
Education Tablet Management Survey

Commissioned by Dell
Performed by Harris Interactive

Online survey of 203 US education IT decision makers, 108 of whom work in an organization where tablets are used

Dec. 27, 2012 - Jan. 14, 2013



Are tablet computers currently used in your organization?

	US (n=203)
Yes, tablets are a standard part of our IT device offering	53%
No, but tablets are currently under evaluation	37%
No	10%
Not sure	-

Who utilizes tablets in your organization?

Please select all that apply.

	US (n=108)
Teachers	92%
Principals	88%
Students	80%
Other administrators	62%
Other	3%
Not sure	-

Which of the following ways describes how tablets are **primarily** used in your organization?

	US (n=108)
Classroom instruction (e.g., polling students, acting as an interactive whiteboard)	37%
Delivering personalized and differentiated learning	20%
Special education instruction	11%
Content creation (e.g., project-based learning such as crafting a multi-media presentation)	10%
Teacher evaluations	8%
Textbook replacement (e.g., content consumption)	7%
Other	4%
Not sure	2%

How are tablets being deployed to students?

	US (n=108)
STUDENTS ARE PROVIDED WITH TABLETS (NET)	81%
Shared device deployment (i.e., tablet carts used in different classrooms and/or different subjects throughout the year)	47%
One tablet per student (i.e., one student gets one tablet for the year)	34%
Other	3%
Not sure	1%
N/A - Students are not provided with tablets	15%

Thinking about the setup and configuration of the tablets for your organization, please tell us the costs, including IT staff time, associated with setting up each of the following.

SUMMARY OF MEANS (USD)

	US (n=108)
Application downloads	212.30
Enterprise/Network domain set up	210.20
Licensing provisioning and management	194.30
Access to wireless network	188.80
1-on-1 vs. 1:many provisioning (single user vs. multiple users)	176.30
Policy development	165.00
Asset management (e.g., sticker, label, etching)	159.90
Password setting and resetting	158.10

BASE: Tablets Are Used In Their Organization

Which of the following types of tasks comprise the largest share of the costs associated with supporting and managing the tablets in your organization?

	US (n=108)
Management	44%
Set up and configuration	38%
Service	7%
Security	6%
Support	5%

Do you use a Mobile Device Management Console to manage the tablets used in your organization?

	US (n=108)
Yes	33%
No	49%
Not sure	18%

Which of the following statements, if any, are true regarding the tablets used in your organization?

Please select all that apply.

	US (n=108)
ANY (NET)	95%
There are applications that are currently used in my organization on desktop/laptop computers that cannot currently be accessed on tablets.	57%
There are applications that can be used on my organization's tablets but with limited functionality.	46%
My organization purchased a mobile application to achieve the same application functionality on the tablet as we have on desktop/laptop computers.	41%
None of these	5%

In your opinion, what is the best way to minimize total cost of ownership (TCO) for computer devices used by your organization?

	US (n=203)
Chose devices that integrate with our existing infrastructure and can be managed by our existing tools	59%
Move to a virtualized desktop environment where applications and information access are managed by user profile and not by device	26%
Other	1%
Not sure	13%

What is the expected lifecycle for tablets used in your organization?

	US (n=108)
Less than 3 years	21%
3 years to less than 4 years	45%
4 years to less than 5 years	22%
5 years or more	11%

BASE: Tablets Are Used In Their Organization

Which of the following best describes your workplace for your primary full-time/part-time job?

	US (n=203)
Administrative headquarters of a local school district (K-12)	34%
Primary or secondary school (K-12)	66%
College/University or other Higher Education	-
Other	-

BASE: Qualified Respondents

In what profession is your primary full-time job?

In what profession is your primary part-time job?

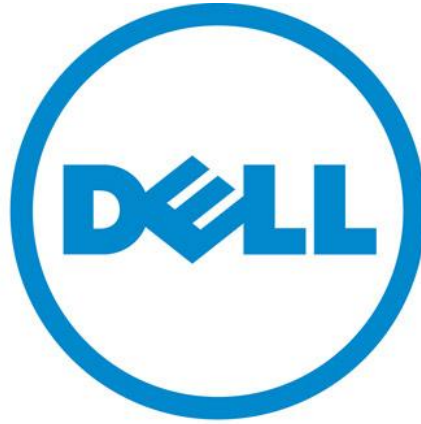
	US (n=203)
Information technology (IT) professional	25%
PRINCIPAL/ASSISTANT PRINCIPAL/OTHER ADMINISTRATOR (NET)	75%
Principal/Assistant principal	43%
Other administrator	32%
Teacher	-

BASE: Qualified Respondents

How involved are you in the decision-making process for purchasing computer equipment (e.g., tablets, laptop/notebook computers, desktop computers) at your organization?

	US (n=203)
I am the sole decision maker for the purchase of computer equipment.	19%
I have a major influence in decisions regarding the purchase of computer equipment.	81%
I have some influence in decisions regarding the purchase of computer equipment.	-
I have little or no influence in decisions regarding the purchase of computer equipment.	-

BASE: Qualified Respondents



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