

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA
OFFICE OF THE SUPERINTENDENT


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February 8, 2016

TO: School Board Members

FROM: Maurice L. Woods 
Chief Strategy & Operations Officer

VIA: Robert W. Runcie 
Superintendent of Schools

SUBJECT: **ADDITIONAL INFORMATION FOR EE-7, RECOMMENDATION OF
\$500,000 OR GREATER – 16-059E – TECHNOLOGY COMPUTING
DEVICES FOR THE FEBRUARY 9, 2016, REGULAR SCHOOL BOARD
MEETING**

Attached is additional information regarding EE-7, Recommendation of \$500,000 or Greater – 16-059E – Technology Computing Devices, for the February 9, 2016, Regular School Board Meeting.

RWR/MLW/MP:dm
Attachments

cc: Senior Leadership Team

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Surveys >> Survey Results

Welcome, Martha Perez-Garviso

[Help](#)Switch to: [View by respondent](#)**Survey:** 54- 064E - Personal Computers & Technical Support Agreement With Lenovo (United States) Inc.

49 respondents took this survey.

Question Summary

Question	Question Type	% of Respondents Submitting
Details Question 1	Rating scale	100.00%
Details Question 2	Rating scale	100.00%
Details Question 3	Rating scale	100.00%
Details Question 4	Rating scale	100.00%
Details Question 5	Free response	100.00%
Details Question 6	Free response	48.98%

A red asterisk (*) indicates required questions.

[top](#)**Question 1 (Rating scale)***

49 of 49 respondents answered this question.

How satisfied are you with the installation and deployment of Lenovo devices?

Poor (1) - Excellent (5)

	Number of Respondents	Percent
1	2	4.08%
2	3	6.12%
3	12	24.49%
4	17	34.69%
5	15	30.61%
Total	49	100.00%

Average rating: 3.82

[top](#)**Question 2 (Rating scale)***

49 of 49 respondents answered this question.

How comfortable are you with the Professional Development services provided for Lenovo devices?

Poor (1) - Excellent (5)

	Number of Respondents	Percent
1	2	4.08%
2	9	18.37%
3	18	36.73%
4	15	30.61%
5	5	10.20%
Total	49	100.00%

Average rating: 3.24

[top](#)**Question 3 (Rating scale)***

49 of 49 respondents answered this question.

How satisfied are you with the technical support provided for warranty repairs services?

Poor (1) - Excellent (5)

	Number of Respondents	Percent
1	7	14.29%
2	3	6.12%
3	15	30.61%
4	16	32.65%
5	8	16.33%
Total	49	100.00%

Average rating: 3.31

[top](#)

Question 4 (Rating scale)*

49 of 49 respondents answered this question.

How reliable have the Lenovo devices been?

Poor (1) - Excellent (5)

	Number of Respondents	Percent
1	5	10.20%
2	5	10.20%
3	13	26.53%
4	21	42.86%
5	5	10.20%
Total	49	100.00%

Average rating: 3.33

[top](#)**Question 5 (Free response)**

49 of 49 respondents answered this question.

How long have you been using the Lenovo device?

- a. 1-3 months
- b. 3-12 months
- c. 12 months or more

Response:

	Number of Respondents	Percent
12 months or more	1	2.04%
2 years	2	4.08%
a	5	10.20%
About 4 months	1	2.04%
B	12	24.49%
C	26	53.06%
C,	1	2.04%
N/A	1	2.04%
Total	49	100.00%

[top](#)**Question 6 (Free response)**

24 of 49 respondents answered this question.

Please provide any additional comments that you feel will add to this survey.

	Number of Respondents	Percent
None	1	4.17%
For questions 2&3 I have not had any services.	1	4.17%
Go back to Apple	1	4.17%
I am very happy with Lenovo and C&C for delivery, setup and repair. I really wish the hardware was just a bit more sturdy. Students and teachers are tough on machines. I also wish the hard drives would be a bit more stable. It seems to me that drives under a year old should not go bad as often as it seems they do. I wish the drivers and firmware updates worked consistently. The System Update fails often and the Battery issues with the 11e's are still persistent in some of my machines. however, I'm still ok with the Lenovo products and services. Since these are new products it will still take time to work out what works for education. It is a different world then business and retail.	1	4.17%
Imagining by a micro-tech can provide a significant savings and enable the school/department to have a great purchase power. In addition, there are graph limits when using the Lenovo. Mac's are easier to use for videos and graphics. When providing a survey it is always good to provide an N/A as an option. May not have experience with the request so a person select "3", which will alter the results.	1	4.17%
it is not user friendly does not let you copy and paste on 2 separate paper Have not called in for service	1	4.17%
Lenovo has appeared to have improved since last year. We had a problem with them taking months to deliver devices and when the end of year hit we had POs that had to be cancelled because of grants closing and devices not being delivered. So far this year they seem to be delivering in a more timely manner.	1	4.17%
Lenovo has been a very good supplier for the District.	1	4.17%
Many times when you re-install images on a single laptop should do it several times to make it work well. Time wasted. Also need to make too many Diagnostics to report a simple problem for repair.	1	4.17%
N/A	1	4.17%
Now that C&C is repairing the Lenovos, the time frame has been great as far as repairs. The laptops themselves have issues daily...ie-falling off the network or the wireless, bezels coming off the lcd part of the laptop, etc.	1	4.17%

Poorly made. Cheap to buy but don't last long. Back to Apple please!	1	4.17%
Problems with motherboards, always on back order, long ticket lines, lose track of the tickets	1	4.17%
repair service is too slow	1	4.17%
Repairs seem to still be a bit slow. Not 24-48 hours turn around at all!	1	4.17%
Service has improved tremendously since C&C started repairing the Lenovo's. Deployment and install of Lenovo's needs improvement, many times computers are Imaged wrong and we have to re do the work.	1	4.17%
Thank You !!!	1	4.17%
The devices are not reliable because you must keep re-imaging. Also, the device is to slow.	1	4.17%
The devices have been very good overall, the only issue would be the turnaround time for warranty repairs. We usually have to wait 2 weeks on average for a warranty repair.	1	4.17%
This survey is based on the older Lenovo devices and not the new ones that were just purchased through the SMART BOND.	1	4.17%
Too many teachers don't know how to use a windows machine. That's where 90% of the problems I get come from.	1	4.17%
We had Lenovo at our former school and now have new PC's here. They are very reliable units.	1	4.17%
We want to go back to Macs.	1	4.17%
Within months, we had dead batteries and other issues. Would not recommend Lenovo.	1	4.17%
Total	24	100.00%

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