet searches (99 percent).
 - u Email (96 percent).
 - u Writing notices/letters (92 percent).

Table 11: TELA laptop uses

Q6. What do you use your TELA laptop for?

	Primary school principal	Primary school teacher	Secondary school principal	Secondary school teacher
Base =	344 %	264 %	111 %	152 %
Main TELA activities (prompted)				
Internet searches	98	99	99	97
Email	98	98	96	94
Accessing professional development	97	93	87	90
Writing notices/letters	96	94	92	91
Student reports/assessment	84	98	72	95
Linking to overhead projector/interactive board	76	88	68	83
Personal use	56	65	55	64
Playing video clips/movies for teaching purposes	53	91	50	86
Planning lessons	39	95	44	91
Evaluating lessons	38	85	41	74
Playing music for teaching purposes	30	72	18	51
Other activities (mentioned on an unprompted basis)				
School administration (e.g. budgets, Musac, data collection and analysis, updating policies, accessing Student Management System)	24	12	31	14
Creating/formatting presentations	5	3	8	2
Creating/managing/updating school website/blog/Facebook	2	6	3	4
Taking/accessing, manipulating and/or storing photos for school related activities	2	3	4	3
Skype/video calling/conferencing	2	2	5	2
Recording, editing and/or storing videos/movies/audio for school related activities	1	6	1	5
Sharing documents/class wiki/Google docs	1	3	2	1
Everything (general mention)	10	2	5	3
Other	4	1	5	5
Don't know	0	0	0	0

The base numbers shown are unweighted counts.

Total may exceed 100% because of multiple responses.

*Sub-sample based on those respondents who reported having a TELA laptop.

3.3 How satisfied are users with their TELA laptops?

TELA laptop users were asked to rate their laptop in terms of its reliability and ease of use on a scale from 1 to 5 (where 1='very poor' and 5='very good'). As shown in Table 12, most respondents rated their TELA laptop positively in relation to both of these aspects, while Table 13 shows a similarly high rating in terms of users' overall satisfaction.

Amongst the responding primary school users:

- u The majority of primary school teachers (89 percent) rated the reliability of their TELA laptop as a 4 or 5 out of 5, indicating a high level of satisfaction. In fact, two-thirds (69 percent) considered their laptop to be 'very good' (a rating of 5) in this regard.

Similarly, 88 percent of primary school teachers rated their TELA laptop as a 4 or 5 out of 5 in terms of its ease of use (65 percent gave the highest possible rating in this regard).

Reflecting these positive ratings, 84 percent of responding primary school teachers reported being satisfied or very satisfied with their laptop overall (51 percent were very satisfied). Refer Table 14 for reasons for satisfaction. Typical of the comments provided are the following:

I have not had any problems with this laptop; it is easy to carry around, very lightweight and convenient.

It is easy to work, it is always open and being used. I cannot see my life without a laptop as it goes home in the afternoon, is used to do preparations for the next day, comes to school as it is part of my teaching.

Meets my requirements and size wise is very portable.

Does what it needs to do. Easy to navigate, fast and interfaces well with classroom media.

Primary school principals also rated their TELA laptop positively (i.e. 4 or 5) in terms of its reliability (96 percent) and ease of use (95 percent).

Eighty-eight percent of primary school principals reported being satisfied or very satisfied with their laptop overall (68 percent were very satisfied). Typical of the comments provided are the following:

It is a great computer, very functional and easy to use, fast and reliable.

I could not do my job without this machine; it has proven to be vital for modern teaching. It is turned on every day and use all the time. It travels with me wherever I go and enables me to work at home as well as at school.

It has not broken down and is easy to use. It also has sufficient memory/speed to keep up with new data requirements.

Never given me any trouble. It meets all of my needs at present.

A comparably smaller proportion of primary school principals reported being overall dissatisfied or very dissatisfied with their laptop (7 percent). Refer Table 14 for reasons why they are dissatisfied. Typical of the comments provided are the following:

Amongst the responding secondary school users:

- u The majority of secondary school teachers (94 percent) rated the reliability of their TELA laptop as a 4 or 5 out of 5, indicating a high level of satisfaction. Three-quarters (74 percent) gave the highest possible rating in this regard (5 out of 5).

Similarly, 91 percent of secondary school teachers rated their TELA laptop positively in terms of its ease of use (69 percent rated this as a 5 out of 5).

Reflecting these positive ratings, 89 percent of responding secondary school teachers reported being satisfied or very satisfied with their laptop overall (62 percent were very satisfied). Typical of the comments provided are the following:

It does everything I need it to do and has never been a problem with reliability.

Almost all of my teaching, preparation and administration is done using the TELA laptop. Without it I would be lost. My HP is reliable and fast and, since it is updated every three years, I never have to worry about it getting too old that it becomes useless.

I am able to complete day to day planning, teaching, assessing and student access through the use of my laptop.

It is reliable, and works well. I have had no problems with it.

Secondary school principals also rated their TELA laptop positively (i.e. 4 or 5) in terms of its reliability (92 percent) and ease of use (86 percent).

Eighty-six percent of secondary school principals reported being satisfied or very satisfied with their laptop overall (62 percent were very satisfied). Typical of the comments provided are the following:

It does everything I ask of it. It is logical and easy to use and doesn't have any maintenance issues!

Very happy with reliability, ease of use, fitness for purpose.

The laptop I have just received is compact, light, and fast. Everything I need to work on at school (where I plug it into a docking station and use a keyboard and 17" screen) at home and when travelling. My old one was very heavy and clunky.

It runs regularly, easy to use and easy to move around. It hasn't broken down on me.

Table 12: Reliability and ease of use of TELA laptops

Q8. How would you rate your TELA laptop in terms of its...?

	Primary school principal %	Primary school teacher %	Secondary school principal %	Secondary school teacher %
Reliability				
Base =	343	263	110	152
1 – Very poor	0	1	0	0
2	1	2	2	1
3 – Neutral	3	8	6	5
4	14	20	10	20
5 – Very good	82	69	82	74
Total	100	100	100	100
Ease of use				
Base =	343	263	110	152
1 – Very poor	0	1	0	0
2	1	2	3	1
3 – Neutral	3	9	10	8
4	17	24	18	22
5 – Very good	78	65	69	69
Total	100	100	100	100

The base numbers shown are unweighted counts.

Total may not sum to 100% due to rounding.

Note that the table excludes those who reported 'don't know'.

*Sub-sample based on those respondents who reported having a TELA laptop.

Table 13: Overall satisfaction with TELA laptop

Q9. And overall, how satisfied or dissatisfied are you with your TELA laptop?

	Primary school principal	Primary school teacher	Secondary school principal	Secondary school teacher
Base =	343	264	111	151
	%	%	%	%
Very dissatisfied	6	5	7	4
Dissatisfied	1	5	1	2
Neutral	4	6	5	4
Satisfied	20	33	24	27
Very satisfied	69	51	62	63
Total	100	100	100	100

The base numbers shown are unweighted counts.

Total may not sum to 100% due to rounding.

Note that the table excludes those who reported 'don't know'.

*Sub-sample based on those respondents who reported having a TELA laptop.

Table 14: Comments relating to the overall satisfaction with TELA laptops

Q10 For what particular reasons have you given this rating?

	Primary school principal	Primary school teacher	Secondary school principal	Secondary school teacher
Base =	343 %	264 %	111 %	151 %
Positive comments:				
Generally happy with laptop (e.g. runs well, had no issues, reliable)	59	50	58	63
It is easy to use/intuitive	15	19	17	15
It works fast/quickly	5	6	8	11
It comes with timely support and/or repair service	5	3	3	5
It is new/up-to-date (e.g. is routinely updated, modern)	4	2	3	5
It has a good screen (size and/or quality)	3	2	4	3
It is portable	3	3	2	5
It is light weight	2	3	4	3
It is robust/sturdy	2	2	0	4
It has sufficient storage/RAM	1	1	0	2
It has good battery life	0	1	0	3
Negative comments:				
Have had problems with laptop/It is unreliable (e.g. doesn't do everything I want, keeps cutting out, has glitches, had problems)	5	13	7	7
It is heavy	2	2	6	5
It runs slowly	2	5	3	2
It is difficult to use/still adjusting to it	1	1	2	1
It is bulky/too big	1	1	5	1
Has battery problems (e.g. has poor battery life, won't charge)	1	1	1	1
There are problems with the screen (size and/or quality)	1	1	1	2
Other	10	16	8	13
No particular reason	15	12	12	11
Don't know	0	1	0	0

The base numbers shown are unweighted counts.

Total may exceed 100% because of multiple responses.

*Sub-sample based on those respondents who reported having a TELA laptop and provided a satisfaction rating in Q9.

3.4 TELA laptop users use of non-TELA devices

There is an expectation that TELA laptops will meet most if not all users' needs. However, when asked to identify any non-TELA devices currently used to assist them with their job, Table 15 (overleaf) shows that more than one-half of responding users reported that they use a tablet, while at least one-third use a PC. However relatively few use another laptop, in addition to the one provided through the TELA Scheme.

Twenty-one to 31 percent of responding teachers and principals reported using no other devices for their job aside from their TELA laptop.

Amongst the responding primary school users:

- u Three-quarters (74 percent) of primary school teachers use a device other than their TELA laptop to help them with their job:
 - u Sixty-one percent currently use a tablet and 41 percent use a PC.
 - u Of those who use a tablet, approximately one-third (36 percent) report that they use their tablet as often as their TELA laptop. Seven percent use their tablet more often.
 - u Fourteen percent use another (basic) laptop and three percent use a hybrid.
- u Sixty-nine percent of primary school principals also use a device other than their TELA laptop to help them with their job:
 - u Fifty-six percent currently use a tablet and 33 percent use a PC.
 - u Of those who use a tablet, approximately one-third (30 percent) report that they use their tablet as often as their TELA laptop, while 12 percent use their tablet more often.
 - u Ten percent use another basic laptop and three percent use a hybrid.

Amongst the responding secondary school users:

- u Most (78 percent) secondary school teachers use a device other than their TELA laptop to help them with their job:
 - u Fifty-seven percent currently use a PC and 54 percent use a tablet.
 - u Of those who use a tablet, approximately one-third (34 percent) report that they use their tablet as often as their TELA laptop, while 20 percent use their tablet more often.
 - u Sixteen percent use another basic laptop and four percent use a hybrid.

- u Seventy percent of secondary school principals also use a device other than their TELA laptop to help them with their job:
- u Fifty-three percent currently use a tablet and 37 percent use a PC.
- u Of those who use a tablet, approximately one-third (34 percent) report that they use their tablet as often as their TELA laptop, while 24 percent use their tablet more often.
- u Eleven percent use a basic laptop and five percent use a hybrid.

Table 15: Non-TELA devices also used

Q11. Do you currently use any of the following non-TELA devices to help you with your job?

	Primary school principal	Primary school teacher	Secondary school principal	Secondary school teacher
Base =	344	264	111	152
	%	%	%	%
Tablet (e.g. iPad or Samsung Galaxy Note)	56	61	53	54
Hybrid laptop (laptop with detachable keyboard)	3	3	5	4
Basic laptop (different brand to your TELA laptop)	10	14	11	16
PC (e.g. in the computer room at school or at home)	33	41	37	57
No, I only use the TELA laptop leased to me	31	26	29	21
Don't know	0	0	1	1

The base numbers shown are unweighted counts.

Total may exceed 100% because of multiple responses.

*Sub-sample based on those respondents who reported having a TELA laptop.

Table 16 below shows that teachers and principals currently using an Apple TELA laptop were more likely to also be using a tablet to assist with their job compared with those using a Toshiba or HP TELA laptop (64 percent, compared with 49 percent and 56 percent respectively). Contrastingly, respondents using a Toshiba or HP TELA laptop were more likely to also be using a PC than those using an Apple TELA laptop (46 percent and 43 percent compared with 34 percent respectively).

Table 16: Non-TELA devices also used, by TELA laptop brand

Q11 Do you currently use any of the following non-TELA devices to help you with your job?

	TELA Toshiba	TELA Apple	TELA HP
Base =	301	277	333
	%	%	%
Tablet (e.g. iPad or Samsung Galaxy Note)	49	64	56
Hybrid laptop (laptop with detachable keyboard)	4	2	5
Basic laptop (different brand to your TELA laptop)	12	7	18
PC (e.g. in the computer room at school or at home)	46	34	43
No, I only use the TELA laptop leased to me	28	27	26
Don't know	0	1	0

The base numbers shown are unweighted counts.

Total may exceed 100% because of multiple responses.

*Sub-sample based on those respondents who reported having a TELA laptop and were aware of what brand they have.

Table 17: Extent to which non-TELA devices used in comparison to TELA laptops

Q11a. And do you use this/these non-TELA device(s) more, less or about as often as your TELA laptop?

	Primary school principal %	Primary school teacher %	Secondary school principal %	Secondary school teacher %
Tablet				
Base =	191	161	59	82
Less often	58	57	42	46
About as often	30	36	34	34
More often	12	7	24	20
No response	1	0	0	0
Total	100	100	100	100
Basic laptop				
Base =	33	37	12**	24**
Less often	64	70	50	42
About as often	18	27	25	38
More often	18	3	25	21
No response	0	0	0	0
Total	100	100	100	100
PC				
Base =	112	108	41	86
Less often	47	69	49	50
About as often	28	20	7	35
More often	22	10	39	15
No response	3	1	5	0
Total	100	100	100	100

The base numbers shown are unweighted counts.

Total may not sum to 100% due to rounding.

*Sub-sample based on those respondents who reported using one or more of the non-TELA devices in Q11.

**Caution: low base number of respondents – results are indicative only.

4.0 Improving TELA laptop users' experiences by providing other devices & accessories

In this section we explore current users' interest in having other devices, accessories and the latest operating system available through the TELA Scheme

Note that as the number of support staff within primary (n=26) and secondary schools (n=18) who currently use a TELA laptop is relatively small, the commentary in this section focuses on teachers and principals only.

4.1 TELA laptop users' interest in tablets and hybrid laptops

To better understand the demand for devices not currently offered, users were asked the extent to which making tablets and hybrid laptops available through the TELA Scheme would allow them to improve how they do their work or what they do. The results to this line of questioning should be considered in the light of their current use of these devices (see previous section).

As shown in Table 18, there was a reasonable level of interest in providing tablets as part of the TELA Scheme, more so than for hybrid laptops.

Amongst the responding primary school users:

- u Forty-four percent of primary school teachers reported that providing tablets as part of the TELA Scheme would improve how they do their work 'to a large extent', primarily because tablets are considered to be convenient/portable and easy to use. Typical of the comments provided are the following:

A tablet is more portable and is something that I use when out and about for note taking, creating and evaluating.

Tablets are more portable, easy to use, can download a variety of apps to help with planning, teaching and learning.

A small portable device would be great to take into classrooms when doing observations, making notes of learning conversations with teachers, note taking at PDL.

However, primary school teachers were less convinced that hybrid laptops would have a similar impact (15 percent of primary school teachers reported that providing hybrid laptops would help 'to a large extent'). This is largely related to a perception that hybrid laptops are not necessary, or because they have never used a hybrid and have therefore limited knowledge of the advantages of doing so. Typical of the comments provided are the following:

I like the keyboard on the laptop. I don't think I would use a detachable one.

Don't know enough about hybrid laptops.

I have no need for a hybrid laptop as the tablet allows wireless mobility and screen projection and the laptop for completing longer duration more demanding work related planning.

I can barely cope with the laptop now – a hybrid laptop would just confuse me.

- u Similar results were recorded in relation to primary school principals (41 percent and 15 percent, respectively, reported that tablets and hybrid laptops would allow them to improve their work 'to a large extent'). Typical of the comments provided are the following:

Tablets are more portable, less bulky, smaller – you can write freehand on it and it converts to text etc. great for calendar.

A tablet is easier to carry around when I move around the school or go to meetings.

Because I am in classrooms doing observations and feedback videoing is easy and non-intrusive with a tablet. I can work with a child and capture voice. It is more portable and easy to have with you at home in the evening. The keyboard is easy to use on the touch screen.

The screen size of hybrid laptops is too small for long periods of use.

Amongst the responding secondary school users:

- u Thirty-six percent of secondary school teachers reported that providing tablets as part of the TELA Scheme would improve how they do their work 'to a large extent'. As noted by the primary school teachers, secondary school teachers also considered tablets convenient and easy to use. Typical of the comments provided are the following:

Tablets offer a portability that laptops do not. Recently attended Ulearn conference and took my own personal tablet which was portable and functional. Most people at the conference had a similar portable device as laptop is too bulky. This is indicative of the portability required around the school environment. Staff require devices that can be carried onto the sports field, moved around the laboratory etc.

I am using an iPad to reply quickly to emails particularly emails with attachments which I cannot open using my cell phone. This way work is getting a lot quicker and allows me to respond to our staff faster hence work is a lot faster.

Tablets are lighter, more versatile and easy to use. They are able to do most basic functions necessary for teaching. I would only use a laptop if there were some high end function which required a lot more grunt to perform the tasks.

Much more portable access to online resources and communication. The ability to photograph or video student work for appraisal, evaluation and reporting with online tools.

Similar to primary school teachers, secondary school teachers were uncertain that hybrid laptops would improve their work 'to a large extent' (20 percent). Typical of the comments provided are the following:

These might be quite handy to use but probably not that necessary when you use a laptop.

Yes these are useful but I wouldn't need a laptop and a hybrid. I prefer a full size laptop over a hybrid.

I have never really used this type of laptop so I don't know its capabilities. I'm sure that it would be useful to a certain extent.

Not sure that I would find a hybrid laptop beneficial.

- u Reflecting the results of secondary school teachers, 39 percent of secondary school principals reported that tablets would allow them to improve their work 'to a large extent', while 17 percent felt hybrid laptops would improve their work to this degree. Typical of the comments provided are the following:

It would be useful in my Principal's role to use a tablet to access calendar, record instantly areas around the school and student voice, as well as easy recording of meetings where it is not practical to lug around you laptop.

I already use my iPad for its portability (i.e. staff briefings every day, to take minutes/notes at meetings which are then emailed).

Don't know how hybrid laptops would be of benefit.

I have no experience with hybrid laptops.

Table 18: Extent to which tablets and hybrid laptops would improve work practices

Q12. To what extent would adding the following devices or accessories to the TELA Scheme allow you to improve how you do your work or what you do?

	Primary school principal %	Primary school teacher %	Secondary school principal %	Secondary school teacher %
Tablets				
Base =	344	264	111	152
Not at all	14	11	12	14
To some extent	34	34	36	42
To a large extent	41	44	39	36
Don't know	10	10	14	8
Total	100	100	100	100
Hybrid laptops				
Base =	344	264	111	152
Not at all	37	35	27	35
To some extent	19	24	20	28
To a large extent	15	15	17	20
Don't know	29	26	36	17
Total	100	100	100	100

The base numbers shown are unweighted counts.

Total may not sum to 100% due to rounding.

*Sub-sample based on those respondents who reported having a TELA laptop.

Table 19: Reasons for rating tablets as likely/unlikely to improve work practices

Q12 To what extent would adding tablets to the TELA Scheme allow you to improve how you do your work or what you do? Please explain your rating below.

	Primary school principal	Primary school teacher	Secondary school principal	Secondary school teacher
Base =	344 %	264 %	111 %	152 %
Positive comments				
Tablets are convenient/portable	36	31	33	22
Tablets are easy/quick to use	11	11	7	12
Have accessibility to apps	6	12	5	6
Tablets are light weight	5	6	5	6
Tablets would be good to use in the classroom/for educational purposes	3	7	3	3
Accessibility (e.g. all teachers/principals would have access to one)	2	5	1	2
It would be good to have the latest technology/stay up-to-date with what students are using	2	5	2	5
Neutral comments				
I currently use my own personal tablet for work	8	4	5	5
Tablets would be useful as an extra but not as a replacement	7	7	7	12
No experience with tablet/don't know much about them (e.g. I don't know much about tablets)	4	5	9	8
School tablets are available for me to use	3	4	4	5
Negative comments				
Don't need tablets (e.g. Laptop does what I need, laptop is sufficient, tablet is not necessary for work purposes)	12	9	11	7
Prefer having a keyboard and/or mouse to operate a device	2	2	5	3
Tablets cannot do everything that a laptop does	1	2	1	5
Problems with the size of tablets (e.g. too small, too restrictive)	1	0	0	2
No comment	10	8	5	4
Other	14	13	11	20
Don't know	3	3	5	3

The base numbers shown are unweighted counts.

Total may exceed 100% because of multiple responses.

*Sub-sample based on those respondents who reported having a TELA laptop.

Table 20: Reasons for rating hybrid laptops as likely/unlikely to improve work practices

Q12 To what extent would adding hybrid laptops to the TELA Scheme allow you to improve how you do your work or what you do? Please explain your rating below.

	Primary school principal	Primary school teacher	Secondary school principal	Secondary school teacher
Base =	344 %	264 %	111 %	152 %
Positive comments				
Versatile (e.g. can use as a tablet or as a laptop)	7	10	12	17
Hybrids are portable/mobile	6	12	14	11
Ease of use/keyboard is useful	2	2	0	2
Neutral comments				
Lack of knowledge about hybrid laptops/unsure of the advantages (e.g. I don't know much about hybrids)	28	31	32	23
Already have a tablet with a wireless keyboard/Tablet is better	2	8	5	5
I currently use my own personal hybrid laptop for work	1	0	0	1
Negative comments				
Don't need a hybrid/prefer laptop	30	24	22	28
No comment/not applicable	12	12	9	17
Other	8	6	6	1
Don't know	8	4	5	5

The base numbers shown are unweighted counts.

Total may exceed 100% because of multiple responses.

*Sub-sample based on those respondents who reported having a TELA laptop.

4.2 TELA laptop users' interest in the most up-to-date operating systems

TELA users were also asked whether having laptops with the most up-to-date operating system available would improve how they do their work or what they do.

As shown in Table 21 overleaf, most users felt that having TELA laptops with the most up-to-date operating system available, would be of benefit.

Amongst the responding primary school users:

- u Forty-three percent of primary school teachers reported that adding laptops with the most up-to-date operating system available to the TELA Scheme would improve how they do their work 'to a large extent'. Twenty-seven percent felt it would help 'to some extent', while 17 percent felt it would have no impact at all. Typical of the comments provided are the following:

It is important to keep updated so that other programmes work efficiently.

It is important that we keep up with what is available in order to provide the best opportunities for our teaching and learning.

I think it's really important to provide teachers with the most up to date software available. The laptops are leased over three years so if teachers aren't given the most up to date version at the start of the lease by the end of the lease the laptop is well behind in software.

- u Forty-five percent of primary school principals also felt that having the most up-to-date operating system installed on TELA's laptops would help 'to a large extent'. Twenty-five percent felt it would help 'to some extent', while 13 percent felt it would have no impact at all. Typical of the comments provided are the following:

It is good to keep up to date. Generally the latest software is easier to use and more capable.

To allow teachers to grow and develop their skills the operating system needs to be the most up-to-date available.

We need to have the latest if we are going to continue to be highly effective.

It's important to understand how it works if it's the operating system that the kids are using.

Amongst the responding secondary school users:

- u Thirty-six percent of secondary school teachers reported that adding laptops with the most up-to-date operating system available to the TELA Scheme would improve how they do their work 'to a large extent'. Thirty percent felt it would help 'to some extent', while 24 percent felt it would have no impact at all. Typical of the comments provided are the following:

Always needs to be up to date. Nothing worse than receiving something and you aren't running the current version.

It is fast and reliable. Allows me to use the latest versions of programs efficiently.

Need up to date OS to deliver real world examples to students i.e. current software.

- u Forty-four percent of secondary school principals also felt that having the most up-to-date operating system installed on TELA's laptops would help 'to a large extent'. Twenty-five percent felt it would help 'to some extent', while 10 percent felt it would have no impact at all. Typical of the comments provided are the following:

Essential that we have the latest programmes available.

Need to keep up to date with the technology of the students and wider world.

Often not having the latest operating system means that I cannot run the latest software.

Speed and transferability information from user to user is very important.

Table 21: Extent to which having the latest operating system would improve work practices

Q12c. To what extent would adding laptops with the most up-to-date operating system available (e.g. Windows 8) to the TELA Scheme allow you to improve how you do your work or what you do?

	Primary school principal	Primary school teacher	Secondary school principal	Secondary school teacher
Base =	344	264	111	152
	%	%	%	%
Not at all	13	17	10	24
To some extent	25	27	25	30
To a large extent	45	43	44	36
Don't know	17	13	21	11
Total	100	100	100	100

The base numbers shown are unweighted counts.

Total may not sum to 100% due to rounding.

*Sub-sample based on those respondents who reported having a TELA laptop.

**Caution: low base number of respondents – results are indicative only.

Table 22: Reasons for having the latest operating system likely/unlikely to improve work practices

Q12c. To what extent would having the most up-to-date operating system available (e.g. Windows 8), improve how you do your work or what you do? Please explain your rating below.

	Primary school principal	Primary school teacher	Secondary school principal	Secondary school teacher
Base =	344	264	111	152
	%	%	%	%
Positive comments:				
Good to have latest technology/be up-to-date	38	41	34	37
Positive comment about Windows 8	4	7	10	6
Neutral comments:				
Current system is adequate (e.g. happy with current system, haven't seen a need to change from Window 7 etc.)	14	9	16	14
I have an Apple laptop/Mac IOS/don't use windows	4	7	3	2
Limited knowledge/Not familiar with how new operating systems would benefit school	5	6	8	6
Already have most up-to-date operating system	6	5	5	7
Difficult to get used to/would require training/PD/learning	3	2	5	3
Negative comments:				
Negative comment about new operating systems (e.g. Windows 8 is hard to use)	4	6	5	16
Issues with compatibility/needs to be compatible with school devices/server/network	5	5	5	5
Other	13	11	12	14
Not applicable	5	5	2	0
Don't know	3	4	5	5

The base numbers shown are unweighted counts.

Total may exceed 100% because of multiple responses.

*Sub-sample based on those respondents who reported having a TELA laptop.

4.3 TELA laptop users' on-going requirement for CD/DVD drives

To establish whether or not CD/DVD drives are necessary for future devices offered through the TELA Scheme, TELA users were asked whether this was an ongoing requirement.

As shown in Table 23 below, most TELA users confirmed that they do have an ongoing need for a CD/DVD drive.

Amongst the responding primary school users:

- u Seventy-eight percent of primary school teachers reported that they have an ongoing requirement for a CD/DVD drive.
- u Although not as pronounced, most primary school principals (70 percent) also reported an ongoing need for a CD/DVD drive.

Amongst the responding secondary school users:

- u Seventy-one percent of secondary school teachers and 68 percent of principals also reported that they have an ongoing requirement for a CD/DVD drive.

Table 23: On-going requirement for CD/DVD drive

Q13. Do you have an on-going requirement for a CD/DVD drive?

	Primary school principal	Primary school teacher	Secondary school principal	Secondary school teacher
Base =	344	264	111	152
	%	%	%	%
Yes	70	78	68	71
No	25	18	26	27
Don't know	5	3	5	2
Total	100	100	100	100

The base numbers shown are unweighted counts.

Total may not sum to 100% due to rounding.

*Sub-sample based on those respondents who reported having a TELA laptop.

5.0 The experiences of in-school TELA Scheme support staff

In this section of the report we report on the overall satisfaction of the school's TELA support staff (these included administration staff and/or those who provide IT support services to TELA users). This is against the background of the number and type of TELA laptops being used within each school and how well each brand rates in terms of reliability and ease of use.

5.1 Schools' inventory of TELA laptops

School TELA support staff were asked to identify the brands of TELA laptops they currently use in their school, how many TELA laptops they have of each brand and how old most of the laptops are (Table 24 to Table 26 overleaf).

Amongst the responding primary school TELA support staff:

- u Around one-half reported that users within their school currently have Toshiba (49 percent), HP (47 percent) and/or Apple TELA laptops (45 percent).
- u However, the actual proportions in this regard are likely to be higher than reported as one-fifth or more, reported that they did not know which specific brands of laptops were used in their school (e.g. 24 percent gave no response or said they 'don't know' if their school had a particular brand of laptop).
- u Around one-third of support staff estimated that their school had less than 20 of any one brand of TELA laptop currently in use within their school. For example, 43 percent of primary school support staff reported having fewer than 20 Toshiba laptops in use, 33 percent had fewer than 20 Apple laptops and 34 percent had fewer than 20 HPs.
- u The majority (71 percent) reported that most of the TELA laptops in use at their school were at least 12 months old.

Amongst the responding secondary school TELA support staff:

- u Sixty-nine percent reported that users within their school currently have HP laptops, while around one-half said they have Toshiba and/or Apple laptops (51 percent and 45 percent respectively).
- u Thirty-one percent of secondary school support staff reported having fewer than 20 Toshiba laptops in use, 32 percent had fewer than 20 Apple laptops and 25 percent had fewer than 20 HPs.

- u The majority (88 percent) reported that most of the TELA laptops in use at their school were at least 12 months old.

Table 24: School inventories by TELA laptop brand

	Primary school %	Secondary school %
TELA Toshiba		
Base =	397	194
School has this brand	49	51
School does <u>not</u> have this brand	27	33
Don't know/No response	24	16
Total	100	100
TELA Apple		
Base =	397	194
School has this brand	45	45
School does not have this brand	34	39
Don't know/No response	21	16
Total	100	100
TELA HP		
Base =	397	194
School has this brand	47	69
School does not have this brand	26	19
Don't know/No response	27	12
Total	100	100

The base numbers shown are unweighted counts.

Total may not sum to 100% due to rounding.

*Sub-sample based on those respondents who reported in Q1 that they were the TELA support person at their school.

Table 25: Number of TELA laptops in use

Q14. About how many TELA laptops are being used in your school at present?

	Primary school %	Secondary school %
TELA Toshiba		
Base =	397	194
0	27	33
1-19	43	31
20-39	6	8
40-59	0	6
60-79	0	3
80+	0	3
Don't know	2	4
No response	22	12
Total	100	100
TELA Apple		
Base =	397	194
0	34	39
1-19	33	32
20-39	10	8
40-59	2	2
60-79	1	2
80+	0	1
Don't know	1	2
No response	20	14
Total	100	100
TELA HP		
Base =	397	194
0	26	19
1-19	34	25
20-39	12	16
40-59	1	14
60-79	1	7
80+	0	7
Don't know	2	3
No response	25	9
Total	100	100

The base numbers shown are unweighted counts.

Total may not sum to 100% due to rounding.

*Sub-sample based on those respondents who reported in Q1 that they were the TELA support person at their school.

Table 26: Age of TELA laptops in school inventories

Q15. How old are most of the TELA laptops in your school?

	Primary school	Secondary school
Base =	397	194
	%	%
Less than 1 year	28	10
1 year or more	71	88
Don't know	1	2
Total	100	100

The base numbers shown are unweighted counts.

Total may not sum to 100% due to rounding.

*Sub-sample based on those respondents who reported in Q1 that they were the TELA support person at their school.

5.2 Changes made on delivery of TELA laptops

TELA support staff were asked if their school usually changes the software image on delivery of TELA laptops. Staff who reported this was usually the case were asked to identify what school based applications were added to the image (Table 27 and Table 28).

Amongst the responding primary school TELA support staff:

- u Approximately one-third (35 percent) reported that their school makes changes to the software image when a TELA laptop arrives. Forty-three percent reported that they do not make any changes, while 22 percent said they were unsure.
- u Of those who reported changes were usually made, the school-based applications and/or software added to the image that were most frequently mentioned included:
 - u Connecting or imaging the laptop to the school server/network (25 percent).
 - u School management software (24 percent).
 - u Interactive whiteboard software (14 percent).
 - u Microsoft software (14 percent).
 - u Web browser(s) (12 percent).
 - u Design software (12 percent).

Amongst the responding secondary school support staff:

- u Over one-half (57 percent) reported that their school makes changes to the software image when a TELA laptop arrives. Twenty-nine percent said they do not make any changes to the image and 13 percent did not know.
- u Of those who reported changes were usually made, the school-based applications and/or software added to the image that were most frequently mentioned included:
 - u School management software (55 percent).
 - u Design software (35 percent).
 - u Web browser (23 percent).
 - u Microsoft software (19 percent).
 - u Connecting or imaging the laptop to the school server/network (18 percent).
 - u Printer or photocopier software (15 percent).

- u Video, media or flash player (15 percent).
- u Video/animation/media presentation software (14 percent).
- u Photo or image manipulation software (12 percent).
- u Windows operating system (12 percent).

Table 27: Changes made to the software image on delivery of a TELA laptop

Q16. Now thinking about when a TELA laptop is delivered, does your school usually change the software image used on the laptop?

	Primary school	Secondary school
Base =	397	194
	%	%
Yes	35	57
No	43	29
Don't know	22	13
Total	100	100

Total may not sum to 100% due to rounding.

*Sub-sample based on those respondents who reported in Q1 that they were the TELA support person at their school.

Table 28: School-based applications added to the software image of TELA laptops

Q17 What school-based applications are added to the image?

	Primary school	Secondary school
Base =	138	111
	%	%
Networked and connected/imaged to school server (general mention)	25	18
School Management System/Software (e.g. musac, Kamar, file maker)	24	55
Microsoft software (e.g. Microsoft package, Office, Word, Publisher)	14	19
Interactive whiteboard software (e.g. ActivInspire, ActivBoard, SmartBoard Software, mimio, EasiTeach)	14	10
Web browser (e.g. Google Chrome, Mozilla Firefox)	12	23
Design Software (e.g. AutoCad, Comic Life, ArtRage, Adobe Creative Suite, Google, Sketch-up, Irfanview)	12	35
Photo/Image manipulation software (e.g. Photoshop, GIMP, KidPix)	9	12
Literacy, Numeracy and Assessment software (e.g. Clicker, Steps, Jolly Phonics, Lexia Learning, Pearson Maths)	9	4
Windows operating system (e.g. Windows 7, Windows 8, Win 7 Pro)	8	12
Printer or photocopier software (e.g. Papercut, equitrac)	8	15
Video/animation/media/presentation software (e.g. Scratch, Springboard, Final Cut Express, Blender, I Can Animate, Adobe Premiere, iShowU, Kahootz)	6	14
Antivirus or Symantec (e.g. Norton antivirus)	4	11
Video/media/flash player (e.g. VLC player, Adobe Flash player)	3	15
Click view	1	7
Music-related software	1	3
A variety of applications/software (general mention)	14	12
Other	19	23
None	1	0
Don't know	19	7

The base numbers shown are unweighted counts.

Total may exceed 100% because of multiple responses.

*Sub-sample based on those respondents who reported in Q16 that their school changes the software image used on TELA laptops upon delivery.

5.3 Opinions about the reliability & ease of use TELA laptops

TELA support staff were asked to rate the TELA laptops used in their school in terms of their reliability and ease of use on a scale from 1 to 5 (where 1='very poor' and 5='very good'). As shown in Table 29 and Table 30 overleaf most respondents rated the TELA laptops positively in relation to both of these aspects, while Table 31 shows a similarly high rating in terms of overall satisfaction.

Amongst the responding primary school support staff:

- u The majority rated all three brands of TELA laptops as reliable.
- u Eighty-one percent of those whose school uses Toshiba laptops rated their reliability as a 4 or 5 out of 5, 94 percent rated their Apple laptops as reliable and 83 percent rated their HP laptops as reliable.
- u Most also rated the TELA laptops in their school as easy to use.
- u Seventy-eight percent of those who have Toshiba laptops in their school rated them as easy to use (4 or 5 out of 5). Eighty-seven percent considered their Apple laptops easy to use and 85 percent rated their HP laptops as easy to use.
- u Reflecting these positive results, most reported being satisfied or very satisfied overall with each of the three brands of TELA laptops.
- u Eighty-four percent were satisfied/very satisfied with the Toshiba TELA laptops (rating of 4 or 5 out of 5). Ninety-six percent were satisfied with the Apple laptops and 87 percent with the HP laptops.

Amongst the responding secondary school support staff:

- u The majority rated all three brands of TELA laptops as reliable.
- u Eighty-two percent of those whose school uses Toshiba laptops rated their reliability as a 4 or 5 out of 5, 96 percent rated their Apple laptops as reliable and 87 percent rated their HP laptops as reliable.
- u Most also found the three brands of TELA laptops easy to use.
- u Eighty-seven percent of those who have Toshiba laptops in their school rated them as easy to use (4 or 5 out of 5). Eighty-six percent considered their Apple laptops easy to use and 89 percent rated their HP laptops as easy to use.
- u Reflecting these positive results, most reported being satisfied or very satisfied overall with each of the three brands of TELA laptops.

- u Eighty-two percent were satisfied/very satisfied with the Toshiba TELA laptops (rating of 4 or 5 out of 5). Ninety percent were satisfied with the Apple laptops and 84 percent with the HP laptops.

Table 29: Reliability of TELA laptops by brand

Q18. How do you rate the TELA laptops your school currently has in terms of...?

	Primary school %	Secondary school %
TELA Toshiba: Reliability		
Base =	212	100
1 – Very poor	2	2
2	4	5
3 – Neutral	12	11
4	28	31
5 – Very good	53	51
Total	100	100
TELA Apple: Reliability		
Base =	182	84
1 - Very poor	1	0
2	2	1
3 - Neutral	4	2
4	17	25
5 - Very good	77	71
Total	100	100
TELA HP: Reliability		
Base =	202	134
1 - Very poor	2	1
2	3	4
3 - Neutral	11	8
4	29	36
5 - Very good	54	51
Total	100	100

The base numbers shown are unweighted counts.

Total may not sum to 100% due to rounding.

Note that the table excludes those who reported 'don't know'.

*Sub-samples based on those respondents who identified in Q14 that their school currently uses one or more of the three brands of TELA laptops.

Table 30: Ease of use of TELA laptops by brand

Q18. How do you rate the TELA laptops your school currently has in terms of...?

	Primary school %	Secondary school %
TELA Toshiba: Ease of use		
Base =	213	100
1 - Very poor	2	1
2	1	1
3 - Neutral	19	11
4	26	43
5 - Very good	52	44
Total	100	100
TELA Apple: Ease of use		
Base =	183	80
1 - Very poor	2	1
2	2	2
3 - Neutral	9	10
4	17	25
5 - Very good	70	61
Total	100	100
TELA HP: Ease of use		
Base =	204	134
1 - Very poor	1	0
2	2	1
3 - Neutral	12	10
4	30	39
5 - Very good	55	50
Total	100	100

The base numbers shown are unweighted counts.

Total may not sum to 100% due to rounding.

Note that the table excludes those who reported 'don't know'.

*Sub-samples based on those respondents who identified in Q14 that their school currently uses one or more of the three brands of TELA laptops.

Table 31: Overall satisfaction with TELA laptops by brand

Q19. And overall, how satisfied or dissatisfied are you with the TELA laptops your school has?

	Primary school %	Secondary school %
TELA Toshiba: Overall satisfaction		
Base =	214	103
1 - Very dissatisfied	3	2
2	4	6
3 - Neutral	9	11
4	32	35
5 - Very satisfied	52	47
Total	100	100
TELA Apple: Overall satisfaction		
Base =	182	86
1 - Very dissatisfied	1	1
2	1	1
3 - Neutral	3	8
4	16	20
5 - Very satisfied	80	70
Total	100	100
TELA HP: Overall satisfaction		
Base =	202	136
1 - Very dissatisfied	3	1
2	4	4
3 - Neutral	6	10
4	33	33
5 - Very satisfied	54	51
Total	100	100

The base numbers shown are unweighted counts.

Total may not sum to 100% due to rounding.

Note that the table excludes those who reported 'don't know'.

*Sub-samples based on those respondents who identified in Q14 that their school currently uses one or more of the three brands of TELA laptops.

5.4 Satisfaction with the current range of TELA laptops

TELA support staff were asked to rate on a scale from 1 to 5 (where 1='very dissatisfied' and 5='very satisfied') how satisfied their school was with the range of TELA laptops available in the most recent Telecom Rentals catalogue (last updated mid-April 2013). Table 32 below shows that, of the responding primary and secondary schools who had seen this catalogue, around two-thirds were satisfied with the current range of laptops on offer.

Amongst the responding primary school TELA support staff:

- u Sixty-eight percent reported that their school was satisfied or very satisfied with the current range of TELA laptops available in the Telecom Rentals catalogue. In fact, 30 percent gave the highest possible rating of 'very satisfied.'

Amongst the responding secondary school support staff:

- u Comparable with primary schools, 67 percent of secondary school support staff reported that their school was satisfied or very satisfied with the range of laptops in the most recent catalogue (23 percent said that their school was 'very satisfied').

Table 32: Satisfaction-dissatisfaction with current range of TELA laptops

Q20. In general, how satisfied or dissatisfied is your school with the current range of TELA laptops available in the Telecom Rentals catalogue? The catalogue was last updated mid-April 2013

	Primary school	Secondary school
Base =	397	194
	%	%
Very dissatisfied	4	2
Dissatisfied	5	9
Neutral	14	16
Satisfied	38	44
Very satisfied	30	23
Don't know	1	1
I have not seen this catalogue	9	5
Total	100	100

The base numbers shown are unweighted counts.

*Sub-sample based on those respondents who reported in Q1 that they were the TELA support person at their school.

6.0 The quality of the service provided by Telecom Rentals

In 2012, Telecom Rentals become the service provider for the TELA Scheme. In this section we report on the degree of contact with Telecom Rentals in the last 12 months to receive support, how the contact was made, satisfaction with the service received and general suggestions as to how Telecom Rentals could improve its support services.

6.1 Contact with Telecom Rentals

All respondents were asked whether in the last 12 months they had any direct contact with Telecom Rentals in the last 12 months. Table 33 overleaf shows that just under one-half of respondents from responding primary and secondary schools had had contact with Telecom Rentals in the last 12 months.

Amongst the responding primary school respondents:

- u Forty-four percent reported that they had had some form of direct contact with Telecom Rentals in the last 12 months. About one-half (48 percent) said that they had had no contact with the service provider, while nine percent were not sure.
- u Of those who had had direct contact with Telecom Rentals, 93 percent identified they had used their website to order TELA laptops, 66 percent had used their Helpdesk services, 59 percent had used their warranty repair services and 32 percent had used their indemnity repair services (Table 34).

Amongst the responding secondary school respondents:

- u Forty-five percent of secondary school respondents reported that they had had direct contact with Telecom Rental over the past year. Fifty-one percent mentioned they had not had any contact and four percent said they were unsure.
- u Of those who had had direct contact with the service provider, 88 percent identified they had used the Telecom Rentals website to order TELA laptops, 60 percent had used their Helpdesk services, 71 percent had used their warranty repair services and 44 percent had used their indemnity repair services (Table 34).

Table 33: Contact with Telecom Rentals in the last 12 months

Q20a. Last year Telecom Rentals became the service provider for the TELA Scheme. In the last 12 months have you had any direct contact with Telecom Rentals?

	Primary school	Secondary school
Base =	747	383
	%	%
Yes	44	45
No	48	51
Don't know	9	4
Total	100	100

The base numbers shown are unweighted counts.
Total may not sum to 100% due to rounding.

Table 34: Nature of the contact with Telecom Rentals in the last 12 months

	Primary school	Secondary school
Base =	326	172
	%	%
Website to order TELA laptops		
Yes	93	88
No	6	11
Don't know	1	1
Helpdesk services		
Yes	66	60
No	31	35
Don't know	3	5
Warranty repair service		
Yes	59	71
No	37	27
Don't know	4	2
Indemnity repair services		
Yes	32	44
No	60	52
Don't know	8	4
Total	100	100

The base numbers shown are unweighted counts.
Total may not sum to 100% due to rounding.

*Sub-sample based on those respondents who reported that they had had contact with Telecom Rentals in the last 12 months.

6.2 Satisfaction with Telecom Rentals' service

Respondents who had had contact with Telecom Rentals via particular support services, over the last 12 months, were asked to rate these services on a scale from 1 to 5 (where 1='very poor' and 5='very good'). Overall, most respondents reported being satisfied with the support services they received from Telecom Rentals (Table 35 to Table 44).

Amongst the responding primary school respondents:

- u Eighty-seven percent of those who had used the Telecom Rentals website to order TELA laptops reported they were satisfied (rated good or very good), primarily because the website was easy to use, clear and informative. Typical of the comments provided are the following:

Have had to use once and had no problems. For someone like me who is computer illiterate, that is good.

Had no issues and easy to follow.

Renewals and returns are easy to do on-line; the improved system of ordering and receiving a laptop prior to receipt of the previous one is great; laptops are available when ordered without the long delays for back orders.

- u Eighty-two percent of those who had used the Telecom Rentals Helpdesk reported they were satisfied (rated good or very good) with the service they received. This was largely due to the staff being friendly and helpful. Typical of the comments provided are the following:

Little wait time, prepared to call back after school hours or when convenient for the teacher, able to talk through a request.

I had questions about return of old laptops and getting the new laptops and they were prompt and helpful.

They are very quick to respond and have always been able to solve issues without any drama.

- u Most respondents who had used the Telecom Rentals warranty repair service also reported that they were satisfied with the service they received (79 percent gave a rating of good or very good). This was mainly due to the prompt service they received particularly in relation to the turnaround time. Typical of the comments provided are the following:

Quick response and repairs normally carried out within a short time of logging in an issue.

Simple system and repairs / issues resolved very quickly. Usually in less than 5 working days.

Simple and easy to follow process with a quick turnaround.

- u Sixty-two percent of those who had used Telecom Rental indemnity repair services, reported they received good/very good service. A further 11 percent rated the service as 'OK' (i.e. rating of 3). Typical of the comments provided are the following:

The responded straight away to all queries I have had!

Efficient clear communication and prompt service.

Fairly prompt service and communication, occasional problems with courier pickups.

No problem to get repairs done, bit of a wait to get them back.

- u In summary, the large majority of primary school respondents who had had contact with Telecom Rentals in the last 12 months reported that, overall, they were satisfied with the service they were provided (86 percent gave a rating of good or very good). This was primarily due to the great customer service they received. Typical of the comments provided are the following:

When I had a problem ordering some laptops they were quickly available to answer my problem and were able to solve the issue for me.

Generally overall the service our school has received has been helpful, contact has not been a problem and responses have been very good.

Easy to contact, always very helpful.

Amongst the responding secondary school respondents:

- u Almost all respondents who had used the Telecom Rentals website to order TELA laptops reported they were satisfied (92 percent provided a rating of good or very good). This was mainly due to the user-friendliness of the website. Typical of the comments provided are the following:

I have had no problems using this web site. The ordering information is explanatory and easy to follow.

Website is very easy to use both for ordering, cancelling orders and locating current information.

Clean easy to use interface without the plethora of documents that the previous system required.

- u Most respondents who had used the Telecom Rentals Helpdesk reported that they were satisfied with the service they received (84 percent gave a rating of good or very good), primarily due to the helpful nature of staff. Typical of the comments provided are the following:

The staffs are always very helpful and obliging.

Questions asked were explained so the appropriate action could be taken with no trouble.

Customer service was great and they were able to provide support when I needed it.

Friendly prompt service.

- u Eighty percent of those who had used the Telecom Rentals warranty repair service, reported they were satisfied with the service they were provided (rating of good or very good). This was largely due to the quick repair service and turnaround time. Typical of the comments provided are the following:

Repair was done promptly.

Onsite work has always been done quickly and to a high standard.

Quick turn-around times for repairs.

- u Seventy percent of those who had used Telecom Rental indemnity repair services reported that they received good/very good service. A further 17 percent rated the service as 'OK' (i.e. a rating of 3). Typical of the comments provided are the following:

A laptop that had accidental damage was sent up for repair, and returned in working order within a good turnaround time.

Very fast to respond - don't have to answer 100 questions before any action is taken.

Happy with this service, but it does take longer than a warranty repair.

- u In summary, 89 percent of secondary school respondents who had had contact with Telecom Rentals in the last 12 months reported that, overall, they were satisfied with service they received (rating of good or very good). This was primarily attributed to great customer service. Typical of the comments provided are the following:

The system is easy to use, and those on the end of the phone know the system.

The staff always have the information at hand and are pleasant to deal with.

Excellent service and willing to support no matter what the problem.

Table 35: Rating of Telecom Rental website

Q21a. Using Telecom Rentals website to order TELA laptops

	Primary school	Secondary school
Base =	254	125
	%	%
Very poor	0	0
Poor	2	1
OK	10	6
Good	26	26
Very good	61	66
Don't know	1	1
Total	100	100

The base numbers shown are unweighted counts.

Total may not sum to 100% due to rounding.

*Sub-sample based on those respondents who reported that they had used Telecom Rentals website to order TELA laptops in the last 12 months.

Table 36: Reasons for rating Telecom Rental website positively/negatively

Q21a. How would you rate Using Telecom Rentals website to order TELA laptops? Please explain your rating below.

	Primary school	Secondary school
Base =	254	125
	%	%
Positive comments:		
Easy/clear/informative website (e.g. ordering process/system)	50	53
Good customer service (e.g. fast response to queries, helpful staff, prompt, efficient)	16	12
No problems (e.g. hassle free, no issues etc.)	16	11
Quick turnaround of new laptop	14	11
Negative comments:		
Problem with website (e.g. difficult to log in, confusing ordering process, website has glitches)	4	6
Poor service (unhelpful staff, slow response to queries/problems)	1	1
Slow turnaround of new laptop	0	1
Other	12	14
Not applicable	6	7
Don't know	1	0
Refused	0	0

The base numbers shown are unweighted counts.

Total may exceed 100% because of multiple responses.

*Sub-sample based on those respondents who reported that they had used Telecom Rentals website to order TELA laptops in the last 12 months.

Table 37: Rating of Telecom Rental Helpdesk services

Q21b. Telecom Rentals Helpdesk services

	Primary school	Secondary school
Base =	224	112
	%	%
Very poor	0	0
Poor	2	1
OK	11	7
Good	23	29
Very good	59	55
Don't know	5	7
Total	100	100

The base numbers shown are unweighted counts.

Total may not sum to 100% due to rounding.

*Sub-sample based on those respondents who reported that they had used Telecom Rentals Helpdesk services in the last 12 months.

Table 38: Reasons for rating Telecom Rental Helpdesk services positively/negatively

Q21b. How would you rate Telecom Rentals Helpdesk services? Please explain your rating below.

	Primary school	Secondary school
Base =	224	112
	%	%
Positive comments:		
Friendly and helpful staff	55	56
Prompt and efficient	25	22
No problems (e.g. hassle free, no issues etc.)	3	7
Fixed problem	3	1
Negative comments:		
Poor service (e.g. unhelpful staff, poor/slow response to queries)	6	6
Other	15	12
Not applicable/no comment	6	5
Don't know	1	1
Refused	4	4

The base numbers shown are unweighted counts.

Total may exceed 100% because of multiple responses.

*Sub-sample based on those respondents who reported that they had used Telecom Rentals Helpdesk services in the last 12 months.

Table 39: Rating of Telecom Rental warranty repair service

Q21c. Telecom Rentals warranty repair service (e.g. damages/problems that Telecom Rentals is responsible for)

	Primary school	Secondary school
Base =	205	126
	%	%
Very poor	0	0
Poor	4	4
OK	10	14
Good	26	29
Very good	53	51
Don't know	6	2
Total	100	100

The base numbers shown are unweighted counts.

Total may not sum to 100% due to rounding.

*Sub-sample based on those respondents who reported that they had used Telecom Rentals warranty repair service in the last 12 months.

Table 40: Reasons for rating Telecom Rental warranty repair service positively/negatively

Q21c. How would you rate Telecom Rentals warranty repair service? Please explain your rating below.

	Primary school	Secondary school
Base =	205	126
	%	%
Positive comments:		
Quick turnaround/repair service	43	40
Good service (e.g. helpful staff, knowledgeable, friendly)	25	23
Clear/simple process (e.g. logging process)	7	5
Fixed problem	4	9
No problems (e.g. hassle free, no issues etc.) (general mention)	3	1
Negative comments:		
Slow turnaround/repair/pick up time	7	7
Poor service (e.g. unhelpful staff, poor/slow response to queries, poor communication)	5	2
Difficult/unclear/confusing process (not sure of the progress, when laptop will be back etc)	3	6
Other	11	23
Not applicable	13	5
Don't know	0	0
Refused	0	0

The base numbers shown are unweighted counts.

Total may exceed 100% because of multiple responses.

*Sub-sample based on those respondents who reported that they had used Telecom Rentals warranty repair service in the last 12 months.

Table 41: Rating of Telecom Rental indemnity repair service

Q21d. Telecom Rentals indemnity repair services (e.g. damages/problems with the laptop that are not covered by warranty)

	Primary school	Secondary school
Base =	132	82
	%	%
Very poor	1	0
Poor	6	4
OK	11	17
Good	23	24
Very good	39	46
Don't know	19	9
Total	100	100

The base numbers shown are unweighted counts.

Total may not sum to 100% due to rounding.

*Sub-sample based on those respondents who reported that they had used Telecom Rentals indemnity repair service in the last 12 months.

Table 42: Reasons for rating Telecom Rental indemnity repair service positively/negatively

Q21d. How would you rate Telecom Rentals indemnity repair services? Please explain your rating below.

	Base =	Primary school 132 %	Secondary school 82 %
Positive comments:			
Quick turnaround/repair service		26	33
Good customer service (e.g. helpful staff, knowledgeable, friendly)		16	24
Clear/simple process		9	5
Fixed problem		2	5
No problems (e.g. hassle free, no issues etc.) (general mention)		5	5
Negative comments:			
Slow turnaround/repair		8	13
Poor customer service (e.g. unhelpful staff, slow to respond to queries)		2	0
Problem with the process (e.g. too long, courier slow pick-up, have to send laptop away)		6	7
Warranty needs to cover more/too expensive to cover repairs not covered under warranty (e.g. battery)		3	2
Other		11	13
Not applicable		27	12
Don't know		1	0
Refused		0	0

The base numbers shown are unweighted counts.

Total may exceed 100% because of multiple responses.

*Sub-sample based on those respondents who reported that they had used Telecom Rentals indemnity repair service in the last 12 months.

Table 43: Overall rating of Telecom Rental service

Q21e. Overall service provided by Telecom Rentals

	Base =	Primary school 295 %	Secondary school 158 %
Very poor		0	0
Poor		2	1
OK		10	8
Good		28	36
Very good		58	53
Don't know		2	2
Total		100	100

The base numbers shown are unweighted counts.

Total may not sum to 100% due to rounding.

*Sub-sample based on those respondents who reported that they had had contact with Telecom Rentals in the last 12 months.

Table 44: Reasons for overall rating of Telecom Rental service positively/negatively

Q21. How would you rate Telecom Rentals on the following services? Please explain your rating below.

	Primary school	Secondary school
Base =	295	158
	%	%
Positive comments:		
Good customer service (e.g. helpful staff, knowledgeable, friendly)	39	40
Experienced no problems (general mention)	23	25
Quick/prompt/efficient service	19	12
Clear/simple processes	6	8
Fast response to queries	4	5
Negative comments:		
Slow turnaround/repair services	1	3
Poor customer service (e.g. unhelpful staff, slow to respond to queries)	1	1
Difficult/unclear processes	1	1
Poor/slow response to queries	1	1
Other	14	16
Not applicable	11	9
Don't know	0	1
Refused	0	0

The base numbers shown are unweighted counts.

Total may exceed 100% because of multiple responses.

*Sub-sample based on those respondents who reported that they had had contact with Telecom Rentals in the last 12 months.

6.3 Improving Telecom Rentals' service

Respondents who had had contact with Telecom Rentals in the last 12 months were asked if they had any suggestions about the support services they currently provide. Table 45 overleaf shows the large majority of respondents did not have any suggestions about how Telecom Rentals could improve its services (86 percent of primary school respondents and 76 percent of secondary school respondents).

Amongst the responding primary school respondents:

- u Fourteen percent provided a suggestion as to how Telecom Rentals could improve their support services. Most suggestions were about extending the current range of devices available to include, for example, providing tablets as part of the TELA Scheme. Typical of the comments provided are the following:

I would like to see a better variety or number of options provided through the scheme - iPads, chromebooks, tablets etc. as these are the devices that many schools are promoting. The laptops are good but could be smaller and more easily concealed for security reasons and more easily transported. Devices with long battery life are an important feature.

Extend the catalogue to include iPads/tablets.

My teachers tell me that they would like to have a tablet or iPad instead of a laptop. There needs to be more flexibility and range of devices provided to meet the new generation of classroom teacher.

Provide lighter laptops or notebooks.

Amongst the responding secondary school respondents:

- u Around one-quarter (24 percent) gave a suggestion about how Telecom Rentals could improve their support services. Comparable with primary school respondents, most of the suggestions related to providing a more diverse range of devices. Typical of the comments provided are the following:

Greater range of machines, a cheaper basic model would be useful. Need access to a range of tablets.

Could extend the range of laptops available slightly. Models available are often out of date when supplied.

A super high end model laptop might be a good idea for the art and technology teacher.

A better or more up to date selection of devices. More Ultrabook and tablet (not the old-school swivel type) options. Our staff do not enjoy carrying a bulky and heavy machine between classes all day.

Table 45: Extent to which have suggestions for Telecom Rental to improve its support services

Q22. Do you have any suggestions about the services Telecom Rentals currently provide?

	Primary school	Secondary school
Base =	326	172
	%	%
Suggestion	14	24
Other general comment	6	4
No, I do not have any suggestions	78	70
Don't know	2	2
Total	100	100

The base numbers shown are unweighted counts.

Total may not sum to 100% due to rounding.

*Sub-sample based on those respondents who reported that they had had contact with Telecom Rentals in the last 12 months.

7.0 Opinions about future needs

In this section we report the results of questions which were asked at the conclusion of the survey; specifically, a question about the impact that UFB and RBI will have on their TELA needs and a question about the 'biggest teaching challenge' that their school faced with digital technologies.

7.1 Likelihood of school needs changing as a result of UFB & wireless

With technology becoming key to education delivery, the Government has prioritised schools in its Ultra-Fast Broadband (UFB) and the Rural Broadband Initiative (RBI), under which fibre is being rolled out across New Zealand. To determine the potential effects of this initiative on schools, all respondents were asked whether their TELA needs will change with ultra-fast broadband and wireless (Table 46).

Amongst the responding primary school respondents:

- u Thirty percent of primary school principals and 24 percent of primary school teachers reported that their TELA needs will change when UGB and RBI is rolled out across New Zealand. Respondents most frequently mentioned that their school will need to upgrade their ICT equipment and/or update their devices in order to take full advantage of the enhanced connectivity that UFB and the RBI will provide. Typical of the comments provided are the following:

We will start integrating tablets into the school and possibly flat screen TV's that can link to tablets, and internet (Primary school teacher).

We will need to keep updating our computers, as things will be changing so rapidly. Three years is too long before the laptops are changed (Primary school teacher).

Yes we will need the hard-line/servers to be upgraded in order to be able to uptake the data as quickly as it arrives at the school (Primary school teacher).

The specifications of computers and laptops will need to be improved to deal with the speed and capacity made available with UFB. Over time the requirements will become better known to schools as we use the service (Primary school principal).

We simply need fast machines specked to cope with UFBB (Primary school principal).

Would want all teachers with access to a tablet with blue tooth connectivity and high quality wireless capacity (Primary school principal).

- u Comparatively fewer primary school support staff reported that their TELA needs will change when UGB and RBI is made available (13 percent).

Amongst the responding secondary school respondents:

- u Thirty-seven percent of secondary school principals and 32 percent of secondary school teachers reported that their TELA needs will change with in-school UFB and RBI. Comparable with primary schools, respondents most frequently mentioned that their school will need to upgrade their ICT equipment and/or update their devices. Typical of the comments provided are the following:

IPads may become more useful as we flip our classrooms from pen and paper to digital devices. I do think they will change. I would also anticipate an increased use of cameras for video, especially if visual and sound quality of an iPad is not sufficient. We would expect as a school to perhaps invest in this technology unless of course it was more viable to rent them (Secondary school teacher).

Some teachers want more mobile solutions, i.e. to use tablets rather than laptops. Others of us still want laptops, faster and more powerful of course! (Secondary school teacher).

More important for teachers to have tablet technology - more mobile and offer different learning opportunities for students (Secondary school principal).

Will need more portable devices as can access internet anywhere in school (Secondary school principal).

More up to date computers, more often, as I can see the staff getting frustrated if technology does not keep up with demands (Secondary school principal).

- u A significantly smaller percentage of secondary school support staff reported that their TELA needs will change when UGB and RBI is rolled out (18 percent).

Table 46: Likelihood that TELA needs will change as a result of UFB

Q23. Will your TELA needs change with in-school ultra-fast broadband and wireless? Please specify how they will change.

	Primary school principal	Primary school teacher	Primary school support staff	Secondary school principal	Secondary school teacher	Secondary school support staff
Base =	351 %	282 %	114 %	112 %	167 %	104 %
Upgrade ICT equipment and/or update their devices	18	15	7	20	22	14
Upgrade wireless capacity (Bluetooth, connect to WIFI, connect to Smartboards etc.)	5	4	2	8	3	2
Ability to connect quickly	4	3	0	3	2	1
Devices with faster access/processors	3	2	0	5	2	3
Better software (e.g. to play quality videos (HDMI))	2	1	0	2	2	1
More memory/RAM/storage	1	1	0	1	3	0
Other	6	4	4	8	4	3
No comment/Not applicable/already have UFB and/or wireless	1	1	1	2	1	2
Don't know	41	44	47	27	29	36
No, our needs won't change	28	31	39	34	38	44

The base numbers shown are unweighted counts.
Total may exceed 100% because of multiple responses.

7.2 Improving the TELA Scheme and UFB in schools

All respondents were asked if they had any suggestions in relation to the TELA Scheme and UFB in schools. Table 48 overleaf shows the large majority of respondents did not have any suggestions (89 percent of primary school respondents and 79 percent of secondary school respondents).

Amongst the responding primary school respondents:

- u Eleven percent provided a suggestion in relation to the TELA Scheme and UFB in schools. Most of the suggestions provided were about the importance of keeping up with the latest technology, offering a more diverse range of TELA devices, reducing device turn-around cycles, and extending the TELA Scheme to include students and staff who currently do not qualify (e.g. administration staff). Many also mentioned that new technologies should be available to schools at an affordable price. Typical of the comments provided are the following:

It will be important that the TELA scheme keeps up to date with developments within this field, as change is so rapid.

I would like to see a greater range of devices available.

With the variety of devices available now that have a variety of uses and benefits - would it be possible to offer a 'bundle' offer i.e. a laptop/iPad or laptop/tablet bundle together?

Increase the range of computers we have to choose from. Think about portability - slim line versions- lighter weights.

The three year period is really stretching the capability of the laptops. By the time the 2 1/2 year mark rolls around the teachers are beside themselves waiting for the new upgrade. Speed of laptops over 3 years seems to diminish significantly, as the pace of technology outstrips something from 3 years ago.

BYOD is becoming the way to go. If there were 2 or 3 basic devices for students that could be available, the school could make a recommendation of bring only this device.

Get into the leasing for student use and admin use.

It must be affordable. Some schools have pulled the plug on ultra-fast broadband as it's been too expensive.

Cheaper options for devices and connection.

It might be great to have the availability of ultra-fast broadband, but the cost is far greater than many schools can cope with. There needs to be more support for PD, cost of running and ongoing repairs and maintenance.

Get all schools using as soon as possible, with the best possible equipment.

Amongst the responding secondary school respondents:

- u Twenty-one percent gave a suggestion about the TELA Scheme and in-school UFB. Most of these suggestions related to offering the most up to date technology, providing a more diverse range of devices and/or equipment (such as interactive whiteboards), reducing device turn-around cycles, and extending the TELA Scheme to include students and non-qualifying staff. Many secondary school respondents also mentioned that there will be a need for more education and/or professional development as new technologies are introduced. Typical of the comments provided are the following:

This scheme is far too inflexible in terms of devices and providers currently. The scheme is not keeping pace with change, even new models of laptops on the scheme are old and expensive.

Increased speed means increased access to online resources and blended learning, which requires better, faster and more up to date tools. We find that after a standard three year lease with our daily use of ICT that our computers are very much approaching, or at, the end of their life. Perhaps the right of a lease review or renewal at two years could be an option.

Range of devices needs to be expanded.

If a tablet can't be offered in addition to a laptop, I think teachers/schools should have the option of a tablet through the TELA scheme. I also think that the school/teacher should be able to (at their own cost) upgrade the model or add features to the models available. Wondering, with respect to Apple, if the MacBook Pro isn't a good option.

I would like the Ministry to consider funding or partly funding broadband, or at least organising the best deals.

Schools always have a need for quality IT products. It would be great if TELA also offered wireless access points, controllers, software etc.. (This is usually the biggest budget expense most schools face these days).

The TELA scheme could possibly include iPads, Android and Windows Surface tablets as rentable items, to alleviate some of the capital cost from schools. This could possibly extend to parents having to provide BYOD equipment for their children.

The scheme should be broadened to include support staff.

It would be good to see TELA extended to include equipment other than laptops. Data projectors, for example, used to be available. The equipment necessary to terminate and secure the UFB service would be another possibility.

The use of interactive whiteboards might increase. I have recently heard other teachers express a fear to use these technologies in the classroom for fear of wasting school funds should they decide after a year that they do not like using them in their classrooms. Rentals might solve this issue.

Supply it with training and professional development so we are able to best utilise and use the technology.

Look at introducing tablets into the scheme. Regarding UFB - ensuring that providers talk one-on-one with schools explaining everything so that schools understand well, to make great decisions based on well-informed choices.

Table 47: Extent to which respondents have suggestions in relation to the TELA Scheme and in-school UFB

Q23a. Do you have any suggestions in relation to the TELA Scheme and ultra-fast broadband in schools?

	Primary school	Secondary school
Base =	747	383
	%	%
Suggestion	11	21
Other general comment	9	7
No, I have no comments or suggestions	71	66
Don't know	9	6
Total	100	100

The base numbers shown are unweighted counts.
Total may not sum to 100% due to rounding.

7.3 Schools' biggest teaching challenges in relation to digital technology

The final survey question asked all respondents to report what they perceived as their school's biggest challenge in terms of teaching with digital technologies (Table 48 overleaf).

Amongst the responding primary school respondents:

- u Around one-third (35 percent) of primary school teachers reported that their school's biggest challenge in terms of teaching with digital technologies was up-skilling staff and/or students. Twenty-seven percent reported their school's largest challenge related to cost. Typical of the comments provided are the following:

Up skilling all the teaching staff, so they integrate them well into our teaching.

Educating staff how to change. Old dogs, new tricks stuff. Computers are still a mystery to a majority of our staff. Many of the maintenance and software issues are directly attributed to silly mistakes and personal use errors in judgement. Guidelines and idiot proof posters would be great educational tools.

Making it affordable for schools, otherwise due to budget restraints only limited technologies will be purchased and not used to their fullest potential - e.g. small groups of children sharing iPads - not the same learning outcomes achieved as there will always be some children that take a more proactive role and learn more from the experience compared to those who take a more passive role in the group, but if they had one each they would be forced to take a more proactive role in their learning.

- u Large percentages of primary school principals reported that cost (46 percent) and up skilling staff and/or students (32 percent) were the biggest challenges for their school in terms of teaching with digital technologies. Typical of the comments provided are the following:

Technology continues to be hugely expensive, and it's a real challenge for our budget.

Getting devices. We are not a rich school and it costs a lot to get where we need to be.

Cost. We can't keep up now. Don't know how we will manage as expectations grow. We have surveyed our parents about students bringing their own device (BYOD) with a 50/50 outcome. The 50 percent for BYOD was if we could subsidise the cost of the device. We would have to have support for that (e.g. a trust like the Manaiakalani Trust).

Access to quality teacher professional development, teacher time to up skill and keep abreast of change and effective use of digital technologies.

Professional development for teaching staff in the use of the e-learning tools now available to them.

- u Twenty-nine percent of primary school support staff reported that cost was their school's greatest challenge in terms of teaching with digital technologies, while 24 percent did not know what their school's biggest challenge was. Typical of the comments provided are the following:

Not enough funds to afford better quality technology.

Cost in providing devices, repairs and maintenance of devices.

Cost. We are only just now in a position to acquire a few digital technologies where we should be able to provide them in a cost effective way in every classroom in schools.

Finding the money to buy enough mobile devices.

Amongst the responding secondary school respondents:

- u Forty-one percent of secondary school teachers reported that their school's largest challenge was up skilling staff, students and/or parents, while 18 percent reported that their school's biggest challenge related to cost. Typical of the comments provided are the following:

Our biggest challenge would be the training of some teachers who might have difficulty adapting to the trend. Similarly, we are a decile 1 school and most of our students do not have the capability of bringing their own device, hence it would be difficult to implement digital teaching. But in any case, we are interested in learning more and adapt our situation to the changing teaching environment.

Staff and student training.

Professional development. Making a regular commitment to complete training. Trialling devices as opposed to purchasing them is very important. I think it is also important to make time for parents to get involved with the transition to e-learning in schools as well. Students will inevitably take their learning home so access and devices at home are also important.

- u One-half (50 percent) of all secondary school principals reported that up-skilling staff, students and/or parents was the biggest challenge for their school in terms of teaching with digital technologies. Thirty-one percent stated that cost was a major challenge. Typical of the comments provided are the following:

Up skilling teachers in a rapidly changing environment. Providing relevant PLD for eLearning that enhances educational outcomes.

Being able to afford the new technologies. Providing the correct PD for all staff to up skill to use the waves and changes in technology.

Up skilling all of the teachers to be proficient users of the technology so that digital technologies are a tool of learning and not just a device to check email and use for word processing.

- u Twenty-eight percent of secondary school support staff reported that up-skilling staff, students and/or parents was their schools greatest challenge in terms of teaching with digital technologies, while 21 percent reported that cost was a large challenge. Twenty-one percent did not know what their school's biggest challenge was. Typical of the comments provided are the following:

The professional development of teachers who are going to be confronted with an ever expanding range of pupils BYOD devices and children who are far more confident with technology and who have been exposed to a greater range of devices than the staff.

In our school the biggest challenge in terms of teaching with digital technologies is having teaching staff that have the opportunity, experience, training and desire to embrace teaching with digital technologies and implementing it in their classrooms. Support for teachers to teach with digital technologies is vital and currently our biggest challenge overall.

Cost. Providing devices for staff and students to use, be it desktop or mobile devices.

Table 48: School's biggest challenges in relation to teaching with digital technologies

Q24 And finally, what do you see as your school's biggest challenge in terms of teaching with digital technologies?

	Primary school principal	Primary school teacher	Primary school support staff	Secondary school principal	Secondary school teacher	Secondary school support staff
Base =	351 %	282 %	114 %	112 %	167 %	104 %
Cost (e.g. being able to afford new technologies)	46	27	29	31	18	21
Up-skilling staff/students/parents (e.g. accessing professional development resources)	32	35	13	50	41	28
Keeping up to date with continually changing technology/platforms	19	21	18	18	16	5
Access to more devices or equipment for students/teachers	11	15	8	11	8	10
Protocols/management around students bringing their own devices (BYOD)	9	6	8	17	13	12
Reliability issues (e.g. technology needs to work without any problems)	8	11	11	5	9	7
Potential internet accessibility issues	8	9	7	5	11	9
Security for students and teachers (e.g. cyber safety/bullying)	1	2	0	2	2	1
Other	8	11	8	8	19	9
Not applicable	0	0	4	1	0	2
Don't know	3	6	24	1	6	21

The base numbers shown are unweighted counts.
Total may exceed 100% because of multiple responses.



Appendix A: Survey questionnaire



Appendix B: Pre-notification and survey invitation letter/emails



Pre-notification letter to principals

<<INSERT FIRST NAME AND SURNAME>>

<<INSERT ADDRESS LINE 1>>

<<INSERT ADDRESS LINE 2>>

<<INSERT ADDRESS LINE>> <<INSERT POSTCODE>>

Dear <<INSERT NAME>>

TELA Laptop Scheme Survey

The TELA Laptop Scheme has provided laptops for principals and teachers since 2002.

The Ministry wishes to confirm what is working well and what aspects of the service can be improved. We have asked an independent research company, Research New Zealand, to help us do this. They will contact the principal, the person who helps administer the scheme and/or one teacher as appropriate from a random sample of schools.

On **Monday 11th November** you will receive an email from Research New Zealand inviting you to complete a short online survey. The email address we have for you is <<INSERT EMAIL ADDRESS>>, if this is not the email address you want the invitation to be sent to please contact Hayley Stirling at Research New Zealand on 0800 500 168 or email her at hayley.stirling@researchnz.com.

The survey is expected to take each respondent no more than about 10 minutes to complete. It will contain questions about:

- u** users' satisfaction with the laptops currently provided through the TELA Scheme
- u** users' satisfaction with the quality of the support services provided by Telecom Rentals, the current service provider.

The information from the survey is completely confidential and will be analysed on an aggregated, anonymised basis. It is important that as many schools as possible complete this survey so that Research New Zealand can confidently analyse the survey results by different types of schools based, for example, on their type or location.

Schools are very busy and so we thank you for considering this request. All schools that participate will go into a **prize draw** for one of three morning teas to staff, for the value of \$50.

If you would like any further information about the survey or do not want your school to be contacted, please call Hayley Stirling at Research New Zealand on 0800 500 168 or email her at hayley.stirling@researchnz.com. Alternatively you can call Ian Macdonald at the Ministry on 04 463 8756 or email him at ian.macdonald@minedu.govt.nz.

Yours sincerely

Malcolm Hyland

Manager, CTL Services

Student Achievement Centre



Frequently asked questions

*What if I am the principal **and** the person who helps administer the scheme?*

If you are both the principal and the person who helps administer the scheme, you will be sent an email in the next few days asking you to register the teacher who most recently received a TELA laptop. You and the teacher you register will then be sent an email with a personalised link to the survey on Monday the 11th of November.

Is the survey confidential?

The information from the survey is completely confidential and will be analysed on an aggregated basis. In this regard, it is important that as many schools as possible complete this survey so that Research New Zealand has the ability to confidently analyse the survey results by different types of schools based, for example, on their size or type.

What questions will the survey cover?

The survey will cover questions about users' satisfaction with the laptops currently provided by the TELA Scheme and their satisfaction with the quality of the support services provided by Telecom Rentals, the current service provider.



Pre-notification email to in-school TELA contact persons

SUBJECT LINE: Ministry of Education - TELA Laptop Scheme Survey

Dear <<INSERT CONTACT PERSONS NAME>>

The TELA Laptop Scheme has provided laptops for principals and teachers since 2002.

You have been identified as the **TELA Scheme contact person** for your school. On **Monday 11th November** you will receive an email from Research New Zealand inviting you to complete a short online survey. The email will contain a personalised link that will take you directly to the survey. This should take no longer than **10 minutes to complete**.

We are also interested in obtaining feedback from school principals and teachers who use TELA laptops. To help identify these teachers we need your help. Please complete the following 3 steps:

Step 1. Identify the teacher who received the **most recent** TELA laptop from your school.

Step 2. Brief this teacher about the survey and **ask them for their consent** to participate in the survey. You can forward them a copy of this email.

Step 3. **Register** the full name and email address of the teacher with Research New Zealand by clicking the link below:

<https://surveys.researchnz.com/TeacherRegistrationPage>

We appreciate that schools are very busy and so we thank you for considering this request. All schools that participate will go into a **prize draw** for one of three morning teas for staff, to the value of \$50 each.

If you would like further information about the survey please click on the link at the bottom of this email that will take you to an FAQ's page. If you have any additional questions or do not want your school to be contacted, please call Hayley Stirling at Research New Zealand on 0800 500 168 or email her at hayley.stirling@researchnz.com. Alternatively you can call Ian Macdonald at the Ministry of Education on 04 463 8756 or email him at ian.macdonald@minedu.govt.nz



Frequently asked questions (as an attachment):

Is the survey confidential?

The information from the survey is completely confidential and will be analysed on an aggregated basis. In this regard, it is important that as many schools as possible complete this survey so that Research New Zealand has the ability to confidently analyse the survey results by different types of schools based, for example, on their size or type.

When will teachers be emailed their personalised link to the survey?

Teachers will receive an email from Research New Zealand inviting them to complete the online survey a few days after they have registered.

What questions will the survey cover?

The survey will cover questions about users' satisfaction with the laptops currently provided by the TELA Scheme and their satisfaction with the quality of the support services provided by Telecom Rentals, the current service provider.

What if the registration page is not working?

If the registration page is not working please contact Hayley Stirling at Research New Zealand on 0800 500 168 or email her at hayley.stirling@researchnz.com.

What if I am the teacher who received the most recent TELA laptop?

If you are the teacher who most recently received a TELA laptop, please invite the teacher who received the **next** most recent TELA laptop.

What if the teacher who received the most recent TELA laptop is not available? For example, the teacher has left the school or is on leave.

If the teacher you have identified is not available to do the survey, please invite the teacher who received the **next** most recent TELA laptop.

What if a teacher does not want to participate?

If a teacher does not want to participate in the survey, please invite the teacher who received the **next** most recent TELA laptop.



Survey invitation email to teachers

SUBJECT LINE: Your direct link to the TELA Laptop Scheme Survey

Dear <<INSERT TEACHERS NAME>>

Welcome to the TELA Laptop Scheme Survey. The TELA administration person at your school identified you as the teacher who most recently received a TELA laptop and registered you to participate in this survey.

This is an important survey as it will help the Ministry of Education understand what is working well and what aspects of the Scheme can be improved.

The survey should take no longer than 10 minutes to complete and all schools that participate will go into a prize draw for one of three morning teas for staff, to the value of \$50 each.

To access this survey, please click on your personalised link below:

<<INSERT DIRECT LINK>>

You can complete the survey in either one visit, or over a number of visits if this is more convenient. All your answers will be saved as you progress through the survey, so if you need to leave the survey website before you have finished, simply close the browser window. Later you can log back in (by clicking the link in this email) and you will be taken back to the start of the page where you left off.

Your answers are completely confidential and the Ministry will only be provided the results in the form of statistics and anonymous comments.

If you have any questions or problems please call Hayley Stirling at Research New Zealand on 0800 500 168 during office hours or email her at TELA@researchnz.com.



Survey invitation email to principals and in-school contact persons

SUBJECT LINE: Your direct link to the TELA Laptop Scheme Survey

Dear <<INSERT NAME>>

Welcome to the TELA Laptop Scheme Survey. You will have recently been contacted by the Ministry of Education about this survey.

This is an important survey as it will help the Ministry understand what is working well and what aspects of the Scheme can be improved.

The survey should take no longer than 10 minutes to complete and all schools that participate will go into a prize draw for one of three morning teas for staff, to the value of \$50 each.

To access this survey, please click on your personalised link below:

<<INSERT DIRECT LINK>>

You can complete the survey in either one visit, or over a number of visits if this is more convenient. All your answers will be saved as you progress through the survey, so if you need to leave the survey website before you have finished, simply close the browser window. Later you can log back in (by clicking the link in this email) and you will be taken back to the start of the page where you left off.

Your answers are completely confidential and the Ministry will only be provided the results in the form of statistics and anonymous comments.

If you have any questions or problems please call Hayley Stirling at Research New Zealand on 0800 500 168 during office hours or email her at TELA@researchnz.com.



Appendix C: Sample comments and suggestions about the TELA Scheme



Q25. You have now reached the end of the survey. Do you have any other comments or suggestions about the TELA Scheme?

An excellent scheme that has helped this school move forward. It now needs to expand and offer a greater range of equipment.

Brilliant. I have taught for 35+ years and this has been the most useful "tool" that has ever been provided. Thanks very much.

Computers are essential tools for teaching and learning, BUT most important is that they are used to improve learning outcomes for students. Any initiatives to this end need to be appropriately resourced, not just with hardware and ultra-fast broadband, but also with professional development for educators.

Great scheme - would be wonderful if it were free for teachers, and [if] the scheme currently available for teachers were available to parents/students.

I do hope the Ministry of Education keeps the scheme going and continues to expand the range of products that are available.

I just love my laptop. I use it all the time. Thanks for a great service and product.

I would be lost without my laptop and am very grateful to have one supplied. It highlights the value put on teachers, and how technology can be used to enhance learning and teaching.

I would like to see more tablets and hybrids available for leasing, due to their size and portability.

It has made a huge difference to have all teachers with an up to date laptop - now an essential tool for the job.

It's a great system for teachers. Would be good to be able to include other professionals in the school, e.g. admin team, speech language therapists, physiotherapists etc.

Just to continue it and expand it. It has made, and is still making, a real difference!

Keep doing it! I think the cost to purchase is steep, and I discourage my staff from doing so when their lease is up.

Keep this fantastic scheme going. This is one of the best investments the government has made.

Look at reducing the term from 3 years to 2 years. Have a pool of refurbished and appraised laptops that can be purchased by either schools or staff members. Perhaps a "TELA Trade Me" for schools and staff.

Obviously keep it going, and ensure that things like UFB is affordable for all schools.

Professional development on both the device and pedagogy with the device would be useful.