Digital Opportunity

Community Sample Survey

1. How often do you use the Internet?
   - ☐ Daily
   - ☐ Multiple times a week
   - ☐ A few times a month

2. How often do you need help using the Internet?
   a. Frequently
   b. Sometimes
   c. Rarely

3. How do you access the Internet at home? (Check all that apply)
   a. Cable company
   - ☐ Phone company
   - ☐ Cell phone
   - ☐ Wireless Internet Company
   - ☐ Satellite
   - ☐ Do not have Internet at home

4. Are you interested in taking classes online to learn new skills?
   - ☐ Yes
   - ☐ No

5. Have you or someone you know ever been a victim of an online scam?
   - ☐ Yes
   - ☐ No

6. Do you know where you can go to find technical support for your personal devices when needed?
   - ☐ Yes
   - ☐ No

7. Do you think the cost of the Internet is too high for you?
   - ☐ Yes
   - ☐ No

8. In what ways do you use Internet service that are relevant to your life. (Select all that apply.)
   - ☐ Education
   - ☐ Work
   - ☐ Job search
   - ☐ Entertainment
   - ☐ Communicating with family and friends
   - ☐ Telehealth
   - ☐ Government services
   - ☐ Other (Please specify):

Digital Opportunity

Community Sample Survey

10. How would you rank the following technology services do you access at the Library?

Service	Very Good	Good	Fair	Poor	Don't Use This Service
Public Access Computers					
Free Public wi-fi					
Printers					
Hot spot lending program					
Printers					
Internet classes					

12. What kind of devices do you regularly have access to:
- ☐ Laptop
- ☐ Desktop Computer
- ☐ Smartphone
- ☐ Tablet

13. What challenges do you have to access or use the Internet?
- ☐ Internet service is not affordable
- ☐ Internet service is unreliable
- ☐ Internet service is slow
- ☐ Don't know how to use Internet applications
- ☐ Computer viruses & other security concerns
- ☐ Unwanted ads, emails ….
- ☐ Don't trust information on Internet
- ☐ Other

14. What technology services would you be interested in using at the library? (Check all that apply)
- ☐ After hours access to the public library from the parking lot or nearby areas
- ☐ Assistance with Internet job searches
- ☐ Classes on cybersecurity, privacy or avoiding Internet scams
- ☐ Classes on basics of using the Internet and email
- ☐ Classes on using social media apps (Facebook, Instagram, ….)
- ☐ Technical assistance with computer issues
- ☐ Other suggestions?

15. Please indicate if you associate with any of the following groups. (Check all that apply)
- ☐ Senior Citizen
- ☐ Veteran
- ☐ Individual with a disability
- ☐ Individual with a language barrier
- ☐ Racial or ethnic minority
- ☐ Resides in rural area