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Note: the calculation of %'s for multiple choice questions has recently changed, [click here for details](#).

Edit Filter

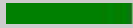
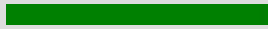
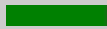




Apply Filter




1416 total responses, 1416 as filtered

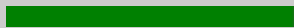

Page 1. Scheme Participation

1. Does your school currently participate in the TELA laptop scheme?	% of Respondents	Number of Respondents
Yes 	97.53%	1381
No 	2.47%	35
Number of respondents		1416
Number of respondents who skipped this question		0

Page 2. General Information

2. What is your role at the school? (Please tick all that apply)	% of Respondents	Number of Respondents
Administrator 	21.23%	269
Principal 	44.04%	558
Technician/System Administrator 	16.73%	212
Teacher 	21.47%	272
Professional Development Facilitator 	5.52%	70
Senior Management 	16.57%	210
<input type="button" value="Details"/> Other (Specify) 	7.73%	98
Number of respondents		1267
Number of respondents who skipped this question		149

3. How does your school fund the TELA laptop leases?	% of Respondents	Number of Respondents
School pays 	90.77%	1150
Teacher pays 	3.71%	47
Payment is shared by school and teacher 	5.52%	70
Number of respondents		1267
Number of respondents who skipped this question		149

4. What influences your school's choice of laptops?	% of Respondents	Number of Respondents
Price 	48.46%	614
Specification 	45.86%	581

<i>Design</i>		10.81%	137
<i>Brand</i>		55.96%	709
<i>Software</i>		12.94%	164
Details	<i>Other (Specify)</i>	10.10%	128
		Number of respondents	1267
		Number of respondents who skipped this question	149

5. Which of the following do you prefer to carry your laptop in?	% of Respondents	Number of Respondents
<i>Over-shoulder carry bag</i>	44.04%	558
<i>Backpack</i>	18.00%	228
<i>Briefcase style carry bag</i>	36.39%	461
<i>None</i>	1.58%	20
		Number of respondents
		1267
		Number of respondents who skipped this question
		149

6. Please rate each of the following:	5 - very good	4	3	2	1 - very poor	Number of Respondents
<i>Ease of ordering a TELA laptop</i>	48% (604)	33% (414)	13% (174)	3% (44)	1% (18)	1254
<i>Ease of making a claim for accidental loss or damage</i>	33% (387)	38% (446)	22% (262)	4% (53)	1% (23)	1171
<i>Ease of arranging to return or retain laptops at the end of their leases</i>	30% (377)	37% (466)	21% (270)	7% (90)	2% (29)	1232
<i>Clarity in how the scheme's operations are communicated to your school</i>	27% (348)	39% (490)	24% (307)	6% (79)	1% (21)	1245
<i>Your understanding of the purpose of the TELA Scheme</i>	48% (602)	35% (447)	11% (146)	2% (37)	1% (14)	1246
						Number of Respondents
						1258
						Number of respondents who skipped this question
						158

7. At End of Lease point, what does your school prefer to do with old laptops?	% of Respondents	Number of Respondents
<i>Return to Equico</i>	47.71%	604
<i>Retain for the school</i>	29.86%	378
<i>Purchased by the wider school community</i>	7.35%	93
Details	<i>Other (Specify)</i>	15.17%
		Number of respondents
		1266
		Number of respondents who skipped this question
		150

Page 3. Contact Knowledge

8. Please indicate who or where you would go for each of the following scenarios:

TELA	ICT Helpdesk	Equico	TELA Service	TELA	MoE Project	Laptop	Don't know	Number of
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	Helpdesk			Site	Ordering Site	Officer	Manufacturer		Respondents	
<i>You need general information on the TELA Scheme?</i>	62% (770)	4% (60)	2% (35)	8% (110)	13% (171)	2% (33)	0% (5)	3% (48)	1232	
<i>You have a question about a teacher's entitlement to a laptop?</i>	52% (646)	4% (61)	3% (42)	5% (65)	17% (220)	10% (129)	0% (2)	5% (67)	1232	
<i>You need to order TELA laptops?</i>	17% (221)	0% (8)	4% (53)	3% (43)	69% (859)	1% (14)	0% (2)	2% (32)	1232	
<i>You have a query on lease documents for your laptops?</i>	40% (499)	1% (17)	42% (526)	3% (44)	4% (50)	1% (22)	0% (0)	6% (74)	1232	
<i>You have issues with software loaded onto the laptops?</i>	33% (415)	31% (394)	1% (24)	11% (145)	1% (13)	1% (20)	5% (63)	12% (158)	1232	
<i>Your computer is faulty?</i>	32% (397)	6% (76)	5% (62)	49% (605)	0% (8)	0% (9)	2% (33)	3% (42)	1232	
<i>A computer is lost or damaged?</i>	50% (625)	2% (32)	14% (182)	23% (293)	0% (12)	0% (10)	0% (2)	6% (76)	1232	
								Number of Respondents	1232	
									Number of respondents who skipped this question	184

Page 4. Access to Appropriate Support

9. In the table below please indicate which answer best describes the way your most recent request for help was handled in each area.

	The first contact could help me	The first contact referred me to someone who could help	The first contact referred me to someone who could NOT help	The first contact could not help and was unable to refer me to anyone who could help	I was able to help myself using information available online	Number of Respondents		
<i>Information on the TELA laptop scheme</i>	44% (529)	13% (164)	1% (13)	1% (13)	39% (462)	1181		
<i>Entitlements and teacher eligibility</i>	44% (531)	15% (178)	1% (13)	0% (7)	38% (452)	1181		
<i>Ordering TELA laptops</i>	47% (560)	9% (115)	0% (9)	0% (6)	41% (491)	1181		
<i>Finance paperwork</i>	45% (532)	20% (245)	1% (13)	0% (8)	32% (383)	1181		
<i>End of lease procedures</i>	44% (520)	19% (225)	1% (16)	1% (12)	34% (408)	1181		
<i>Warranty and repairs</i>	45% (535)	26% (309)	2% (34)	1% (16)	24% (287)	1181		
<i>Software problems and operating system crashes</i>	43% (519)	26% (316)	2% (35)	1% (22)	24% (289)	1181		
<i>Installing and using software</i>	41% (492)	22% (270)	1% (19)	0% (11)	32% (389)	1181		
<i>Accidental damage and loss</i>	55% (653)	21% (256)	1% (15)	0% (9)	20% (248)	1181		
						Number of Respondents	1181	
							Number of respondents who skipped this question	235

10. Do you have any further comments regarding your experience of assistance received?

[Details](#)

Number of Respondents 422

Number of respondents who skipped this question 994

Page 5. Quality of Service

11. Please rate each of the services in the table below.

Number of

	Excellent	Good	Satisfactory	Unsatisfactory	Respondents
<i>Provision of laptops</i>	67% (792)	26% (311)	5% (61)	0% (7)	1171
<i>Manufacturer Warranty service</i>	49% (584)	36% (431)	11% (135)	1% (21)	1171
<i>Equico Equipment Finance</i>	52% (614)	38% (452)	8% (98)	0% (7)	1171
<i>TELA Helpdesk</i>	57% (678)	33% (398)	7% (83)	1% (12)	1171
<i>ICT Helpdesk</i>	42% (492)	41% (486)	14% (167)	2% (26)	1171
<i>Accidental loss and damage Indemnity service</i>	42% (503)	42% (498)	13% (155)	1% (15)	1171
				Number of Respondents	1171
				Number of respondents who skipped this question	245

Page 6. Quality/Features of Laptops

12. Please tick the box that best indicates how these laptops compare with other computer equipment at your school that receives a similar amount of usage.

	Excellent	Good	Satisfactory	Unsatisfactory	Number of Respondents
<i>Reliability of laptops</i>	42% (499)	42% (489)	12% (144)	2% (30)	1162
<i>Laptop features and capabilities</i>	45% (530)	42% (489)	11% (135)	0% (8)	1162
<i>Quality and robustness</i>	39% (463)	41% (487)	14% (172)	3% (40)	1162
<i>Design of laptops</i>	42% (494)	43% (506)	13% (156)	0% (6)	1162
<i>Value for money</i>	43% (500)	38% (446)	15% (182)	2% (34)	1162
<i>Size and weight</i>	36% (420)	43% (504)	18% (211)	2% (27)	1162
<i>Ease of use</i>	45% (534)	42% (489)	11% (135)	0% (4)	1162
				Number of Respondents	1162
				Number of respondents who skipped this question	254

13. Do you have any additional comments regarding the quality or features of the TELA laptops?

Details

Number of Respondents 312

Number of respondents who skipped this question ¹¹⁰/₄



14. Are there any other laptop models or brands you would like to see in the scheme? If so, please provide details of each model and/or brand below.

Details

Number of Respondents 179

Number of respondents who skipped this question ¹²³/₇

Page 7. Quality of Projectors

15. Does your School use projectors that have been supplied through the Ministry's Classroom Projectors Scheme.	% of Respondents	Number of Respondents
Yes 	24.01%	286
No 	75.99%	905
	Number of respondents	1191
	Number of respondents who skipped this question	225

Page 8. Classroom Projectors Scheme - Models

16. How does the Ministry's scheme projectors' reliability compare with similar equipment at your school that receives a similar amount of usage?

	Excellent	Good	Satisfactory	Unsatisfactory	Number of Respondents
<i>Reliability of projectors</i>	57% (160)	35% (99)	6% (18)	1% (3)	280
<i>Projector features and capabilities</i>	48% (135)	41% (117)	8% (24)	1% (4)	280
<i>Quality and robustness</i>	48% (136)	42% (120)	7% (21)	1% (3)	280
<i>Design of projectors</i>	48% (135)	42% (119)	8% (23)	1% (3)	280
<i>Value for money</i>	47% (132)	38% (109)	12% (36)	1% (3)	280
<i>Size and weight</i>	45% (126)	44% (125)	10% (28)	0% (1)	280
<i>Ease of use</i>	47% (134)	40% (114)	10% (29)	1% (3)	280
				Number of Respondents	280
				Number of respondents who skipped this question	1136

17. Do you have any additional comments regarding the quality of Projectors?

Details

Number of Respondents 52

Number of respondents who skipped this question ¹³⁶/₄

Page 9. Range of Products

18. Thinking about the current range of products available through the Ministry's Schemes, please select the answer that best describes how you feel about the selection offered.

	There is too much choice	Suitable amount of choice	Not enough to choose from	We want other items available	Not Applicable	Number of Respondents
<i>Range of laptops</i>	0% (11)	83% (950)	11% (128)	2% (34)	1% (20)	1143
<i>Range of Projectors</i>	0% (8)	48% (552)	4% (50)	1% (16)	45% (517)	1143
<i>Other ICT Equipment</i>	0% (3)	34% (389)	7% (81)	8% (96)	50% (574)	1143
					Number of Respondents	1143
					Number of respondents who skipped this question	273

19. In general, are there any other items you would like to see available through the Ministry's Schemes?

Details

Number of Respondents 241

Number of respondents who skipped this question ¹¹⁷/₅

Page 10. Software on TELA Laptops

20. When your school receives new TELA laptops does your school prefer to...

Use the standard software set up that is preinstalled on the laptop?



56.68% 645

Create your own image (based on the software setup that is preinstalled on the laptop)?



32.78% 373

Create your own image (after deleting all



10.54% 120

preinstalled software from the laptop)?

Number of respondents 1138

Number of respondents who skipped this question 278

21. Is there any additional software testing you would like performed on TELA laptops or additional software you believe should be installed?

[Details](#)

Number of Respondents 182

Number of respondents who skipped this question ¹²³₄

Page 11. Value to your School

22. Please select an answer which best describes how you feel about the TELA Scheme.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Number of Respondents
<i>The TELA Scheme has had a positive effect on our school?</i>	73% (837)	23% (265)	2% (32)	0% (1)	0% (2)	1137
<i>The TELA Scheme could bring further value to our school?</i>	46% (533)	33% (383)	18% (205)	1% (14)	0% (2)	1137

Number of Respondents 1137

Number of respondents who skipped this question 279

Page 12. Final Comments

23. Please provide any further comments you have regarding the Ministry's Schemes which have not been provided previously.

[Details](#)

Number of Respondents 333

Number of respondents who skipped this question ¹⁰⁸₃

Page 13. Thank you