

Digital Connection Committee: Broadband & Internet Survey

The purpose of this survey is to get information from you about what access you have to the internet and what is available in your area. We want to hear from you! This information impacts the state funding for Minnesota's Iron Range that will address the problems and gaps in the internet coverage and access in our area. This survey will take approximately ten minutes to complete.

Technology Availability

1. Do you have non-mobile internet access in your home? Non-mobile means your internet access doesn't depend on a cell phone data plan or a mobile hotspot.
 - a. Yes
 - b. No
 - c. Yes, I have internet access in my home, but I don't know if it's non-mobile
2. How fast is your internet access at home?
 - a. Very fast
 - b. Pretty fast
 - c. Just fast enough (No lagging or wait times when pages load.)
 - d. A little slow
 - e. Too slow (Pages take a long time to load, constant buffering.)
 - f. I do not have internet access at home
 - g. I don't know
3. Would you like to provide information on your internet speed?
<https://www.speedtest.net/>
 - a. Speed: _____
 - b. No
4. How reliable is your internet access at home?
 - a. Very reliable
 - b. Pretty reliable
 - c. Just reliable enough
 - d. A little unreliable
 - e. Too unreliable
 - f. I do not have internet access at home
5. Do you know who your internet service provider is at home?

- a. Yes, Provider Name: _____
 - b. No
 - c. I do not have internet access at home
6. If you use internet other places than your home, which of the following places do you use their internet? Circle all that apply.
- a. A public library
 - b. A community center, community gym, or recreation center
 - c. A community organization
 - d. A school, college, or university
 - e. A restaurant or coffeeshop
 - f. A laundromat
 - g. A specific community organization
 - h. My place of work
 - i. A friend or family member's house
 - j. Other [short answer]
7. What devices do you regularly have access to? Check all that apply.
- a. Laptop computer
 - b. Desktop computer
 - c. Smartphone
 - d. Tablet
 - e. Other: _____
 - f. None
8. Which device do you use most often? Select only one.
- a. Laptop computer
 - b. Desktop computer
 - c. Smartphone
 - d. Tablet
 - e. Other: _____
 - f. None
9. Does your most frequently used device have all of the applications and software (such as Microsoft Word) that you need?
- a. Yes
 - b. Mostly, but some additional software would be helpful
 - c. No
10. Do you intentionally use any assistive technologies that require internet? Definition of Assistive Technology: Any item, piece of equipment, or product system, whether acquired commercially off the shelf, modified, or customized, that is used to increase, maintain, or improve functional capabilities of individuals with disabilities. Examples include: screen reading software, smart home devices

- a. Yes
 - b. No
 - c. I don't know
2. Are there any assistive technologies you need but currently do not have access to?
- a. Yes: _____
 - b. No
 - c. I don't know

Barriers to Access

1. In the past six months, have you experienced any of the following situations related to internet access?
Circle all that apply.
- a. My home internet was not working for five days or more due to a technical problem, bad weather, etc.
 - b. My home internet was disconnected for five days or more due to late payments
 - c. I was denied by the internet provider
 - d. The process of getting connected was overwhelming
 - e. I tried to get internet access at home and didn't know who to ask for help
 - f. I wanted to use a public internet, but didn't have transportation
 - g. I wanted to use a public internet, but the location was closed
 - h. I sat outside of a closed building and used their public internet
 - i. I went to a friend's house specifically to use their internet connection
 - j. I couldn't use the internet to do what I needed to do because my home connection is slow and/or unreliable
 - k. I couldn't use a website because it wasn't written in a language I read fluently
 - l. I couldn't use a website because it wasn't accessible for people with disabilities
 - m. Other: _____
2. In the past six months, have you experienced any of the following situations related to device access?
Circle all that apply.
- a. I didn't have the device that I really needed. For example I used a smartphone instead of a laptop or desktop.
 - b. My primary device broke, and I didn't know who to ask for help
 - c. My primary device broke, and I couldn't afford to replace it
 - d. My primary device was being so slow that I just gave up trying to use it
 - e. I borrowed a device from a family member or friend because I didn't have one that worked
 - f. People in my house were trying to share too few devices
 - g. I wanted to use a public computer but didn't have transportation
 - h. I wanted to use a public computer but the location was closed
 - i. I needed assistive technology but didn't have access to it
 - j. None of the above

3. In the past six months, have you experienced any of the following situations related to digital skills? Circle all that apply.
- a. I wanted to use the internet but couldn't figure out how
 - b. I wanted to use the internet but couldn't find help in the language I use fluently
 - c. I asked a family member for help with the internet and technology
 - d. I asked a friend for help with the internet and technology
 - e. I asked someone at my work or school for help with the internet and technology
 - f. I asked someone at a public library for help with the internet and technology
 - g. I missed out on an opportunity (like attending an online appointment) because I didn't have the digital skills I needed
 - h. I missed a deadline (like paying a bill online) because I didn't have the digital skills I needed
4. What is the biggest challenge you routinely experience related to internet access? [short answer]
5. What is the biggest challenge you routinely experience related to device access? [short answer]
6. What is the biggest challenge you routinely experience related to digital skills? [short answer]

Meaningful Use

1. In a typical week, how many days do you use the internet?
2. In the past six months, have you used the internet for any of the following activities? Check all that apply.
- a. To complete schoolwork (example: writing and submitting a research paper)
 - b. To do my job at my place of work
 - c. To do my job from my home
 - d. To search and apply for a new job
 - e. To pay bills
 - f. To manage personal finances (example: online banking)
 - g. To apply for government benefits (example: submit an application for food assistance)
 - h. To receive healthcare (example: telehealth appointment)
 - i. To manage the healthcare of a family member (example: refilling a child's prescription online)

- j. To connect socially with friends and family
 - k. To conduct personal research (examples: looking up vehicle repair instructions; looking up recipes; looking up a map and directions)
 - l. To shop online
 - m. For entertainment (example: streaming videos)
 - n. Other: _____
3. What are the three most important activities you use the internet for? [short answer]
- a) _____
 - b) _____
 - c) _____

Demographics

1. Do you live in Minnesota?
 - a. Yes
 - b. No
2. Zip Code: _____
3. What best describes where you live?
 - a. In Town
 - b. Out of town
 - c. Other: _____
4. In which Minnesota county or Native Nation do you reside?
5. Including yourself, how many people live in your household?
6. Including yourself, if relevant, how many people under age 18 live in your household?
7. What is your age range?
 - a. <18
 - b. 18 – 29
 - c. 30 – 39
 - d. 40 – 49
 - e. 50 – 59
 - f. 60 – 69
 - g. 70 – 79
 - h. 80+
 - i. Prefer not to answer
8. What is your gender identity?
 - a. Female

- b. Male
 - c. Prefer to self-describe [short answer]
 - d. Prefer not to answer
9. Are you a veteran or active member of the military? Keep in mind veteran status may include militaries outside of the United States.
- a. Yes
 - b. No
 - c. Prefer not to answer
10. Do you identify as a person with disabilities?
- a. Yes
 - b. No
 - c. Prefer not to answer
11. What is your race/ethnicity? Check all that apply.
- a. White
 - b. Latino, Latina, or Latinx
 - c. Black or African
 - d. American Indian or Alaska Native
 - e. Asian
 - f. Native Hawaiian or Pacific Islander
 - g. Prefer to self-describe [short answer]
 - h. Prefer not to answer
12. What is your employment status? Check all that apply.
- a. Employed full-time
 - b. Employed part-time
 - c. Unemployed and looking for work
 - d. Not employed and not looking for work
 - e. Retired
 - f. Student
13. Please select your annual household income:
- a. Less than \$20,000
 - b. \$20,000 - \$39,999
 - c. \$40,000 - \$59,999
 - d. \$60,000 - \$79,999
 - e. \$80,000 - \$99,999
 - f. \$100,000 or greater