This report was generated on 27/09/18. Overall 25 respondents completed this questionnaire.

The report has been filtered to show the responses for ‘All Respondents’.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

Can you successfully connect to the following? (Internet at home)

Yes (24) 96%
No (1) 4%
Did not try (-)

Can you successfully connect to the following? (Internet in council building)

Yes (24) 96%
No (1) 4%
Did not try (-)

Can you successfully connect to the following? (Any other Wi-Fi)

Yes (16) 64%
Did not try (9) 36%
No (-)

Who is your home internet provider? (E.g. Virgin, Sky, BT etc.)

<table>
<thead>
<tr>
<th>BT</th>
<th>Virgin Media</th>
<th>BT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Virgin</td>
<td>BT</td>
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<td>BT</td>
<td>Talktalk</td>
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<td>bt</td>
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<td>bt</td>
<td>Plus net</td>
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<tr>
<td>btinternet</td>
<td>TalkTalk</td>
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<tr>
<td>sky</td>
<td>Sky</td>
<td></td>
</tr>
</tbody>
</table>
Please give detail of any problems you are having using the tablet? (maximum 500 characters)

The updates sometimes take a long time. I was on the train from Leeds and it took until I got to Horsforth for the updates to complete. Also, when on a train or bus or out and about elsewhere I am having trouble tethering the tablet to my iPhone as a mobile hotspot. The stylus is not as responsive as I would like it to be. I have an iPencil on my iPad and it is much, much better.

None thus far, Outlook occasionally says 'need password' but pressing cancel still makes it connect to Microsoft Exchange so no issue there.

Outlook unreliable at home. Also accessing HBC website quicker using my own laptop at home

Just my Technical Incompetence .....the equipment is Ace!

None so far

keeps losing connection, Internet Explorer stops working and the little circle just keeps going round and round, outlook doesn't respond for long periods. If I let the tablet "Sleep" rather than switching it off, I can never get it to connect.

live in rural area and the wifi keeps dropping out

The screen times out far too quickly. I have tried twice to access my emails or reports while using my tablet in the council chamber especially for planning committee and it has not allowed me to log on. Sometimes when using the tablet at home I cant access my emails even though I am logged on and the wifi is working correctly.

Tablet crashing every now and then. IT team aware of the problem.

Get a message about logging in - when I am already logged in. When I type in my details it just flashes the same box again. Pressing cancel sometimes works! Doesn't seem to impede performance or prevent logging in to outlook. Connection to Outlook drops however after the initial login and you don't always realise and then you have lots of mail in the outbox queuing. It can be difficult to get back into Outlook once it has dropped. Pressing Need Password at the bottom sometimes connects - some

No real problems just need to learn more about what it can do

Compatibility HBC & NYCC

Outlook login box sometimes appears multiple times, despite having already logged in.

too small

Ever since the necessary update, it has occasionally not allowed me to log on to the internet

none

I am unable to connect to my home printer, so can't print off documents that I need. Steve Luu has offered to help.

Outlook doesn't work so I access my emails through an internet browser It doesn't connect to wifi at the council (I use my mobile phone hotspot when at the council)

Print font on some items is too small. I don't have wifi connection to a printer.

Initial connectivity is relatively slow and links with the council e-mail often requires a second attempt to synchronise, particularly when working from home.

It sometimes does not work as well in the evenings.
Is there anything that you would like further training on? (maximum 500 characters)

I think members could do with a bit of training about how to save and organise their documents effectively. Also, although bookmarks are hugely useful members could do with being told how they work and how to get to them.

Nothing at present, I am used to using PCs and tablets so have found this straightforward

Making notes on reports for use later in meetings

Maybe a quick Review session of things that are easy to do, particularly in Outlook, now we have all got used to them - How to Copy & Paste, Sort stuff into Folders, inset docs etc. Oh .....& how best to use the Bookmark option in Council meetings / minutes.

General use of some of the items that are new to the system

no

Best way of setting up and storing folders, with GDPR would like guidance as to what to delete and what to keep. How to creat word documents and find templates.

working through the options available other than sending and receiving emails, reports and use of the hub.

Probably on everything to make sure I am using it to its potential

No

quicker printing

No

As above

how to annotate PDF documents with the stylus

Yes - general use, usage shortcuts, use of diary - but training needs to be in several short briefings rather than one or two longer periods and by someone prepared to instruct members slowly at their pace, perhaps having to go over the same point several times.

Hand written notes onto the tablet.

No

Please tell us what you like about the tablet? (Do you find the device easy to assemble/disassemble? Do you find the stylus easy to use?) (maximum 500 characters)

I like the fact that I can keep all the 'papers'. With paper copies I just used to stick them straight in the recycling and sometimes there were things that I would like to refer back to but I have only so much space at home for papers! I like the easier access I have to my emails.

Using the pen, the saving on paper, good websites and intranet which make finding documents and taking notes on anything very easy

I haven't tried the stylus. I do not use the tablet much except at Civic Centre

Portability is great

I like it a lot. Easily transferable, compact, works well with the 1 or 2 Wi Fi connections I regulary use. I like the Stylus too .....am sure i could get more use out of it (when i find it/get a new one !).

Yes, easy to assemble/disassemble and the stylus is easy to use

I don't use the stylus. It boots up fast, everything else is slow.

Much more Beter Than the old Laptop. And easy to use.

I do not find the stylus easy to use as never been taught how to use it and prefer to use a mouse

Relitively easy to use for someone who who is not great with IT.
Please tell us what you like about the tablet? (Do you find the device easy to assemble/disassemble? Do you find the stylus easy to use?) (maximum 500 characters)

- lightweight and easily used in meetings
- Easy to use, pen on document tool is useful. Find bookmarked PDF documents very useful in meetings.
- I think it is a great bit of kit!
- Tablet fairly easy to use not really used stylus yet tend to use my mouse.
- Simple to use good design, no paper.
- Easy to use for the applications that I use.
- Stylus too fiddly. I preferred my lap top.
- Easy to use
- Easy to use, convenient
- Its a very easy to use tool and the pen is very usefull
- Okay to use, though I haven't done so greatly. I prefer the look and feel of my laptop, so use that where possible. I haven't attempted to use the stylus.
- very easy to use small and handy to carry around
- Compact and easily portable. I don't use the stylus.
- I am not yet using the tablet and continue to use the keyboard
- It is easy to use

Do you have any other comments? (maximum 1000 characters)

- I am concerned that some members may not be engaging with 'paperless democracy' and will fall through the gaps. I think therefore that a lot of effort should be made between now and Council in October to ensure every member has been verbally offered a one-to-one to discuss any issues. If they are comfortable with everything they do not have to take the offer up but I think it should be made as part of a conversation.
- I think the tablets have been a great idea, naturally teething problems occur but I could not imagine carrying with me the volume of paper I would have needed for all committee meetings, Councils and not being to email on the go too. I feel productive and organised and that I have the tools to do a very good job.
- I do not have enough broadband speed to use the tablet effectively at home so I have reverted to using the Portal.
- In meetings can the agenda be put on overhead screen to avoid clrs having to return to agenda? When at meetings the process needs reviewing - navigating reports and meetings going from link in email to agenda on coins and then to the 1st report and then back and forward between the agenda and reports is not straightforward and if exempt reports are used then there is no quick link to these whilst in an agenda... Could the meeting agenda's be added into the outlook calendar for each member?
- Members Services Staff (Charlie / Sam ) & IT Staff (Jack Fullerton) have been really helpful when I have had minor issues .....& haven't treated me as an Idiot for asking "Stupid" questions .....which is nice !
- Tablet is better than I thought it would be.
- It sometimes just switches itself off, for no reason. I wish I could use Chrome instead of Internet Explorer. IE is now old and out of date and certain websites don't work well on IE. I would like to be able to install my favourite programs eg Google Drive.

none
**Do you have any other comments? (maximum 1000 characters)**

<table>
<thead>
<tr>
<th>Comment</th>
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<tbody>
<tr>
<td>In reality I still prefer paper I feel my input to meetings is better, continually scrolling can mean I lose things or the thread of the meeting as I search for something.</td>
</tr>
<tr>
<td>No</td>
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<tr>
<td>I struggle to work from home due to broadband signal being so erratic. It cannot go to fibre as 650 mrs of copper cable are underground.</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>the problem of not being able to merge HBC and NYCC calenda</td>
</tr>
<tr>
<td>No thanks.</td>
</tr>
<tr>
<td>I think the issues I'm having could be resolved if I came into the council and handed my table to one of the IT team to resolve, but I haven't found the time yet!</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>At home, I continue to use my portal log on (to save having two pcs on my desk). I hope that this access (which also enables me to gain access when abroad from a remote location) will not be removed.</td>
</tr>
<tr>
<td>No</td>
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</tbody>
</table>