

Internet Access and Use Survey

The purpose of this survey is to look at how residents of public housing use the Internet. We are interested in finding out if the internet is used for school work, looking for jobs, social networking, and for other activities. We also want to know if having Internet access in your home changes how you use the Internet over time. You will be given your own survey number and that is how we will be able to compare your initial responses to a set of questions we will ask you next year. The results from your surveys will be combined with the results from other public housing residents.

1. Do you (or anyone living in your household) have Internet access in your home (including by smart phone)?

 Yes

 No

If Yes



2. How do you (or anyone living in your household) access the Internet in your home? *Please check all that apply.*

 Through a high-speed Internet subscription (for example: Comcast, Cox, AT&T, Verizon, CenturyLink, Charter)

Who is your provider? _____

 Through a smartphone data plan (for example: Sprint, Verizon, AT&T, T-Mobile)

Who is your provider? _____

 Through a dial-up connection

 Through WiFi based outside of your home (for example: public access or from a neighbor)

 Other: _____

3. How did you learn to use the internet?

 Classroom teacher

 Friend

 Relative

 Librarian

 Self

 Other: _____

If No



4. If you don't have Internet access in your home, what are the reasons? *Please check all that apply.*

 Cost for Internet access

 Cost for devices (desktop computers, laptops, etc.)

 My housing unit or building isn't wired for service

 Tried to sign up for service but couldn't

 Not comfortable using computers or Internet

 Not interested in using the Internet

 I access the Internet outside of my home

 Other: _____

5. If you don't have Internet access in your home, have you used any of these places to access the Internet. *Please check all that apply.*

 Restaurant or coffee shop

 Local library

 Friend's home

 School or work

 Other: _____

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If Yes



6. Which devices do you (or anyone living in your household) use to access the Internet in your home?
Please check all that apply.

- Smart phone
- Desktop computer
- Laptop, Notebook, or Netbook (for example: Chromebook, HP Mini, Macbook, Dell Inspiron)
- Tablet (for example: iPad, Samsung Galaxy Tab, Kindle Fire)
- Gaming console
- Smart TV or device that connects TV to the Internet
- Other: _____

Which device do you use most? _____

***Continue to question 8.**

If No



7. If you don't currently have Internet access in your home, have you ever had Internet access in your home?

- Yes No

***Continue to question 8.**

8. Have you heard of ConnectHome, a program that brings free or low cost in-home high-speed Internet to residents of public housing?

- Yes No I don't know

9. If you have Internet in your home, is it free or low-cost through ConnectHome?

- Yes No I don't know I don't have Internet

10. How satisfied are you with your Internet connection at home?

- Not satisfied Satisfied Very satisfied I don't have Internet (**SKIP to question 15**)

Please explain why: _____

Let's talk a little about your current internet service:

11. What is the cost of your Internet service? \$9.99 or less \$10 - \$14.99 \$15 - \$20.99 \$21 or more

12. What is the main reason you go online at home?

- E-mail Job Search Social Networking School/work tasks Education Read the news
- Coupons/Savings Browse the web Play games Music or videos Other: _____

13. If your school age child(ren) uses the Internet, what is their main reason for going online at home?

- E-mail Entertainment Social Networking
- Education My child(ren) don't use the Internet Other: _____

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14. Thinking about your family, how much has the internet improved the following:

- Spending time with other family members A lot Some Only a little Not at all
- Caring for each other's health A lot Some Only a little Not at all
- Completing work or school assignments A lot Some Only a little Not at all
- Searching for employment A lot Some Only a little Not at all

15. How many years have you been using the internet? _____**16. Based on your computer experience, do you consider yourself to be a:**

- Non-user Beginner user Junior user Advanced user

17. How did you find your current place of employment (or previous if currently unemployed)?

- Internet search Newspaper/Magazine Friend Family member Other _____

18. If you were to engage in a job search now, how would you go about this?

- Internet search Newspaper/Magazine Friend Family member Other _____

Please answer both questions 19 and 20 if you are over the age of 16 AND you have Internet access at home.**19. If you were to engage in a job search now [since gaining access to the internet at home], would you...**

- a. Feel confident that you would receive a job offer More confident Less confident No change
- b. Feel confident that you would find a job that you could apply for More confident Less confident No change
- c. Apply to positions More confident Less confident No change

20. The next set of questions is about young people (either you or others that you know).**How much do you think using the Internet:**

- Helps young people do better in school A lot Some Only a little Not at all
- Helps young people learn new things A lot Some Only a little Not at all
- Improves young people's relationships with their friends A lot Some Only a little Not at all
- Keeps young people from doing more important things A lot Some Only a little Not at all
- Leads young people to do dangerous or harmful things A lot Some Only a little Not at all

Please answer these last few questions ONLY if you are currently in middle or high school**21. If you needed help with homework while at home, where would you turn to for help first?**

- Family member Internet Friend Neighbor Other _____

22. If you were studying for an exam and needed a better explanation of a concept, where would you turn to for help first?

- Family member Internet Friend Neighbor Other _____

23. Have you ever used e-mail to communicate with a teacher? Yes No I don't know

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24. Would anyone in your household be interested in receiving any of the following services at the computer lab?

- Locating community resources online
- Learning Online
- Receiving job training
- Researching medical information
- Completing GED
- Forms, payments (online banking, social services, transactions)
- Communicating via online video
- Participating in counseling sessions
- Applying to community college, trade school, vocational school
- Other: _____

Thank you!

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