

Digital Use and Access Survey: English

SURVEY RESPONSE REPORT

08 August 2018 - 10 May 2022

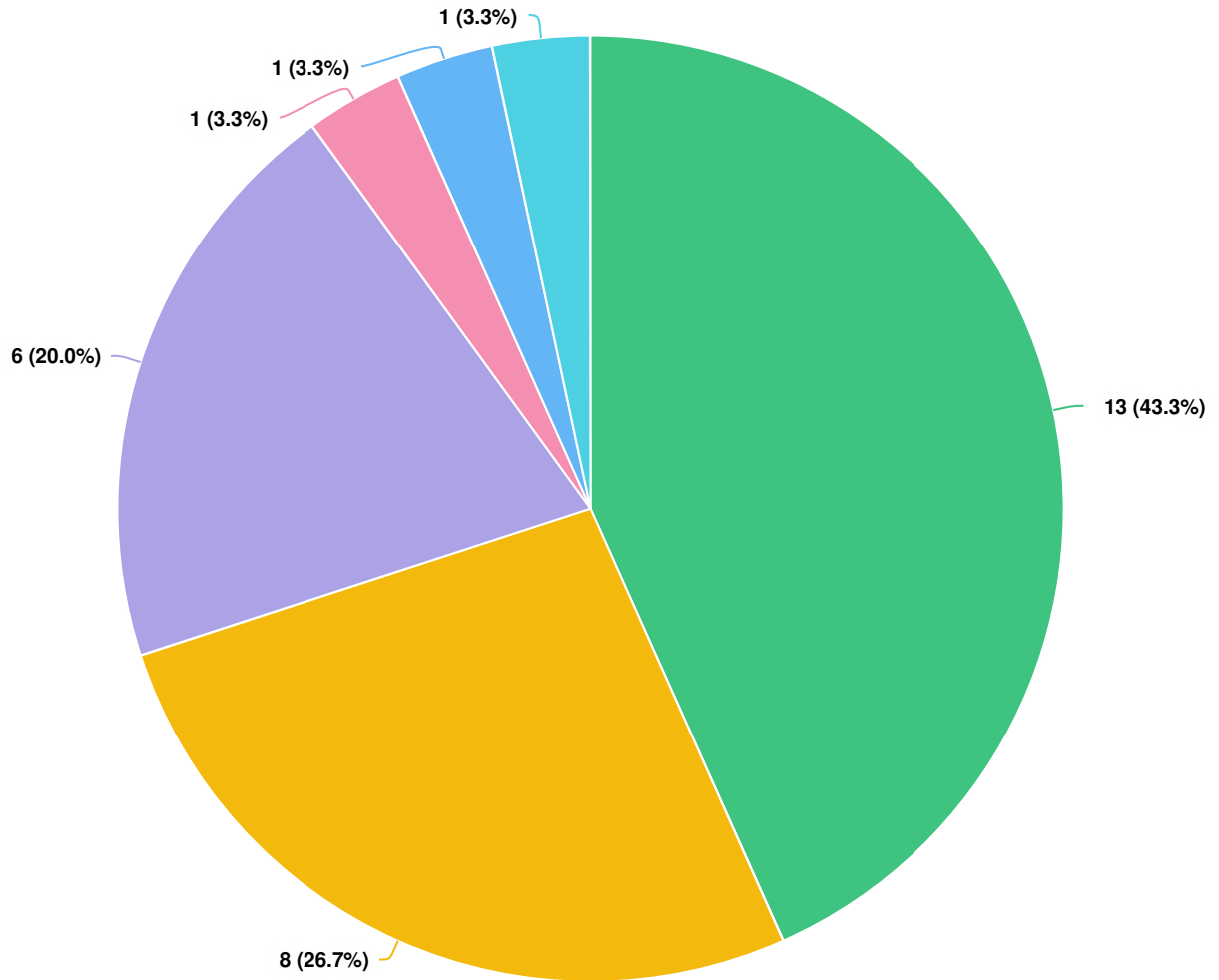
PROJECT NAME:

Digital Inclusion Plan



REGISTRATION QUESTIONS

Q1 ZIP Code

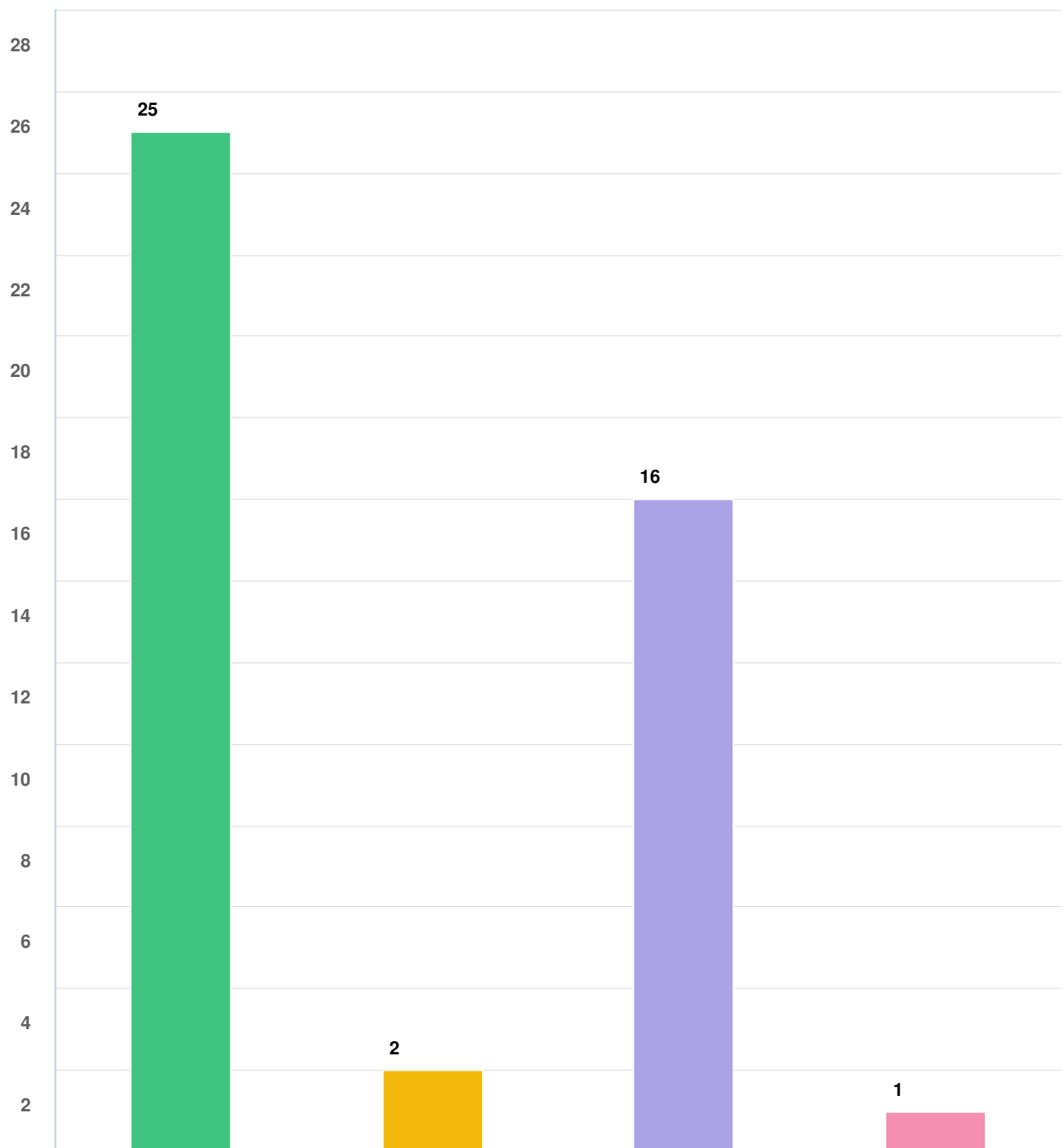


Question options

- Fayetteville, AR 72701
- Fayetteville, AR 72703
- Fayetteville, AR 72704
- Fayetteville, AR 72702
- Farmington, AR 72730
- West Fork, AR 72774

Mandatory Question (30 response(s))
Question type: Region Question

Q2 What is your relationship to Fayetteville (check all that apply)

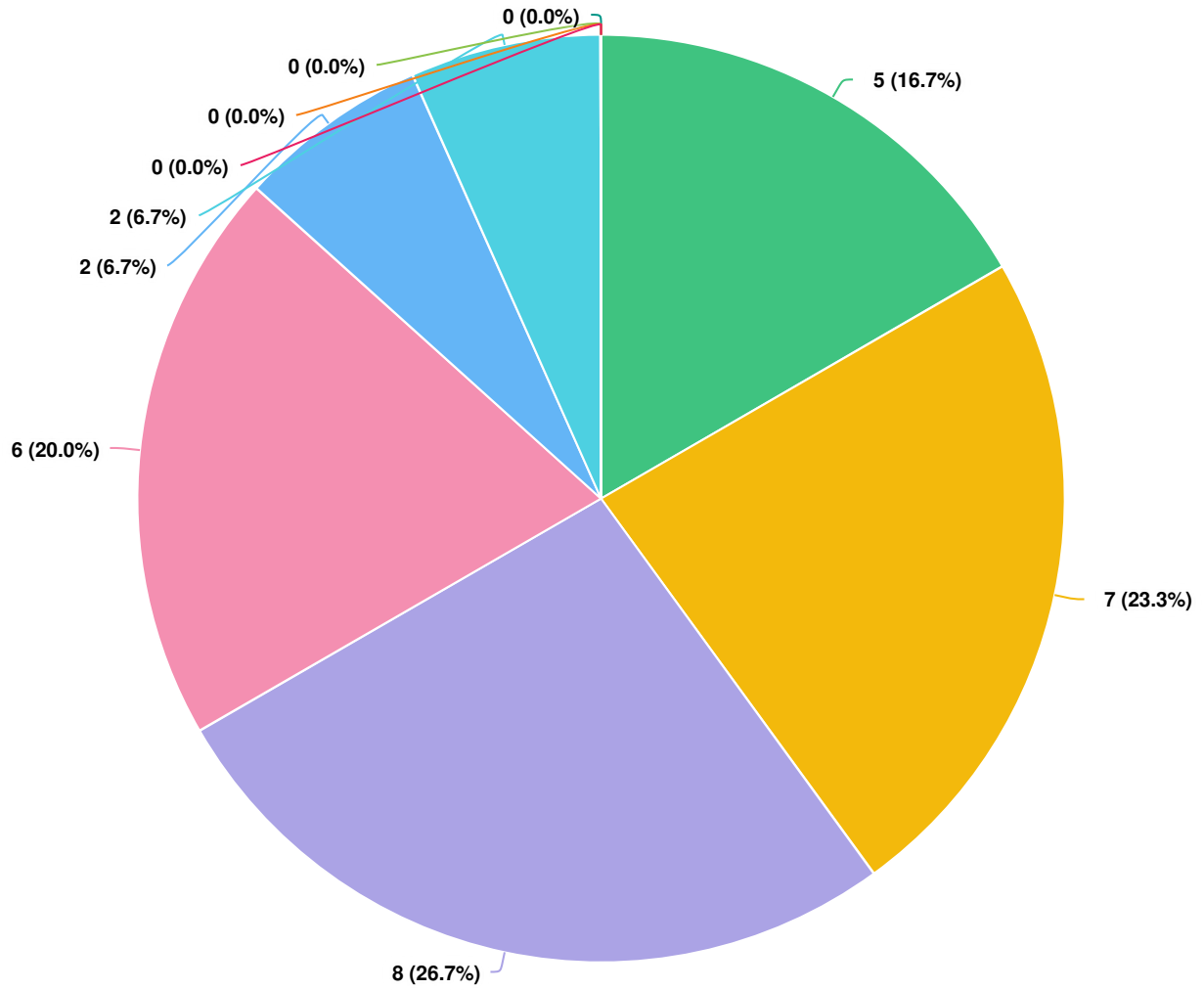


Question options

- I live in Fayetteville
- I own or operate a business in Fayetteville
- I work in Fayetteville
- I am a visitor to Fayetteville

Mandatory Question (30 response(s))
Question type: Checkbox Question

Q3 In what decade were you born?

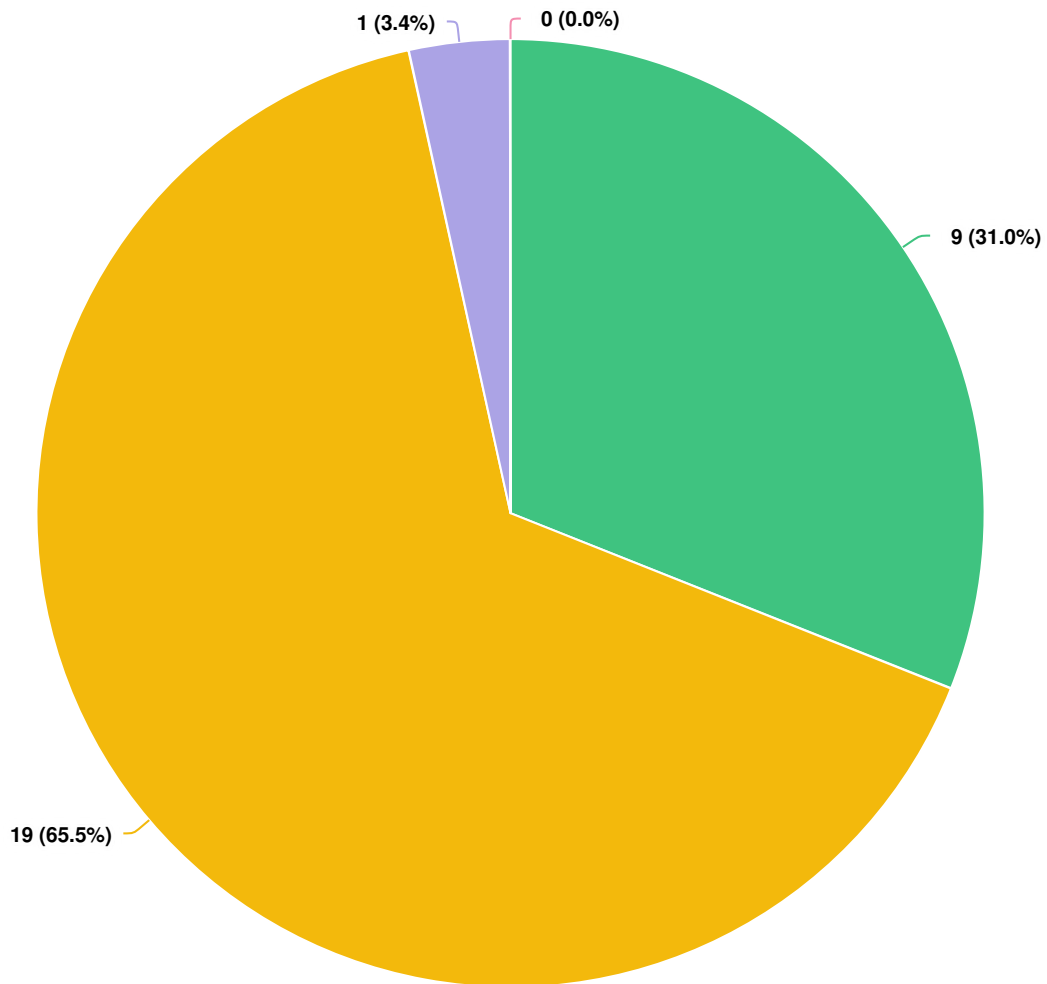


Question options

- 1990-1999
- 1980-1989
- 1970-1979
- 1960-1969
- 1950-1959
- 1940-1949
- 2000-2009
- 1930-1939
- 1920-1929
- Before 1920

Mandatory Question (30 response(s))
Question type: Radio Button Question

Q4 What is your gender?

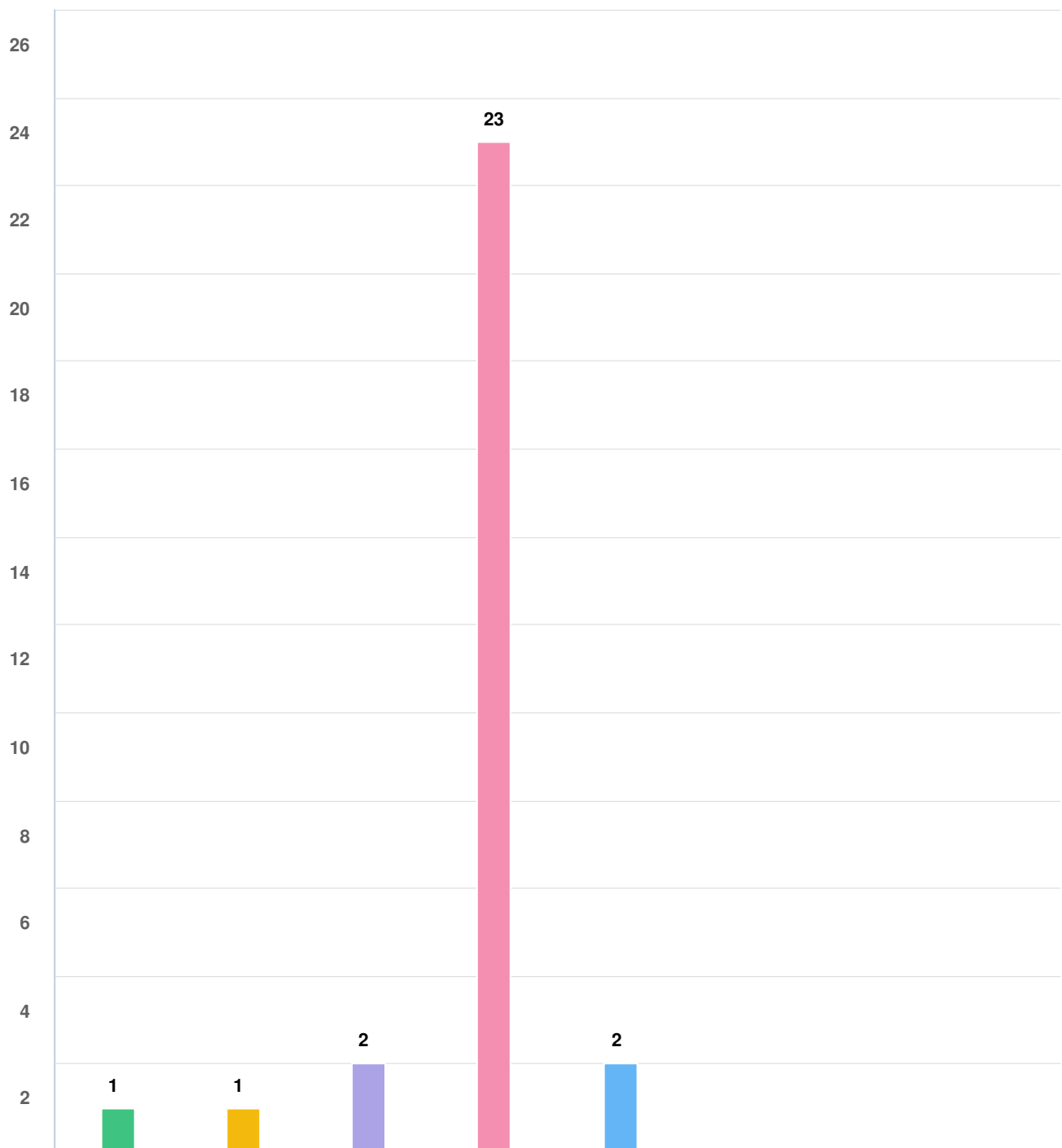


Question options

- Male
- Female
- Prefer not to answer
- Prefer to self-identify

Optional question (29 response(s), 1 skipped)
Question type: Radio Button Question

Q6 What race or ethnicity do you most identify as?

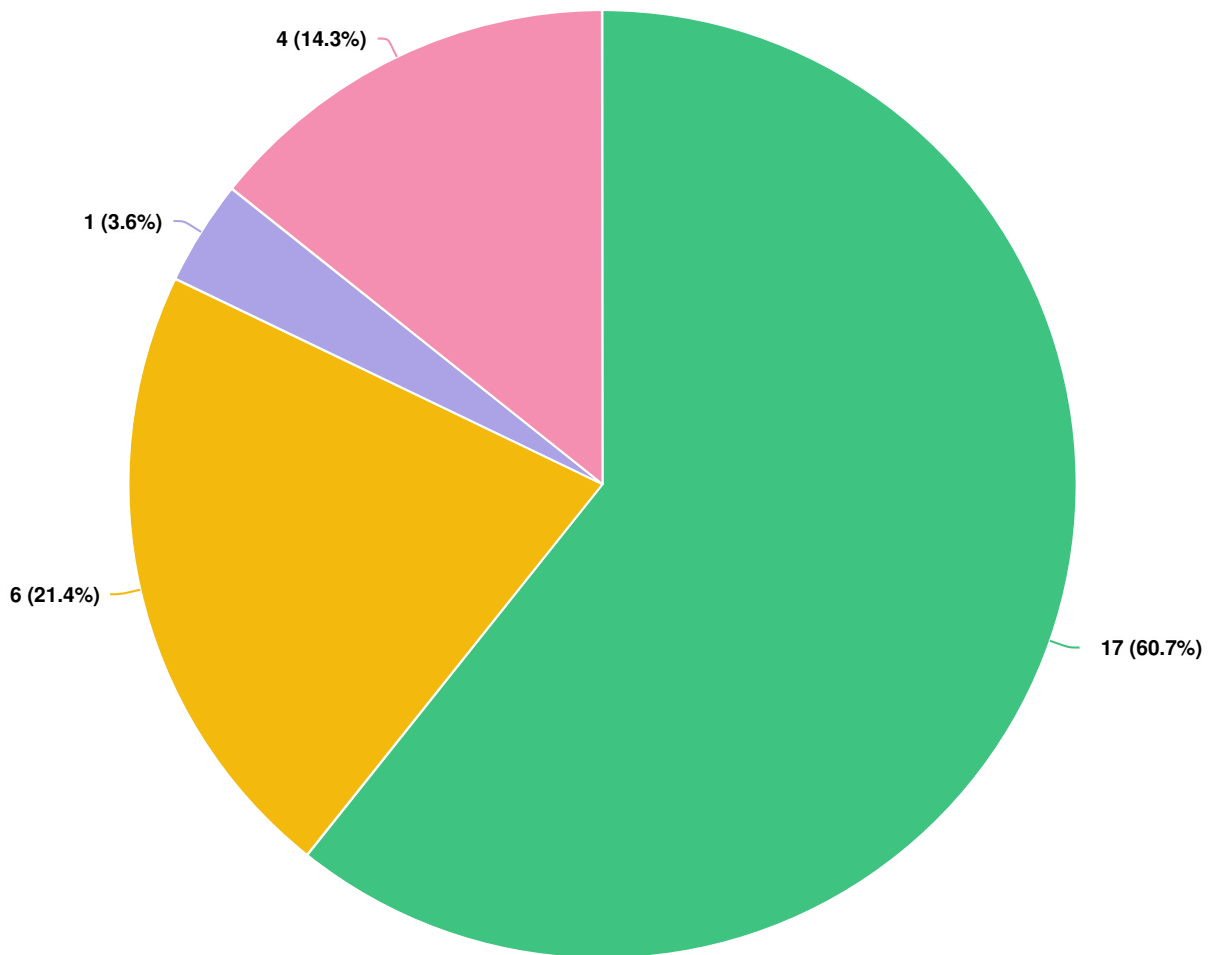


Question options

- Black / African American
- Hispanic / Latino
- Asian
- White / Caucasian
- Prefer not to answer
- Native American / Alaska Native
- Native Hawaiian or other Pacific Islander
- Two or more ethnicities

Optional question (29 response(s), 1 skipped)
Question type: Checkbox Question

Q7 If you live in Fayetteville, do you rent or own your home?



Question options

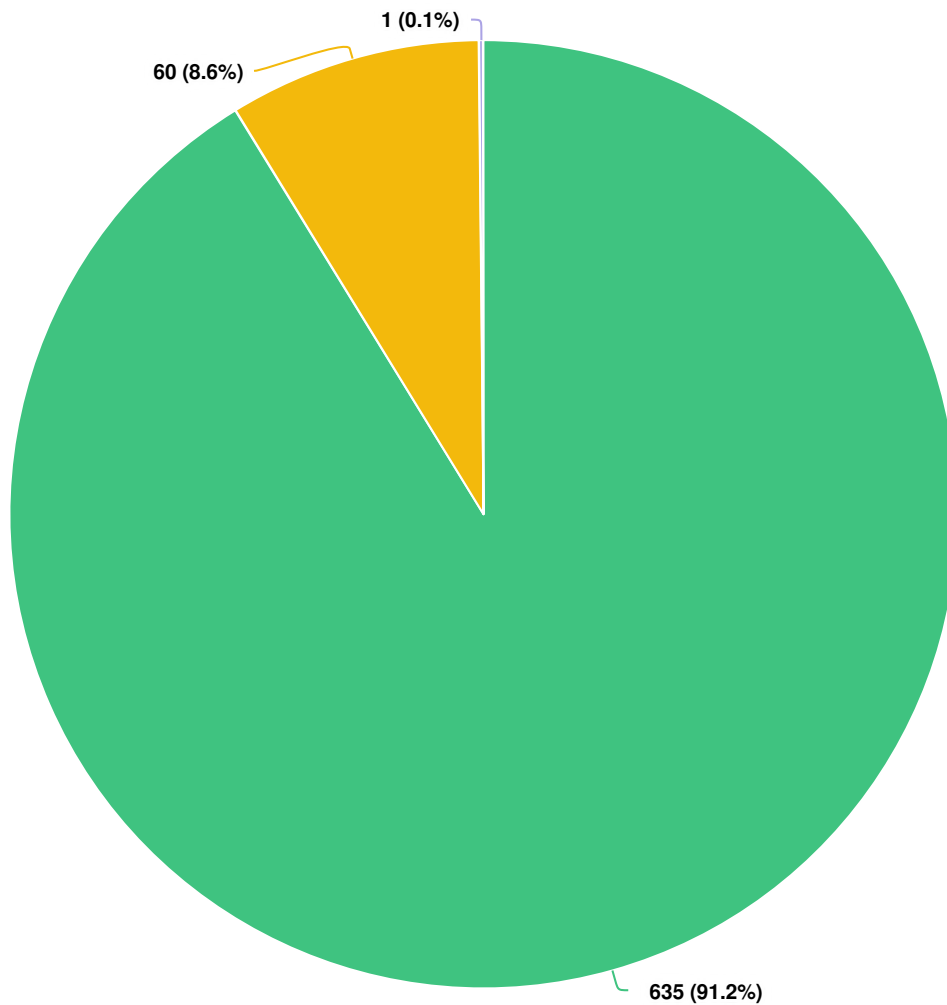
- Own
- Rent and live alone or with family
- Rent and share with roommate(s)
- I live outside of Fayetteville

Optional question (28 response(s), 2 skipped)
Question type: Radio Button Question



SURVEY QUESTIONS

Q1 First we want to ask some questions about the media in your household. Do you have an internet connection at home (not on a phone)?

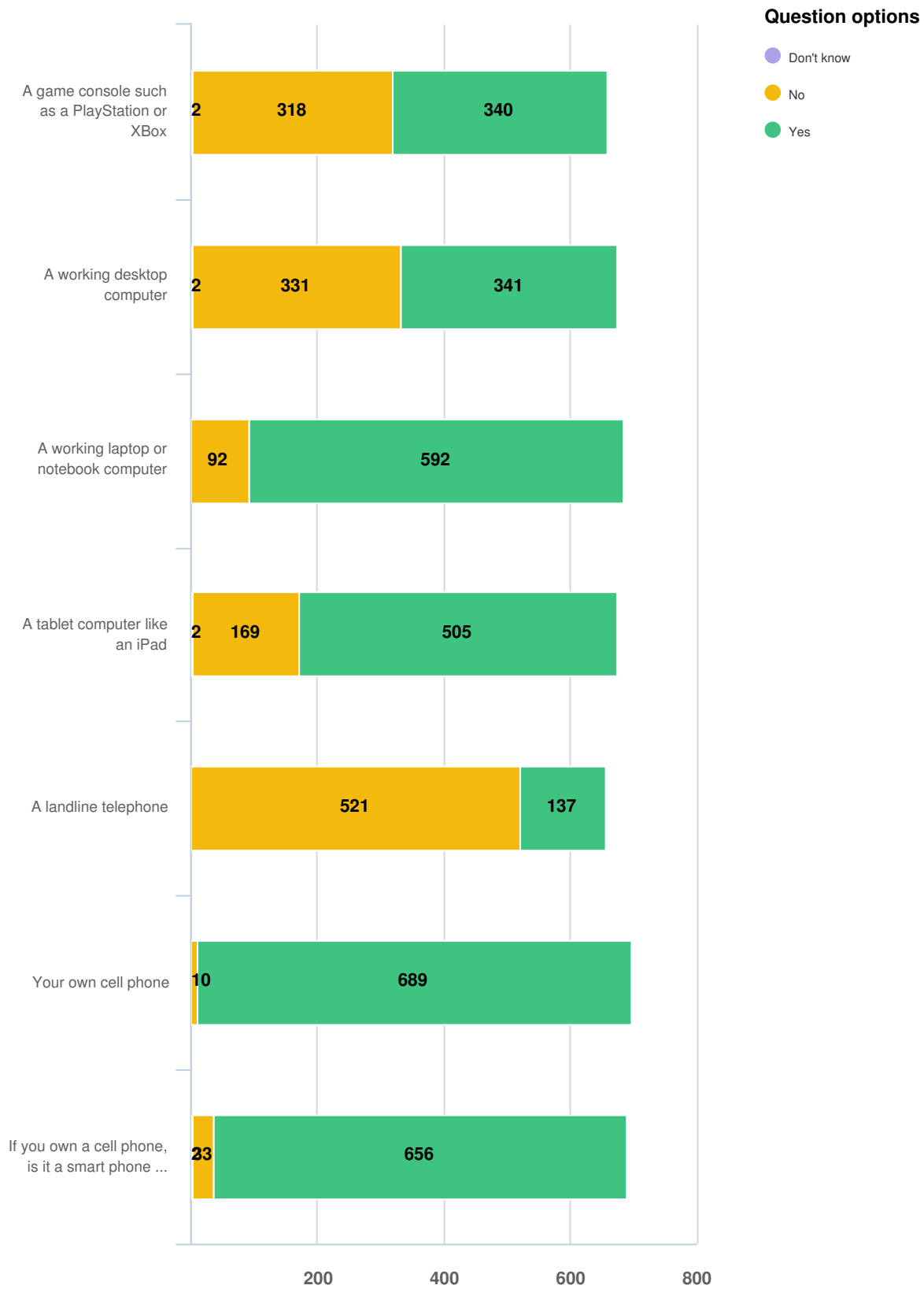


Question options

- Yes
- No
- Don't know

Optional question (696 response(s), 6 skipped)
Question type: Radio Button Question

Q2 Which of the following devices do you have in your home?



Optional question (702 response(s), 0 skipped)
Question type: Likert Question

Q2 Which of the following devices do you have in your home?

A game console such as a PlayStation or Xbox

Don't know : 2

No : 318

Yes : 340

50 100 150 200 250 300 350 400

A working desktop computer

Don't know : 2

No : 331

Yes : 341

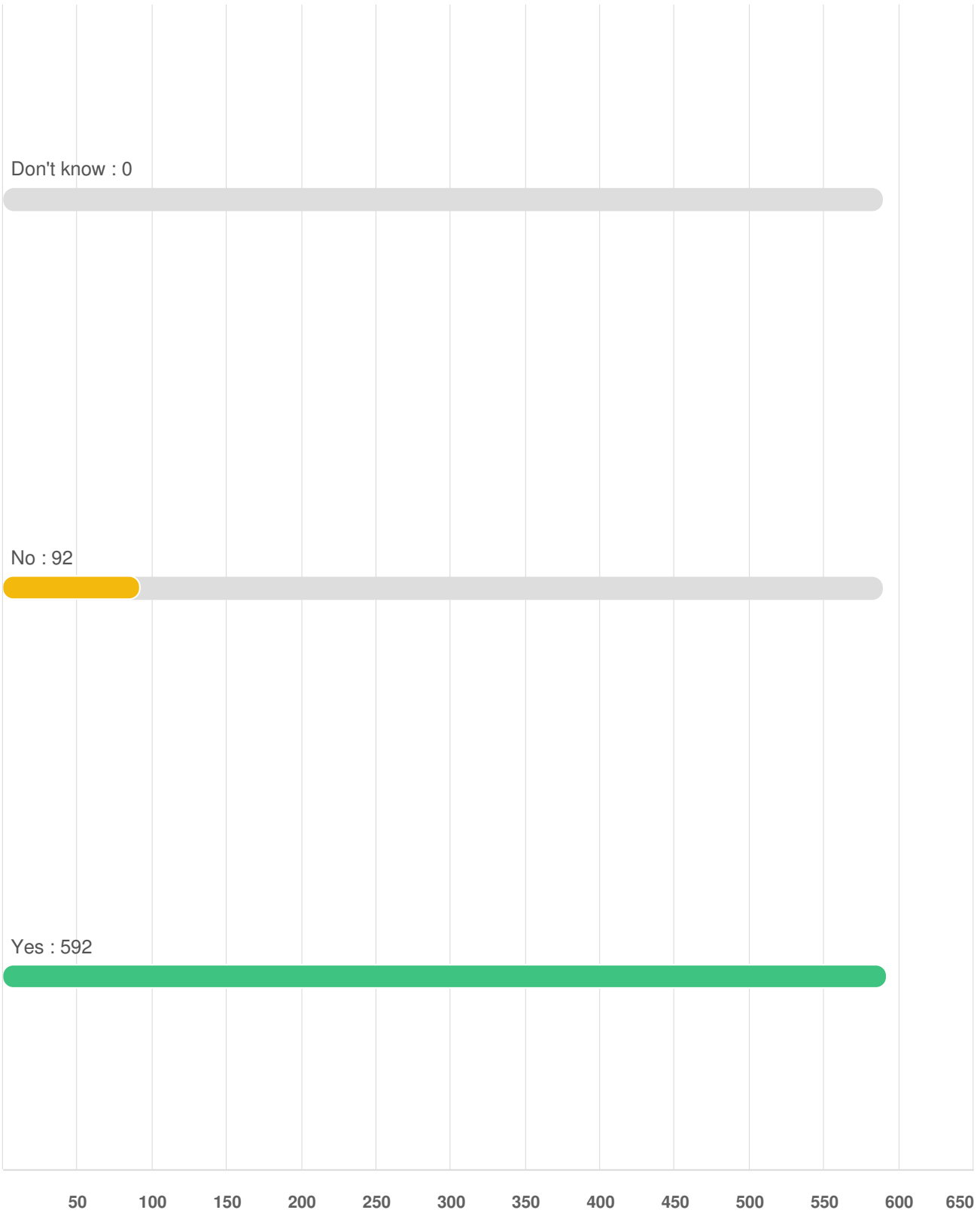
50 100 150 200 250 300 350 400

A working laptop or notebook computer

Don't know : 0

No : 92

Yes : 592

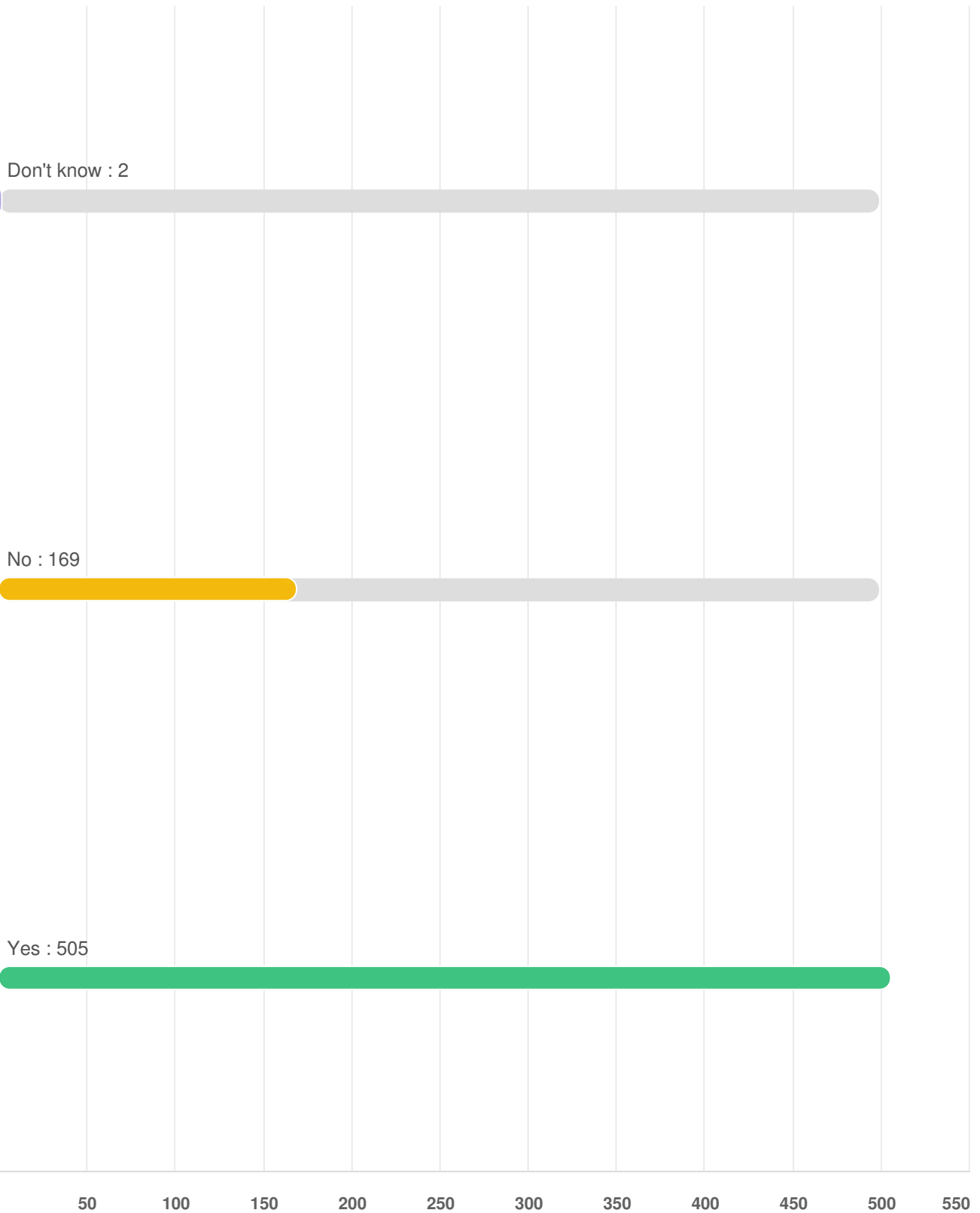


A tablet computer like an iPad

Don't know : 2

No : 169

Yes : 505

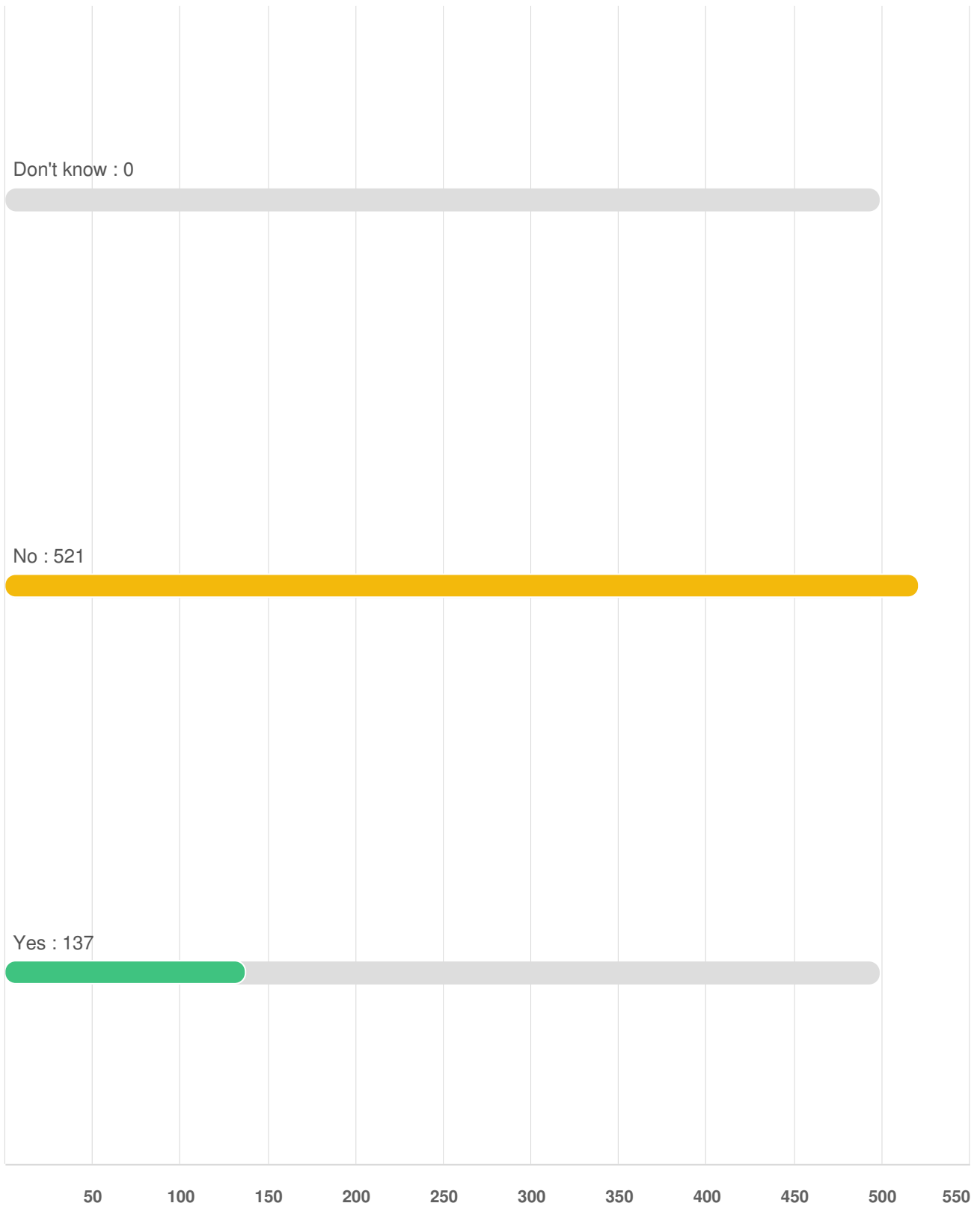


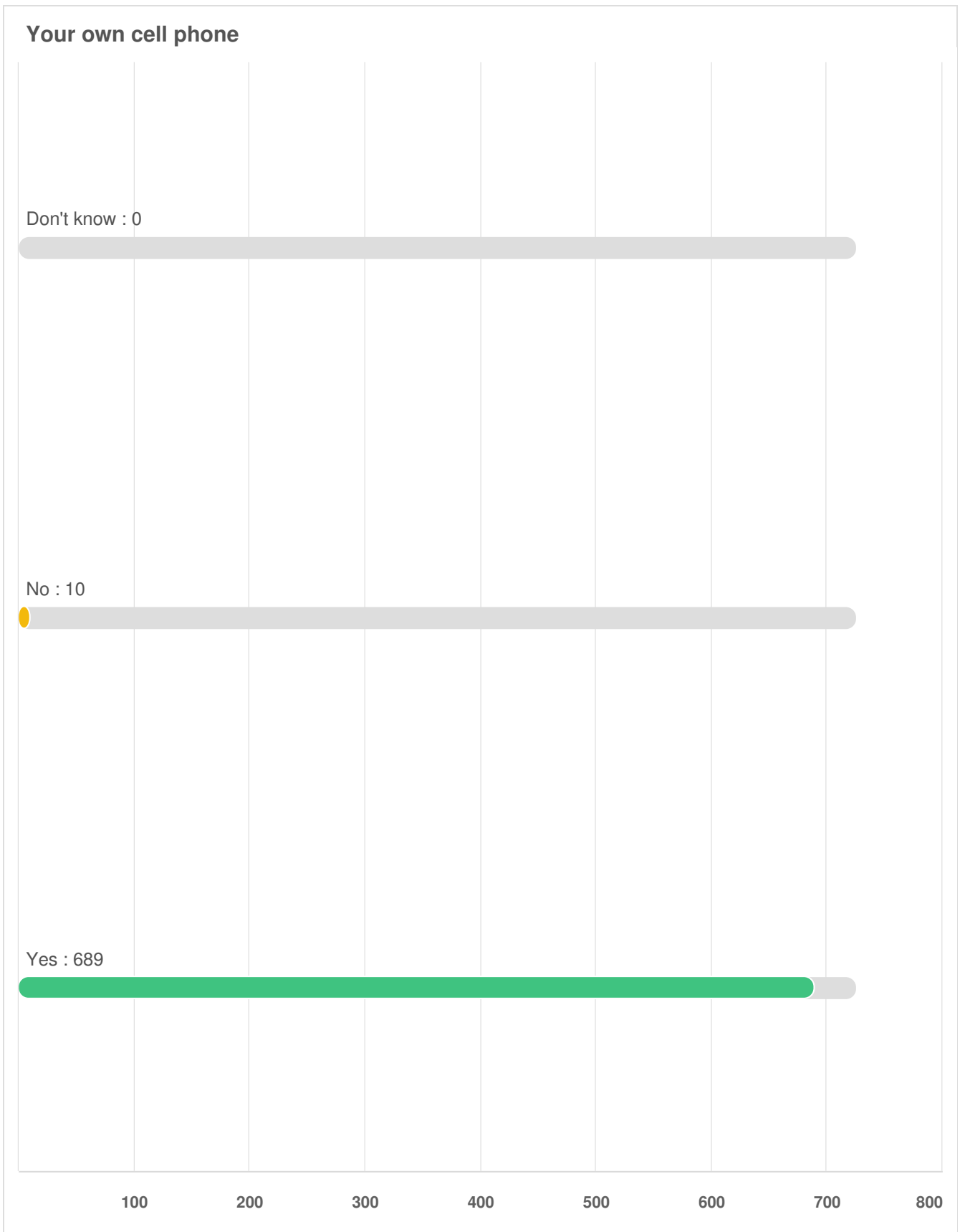
A landline telephone

Don't know : 0

No : 521

Yes : 137





If you own a cell phone, is it a smart phone (like an iPhone or Android)?

Don't know : 2

No : 33

Yes : 656

100

200

300

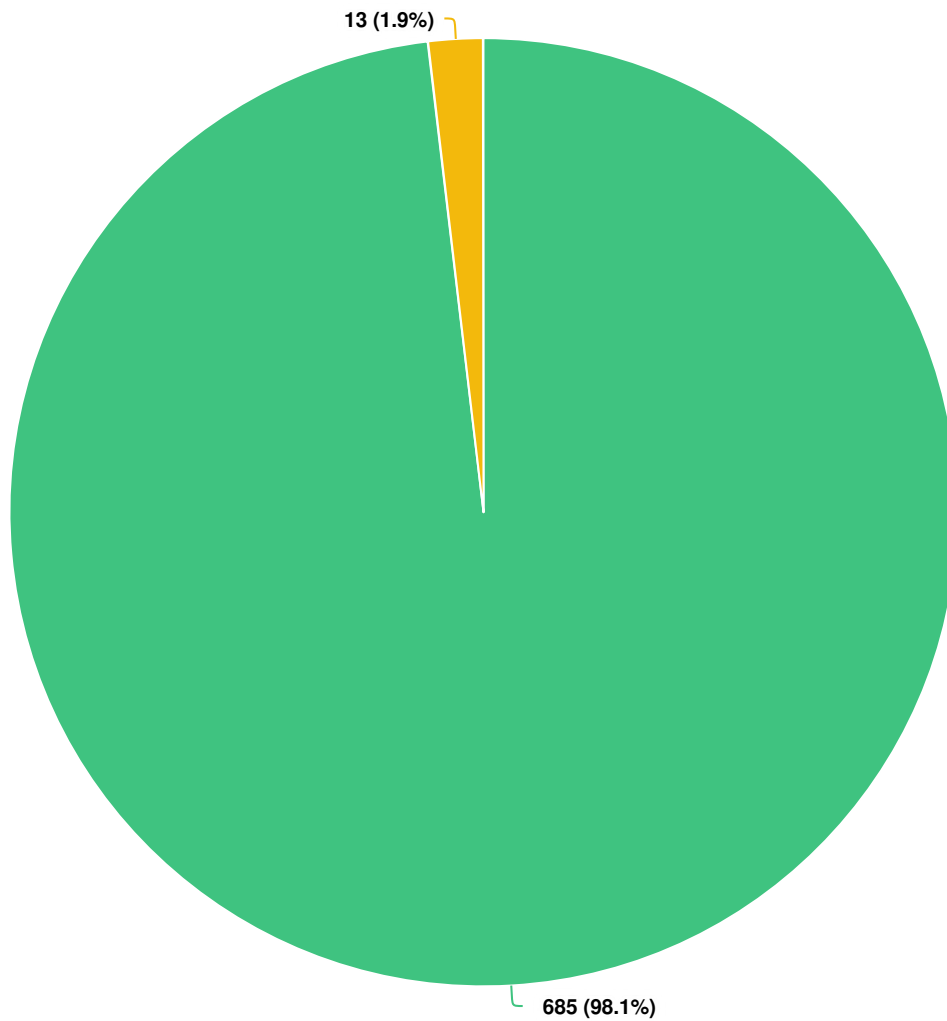
400

500

600

700

Q3 Do you use the Internet to surf the web, chat, or email on any device (like a phone or computer) at any location?

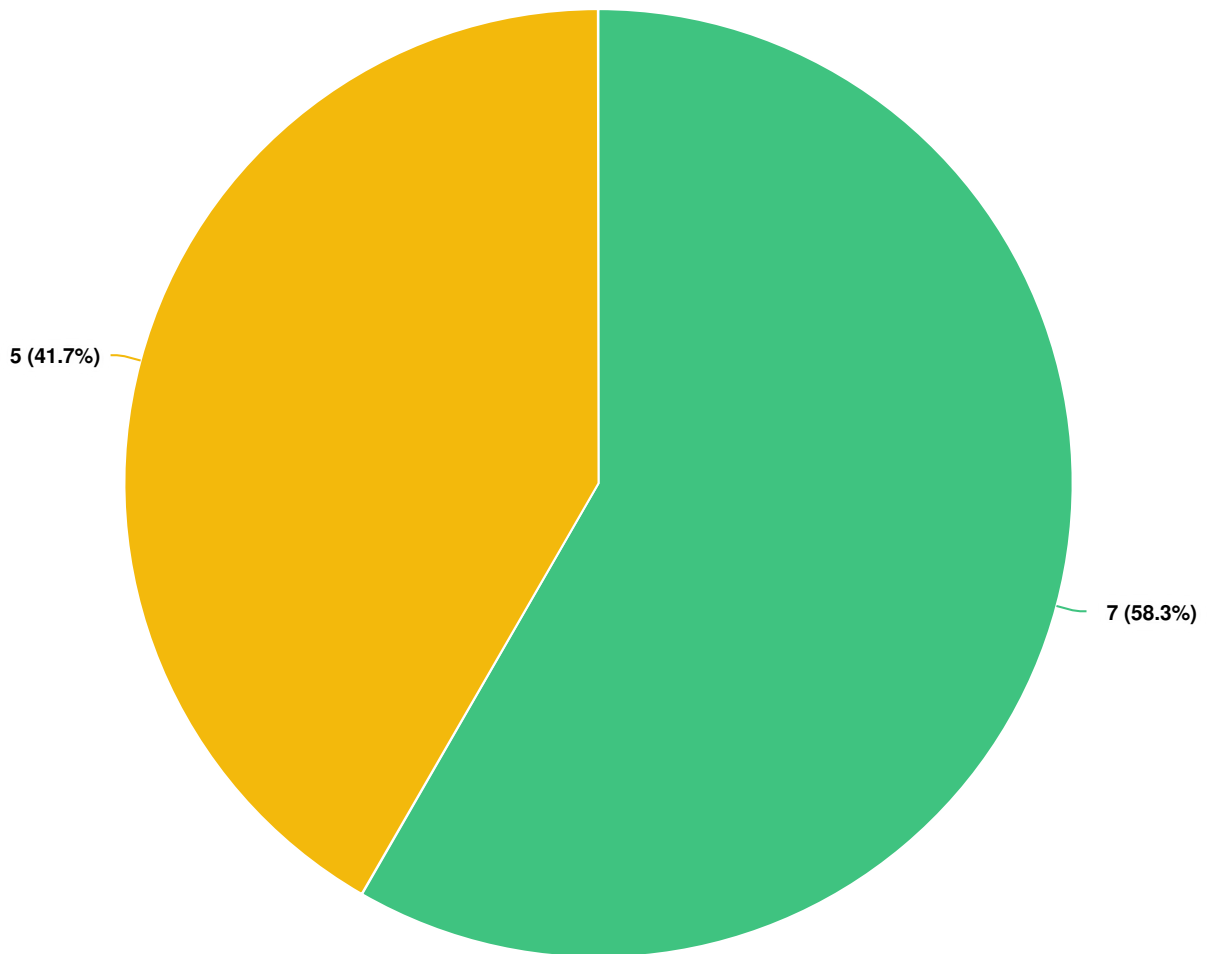


Question options

- No
- Yes

Optional question (698 response(s), 4 skipped)
Question type: Radio Button Question

Q4 If you wanted to use the Internet, do you feel you know enough about technology to be able to do that on your own, or would you need someone to help you?



Question options

- I would need someone to help me.
- I know enough to go online on my own.

Optional question (12 response(s), 690 skipped)

Question type: Radio Button Question

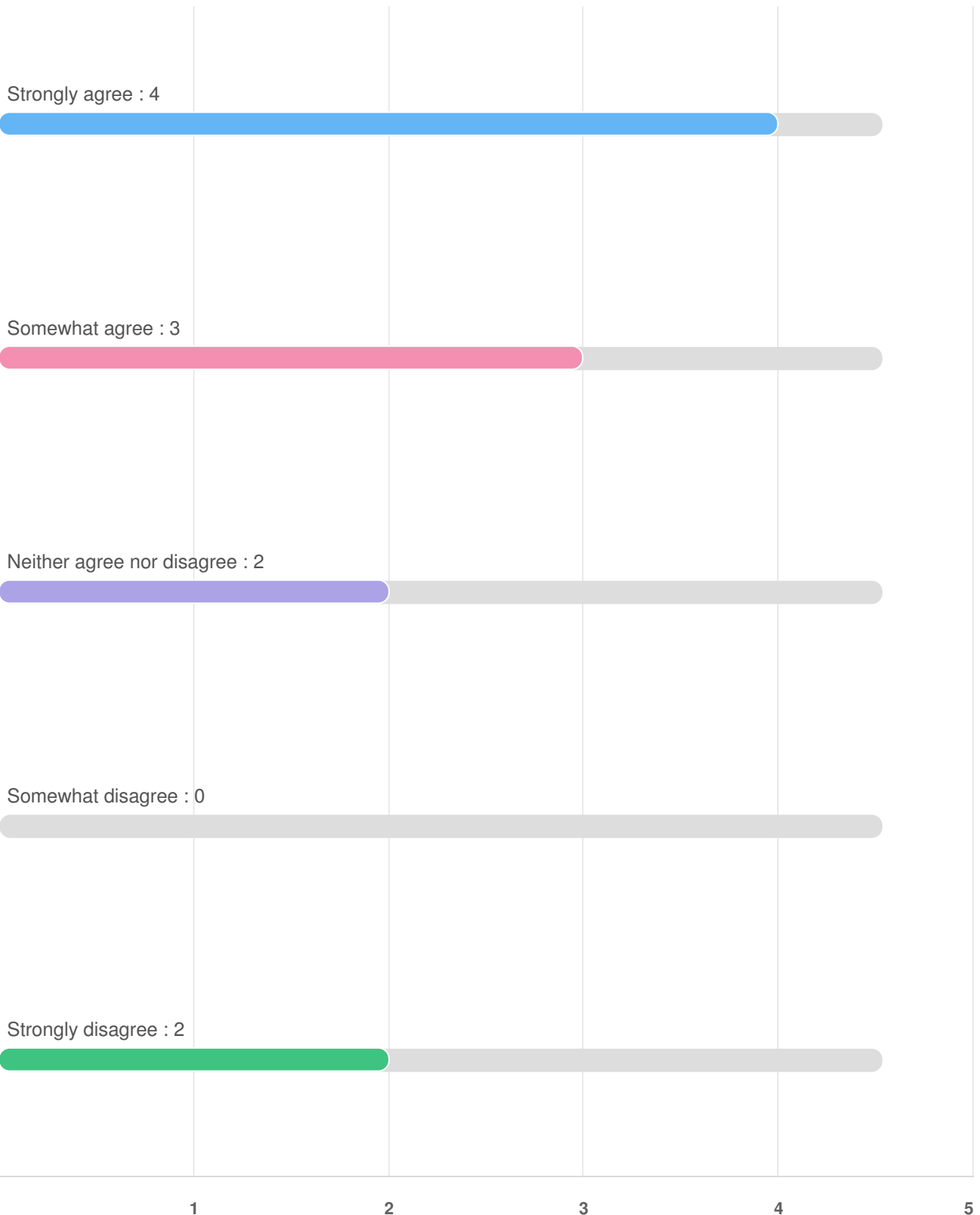
Q5 Thinking about the reasons why you do NOT use the Internet, please indicate how much you agree or disagree with the following statements

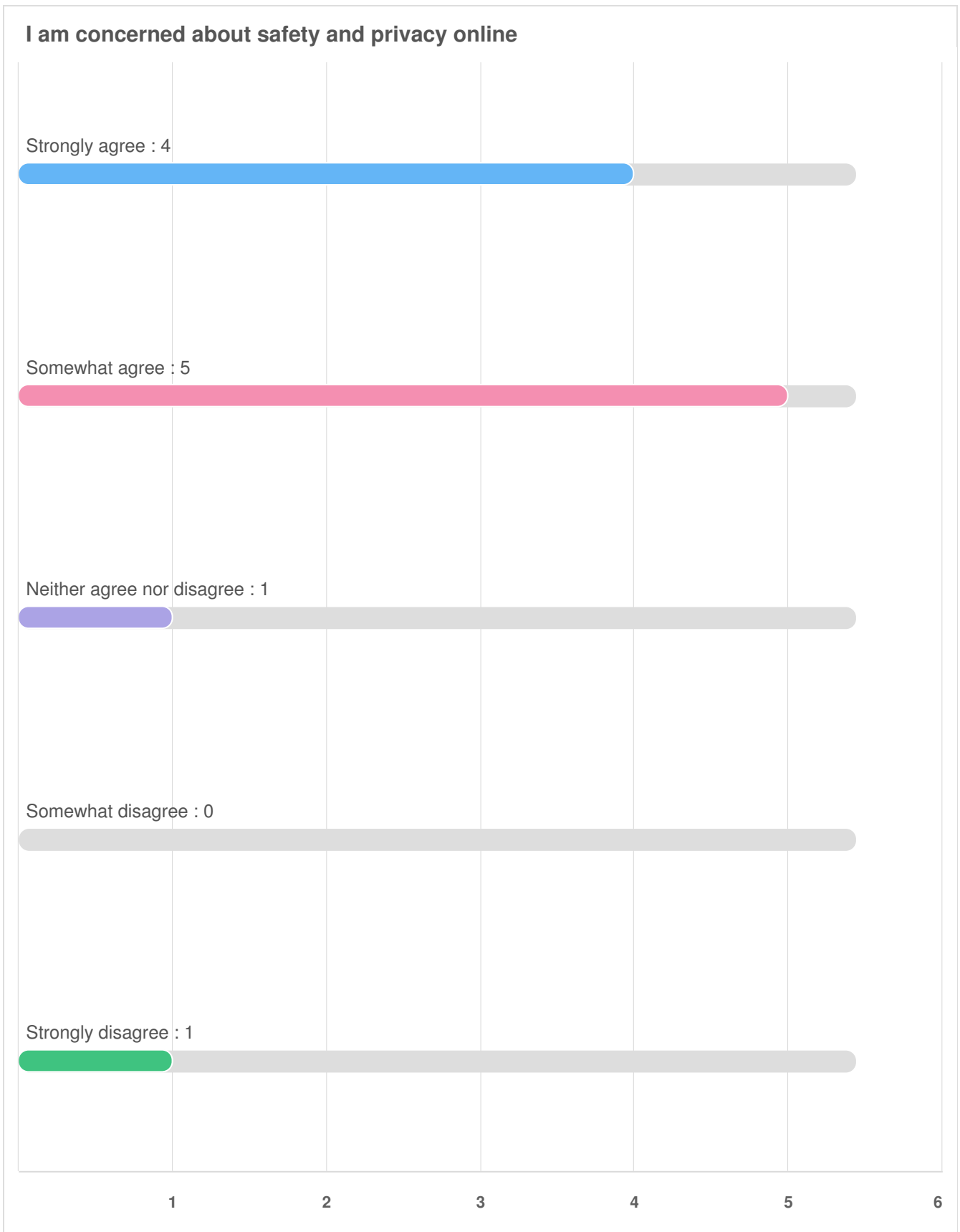


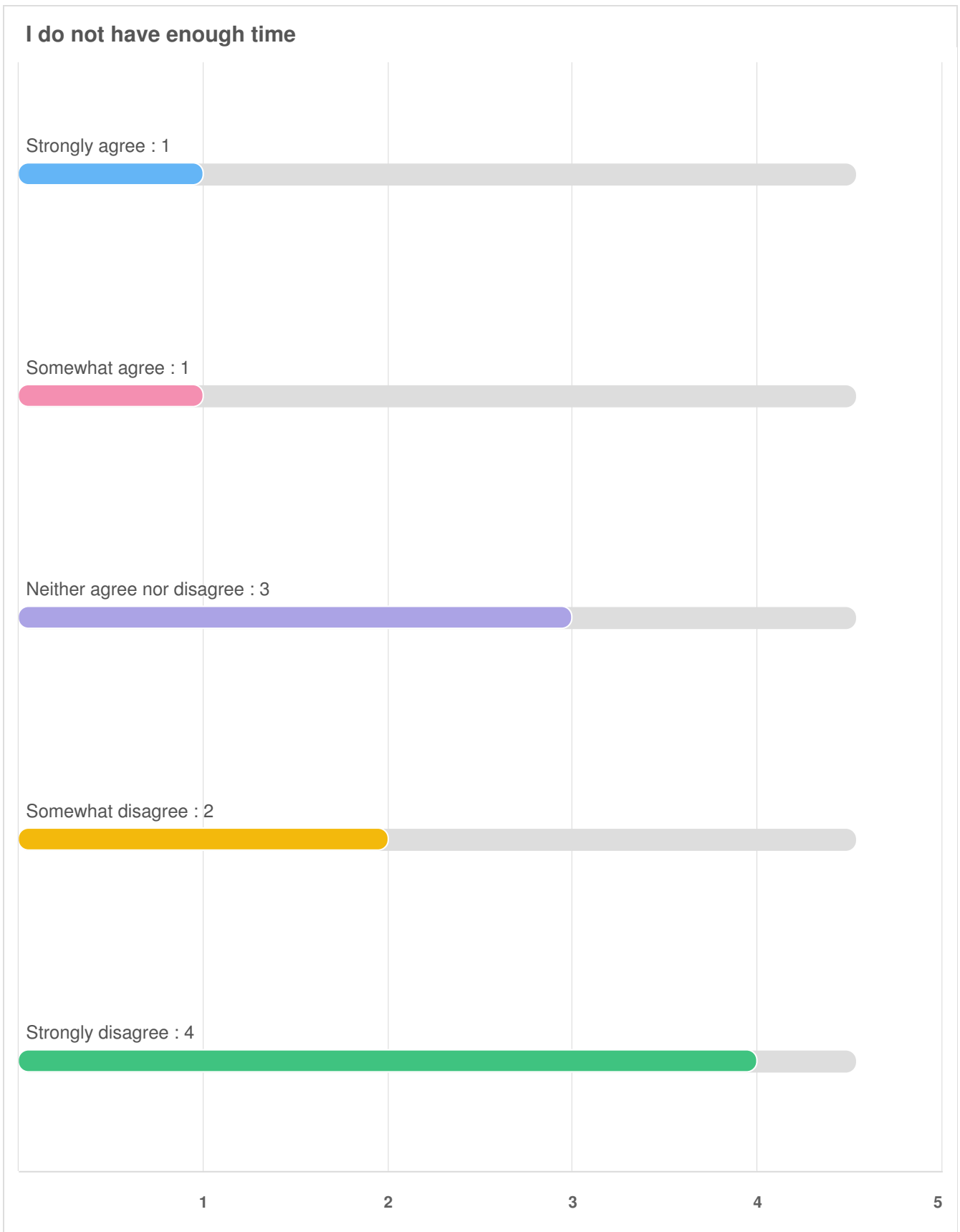
Optional question (11 response(s), 691 skipped)
 Question type: Likert Question

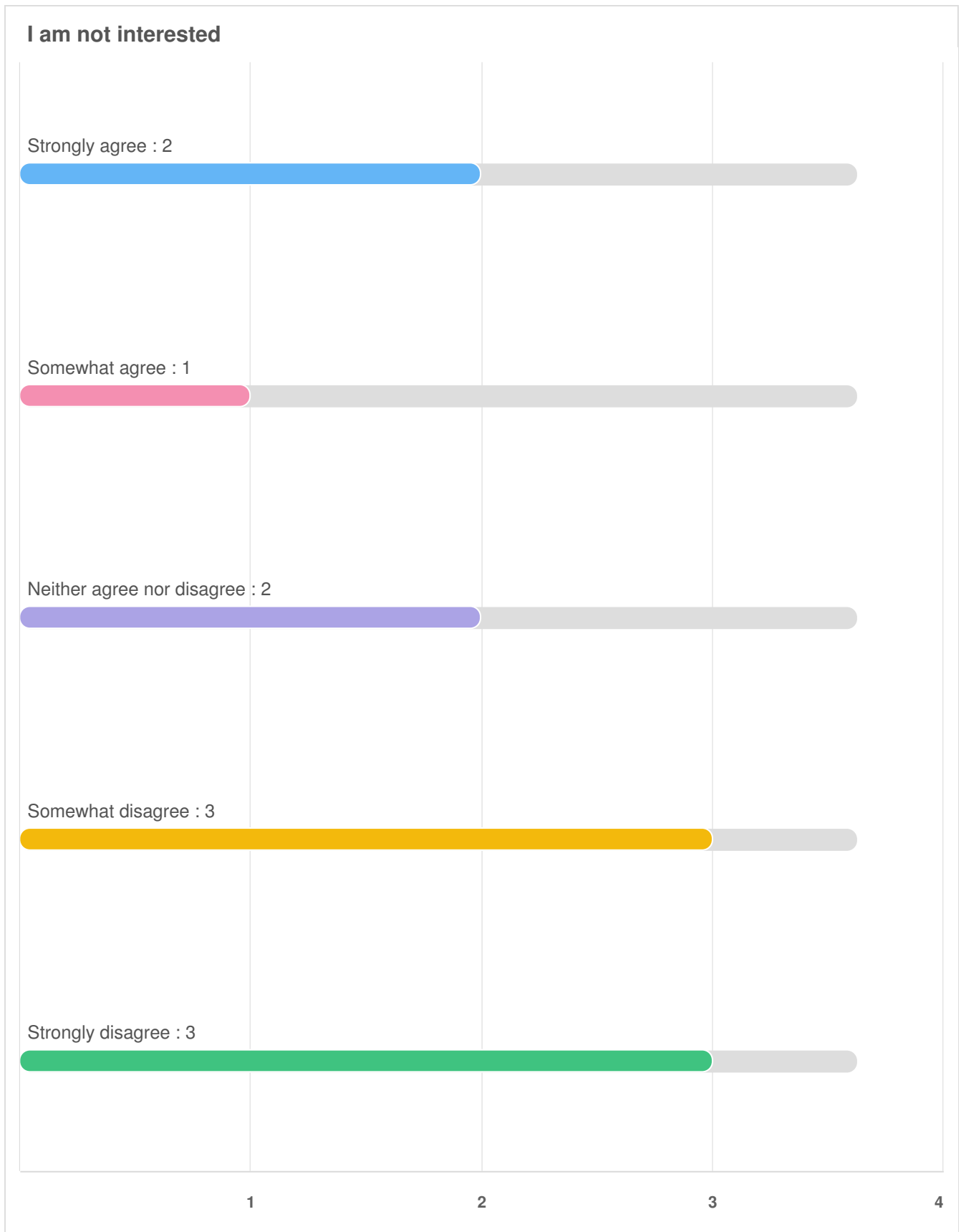
Q5 | Thinking about the reasons why you do NOT use the Internet, please indicate how much you agree or disagree with the following statements

An internet connection is too expensive









I do not need to go online because I have someone who will do it for me.

Strongly agree : 2



Somewhat agree : 0



Neither agree nor disagree : 1



Somewhat disagree : 1



Strongly disagree : 5



1

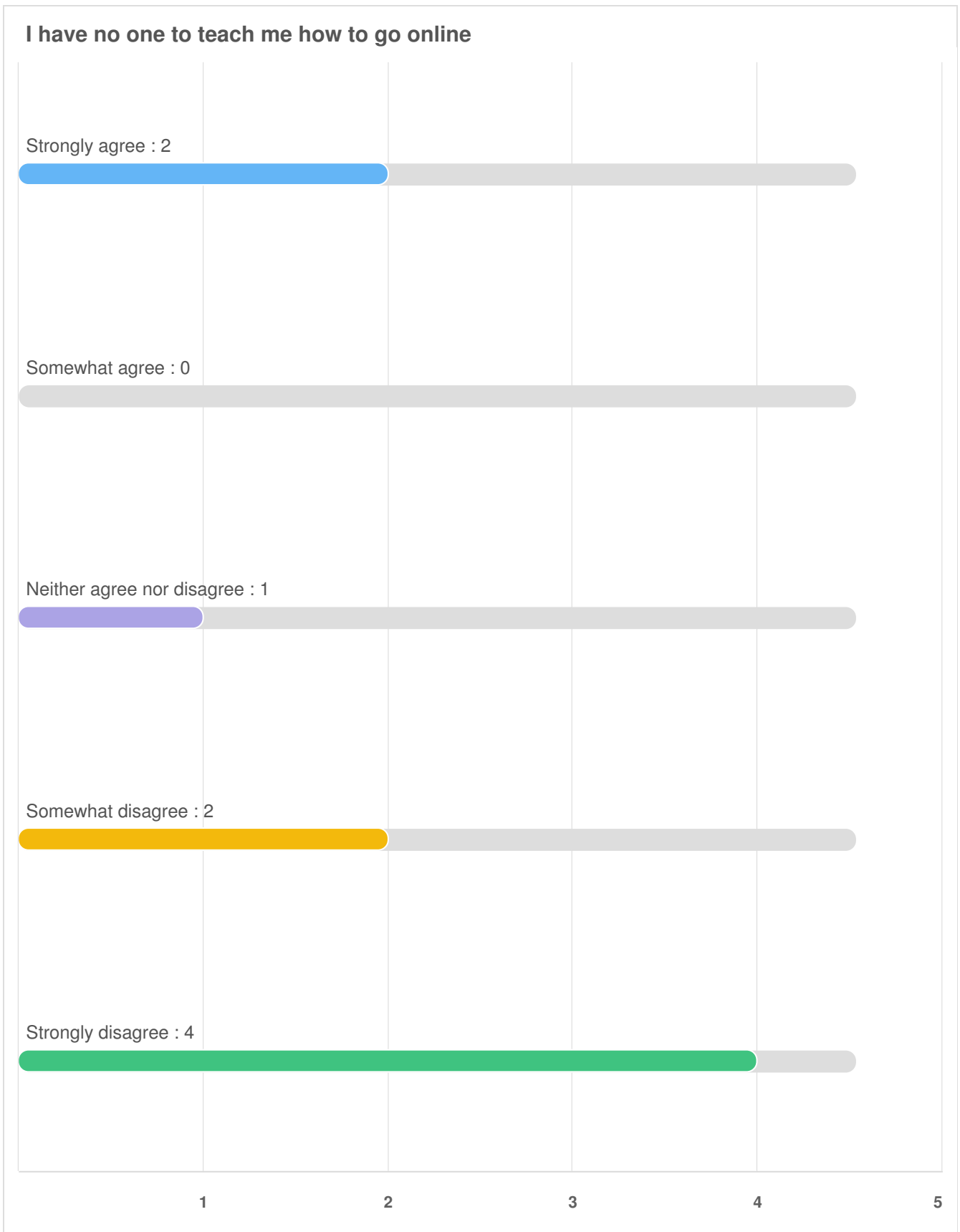
2

3

4

5

6



My English-language skills make using the Internet too difficult.

Strongly agree : 0



Somewhat agree : 0



Neither agree nor disagree : 0



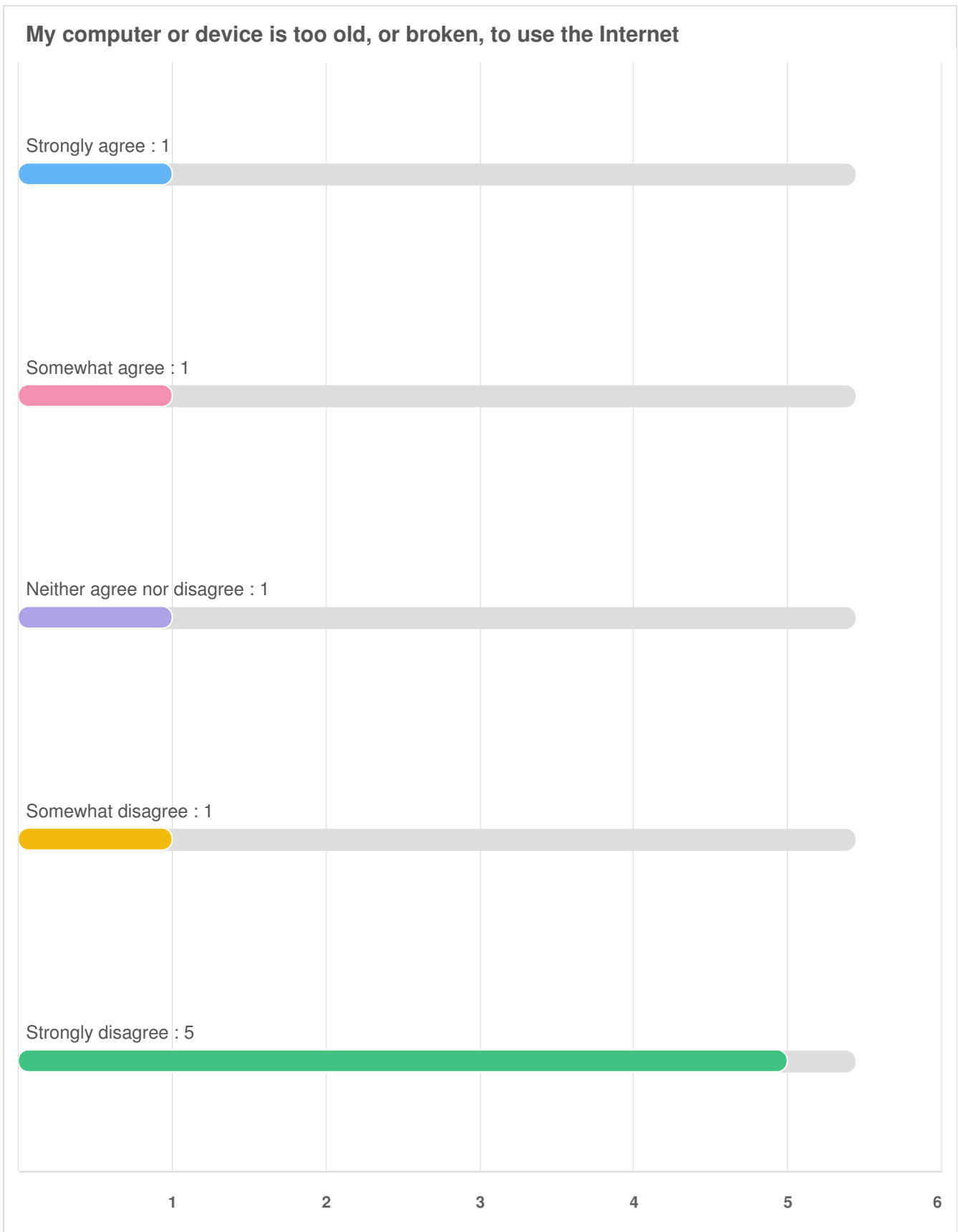
Somewhat disagree : 2

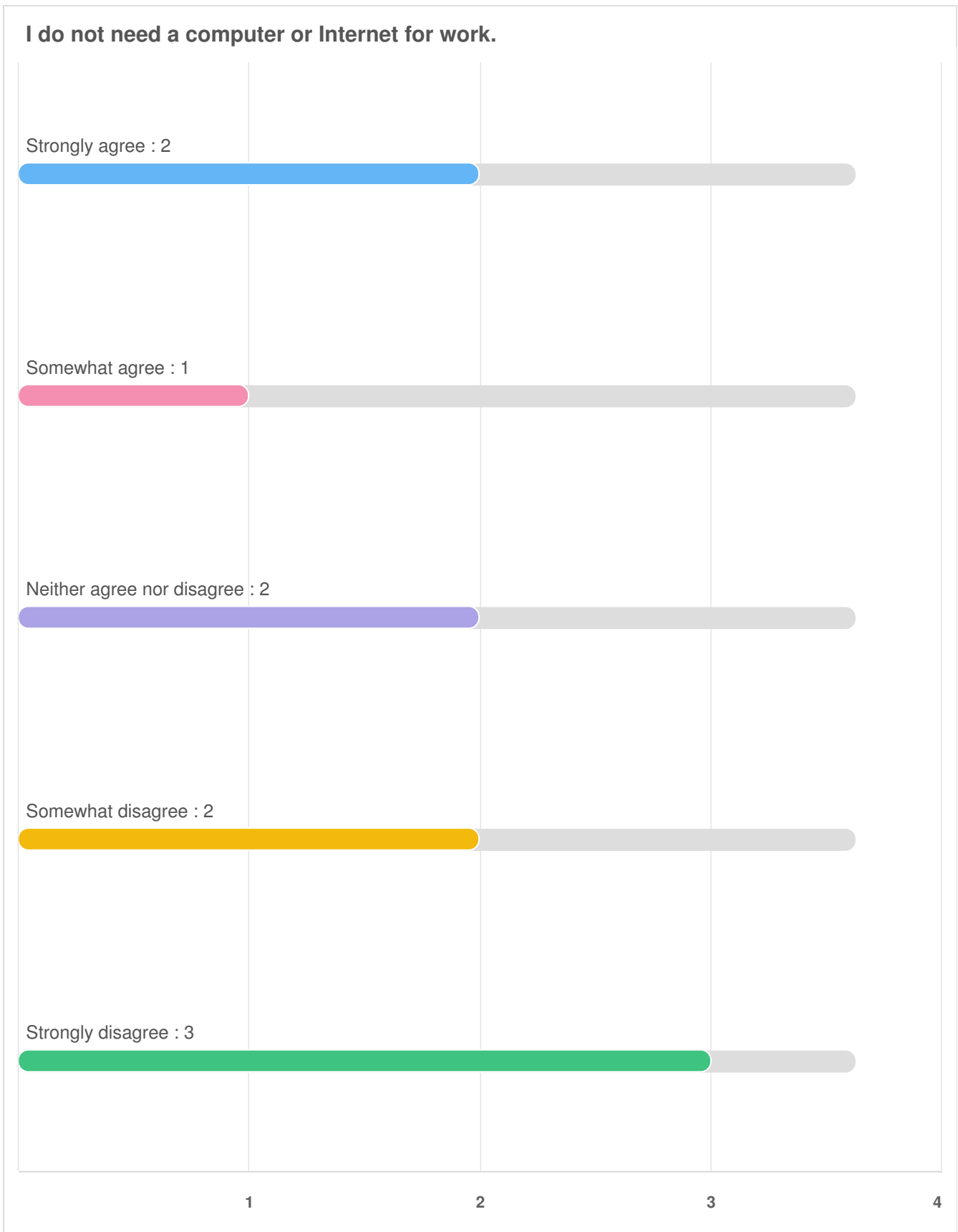


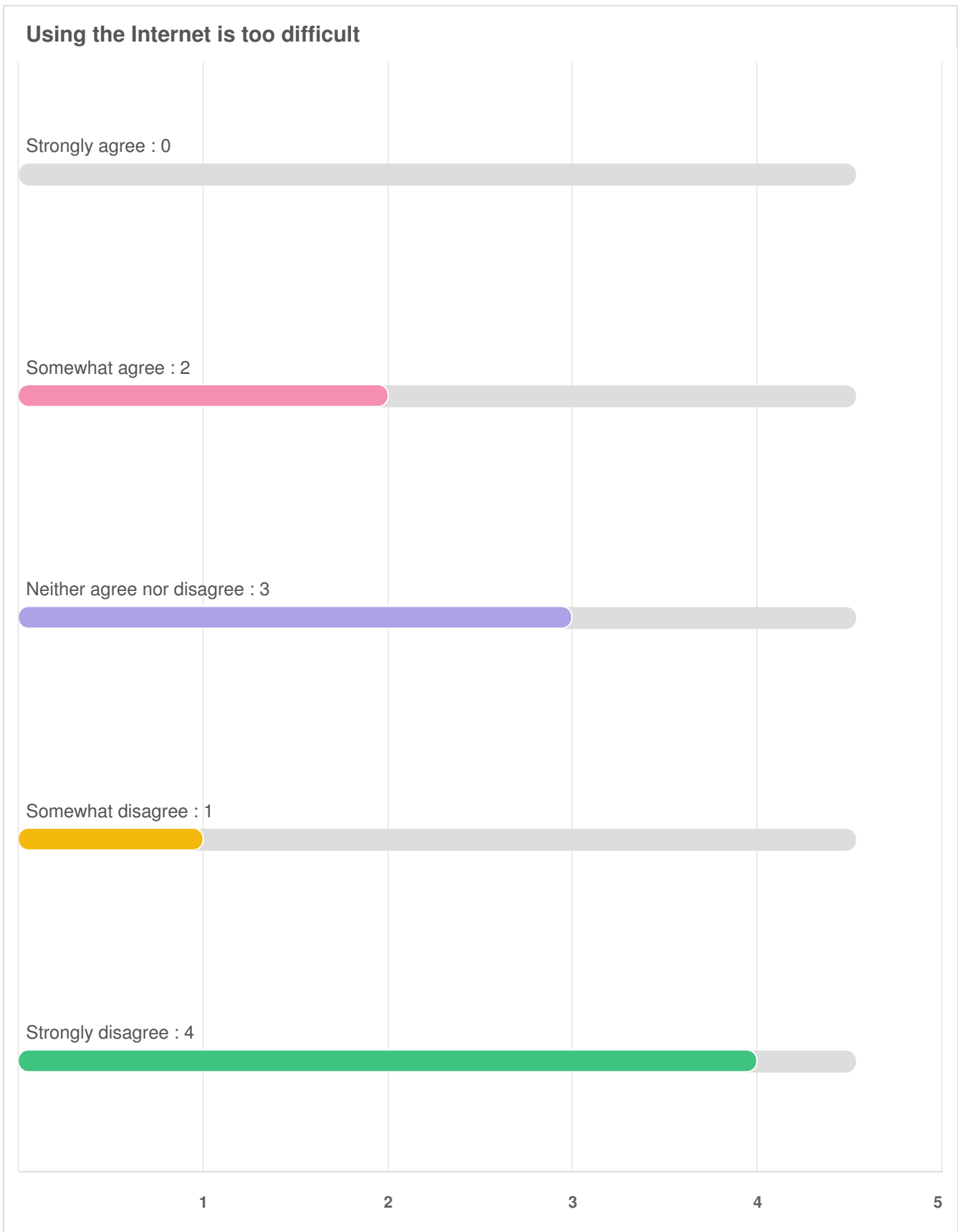
Strongly disagree : 7



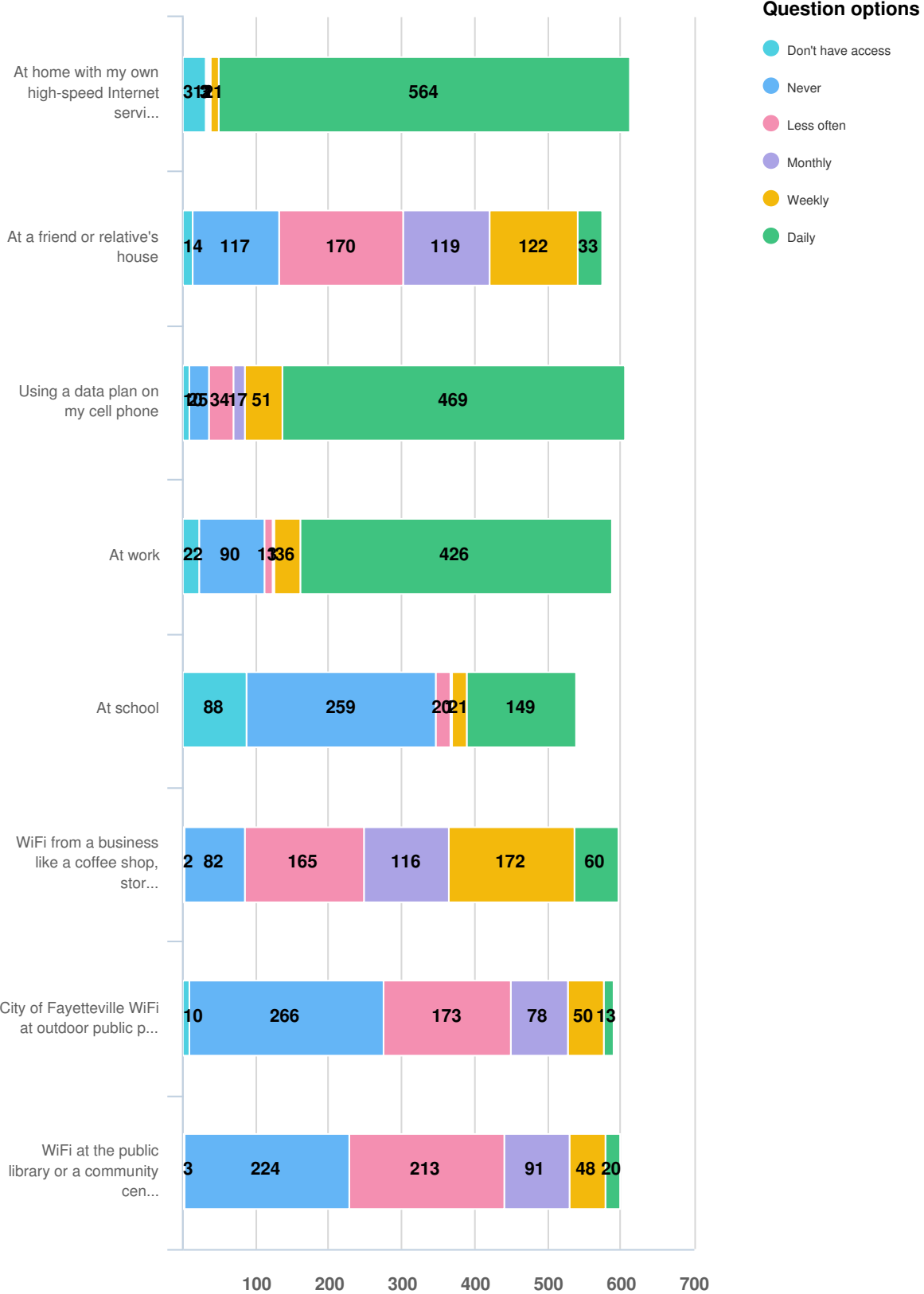
1 2 3 4 5 6 7 8







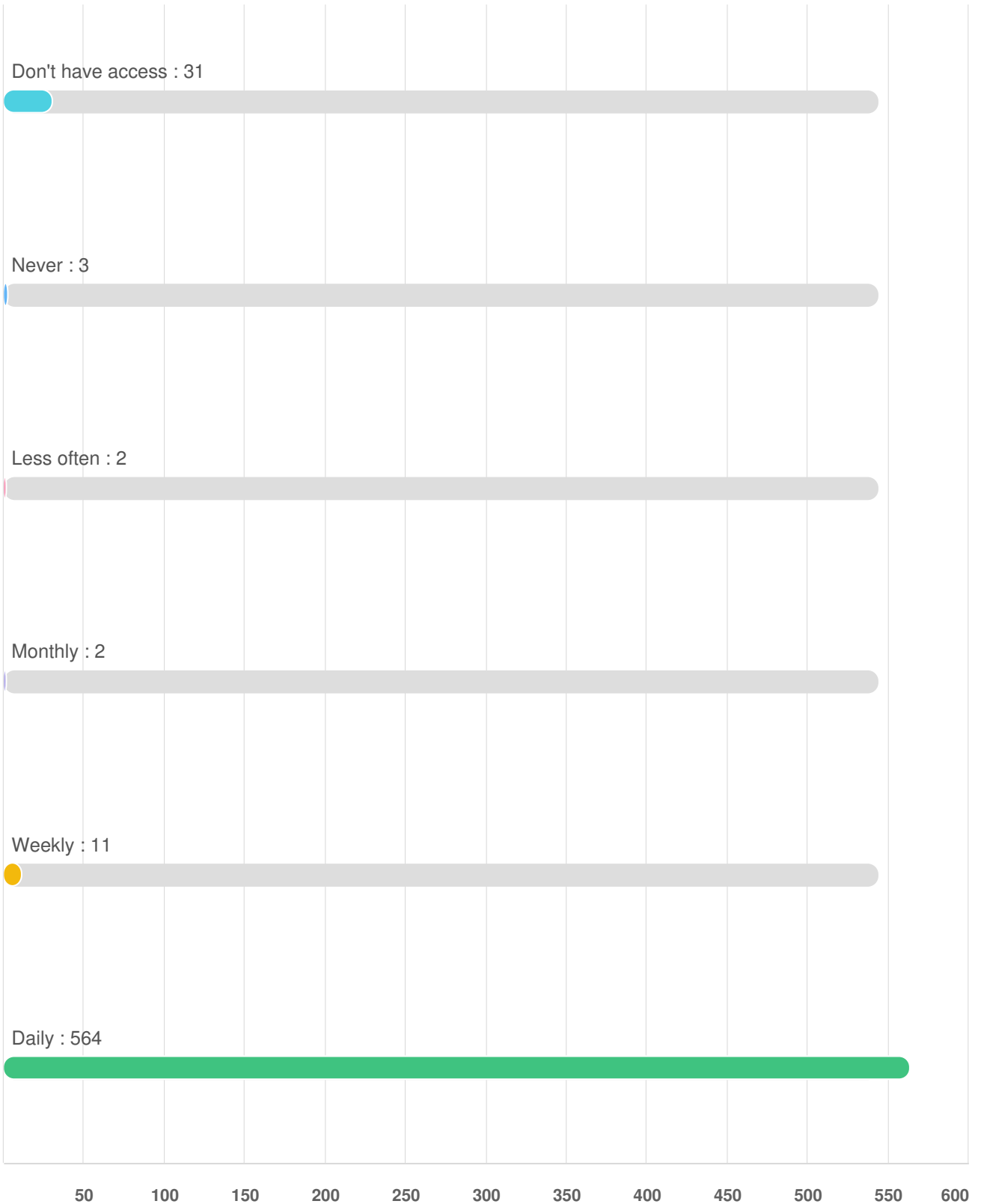
Q6 Where do you go online? Please indicate how often you use the following services to get online.



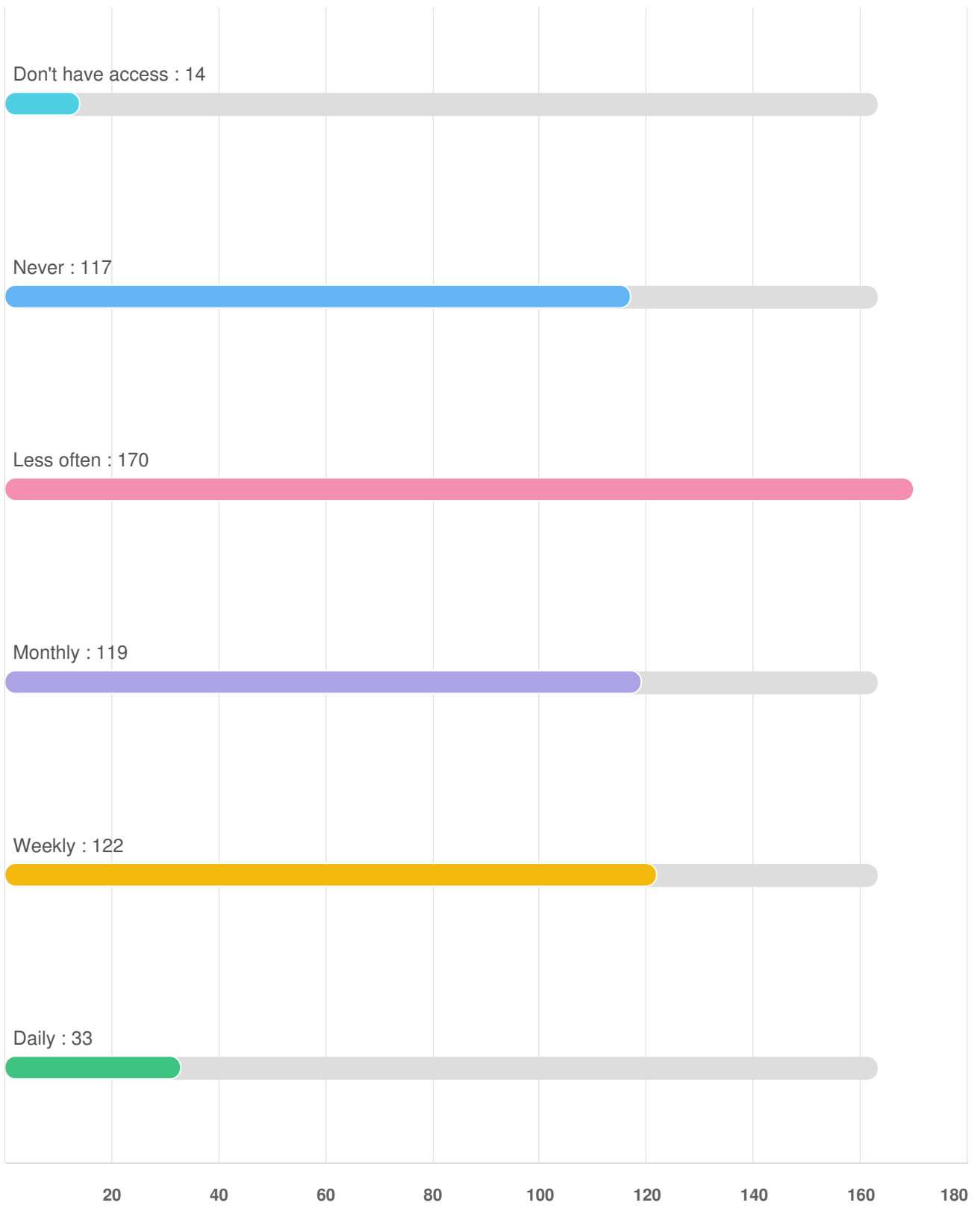
Optional question (617 response(s), 85 skipped)
Question type: Likert Question

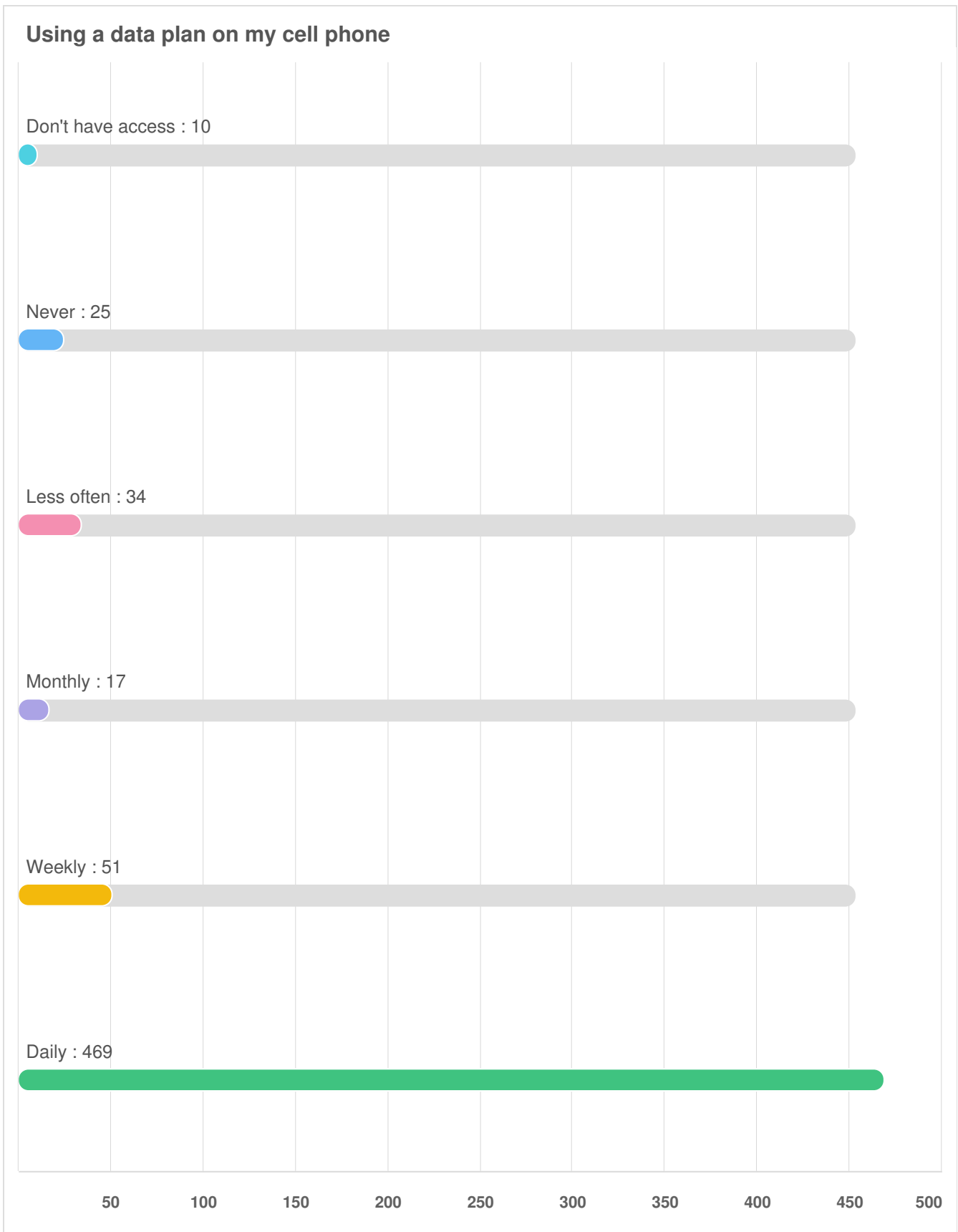
Q6 | Where do you go online? Please indicate how often you use the following services to get online.

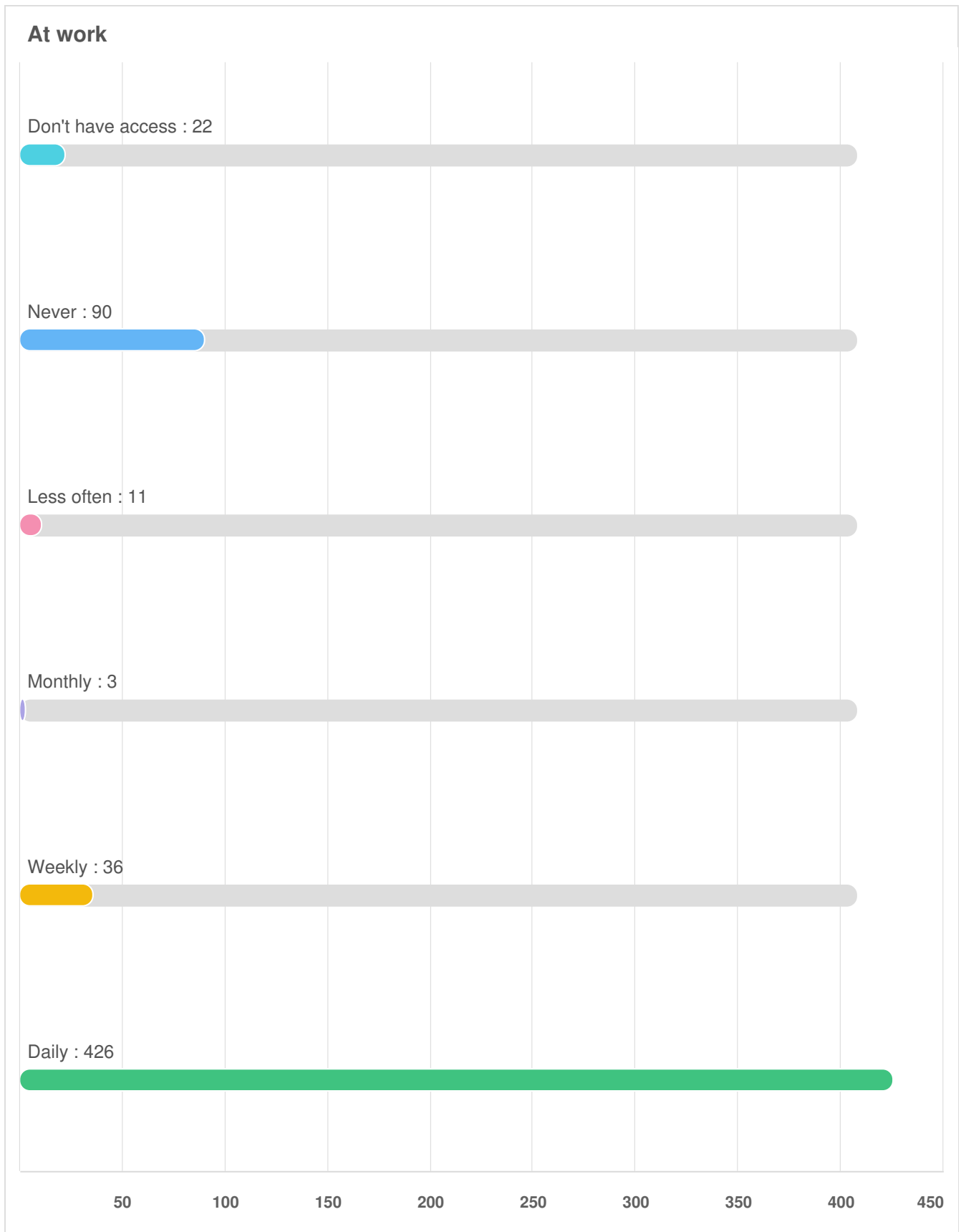
At home with my own high-speed Internet service

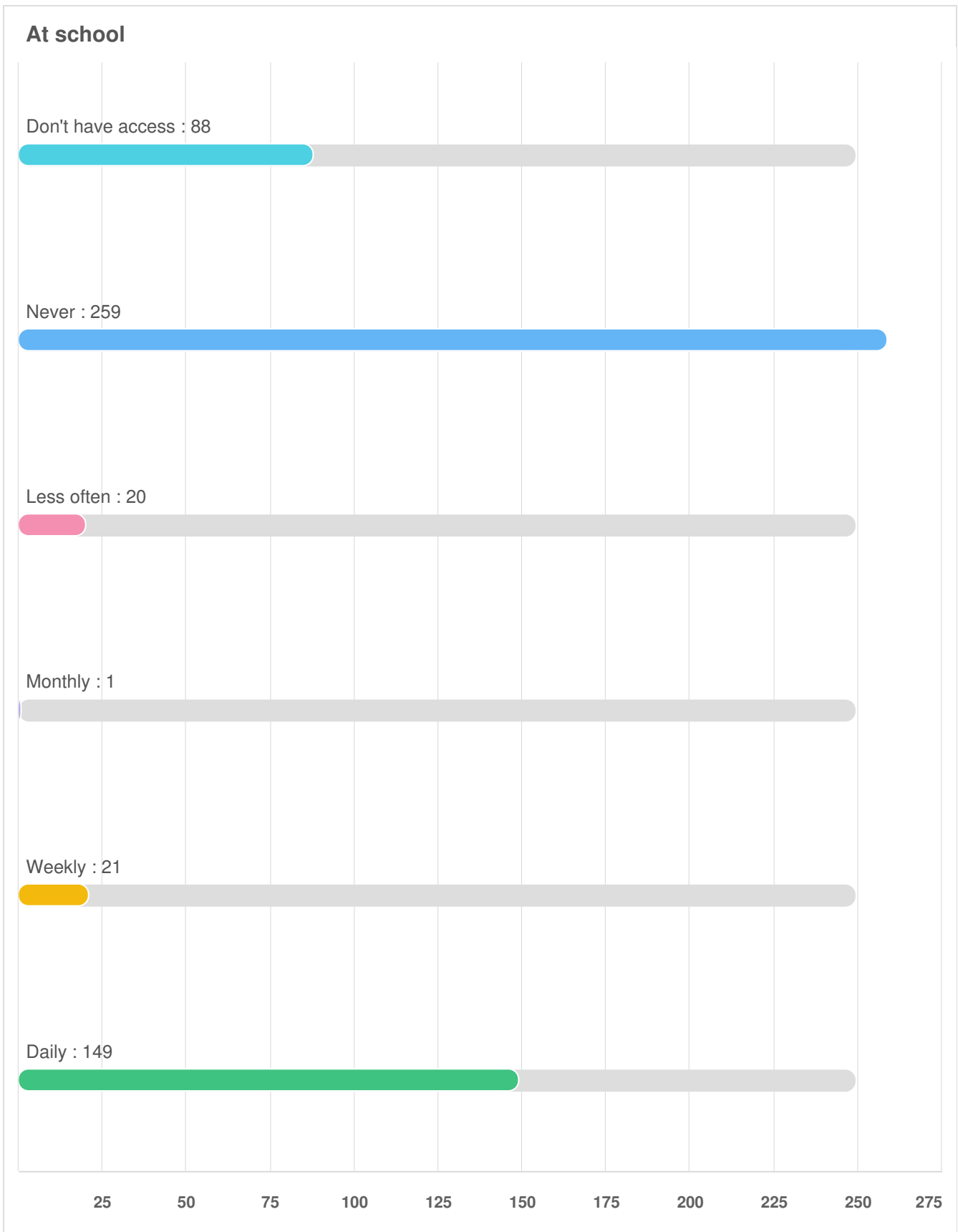


At a friend or relative's house

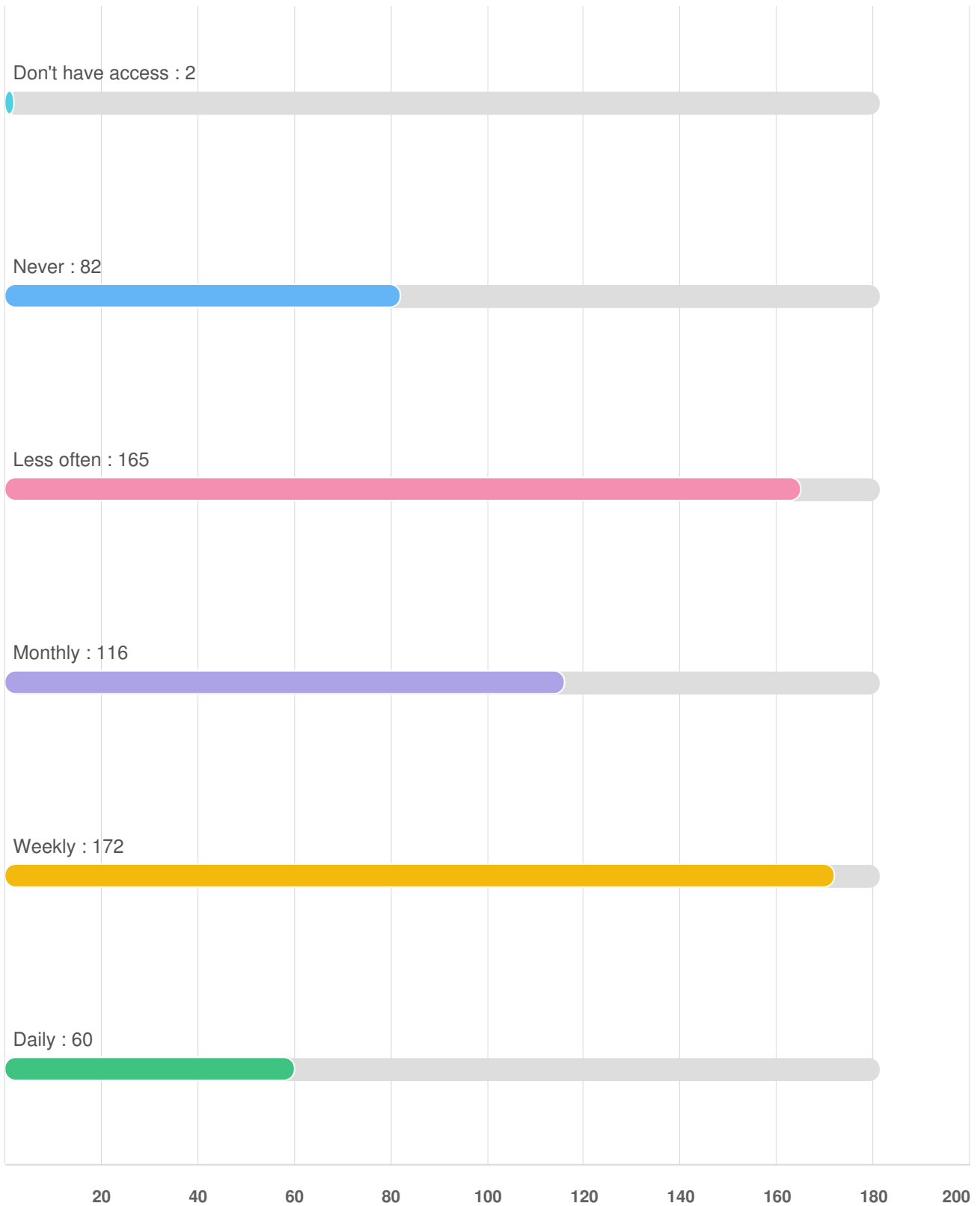




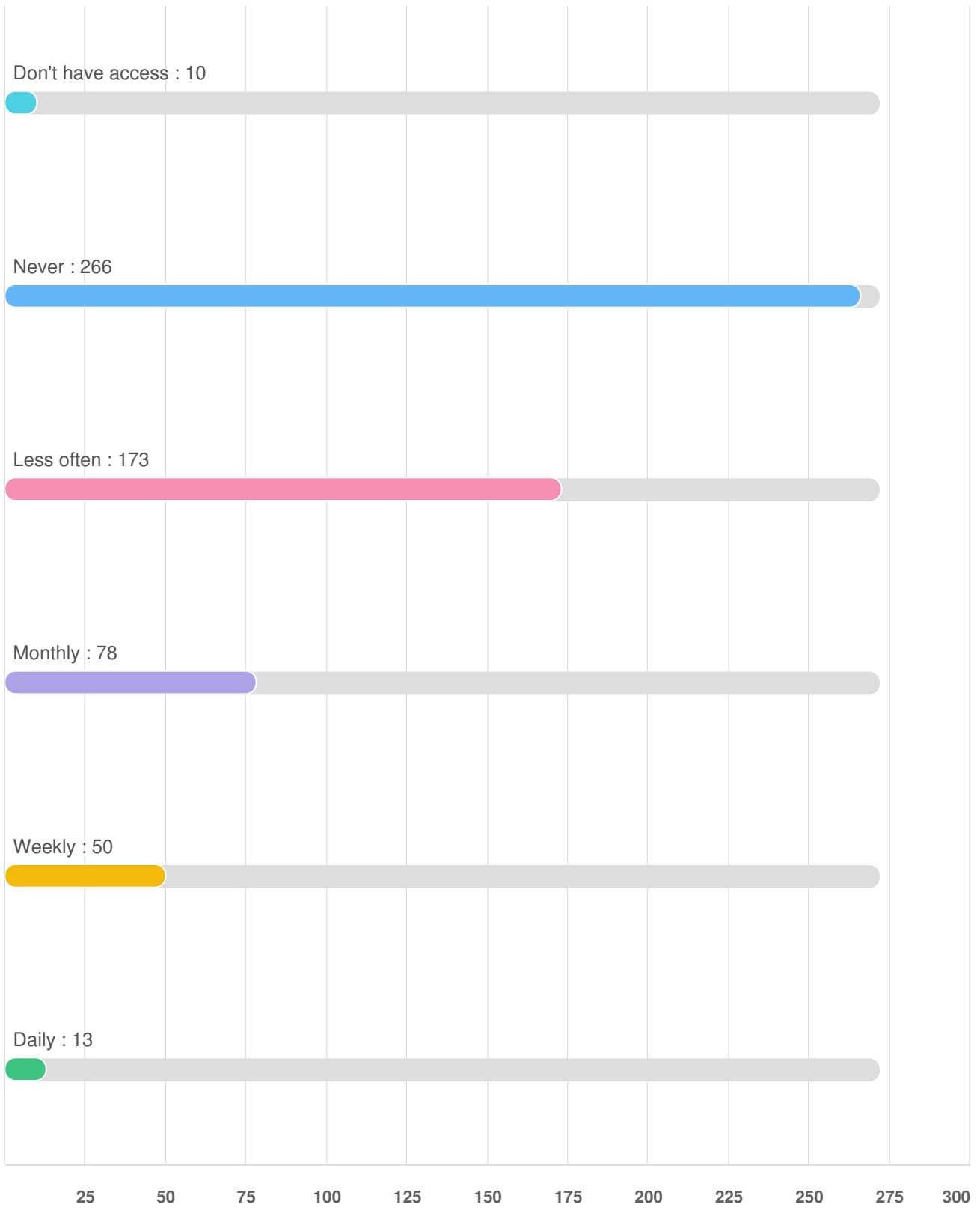




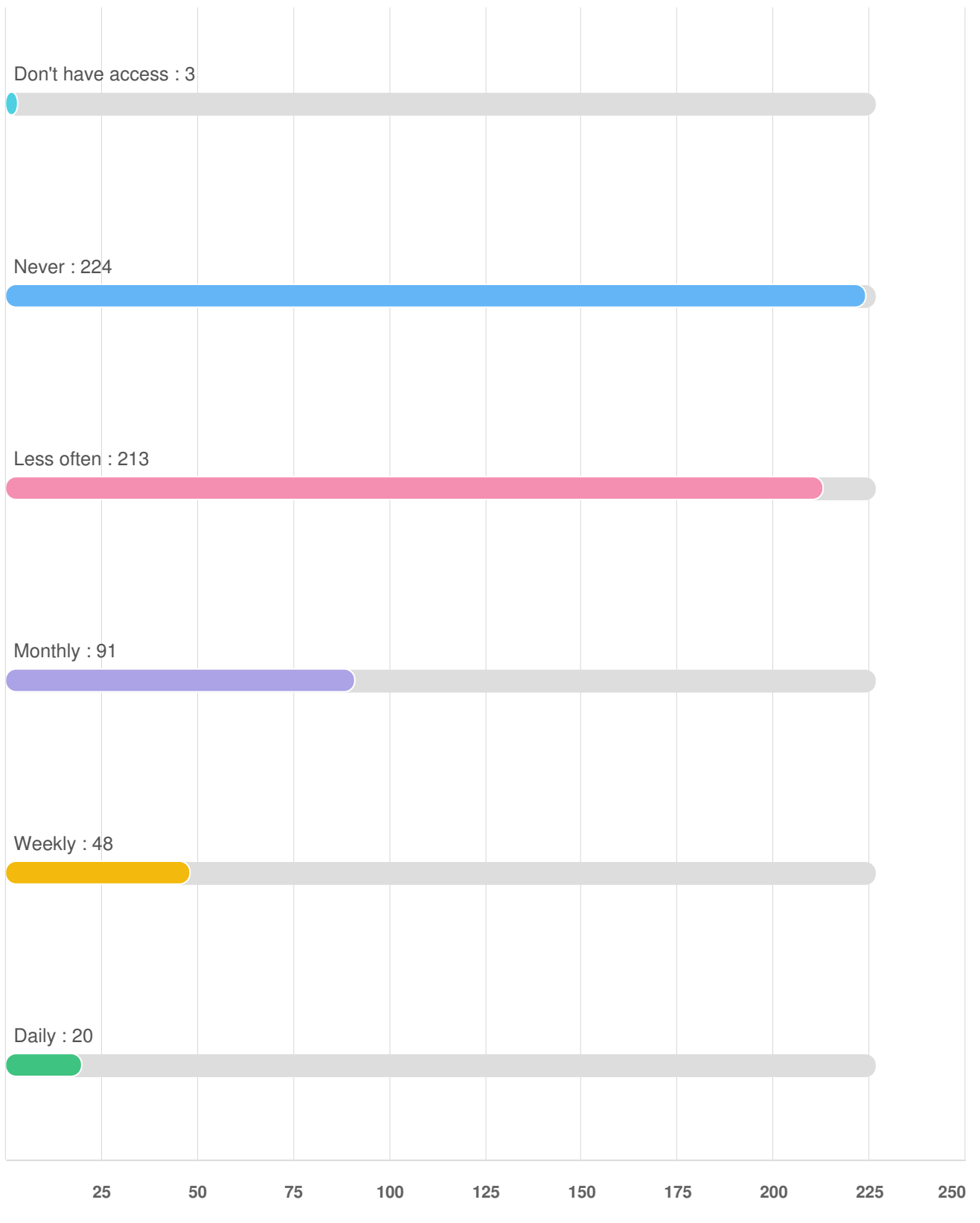
WiFi from a business like a coffee shop, store, or hotel



City of Fayetteville WiFi at outdoor public places like the square or parks



WiFi at the public library or a community center



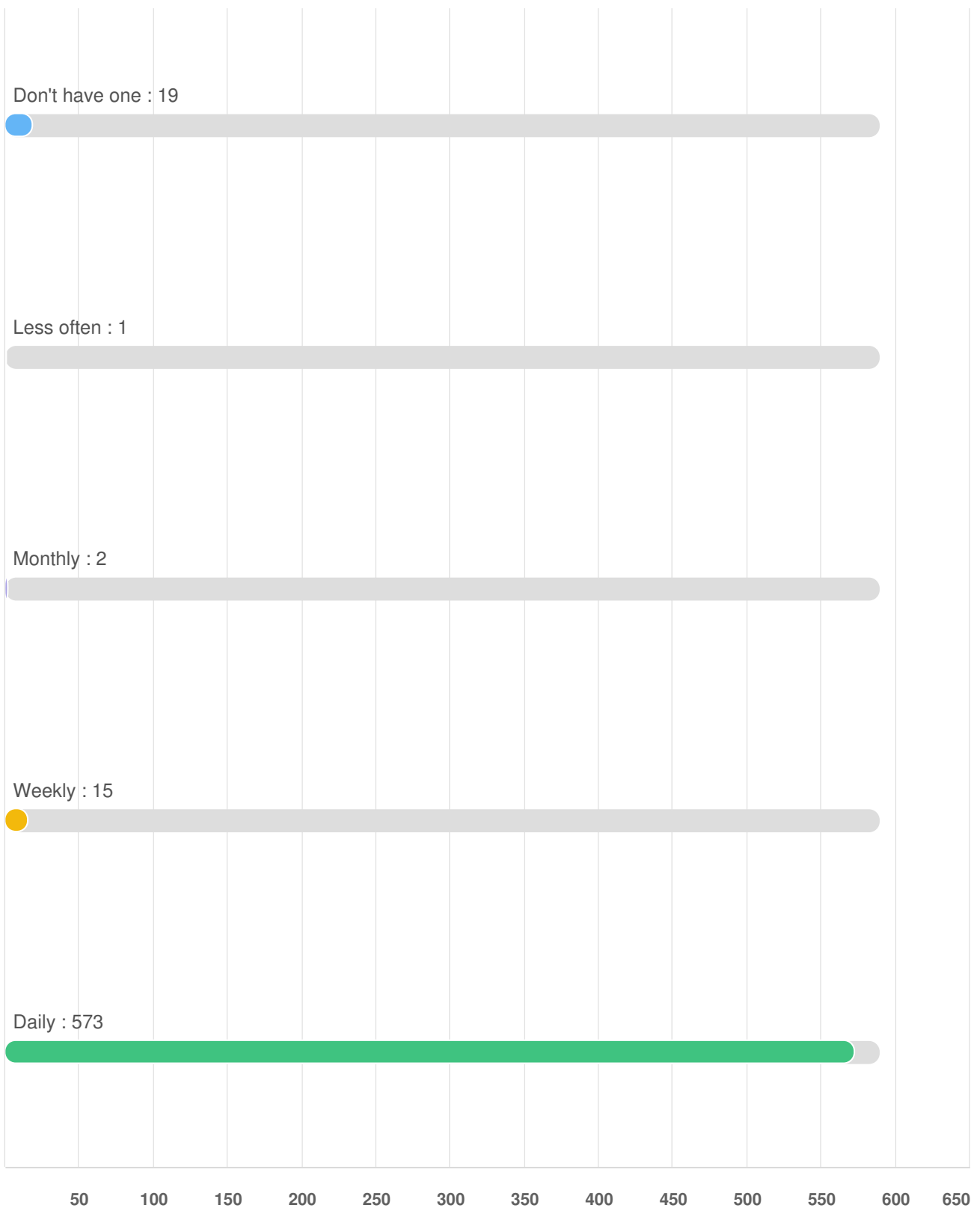
Q7 We would now like to ask about the devices you use to access the Internet. How often do you access the Internet on the following devices?

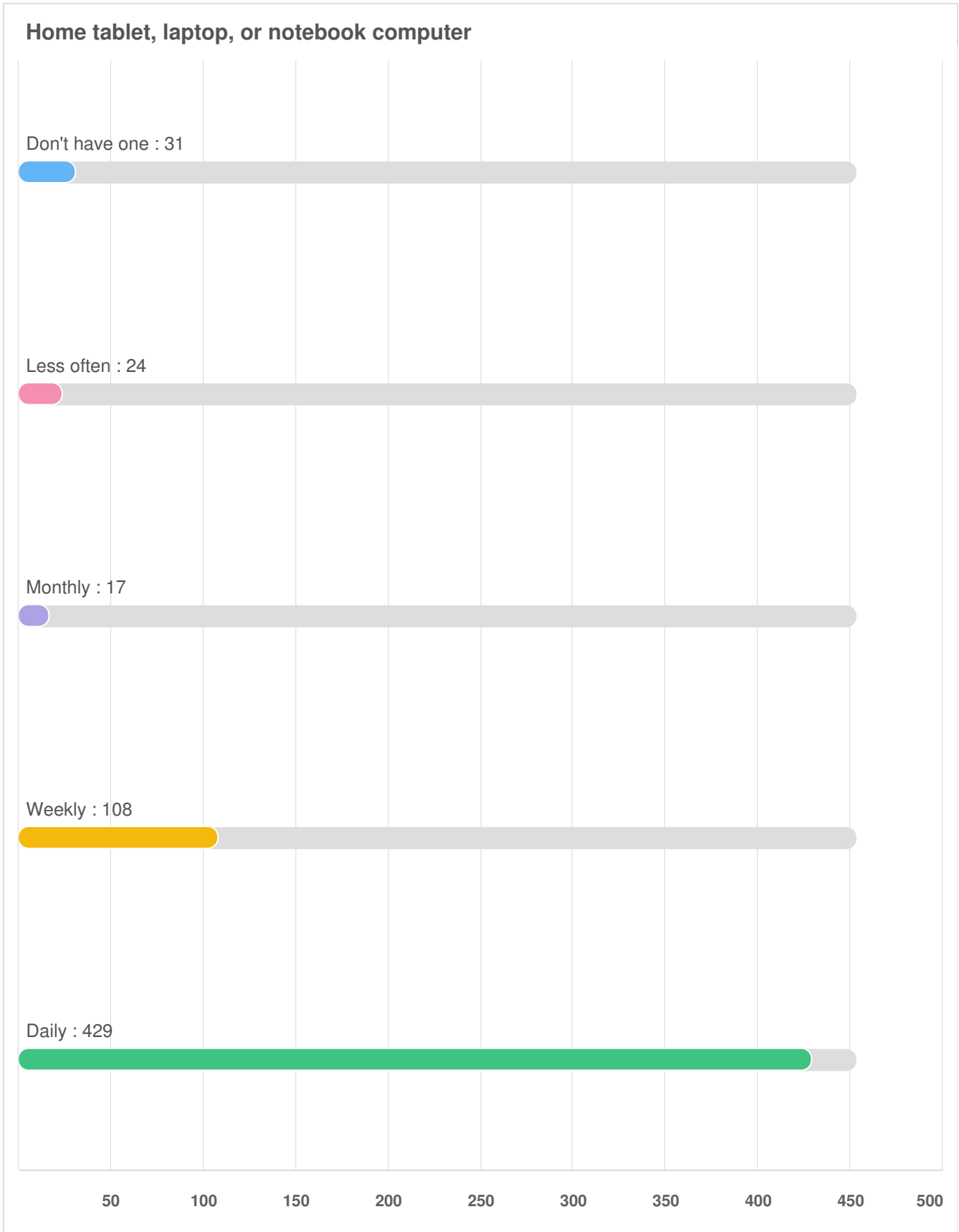


Optional question (617 response(s), 85 skipped)
 Question type: Likert Question

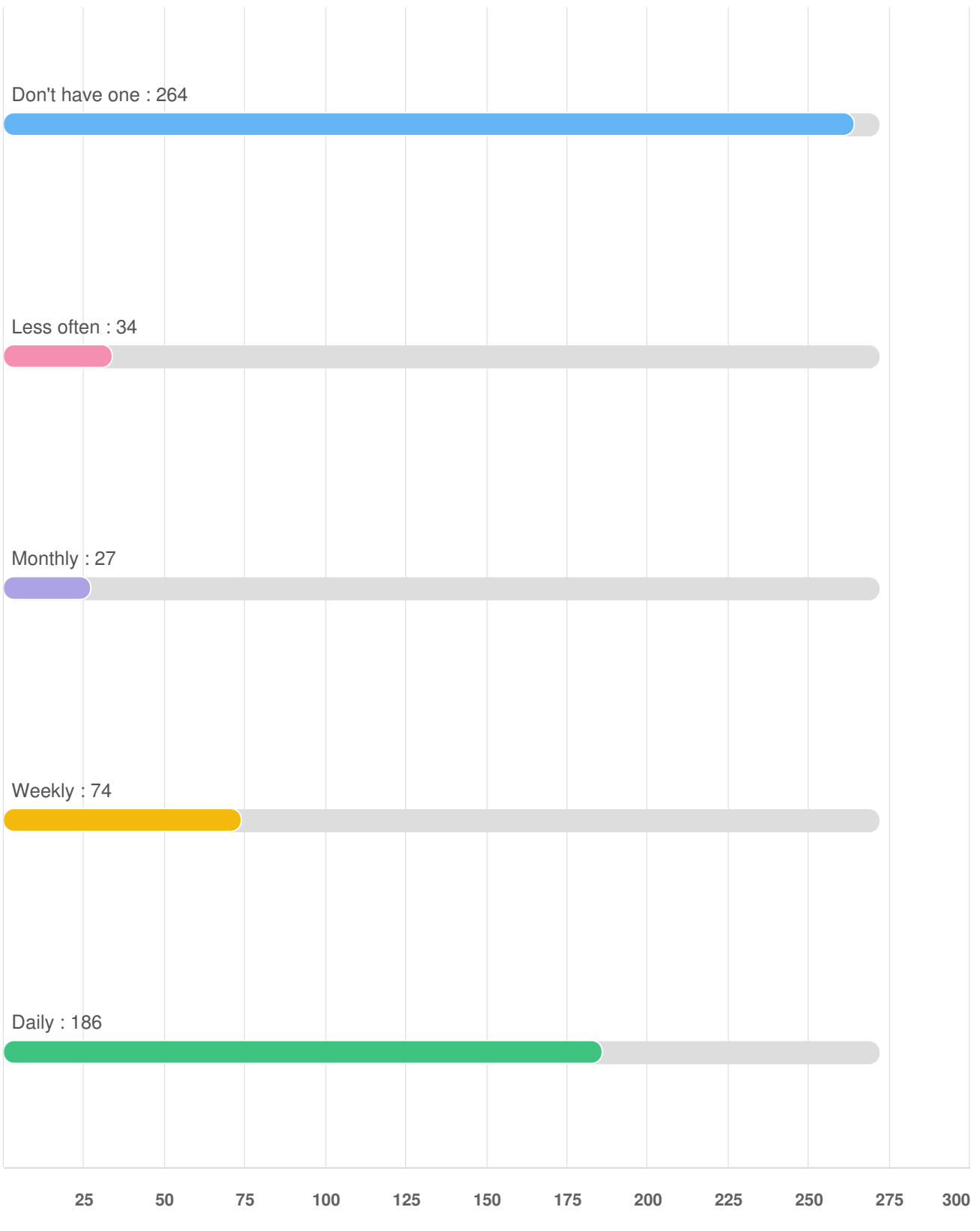
Q7 | We would now like to ask about the devices you use to access the Internet.
How often do you access the Internet on the following devices?

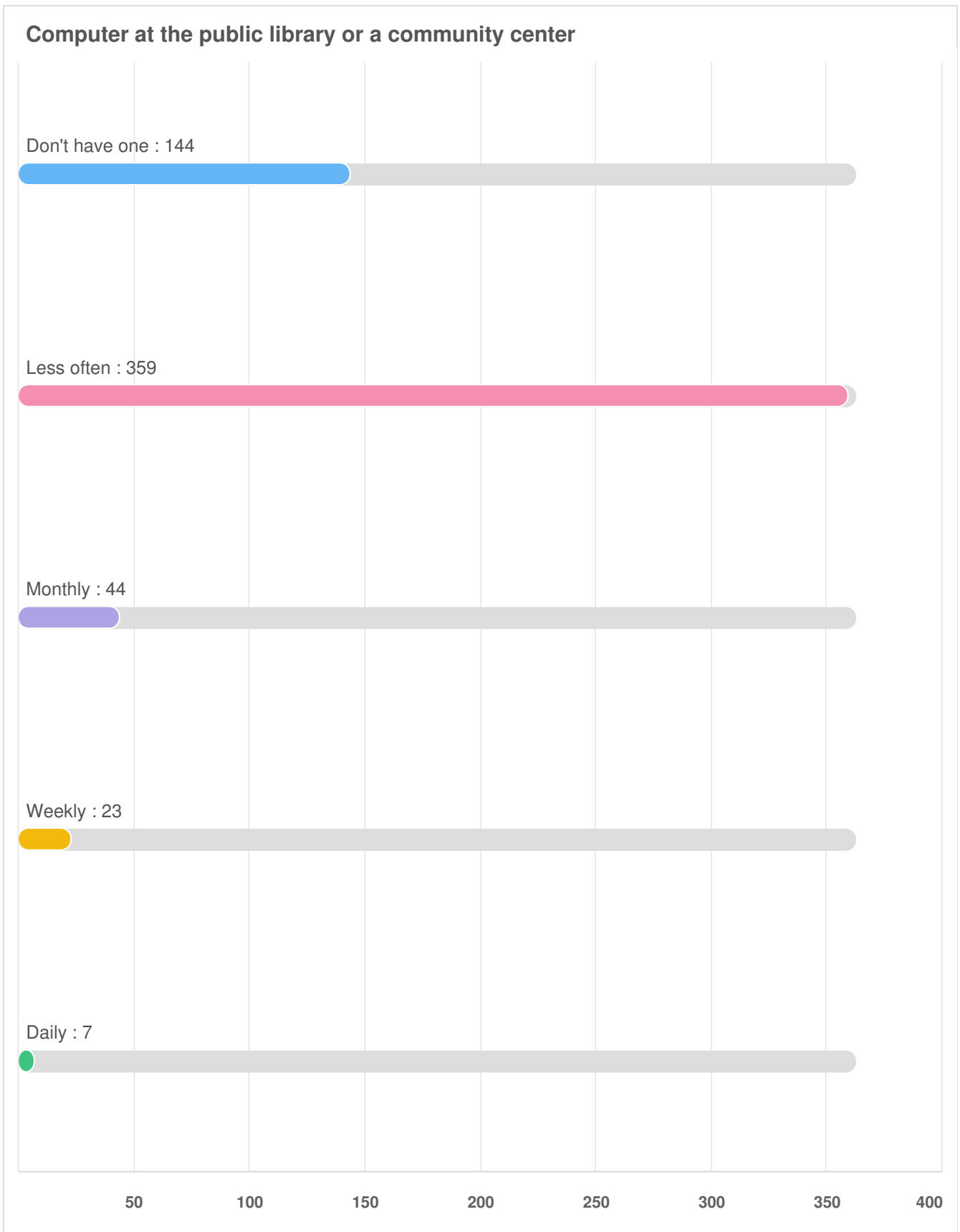
Smart phone

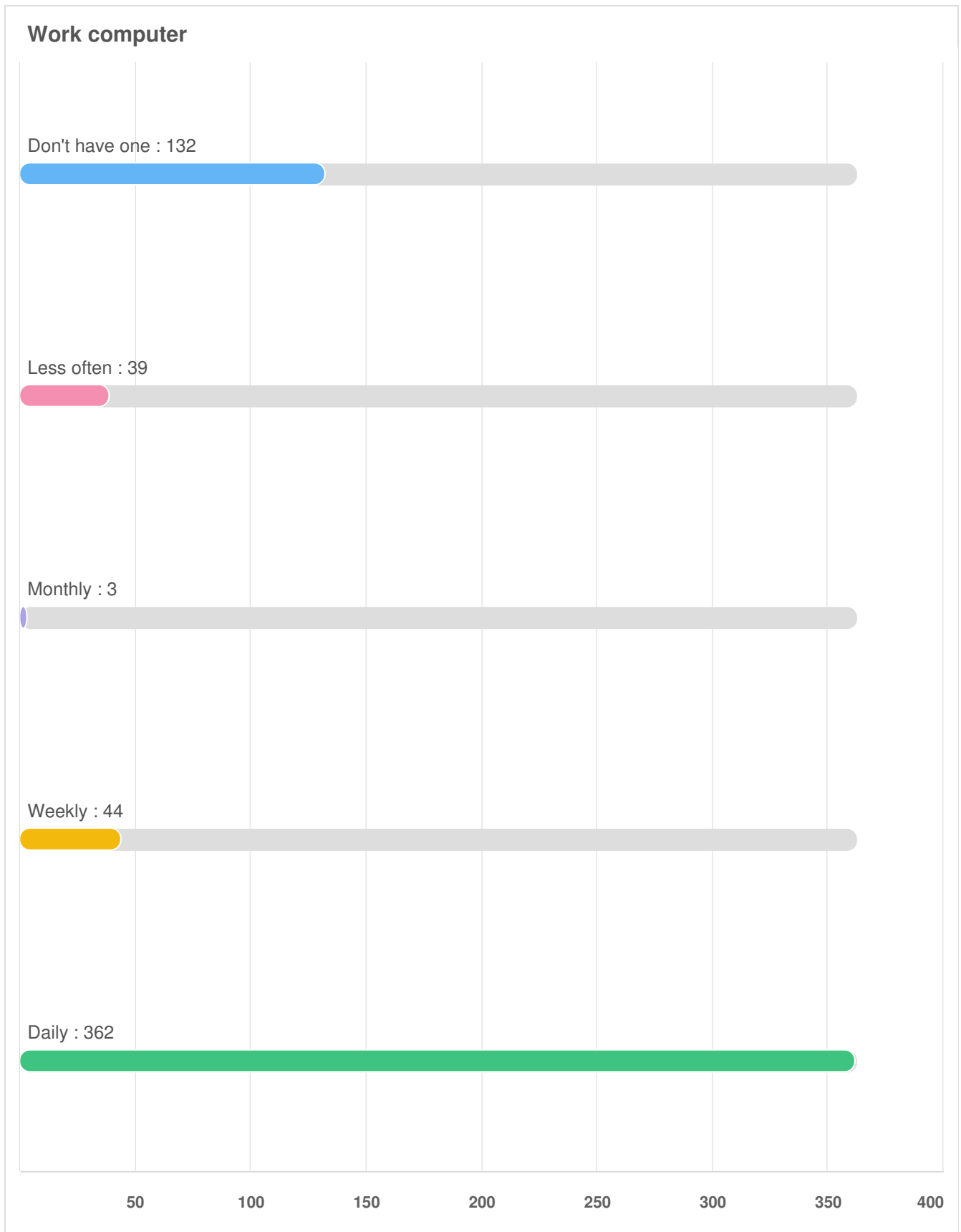




Home desktop computer

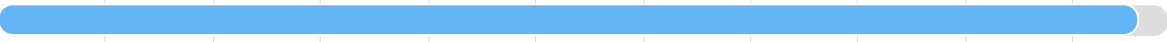






Video game console

Don't have one : 265



Less often : 96



Monthly : 39



Weekly : 77

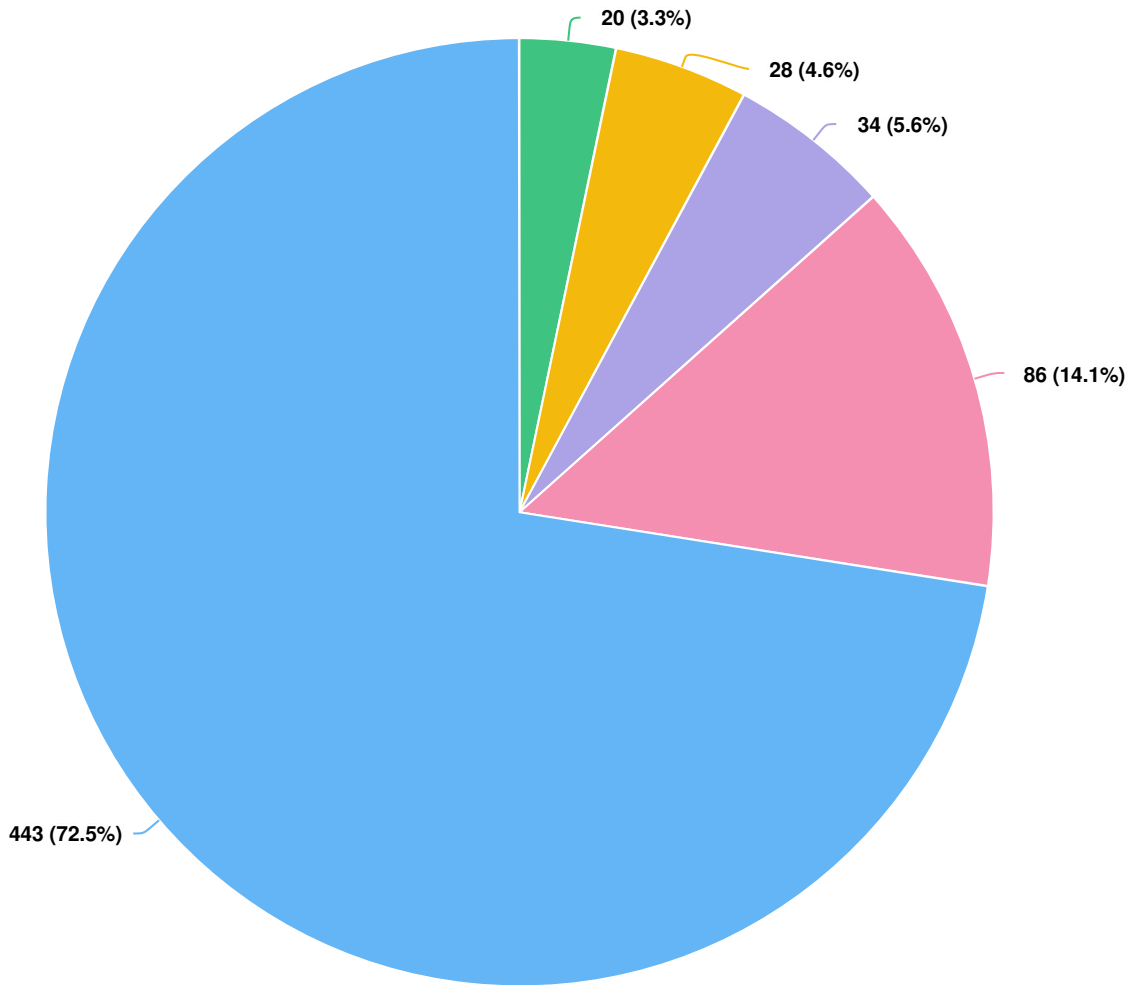


Daily : 110



25 50 75 100 125 150 175 200 225 250 275 300

Q8 How often have you been without a device or Internet service over the past year due to unpaid bills, broken devices, running out of minutes/data, or other problems?

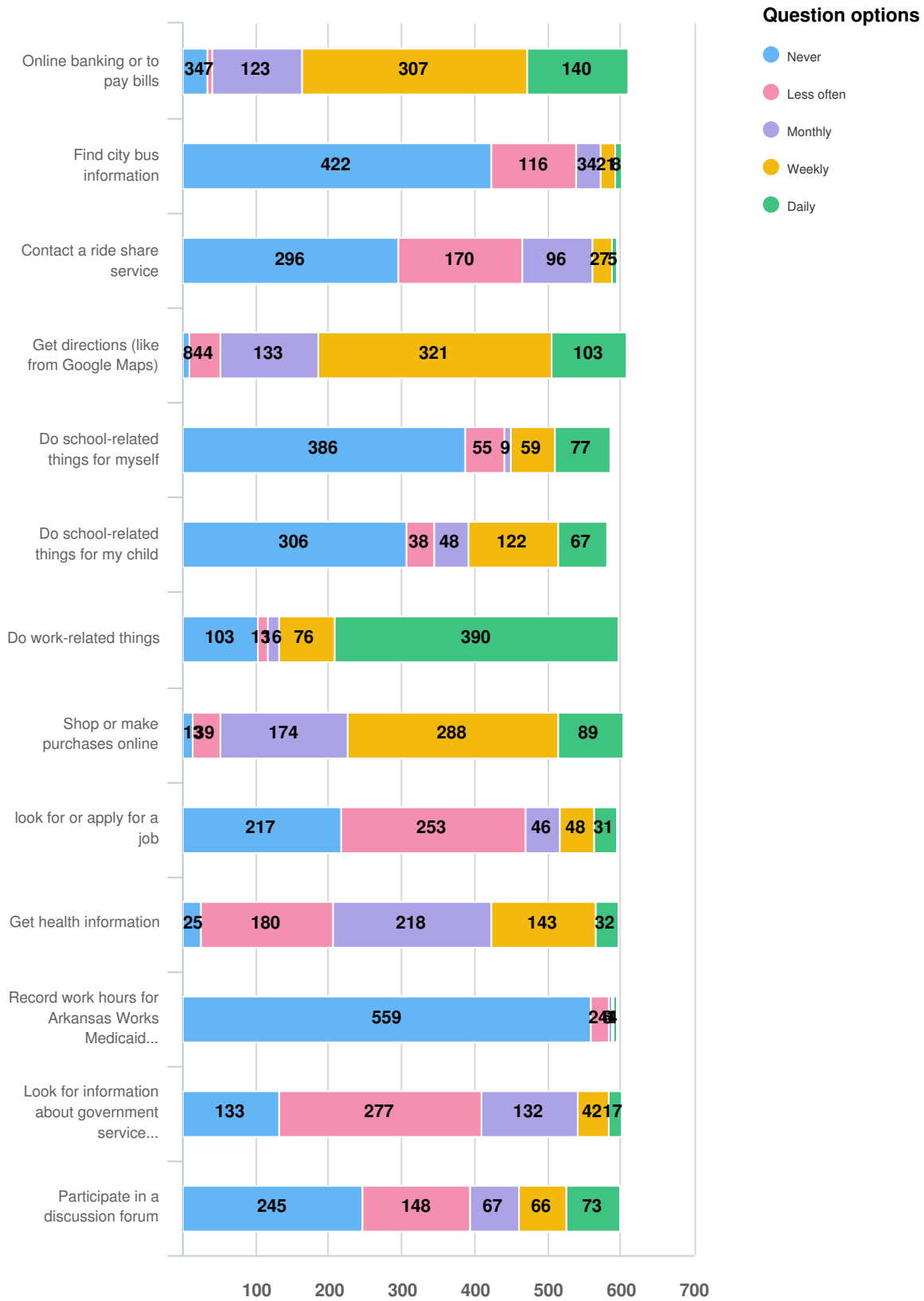


Question options

- Never had a problem
- 1 - 4 days
- 5 - 7 days
- 8 - 30 days
- 30+ days

Optional question (611 response(s), 91 skipped)
Question type: Radio Button Question

Q9 How often do you go online to do the following things?



Optional question (616 response(s), 86 skipped)
Question type: Likert Question

Q9 | How often do you go online to do the following things?

Online banking or to pay bills

Never : 34



Less often : 7



Monthly : 123



Weekly : 307



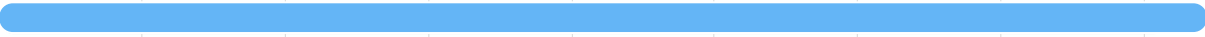
Daily : 140



25 50 75 100 125 150 175 200 225 250 275 300 325

Find city bus information

Never : 422



Less often : 116



Monthly : 34



Weekly : 21



Daily : 8



50 100 150 200 250 300 350 400 450

Contact a ride share service

Never : 296



Less often : 170



Monthly : 96



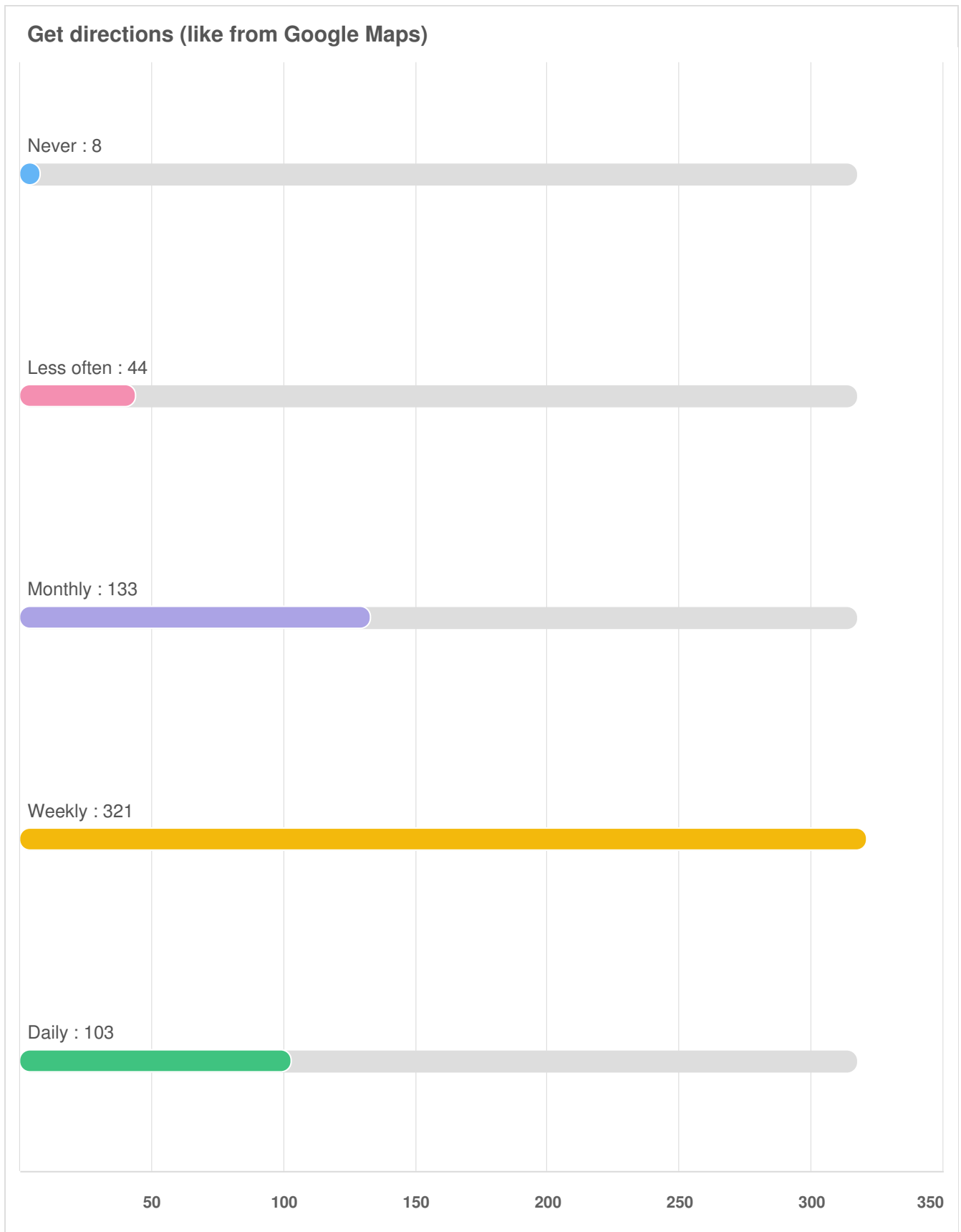
Weekly : 27



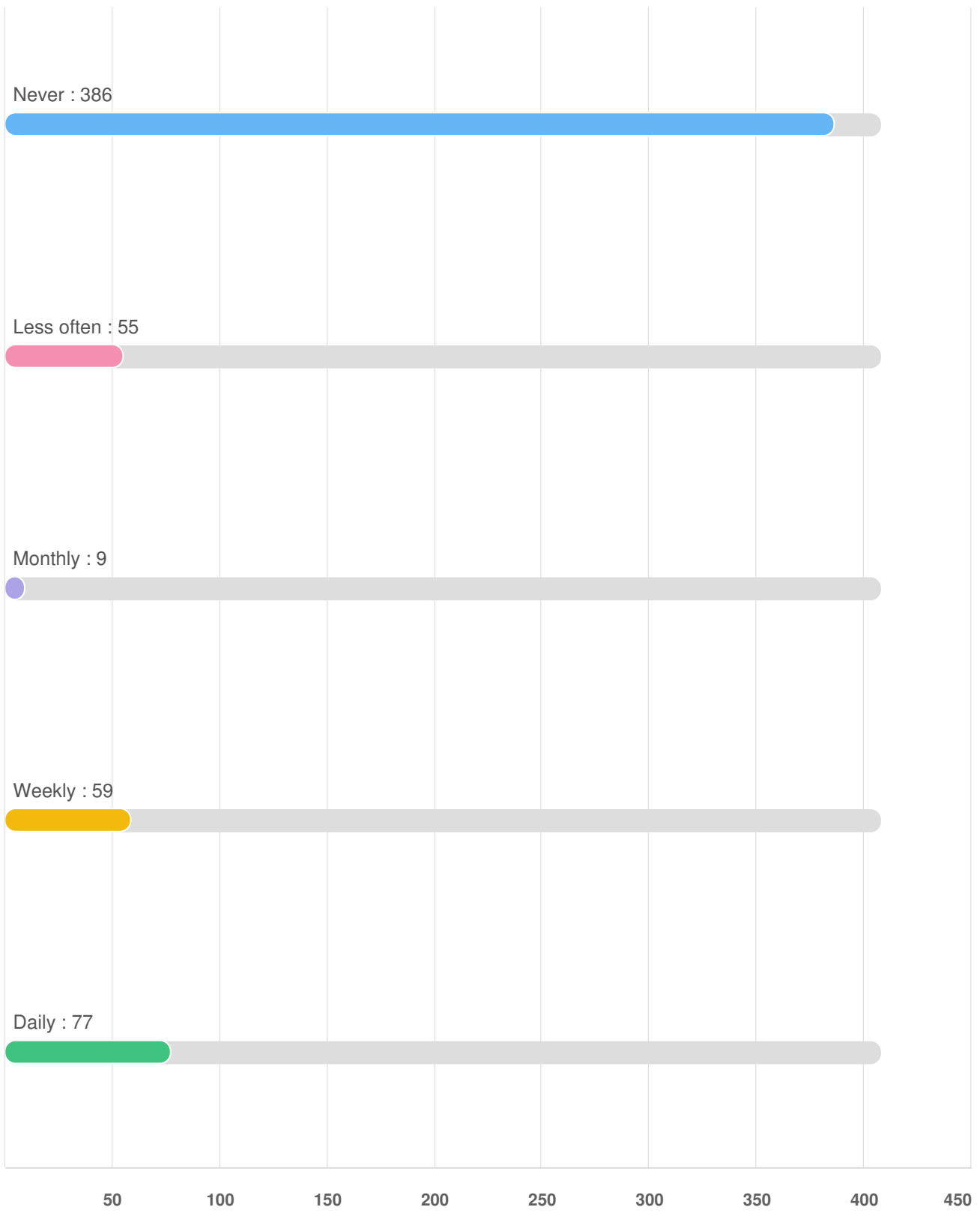
Daily : 5

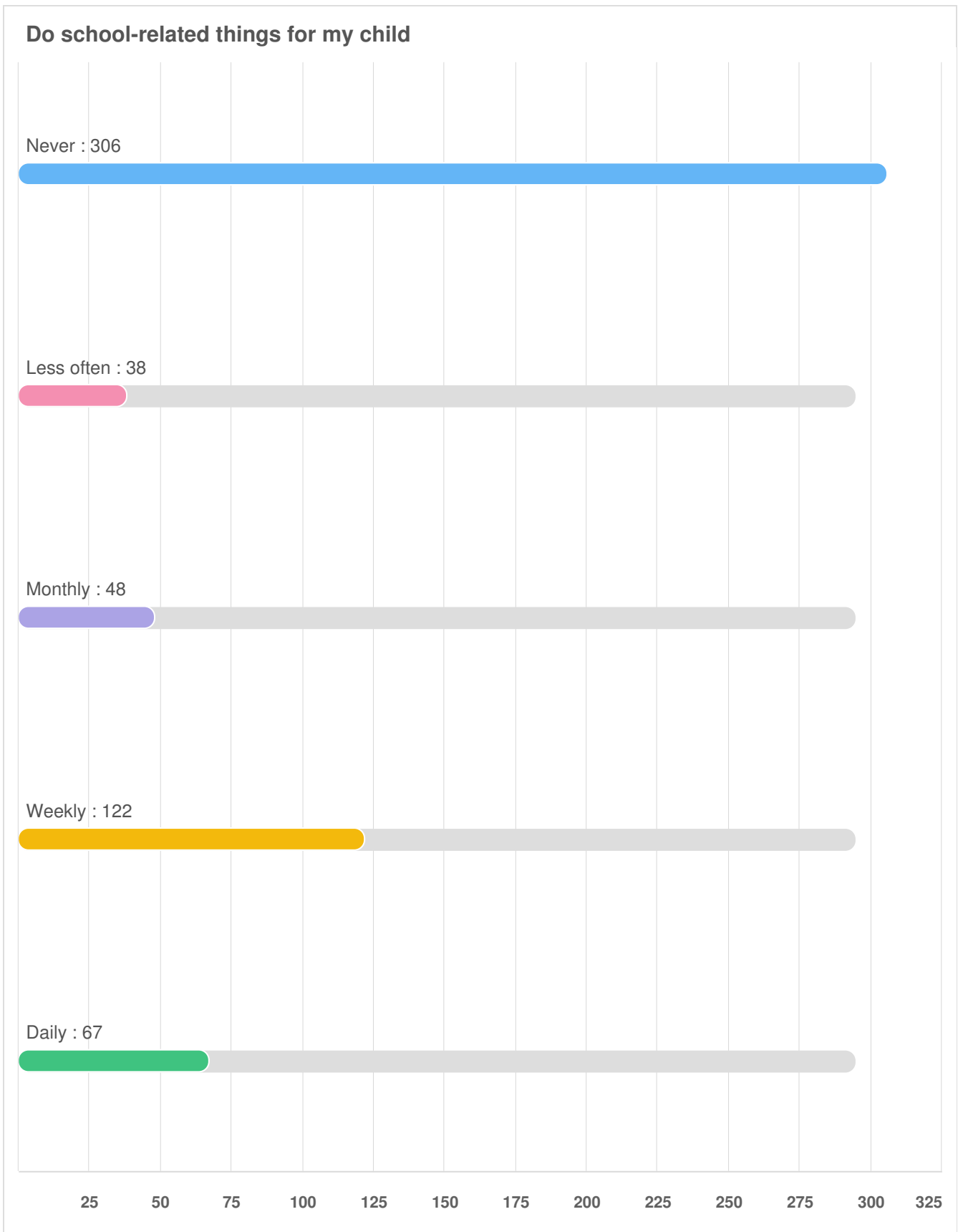


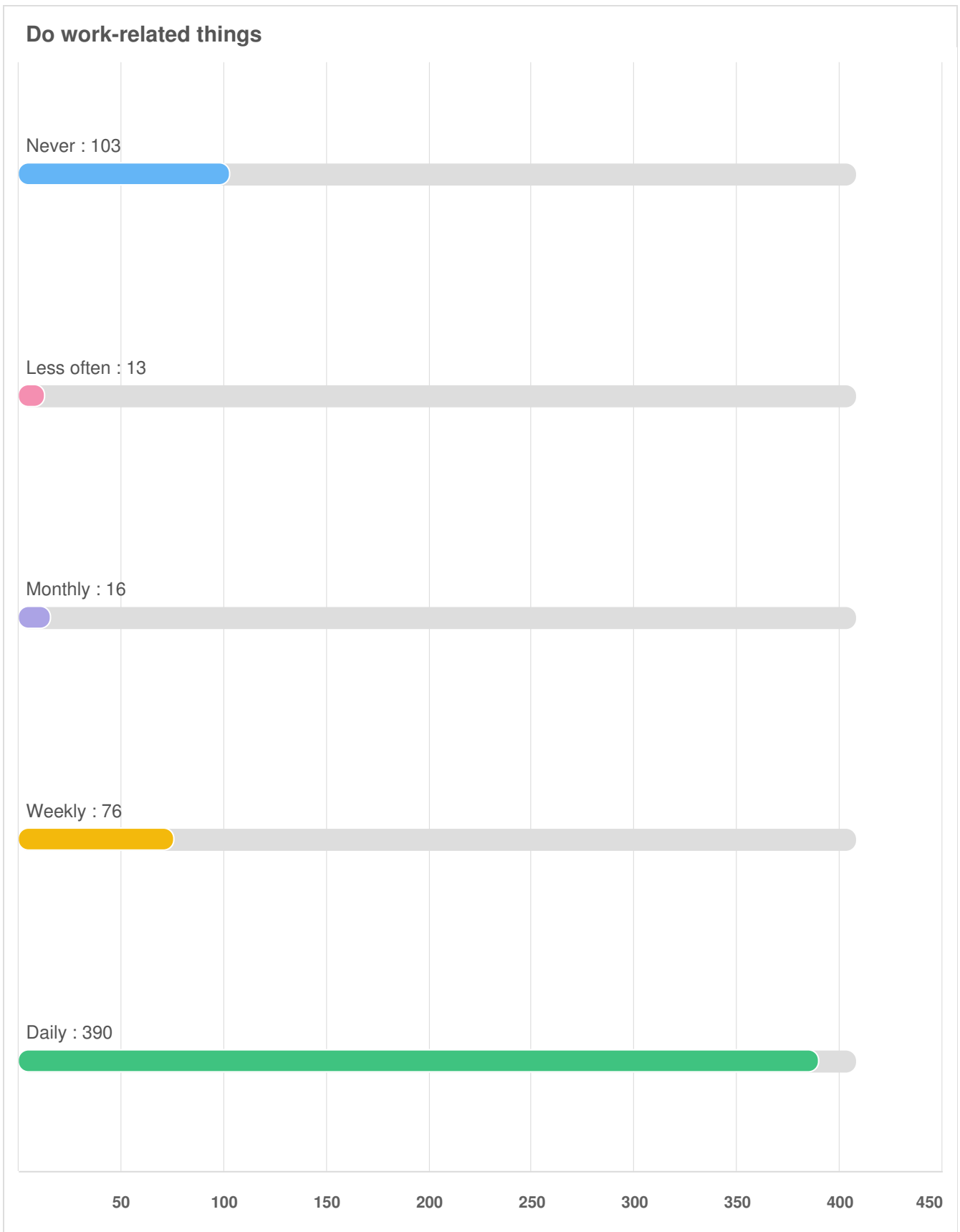
25 50 75 100 125 150 175 200 225 250 275 300 325



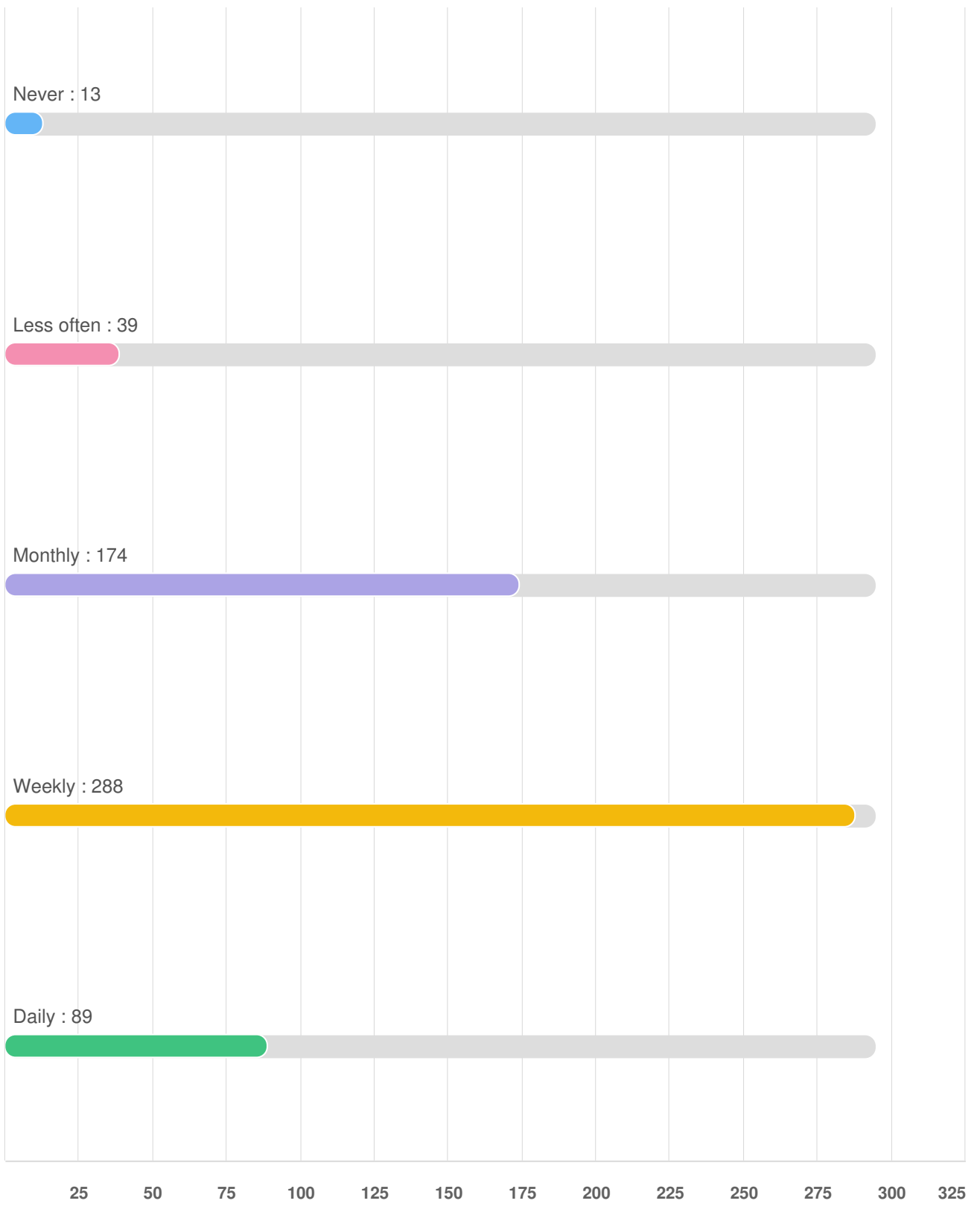
Do school-related things for myself

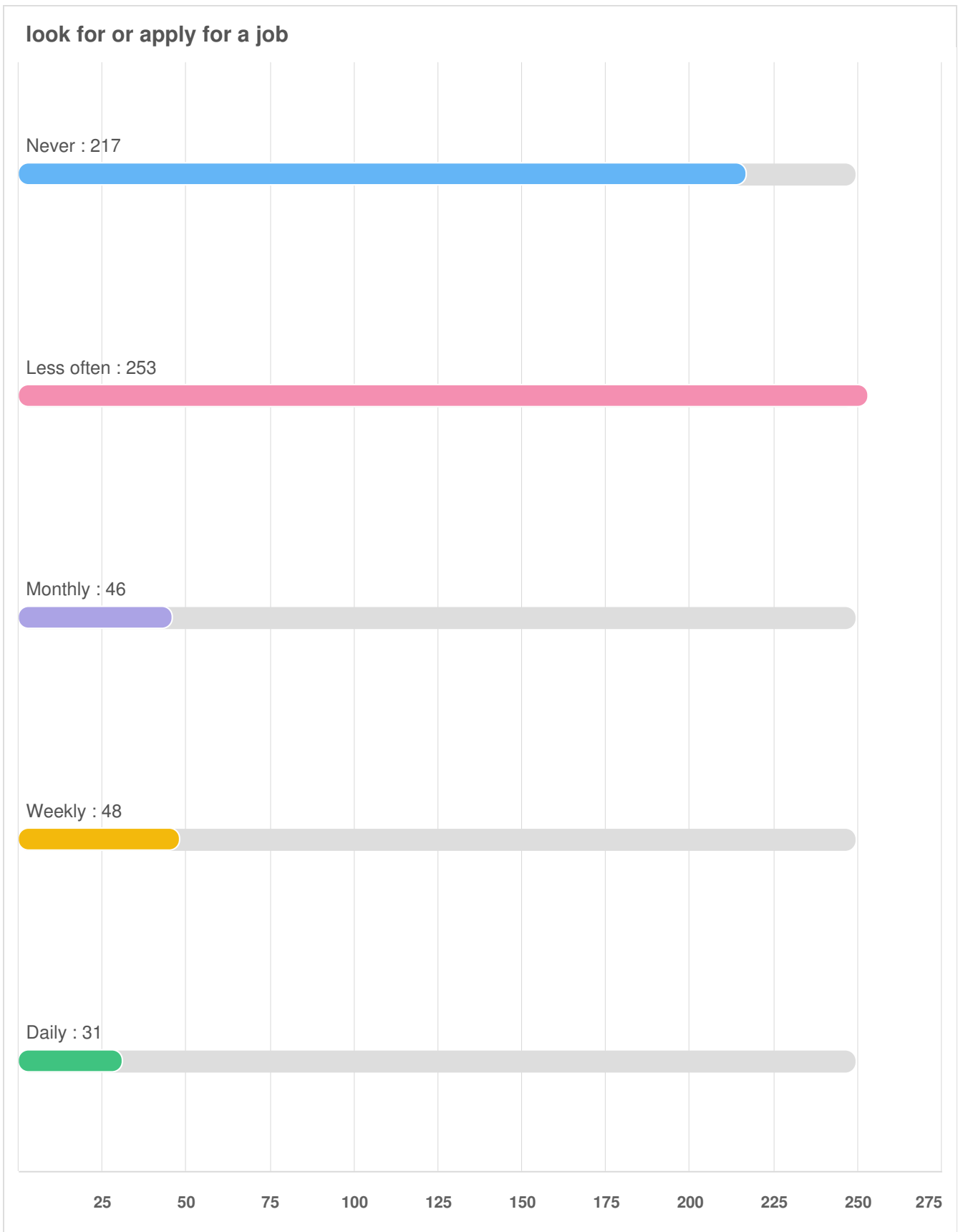


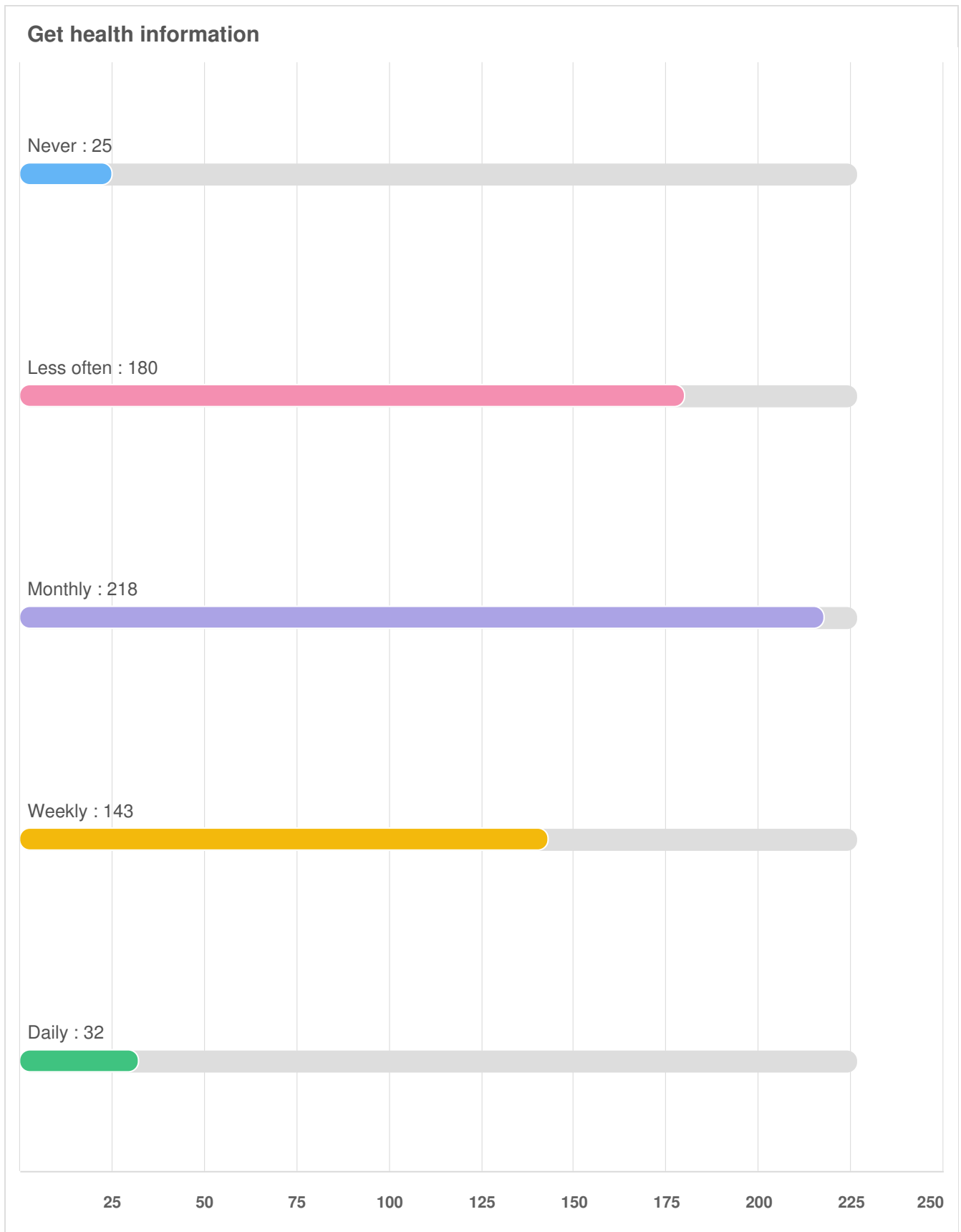




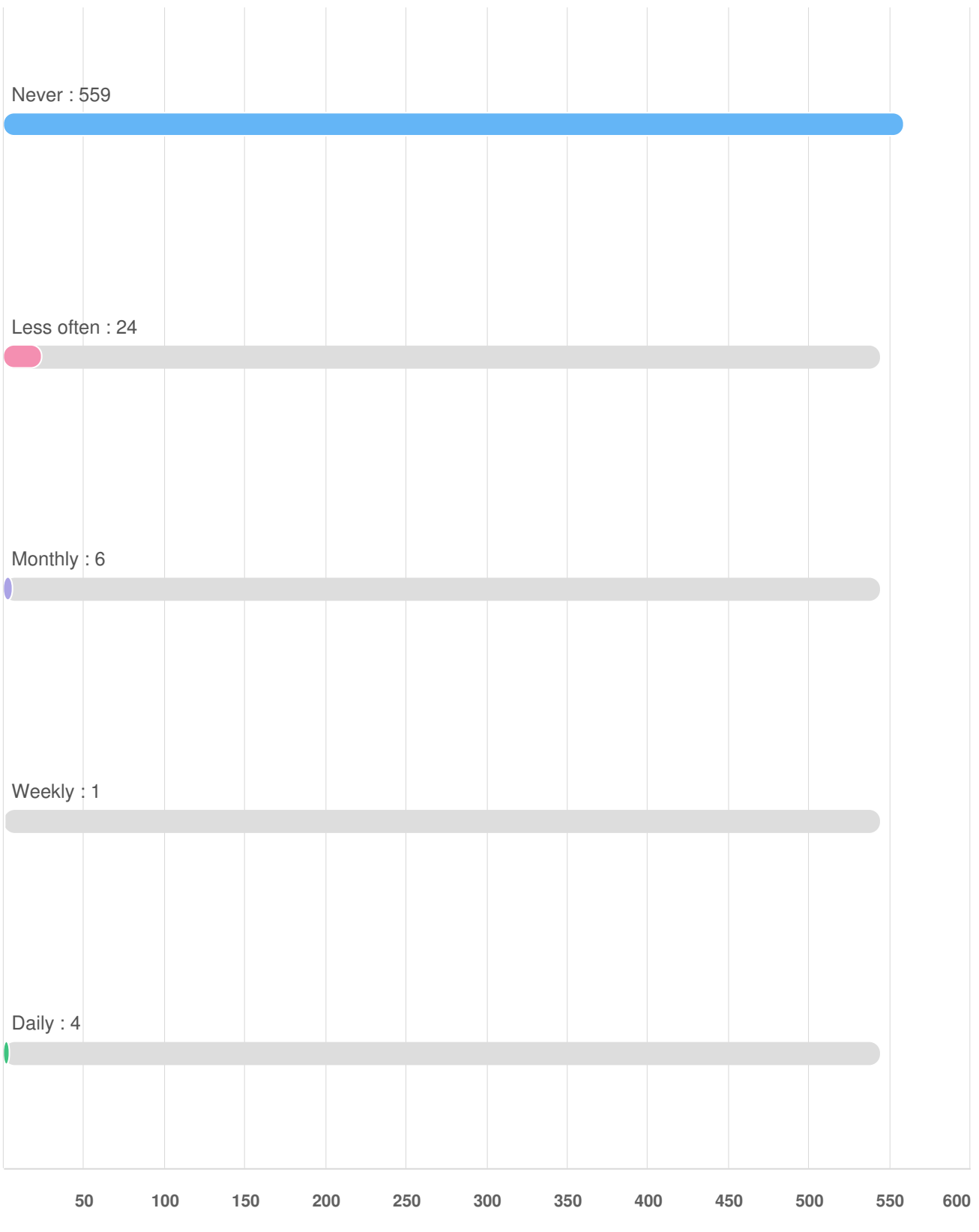
Shop or make purchases online



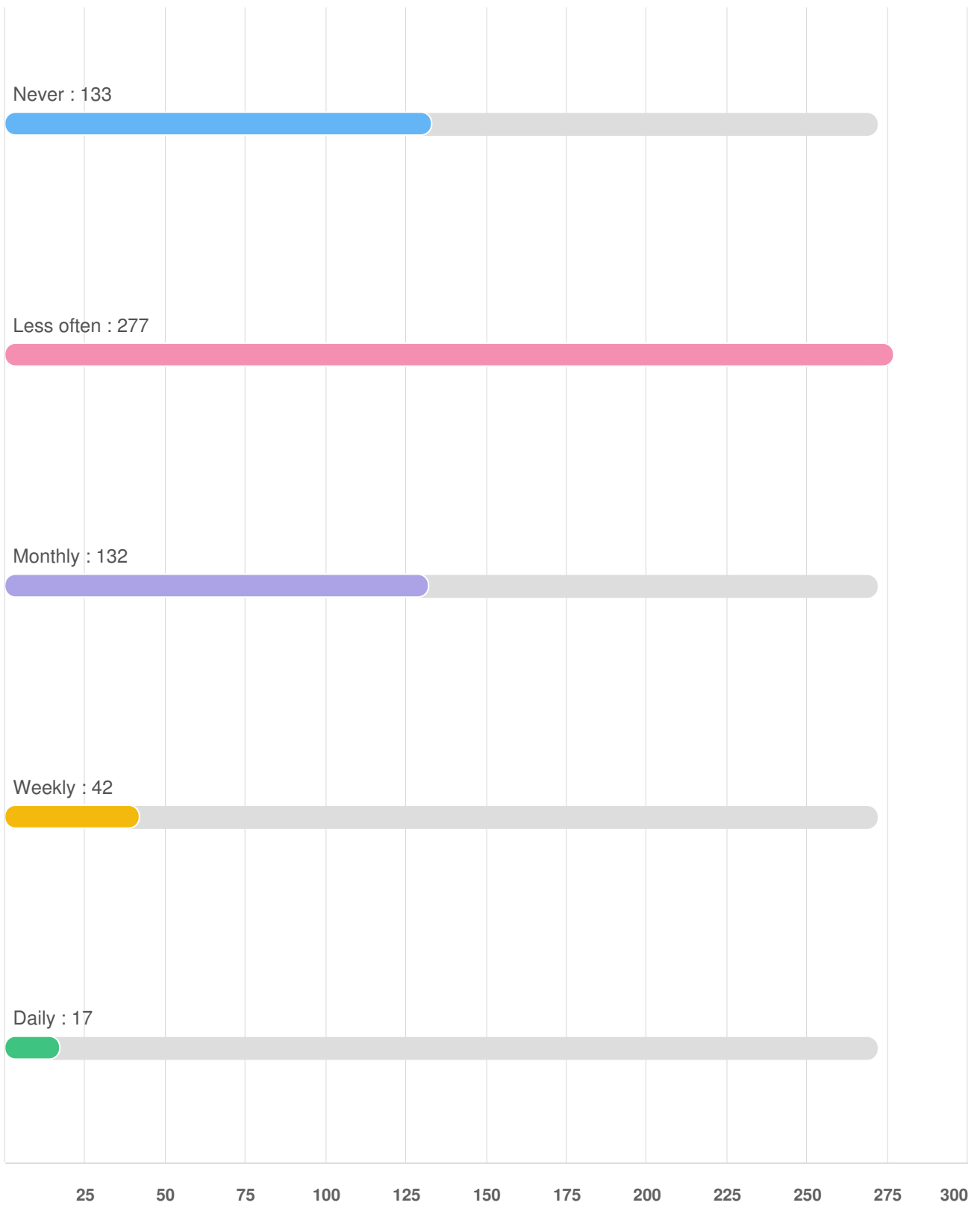




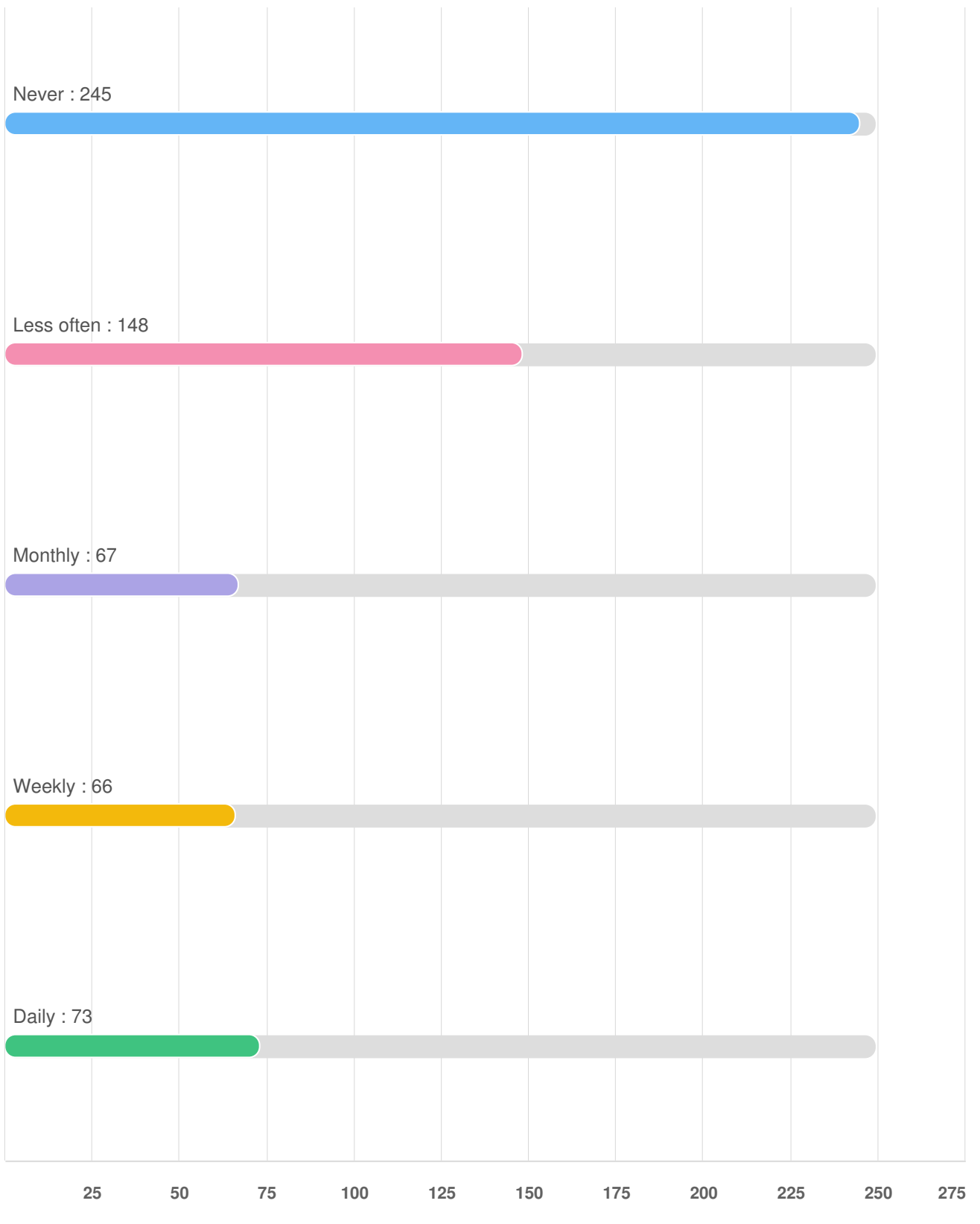
Record work hours for Arkansas Works Medicaid coverage



Look for information about government services



Participate in a discussion forum



Q10 How much does each statement describe your feelings or your experience?



Optional question (616 response(s), 86 skipped)
Question type: Likert Question

Q10 | How much does each statement describe your feelings or your experience?

The Internet is very important in my life.

Strongly agree : 488



Somewhat agree : 83



Neither agree nor disagree : 12



Somewhat disagree : 9



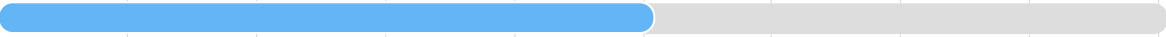
Strongly disagree : 21



50 100 150 200 250 300 350 400 450 500 550

My phone's apps are a good substitute for web browsers to get online.

Strongly agree : 127



Somewhat agree : 226



Neither agree nor disagree : 124



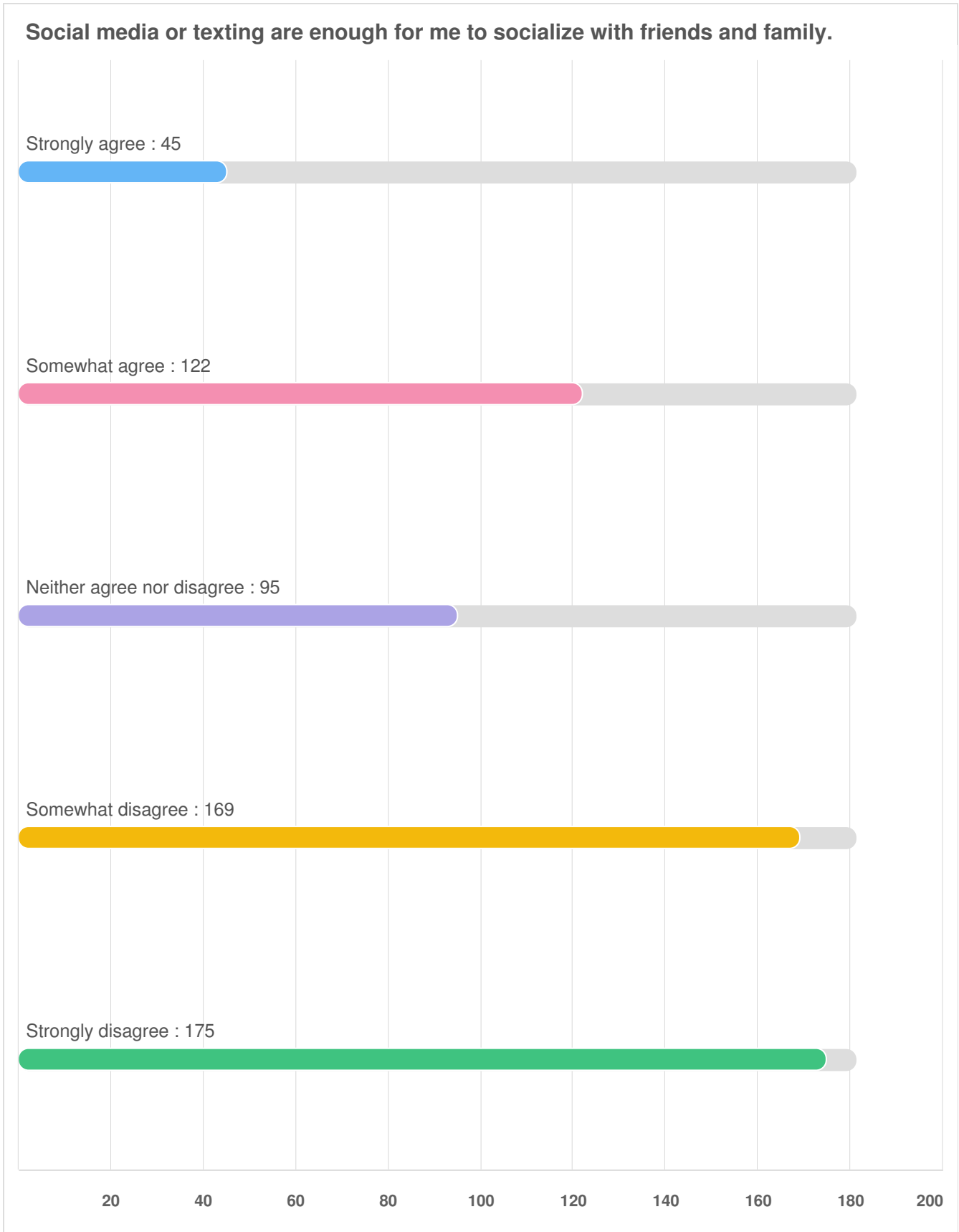
Somewhat disagree : 86



Strongly disagree : 45



25 50 75 100 125 150 175 200 225 250



When I have money problems, one of the first things I do is drop my mobile phone plan.

Strongly agree : 18



Somewhat agree : 31



Neither agree nor disagree : 133



Somewhat disagree : 70

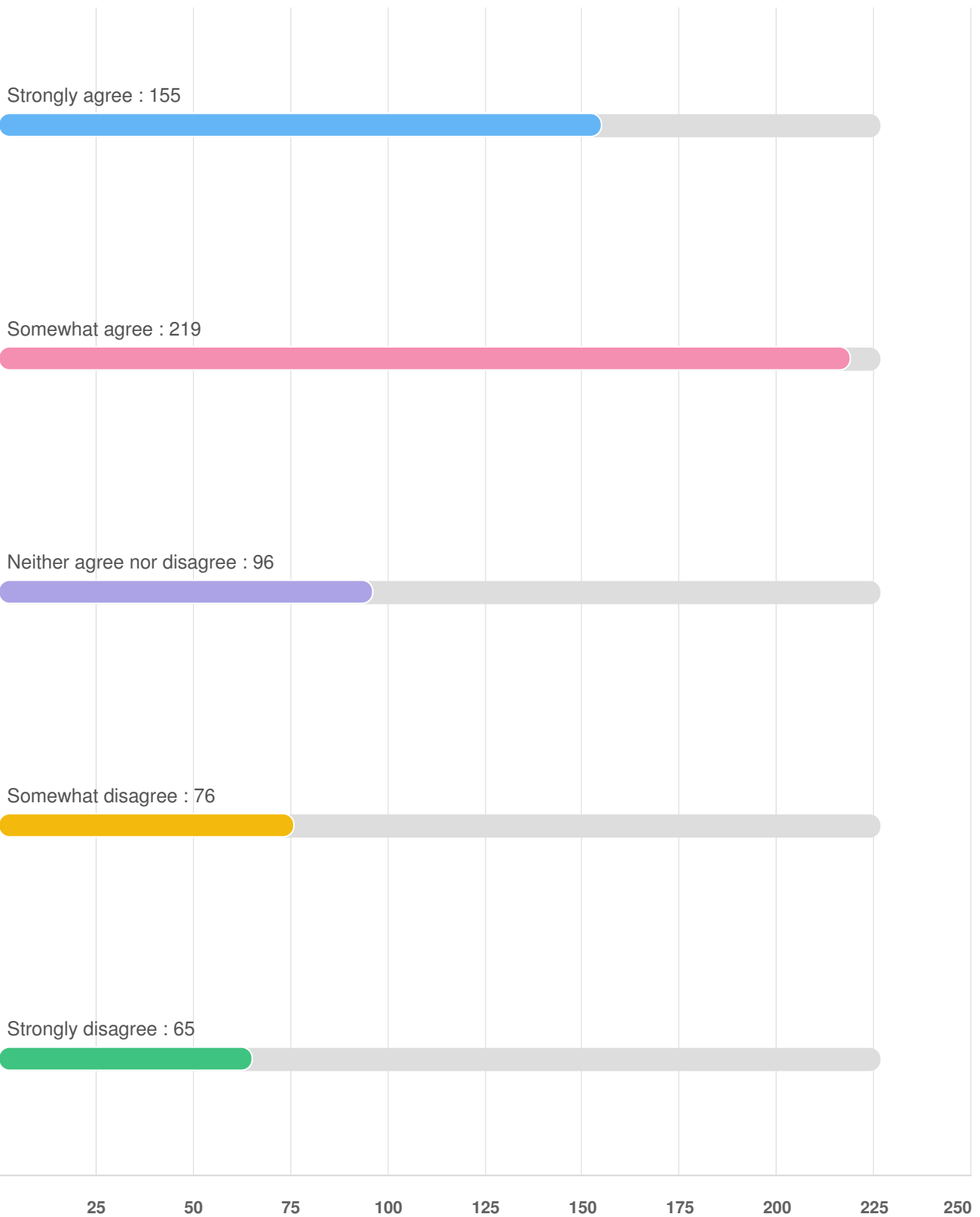


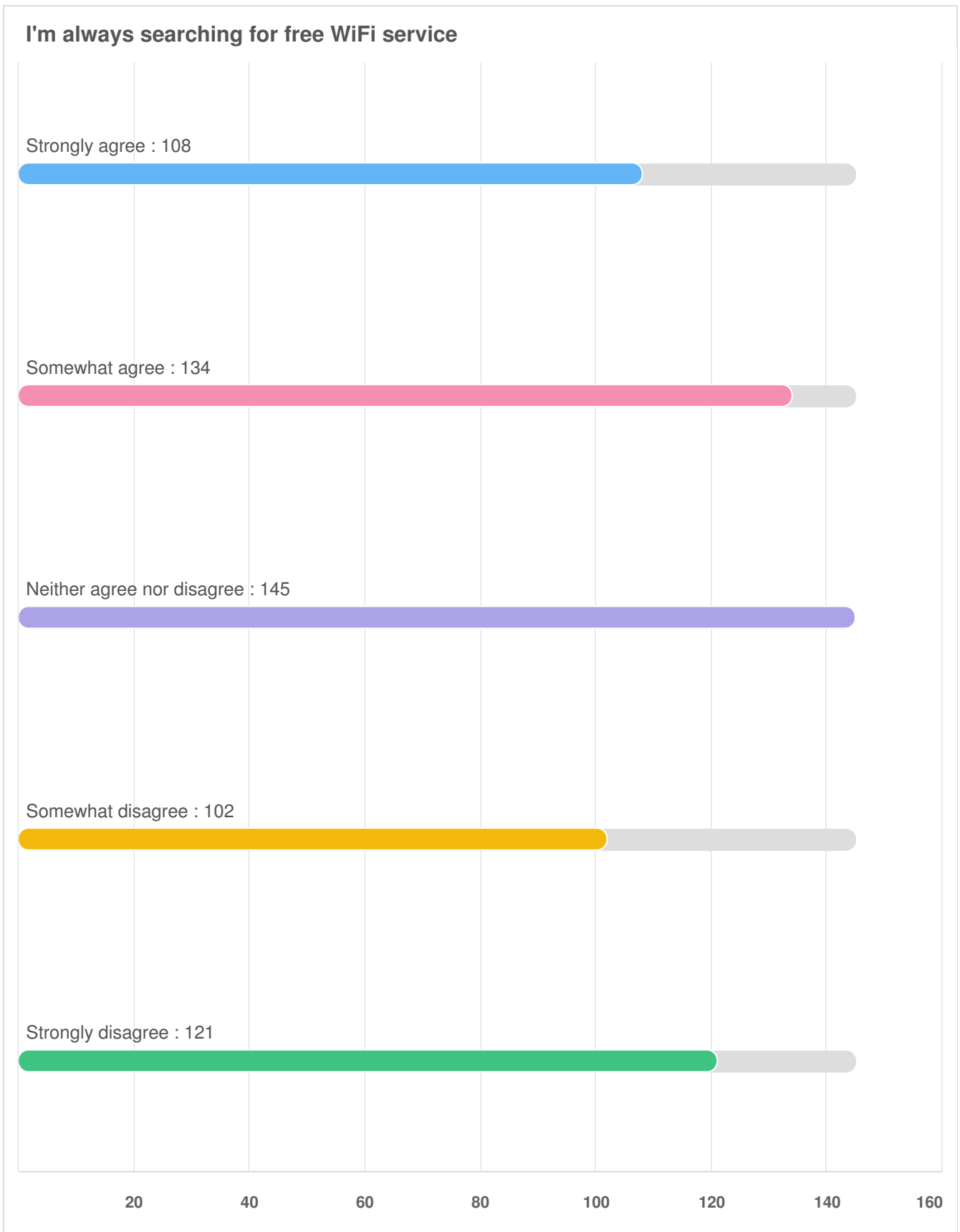
Strongly disagree : 356



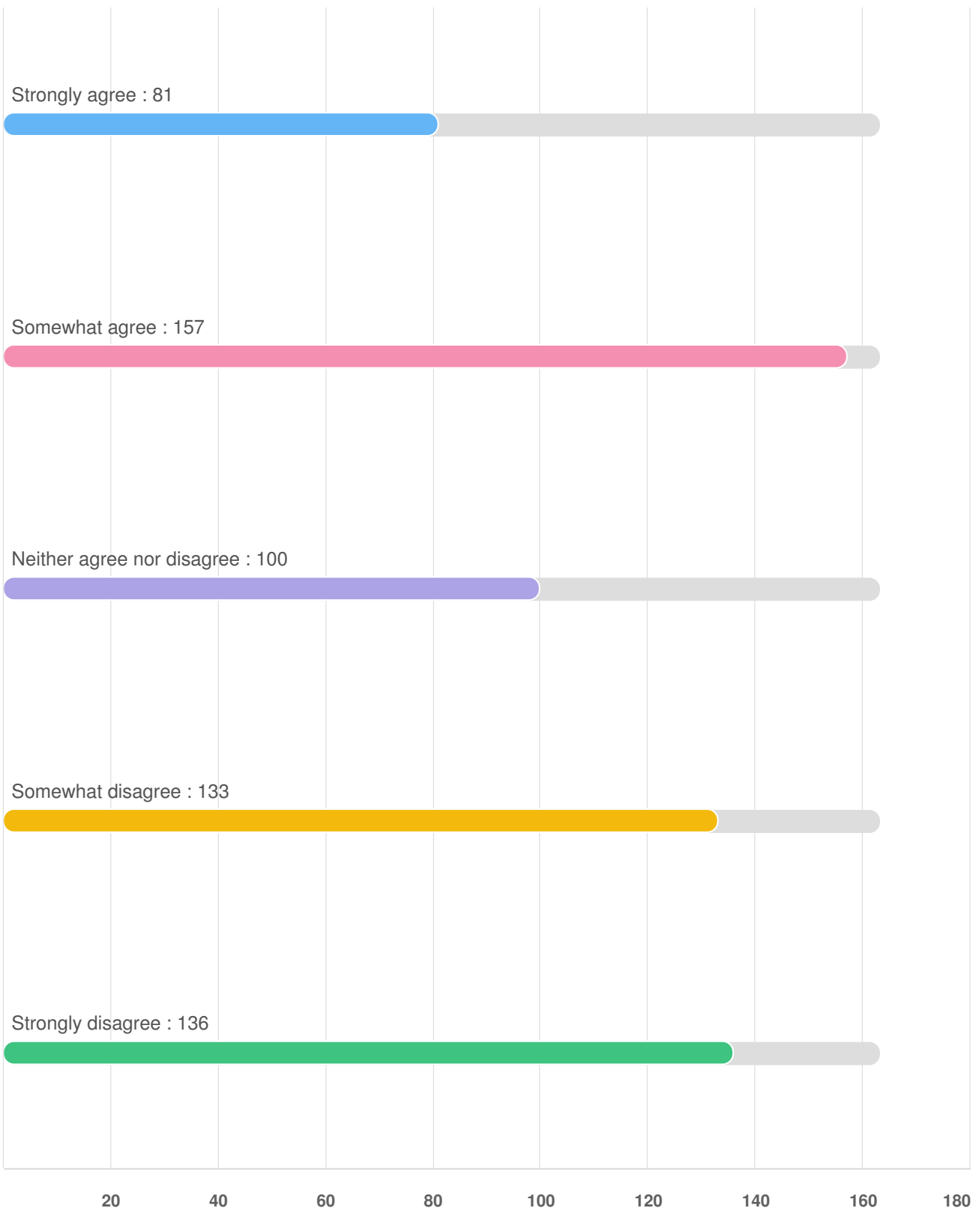
50 100 150 200 250 300 350 400

The cost of high-speed Internet service from a cable or phone company is too high for me.

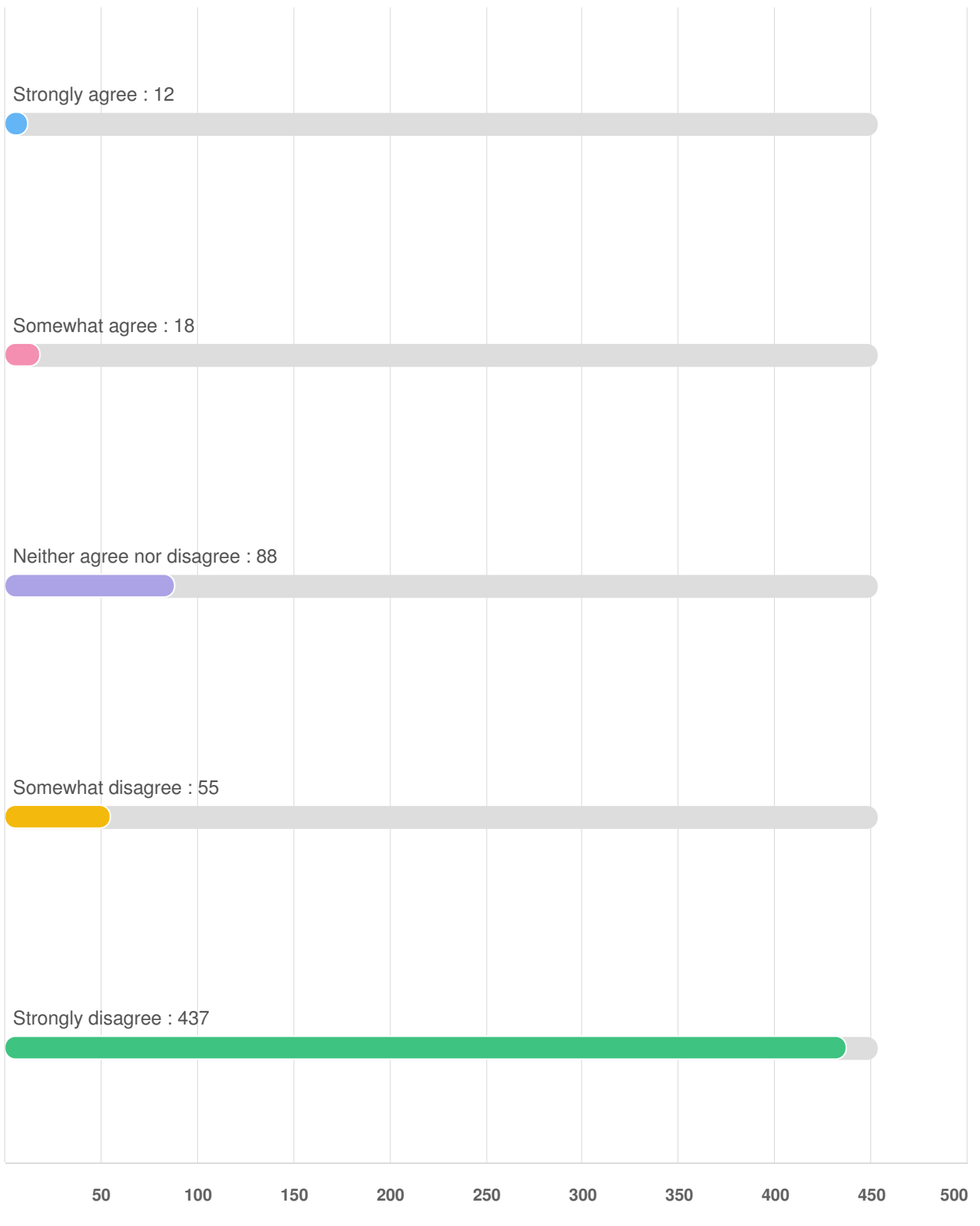




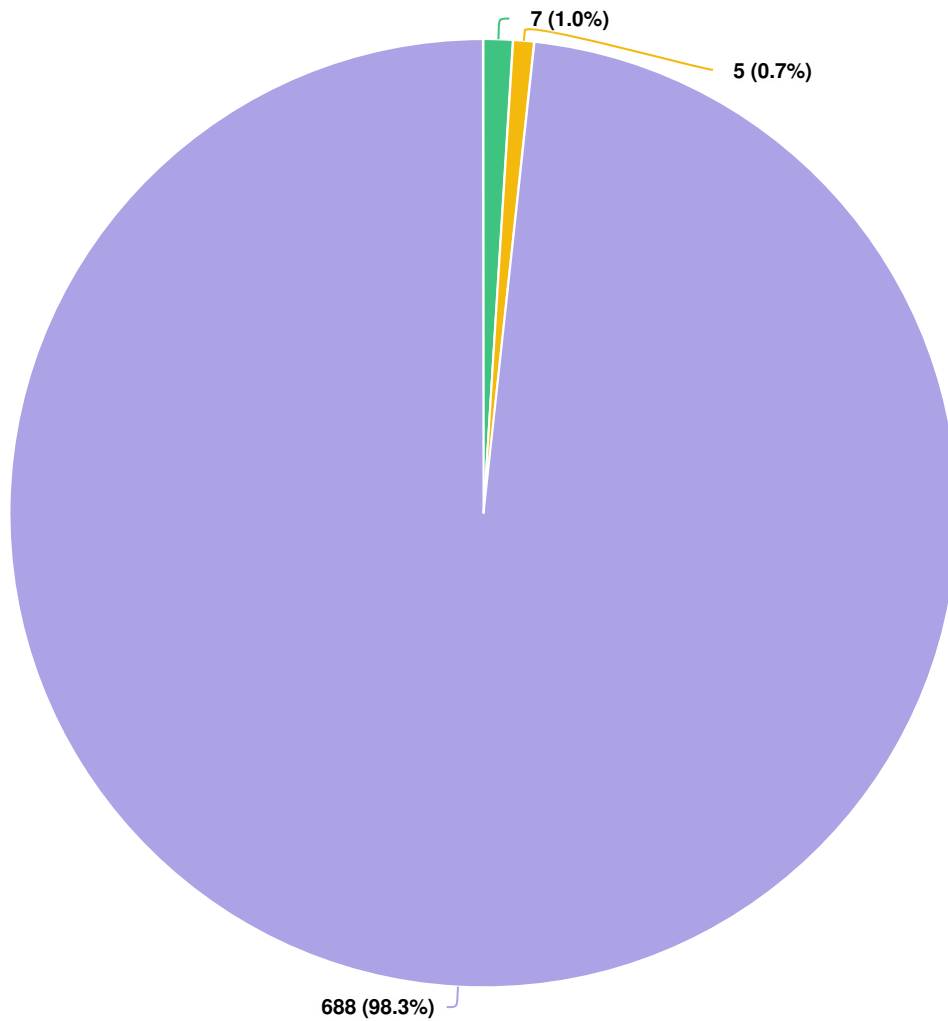
I get nervous if I can't get online when I want.



I need help from librarians to use computers at the library.



Q11 How long have you used a computer?

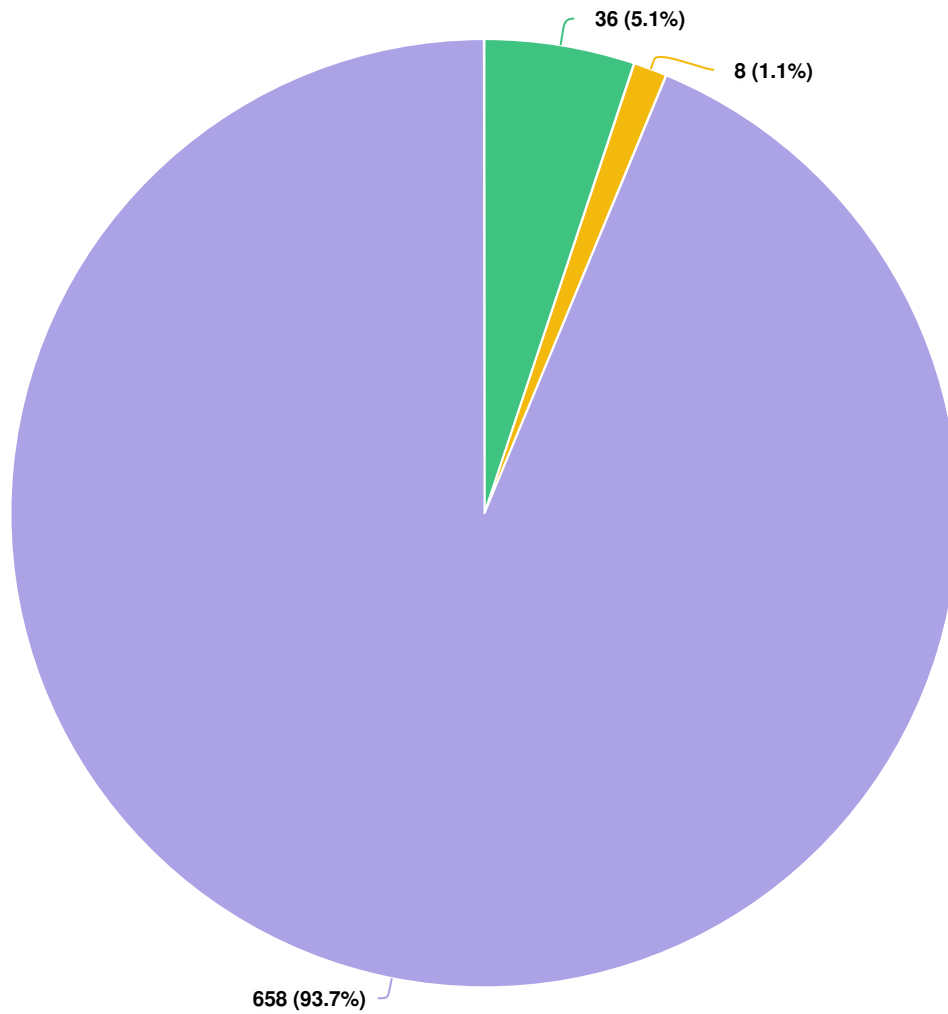


Question options

- Longer than a year
- Less than a year
- Never

Optional question (700 response(s), 2 skipped)
Question type: Radio Button Question

Q12 How many years have you used a smart phone

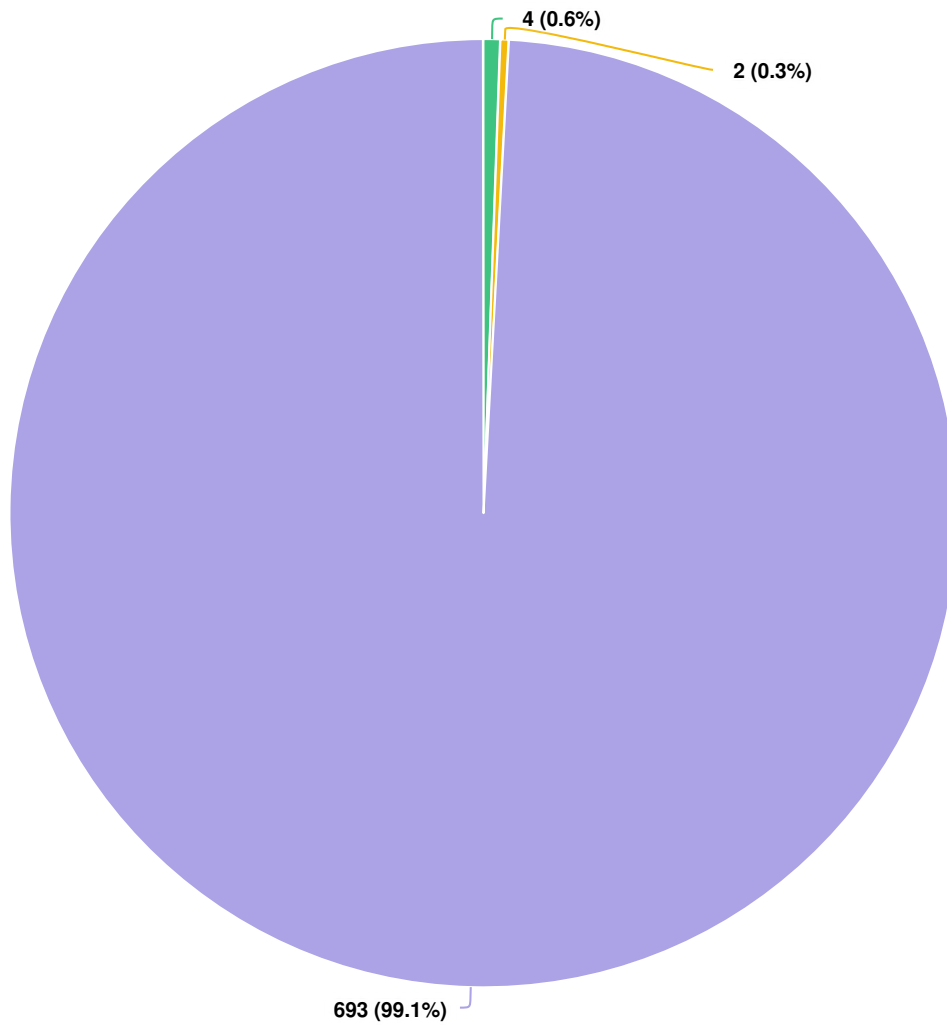


Question options

- Longer than a year
- Less than a year
- Never

Mandatory Question (702 response(s))
Question type: Radio Button Question

Q13 How long have you used the Internet?

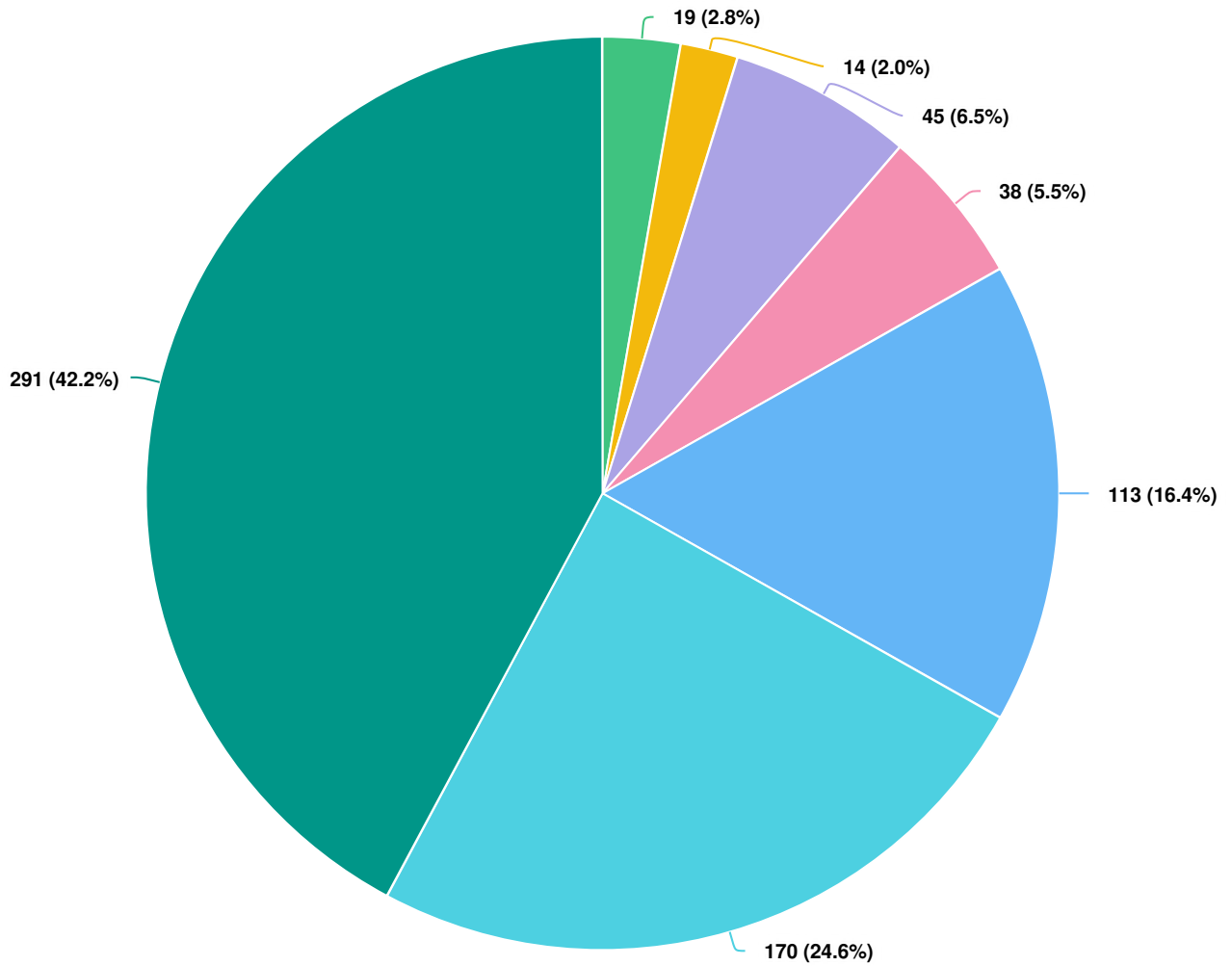


Question options

- Longer than a year
- Less than a year
- Never

Optional question (699 response(s), 3 skipped)
Question type: Radio Button Question

Q14 At what monthly price would home high-speed Internet service be too expensive for you?

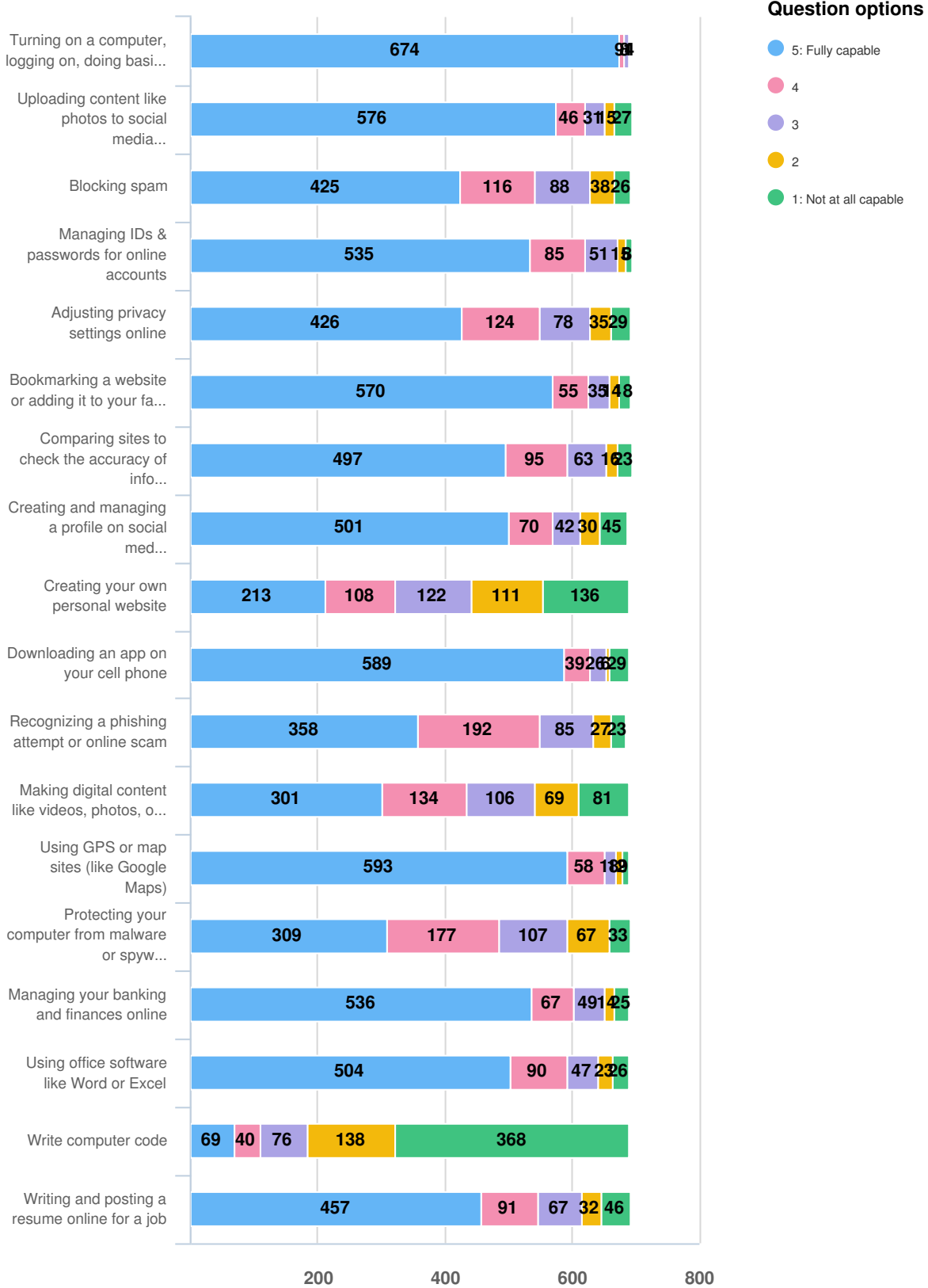


Question options

- Over \$75
- \$56-75
- \$46-55
- \$36-45
- \$26-35
- \$16-25
- \$10-15

Optional question (690 response(s), 12 skipped)
Question type: Radio Button Question

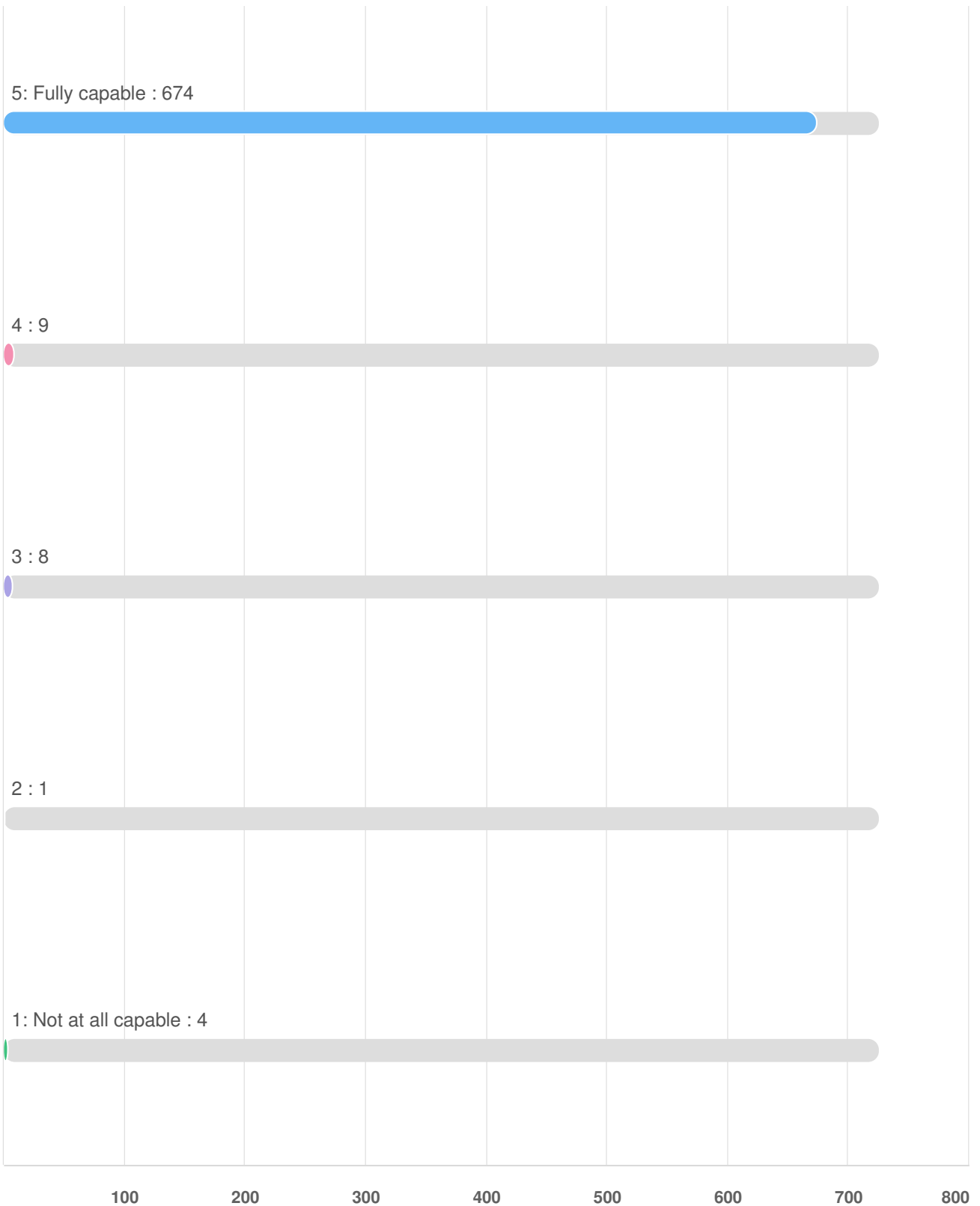
Q15 How capable do you feel of doing the following things, with 1 being not at all capable and 5 being fully capable?



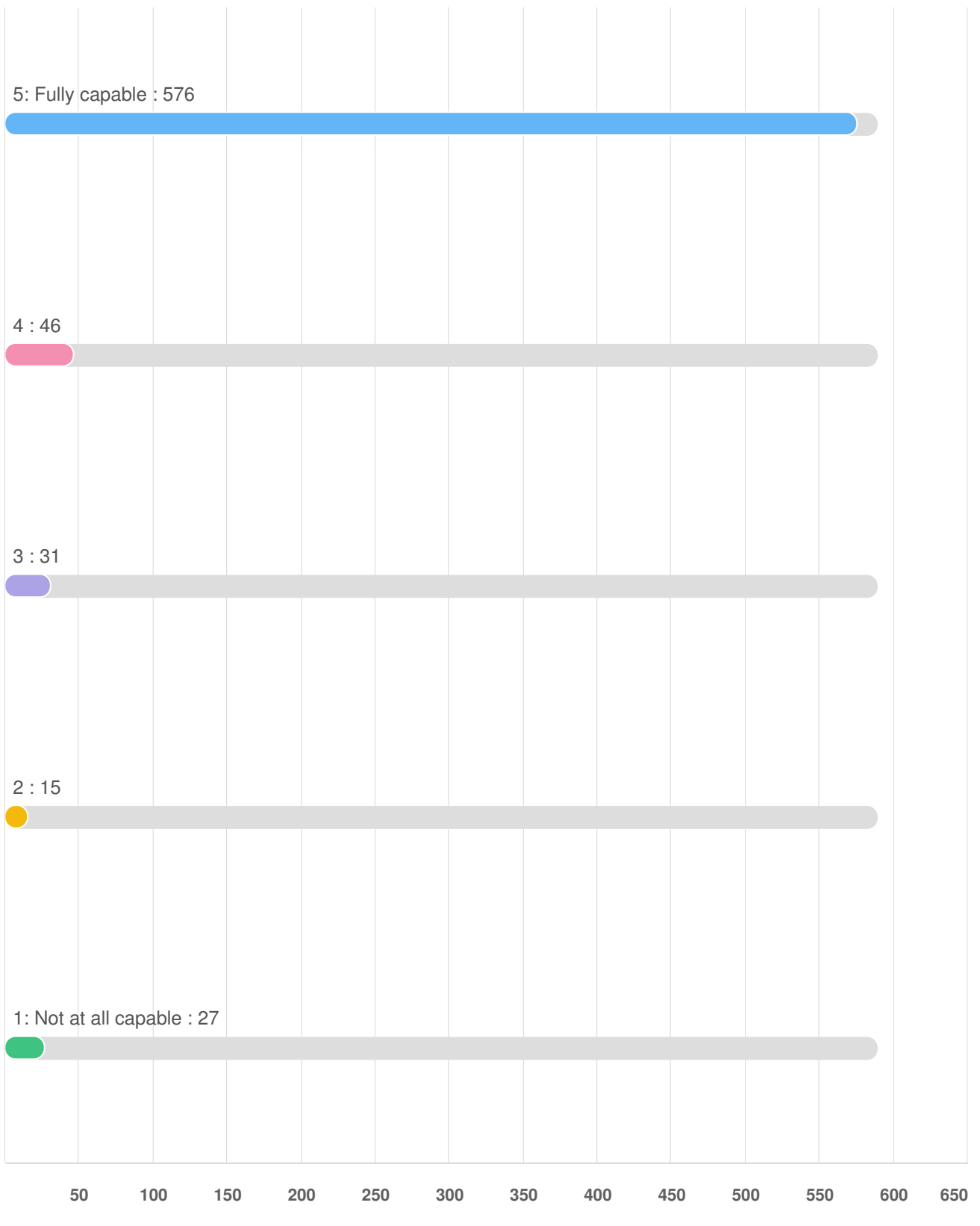
Optional question (697 response(s), 5 skipped)
 Question type: Likert Question

Q15 How capable do you feel of doing the following things, with 1 being not at all capable and 5 being fully capable?

Turning on a computer, logging on, doing basic tasks



Uploading content like photos to social media sites



Blocking spam

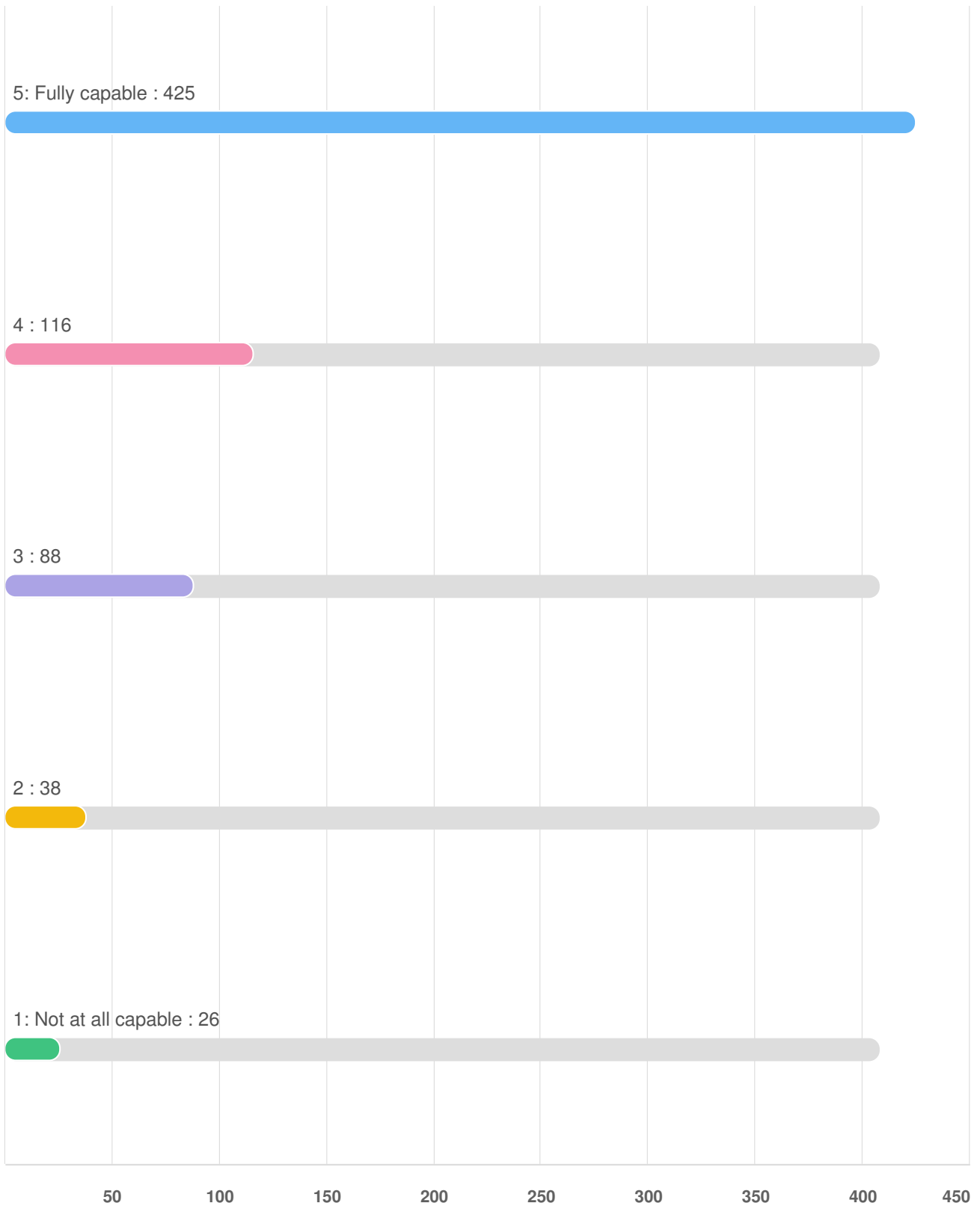
5: Fully capable : 425

4 : 116

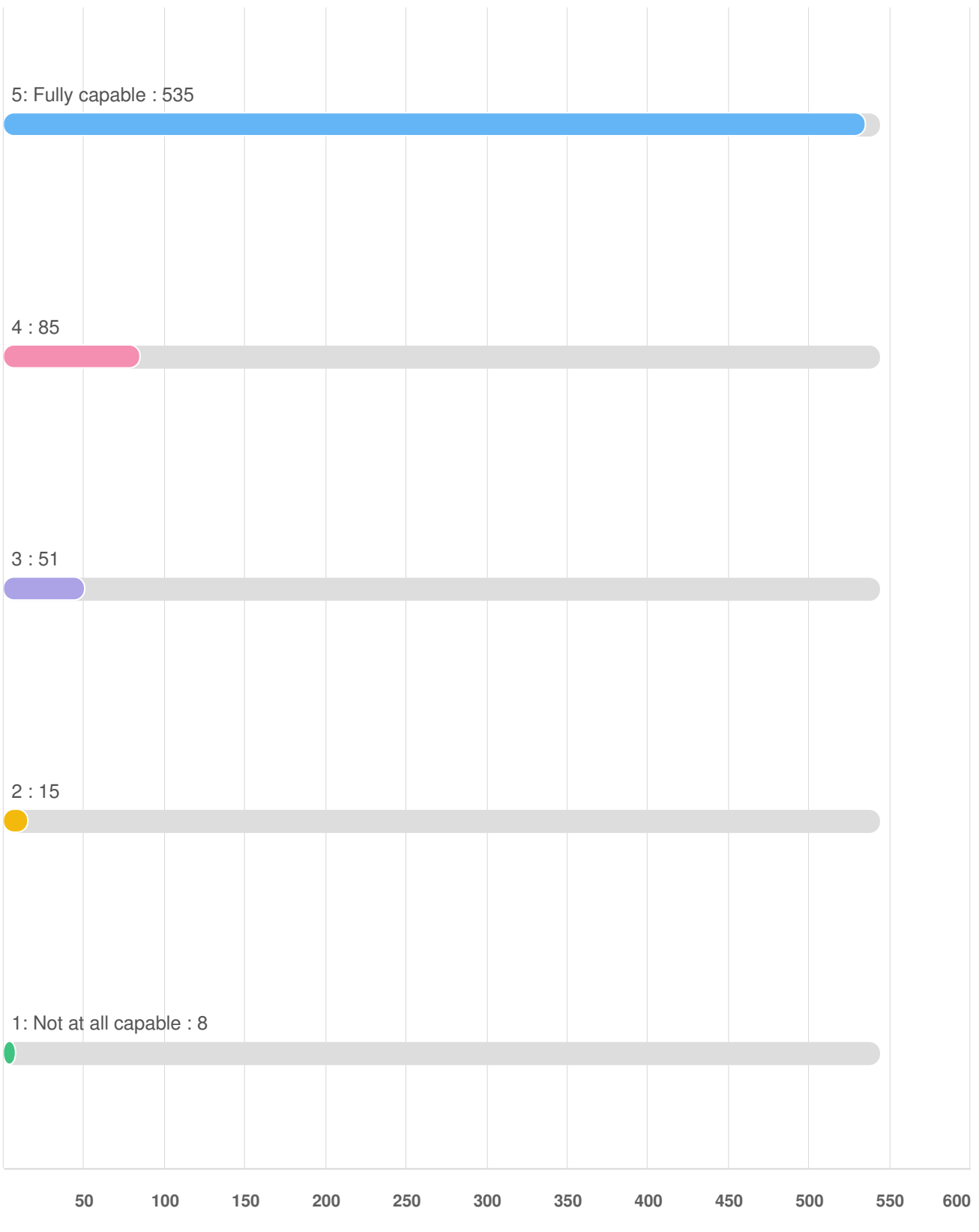
3 : 88

2 : 38

1: Not at all capable : 26



Managing IDs & passwords for online accounts



Adjusting privacy settings online

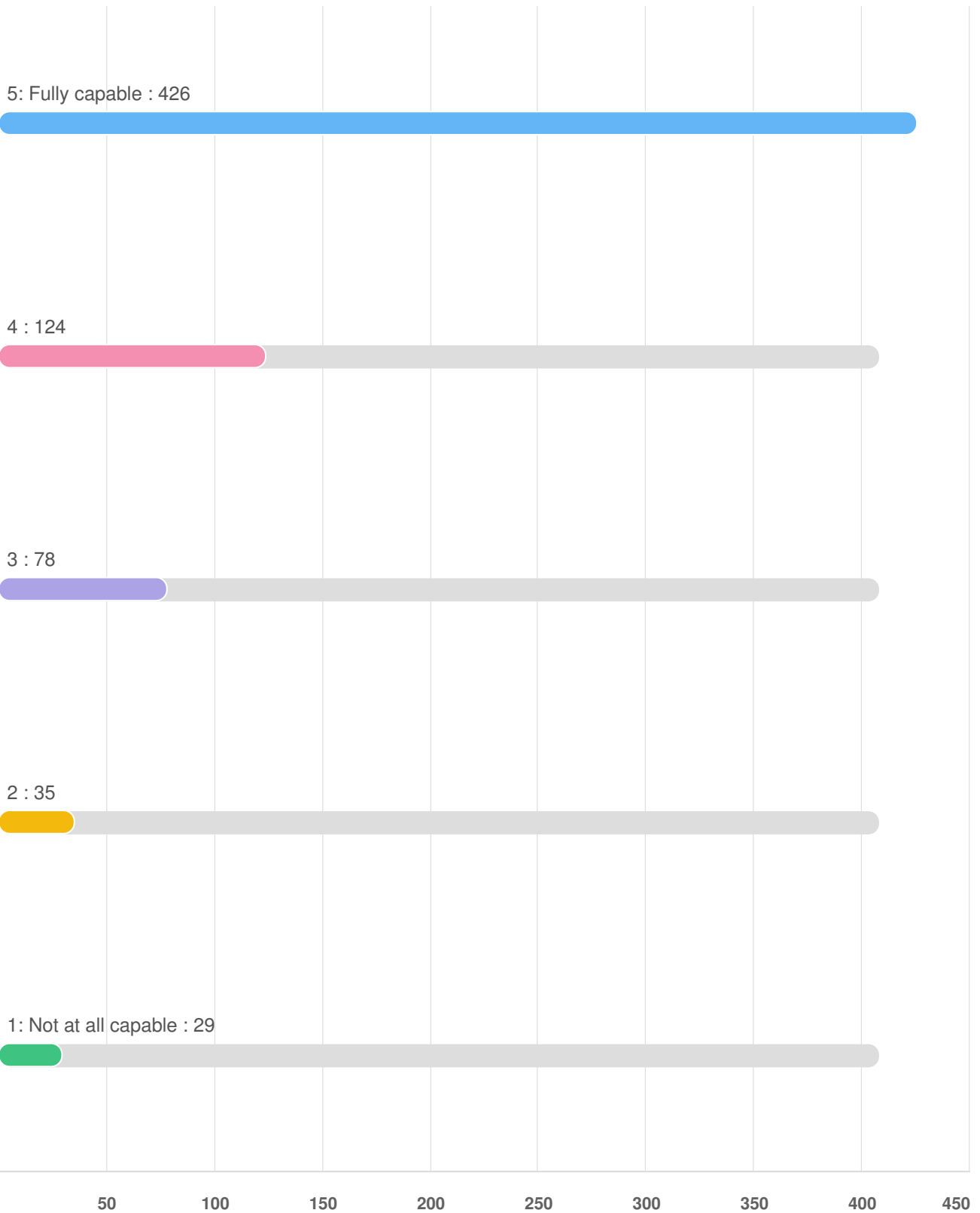
5: Fully capable : 426

4 : 124

3 : 78

2 : 35

1: Not at all capable : 29



Bookmarking a website or adding it to your favorites

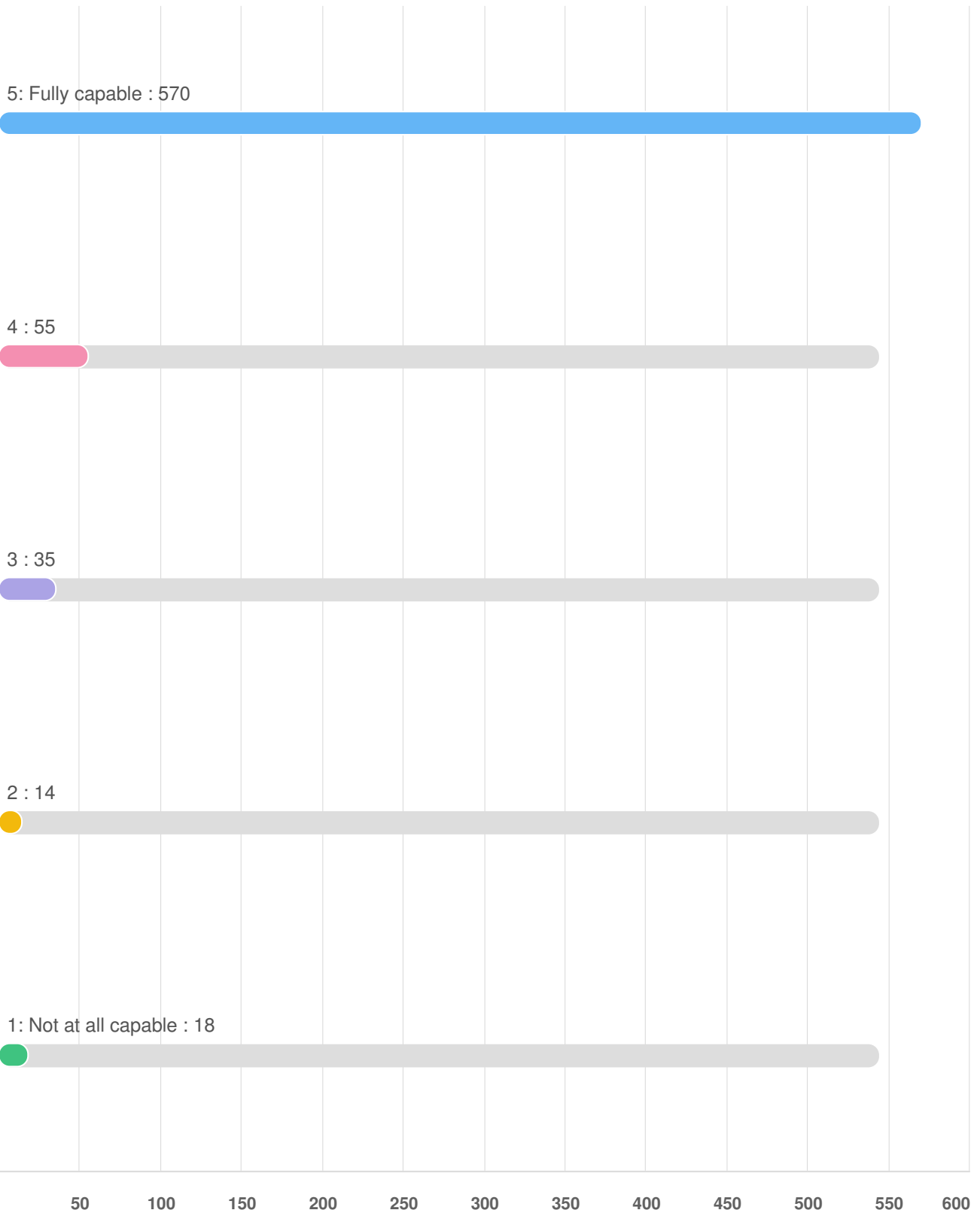
5: Fully capable : 570

4 : 55

3 : 35

2 : 14

1: Not at all capable : 18



Comparing sites to check the accuracy of information

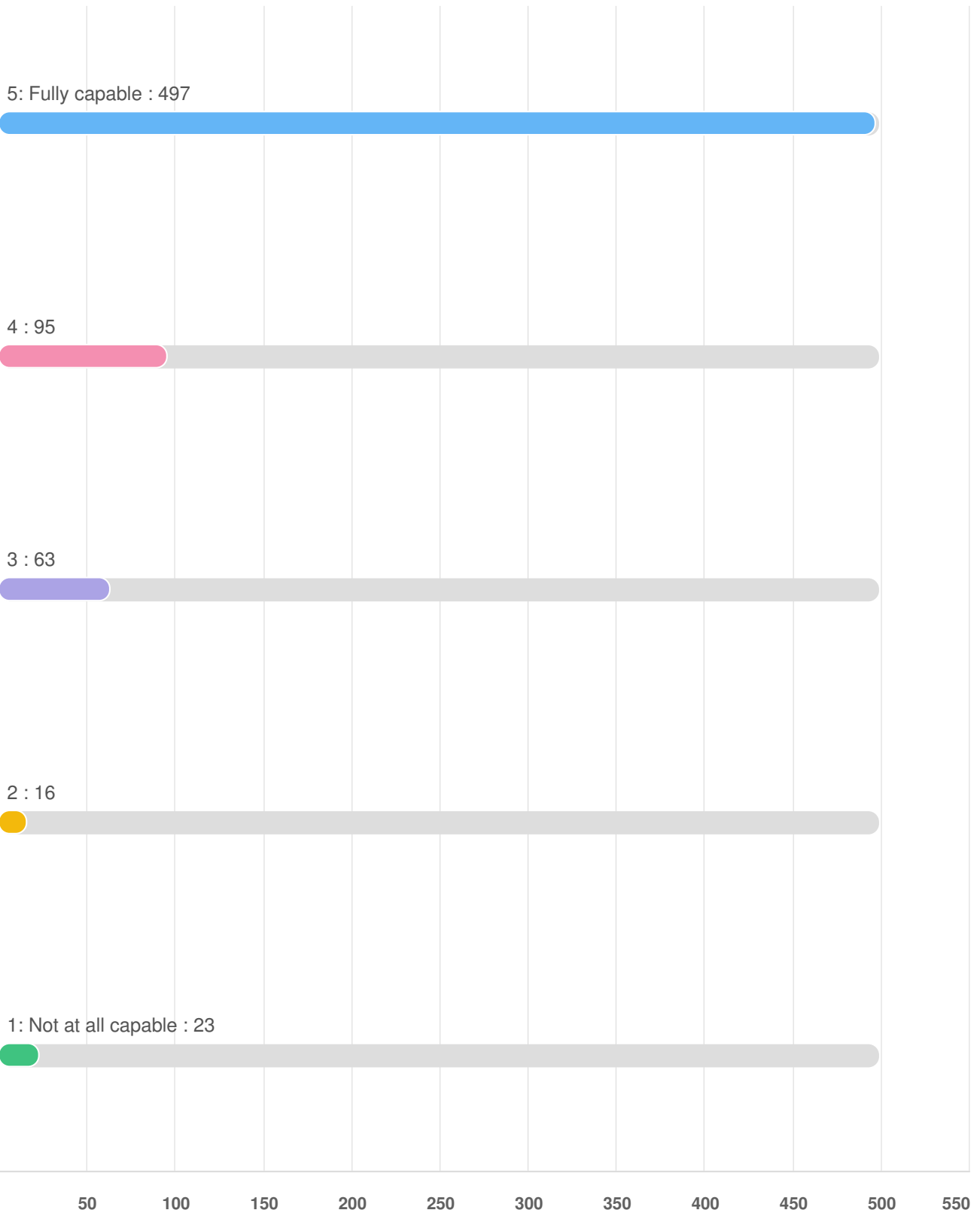
5: Fully capable : 497

4 : 95

3 : 63

2 : 16

1: Not at all capable : 23



Creating and managing a profile on social media

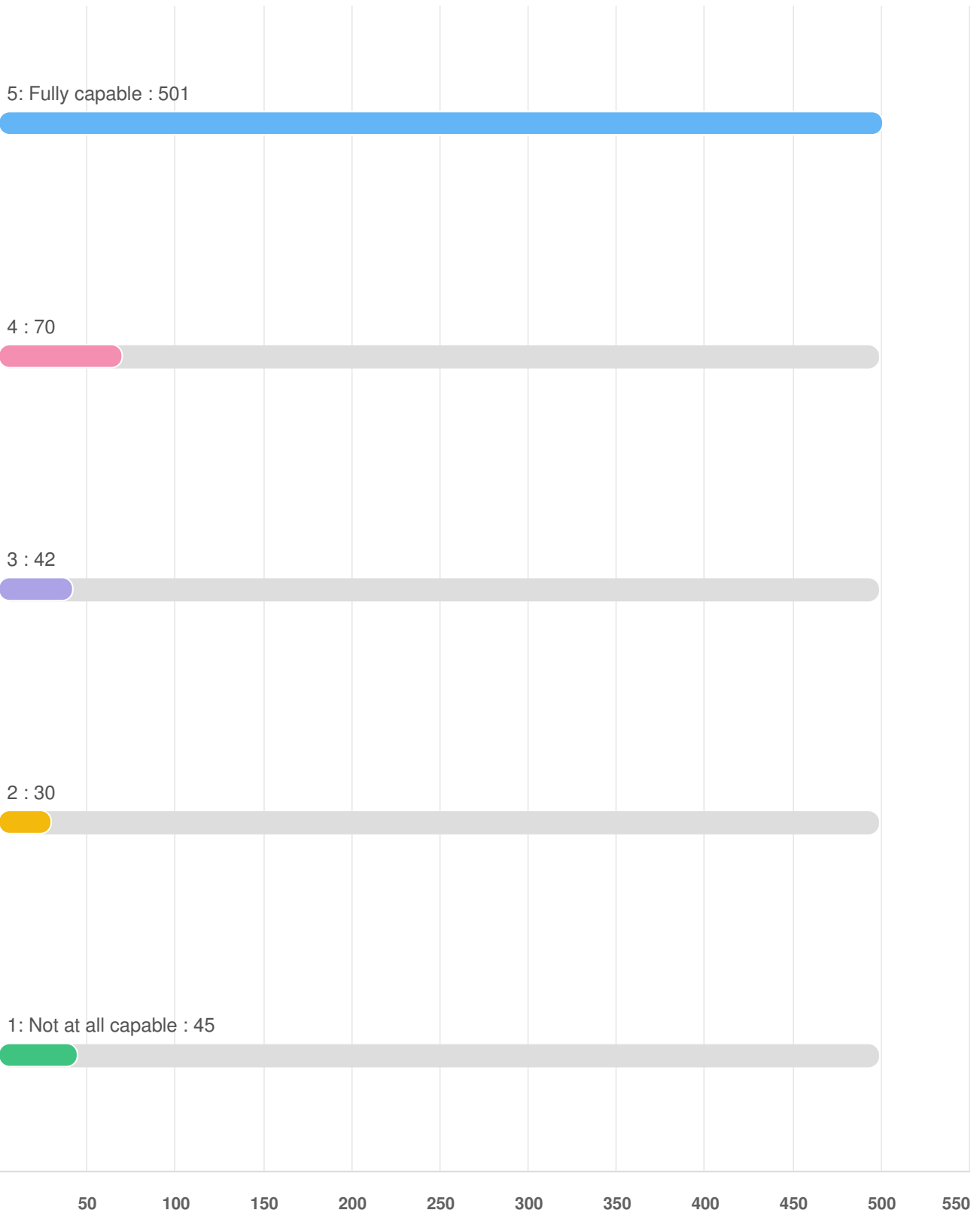
5: Fully capable : 501

4 : 70

3 : 42

2 : 30

1: Not at all capable : 45



Creating your own personal website

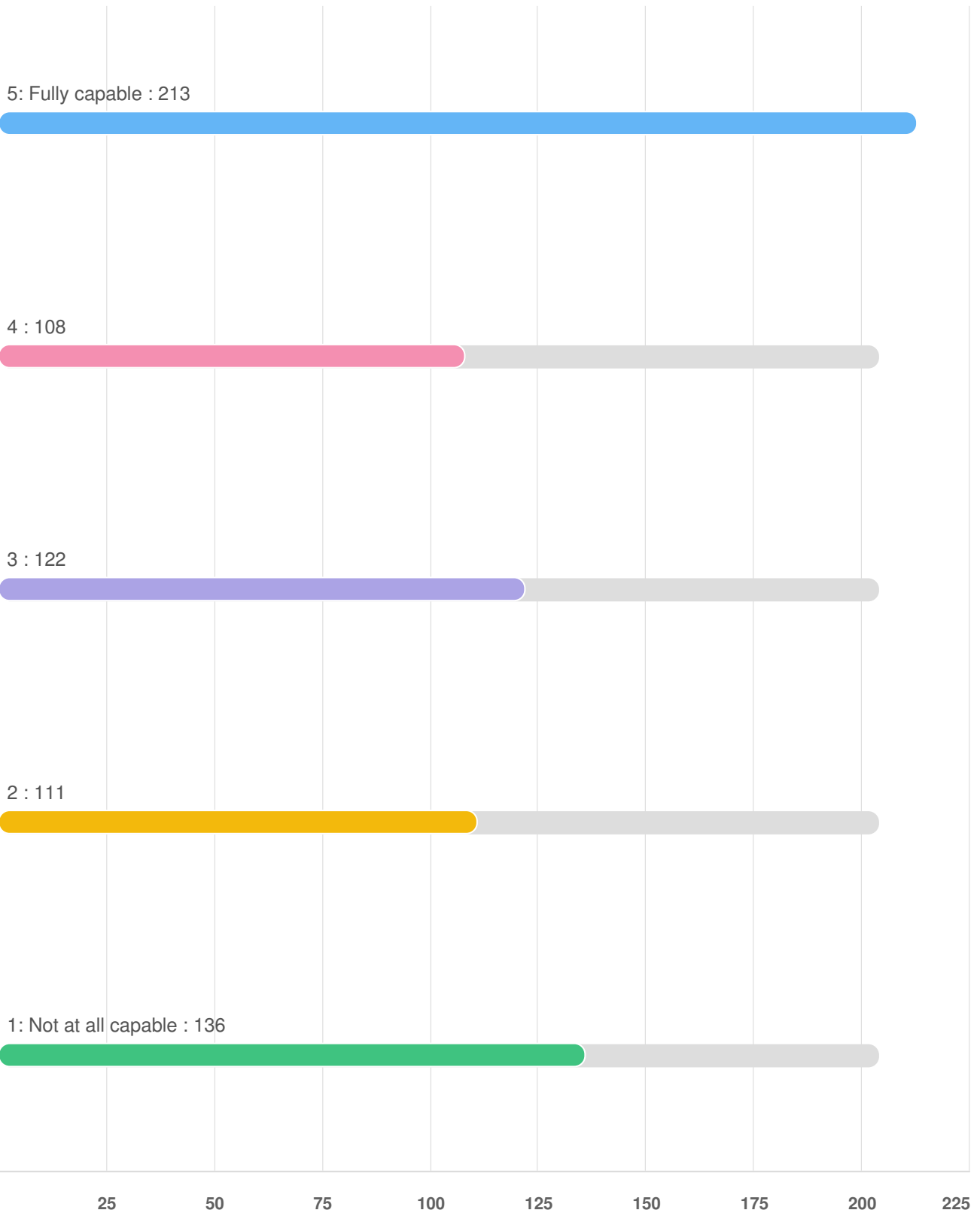
5: Fully capable : 213

4 : 108

3 : 122

2 : 111

1: Not at all capable : 136



Downloading an app on your cell phone

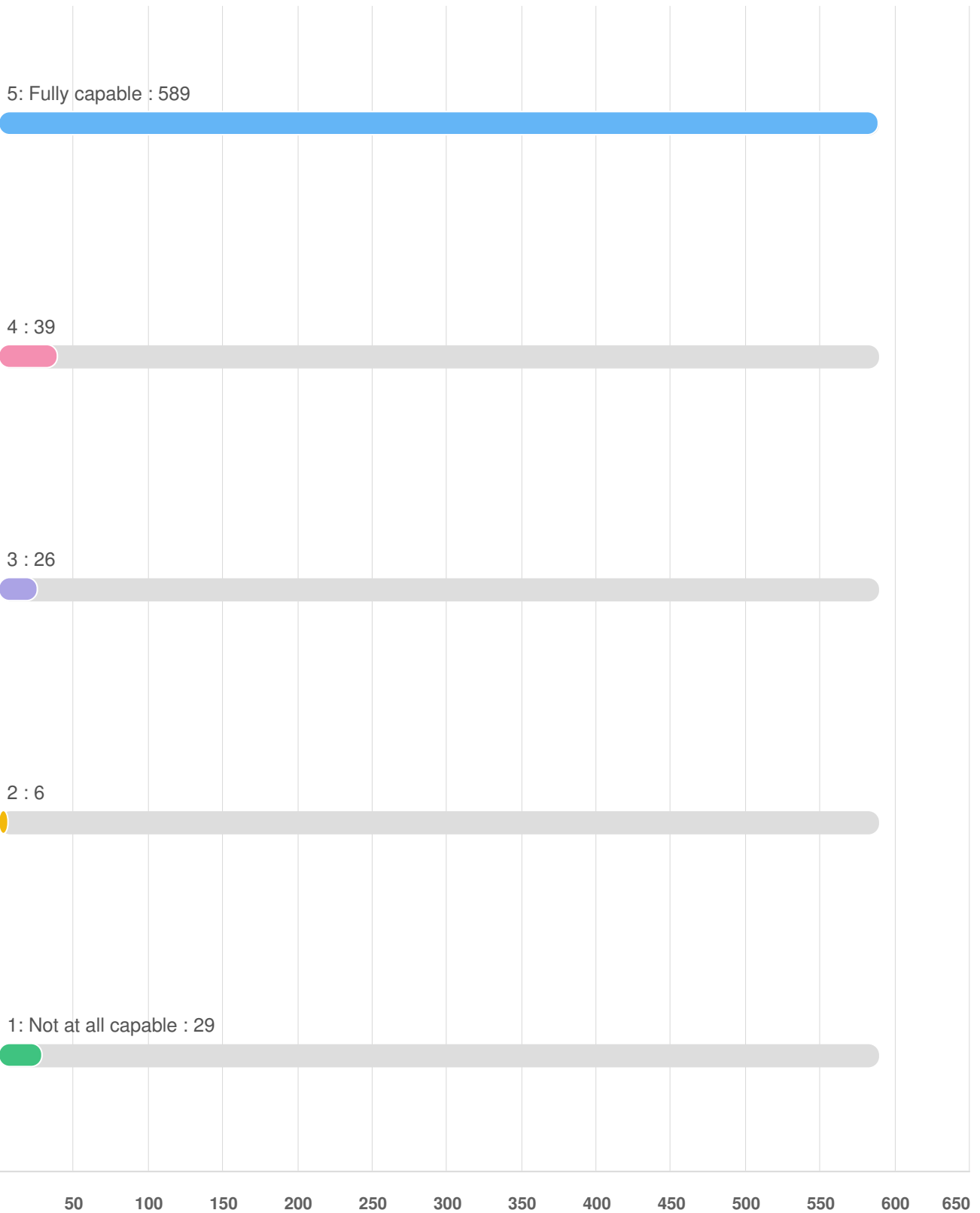
5: Fully capable : 589

4 : 39

3 : 26

2 : 6

1: Not at all capable : 29



Recognizing a phishing attempt or online scam

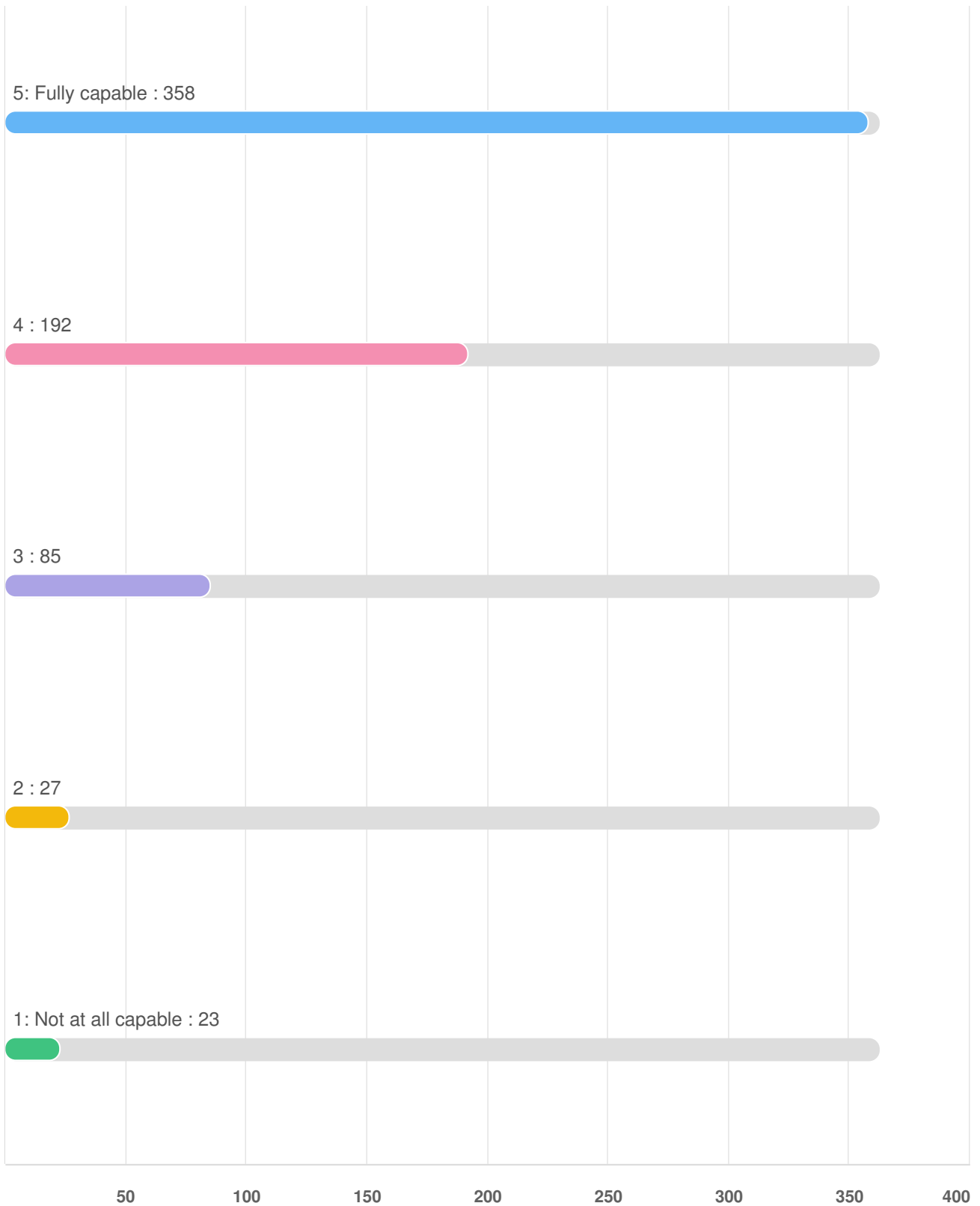
5: Fully capable : 358

4 : 192

3 : 85

2 : 27

1: Not at all capable : 23



Making digital content like videos, photos, or music

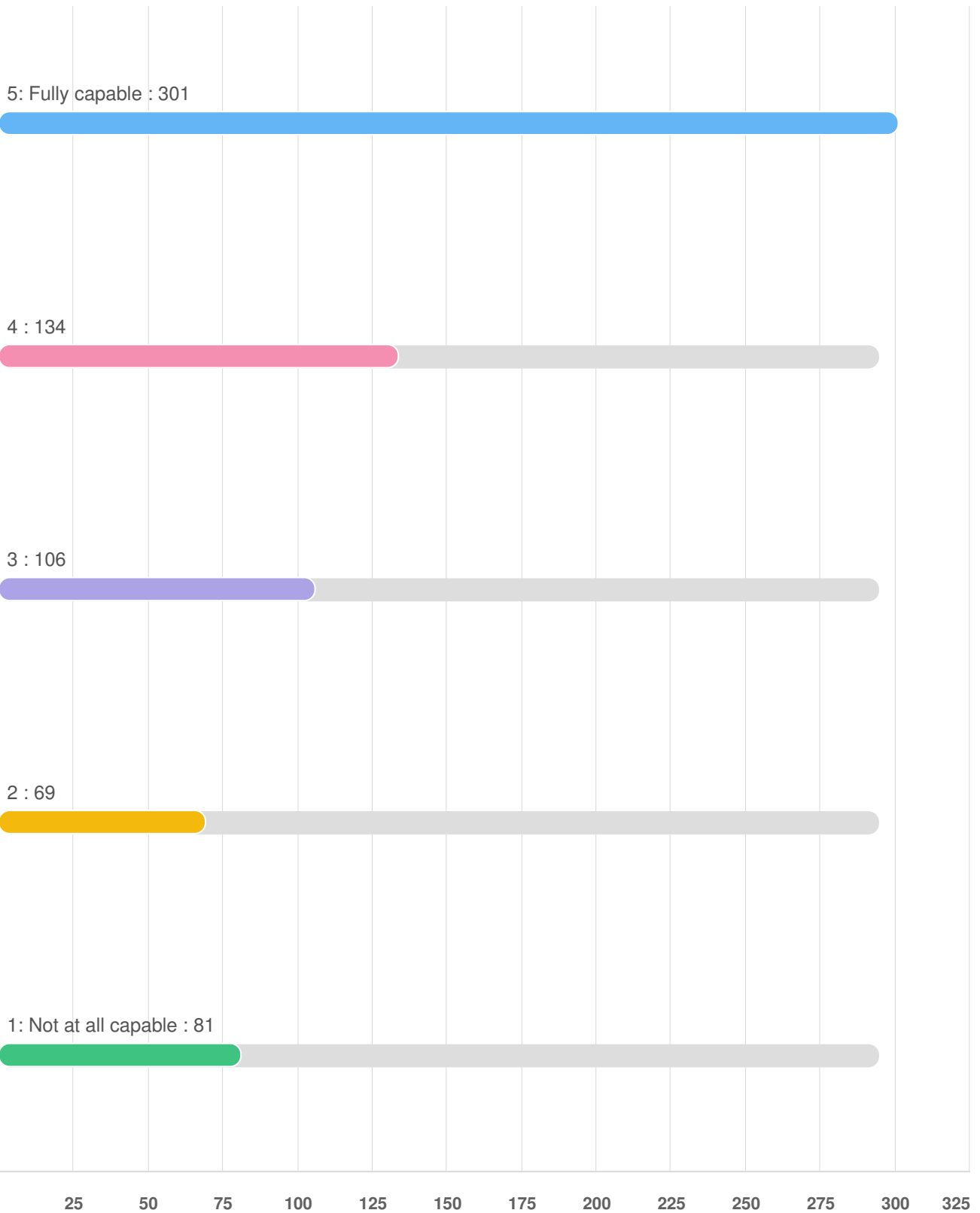
5: Fully capable : 301

4 : 134

3 : 106

2 : 69

1: Not at all capable : 81



Using GPS or map sites (like Google Maps)

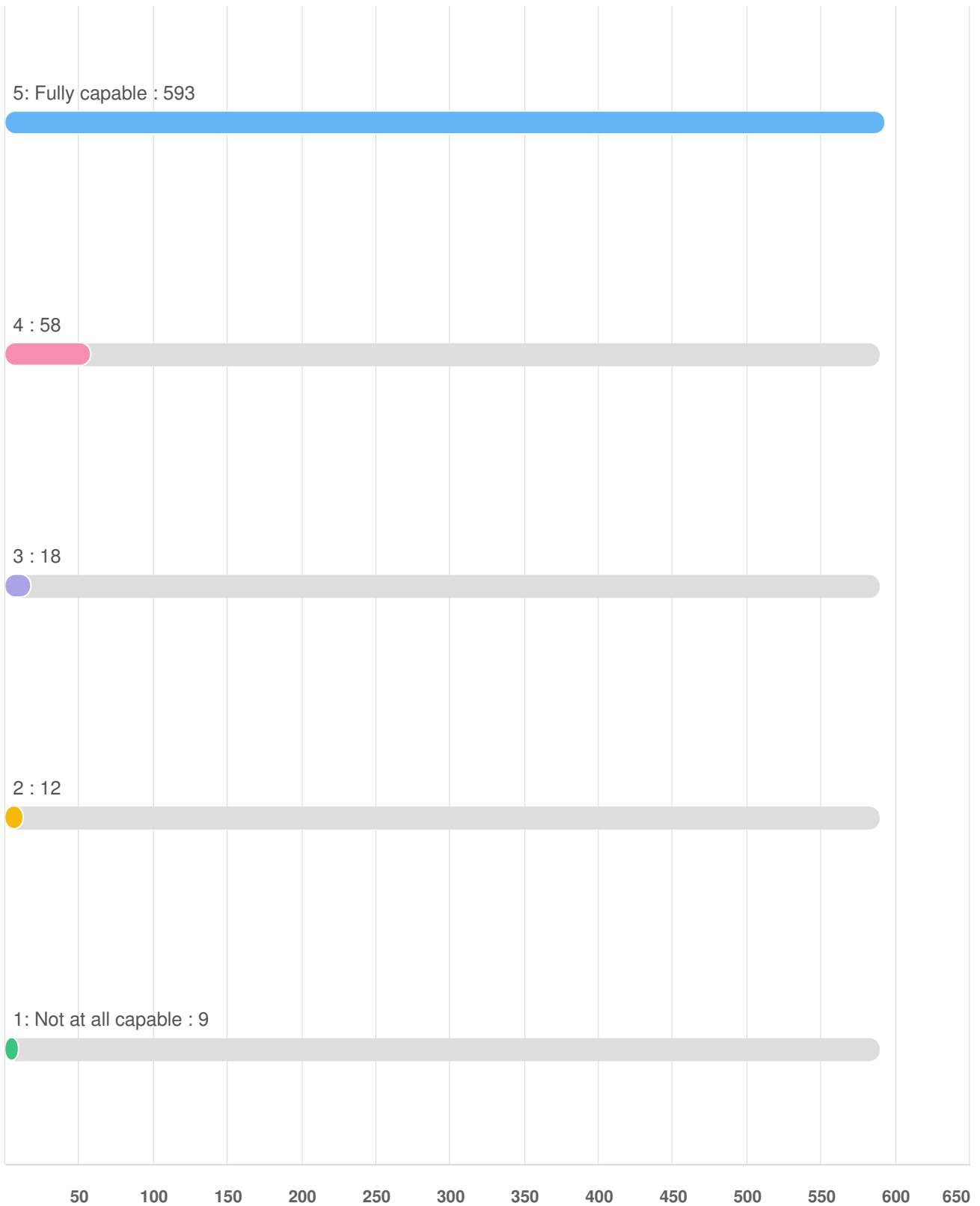
5: Fully capable : 593

4 : 58

3 : 18

2 : 12

1: Not at all capable : 9



Protecting your computer from malware or spyware

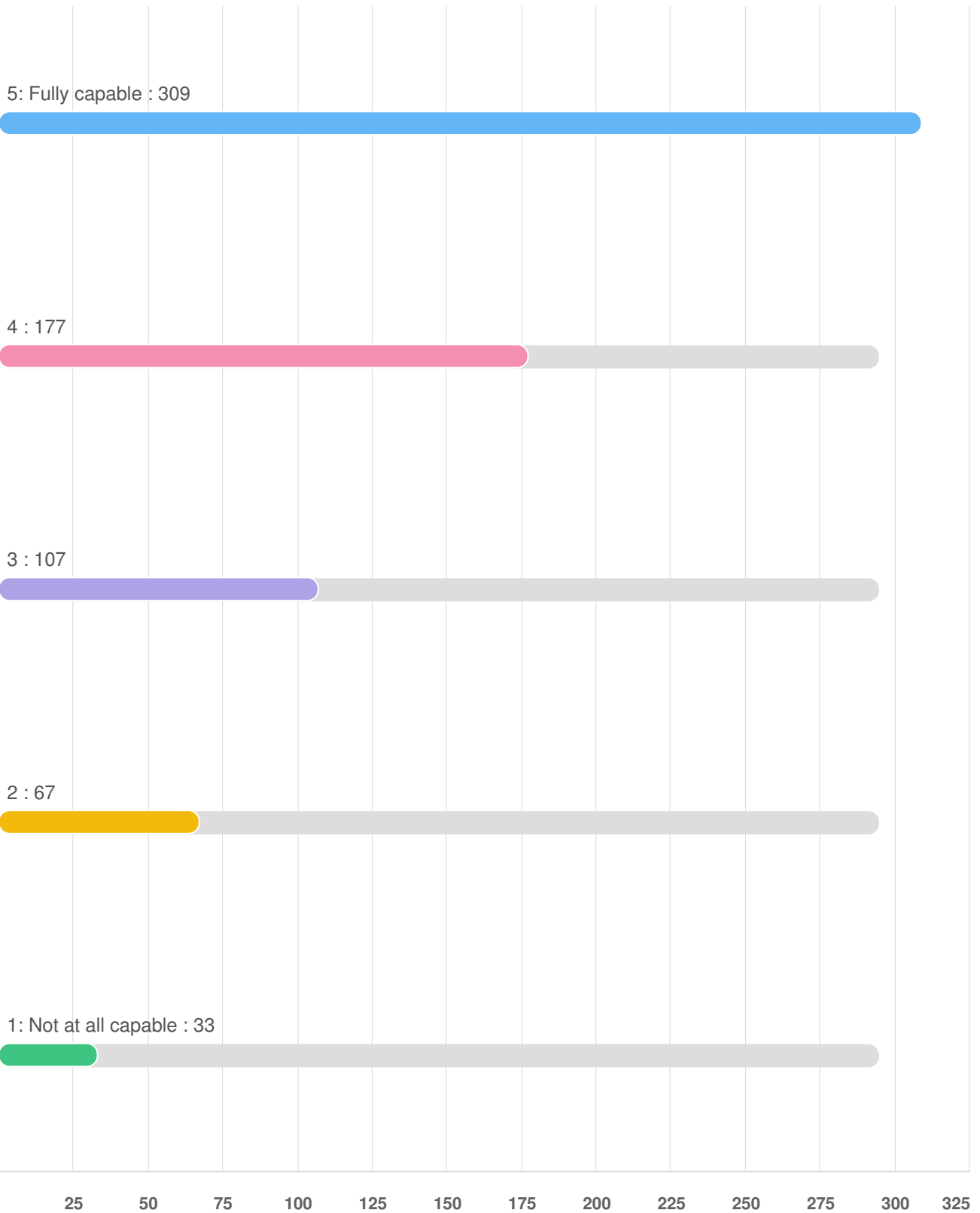
5: Fully capable : 309

4 : 177

3 : 107

2 : 67

1: Not at all capable : 33



Managing your banking and finances online

5: Fully capable : 536



4 : 67



3 : 49



2 : 14



1: Not at all capable : 25



50 100 150 200 250 300 350 400 450 500 550 600

Using office software like Word or Excel

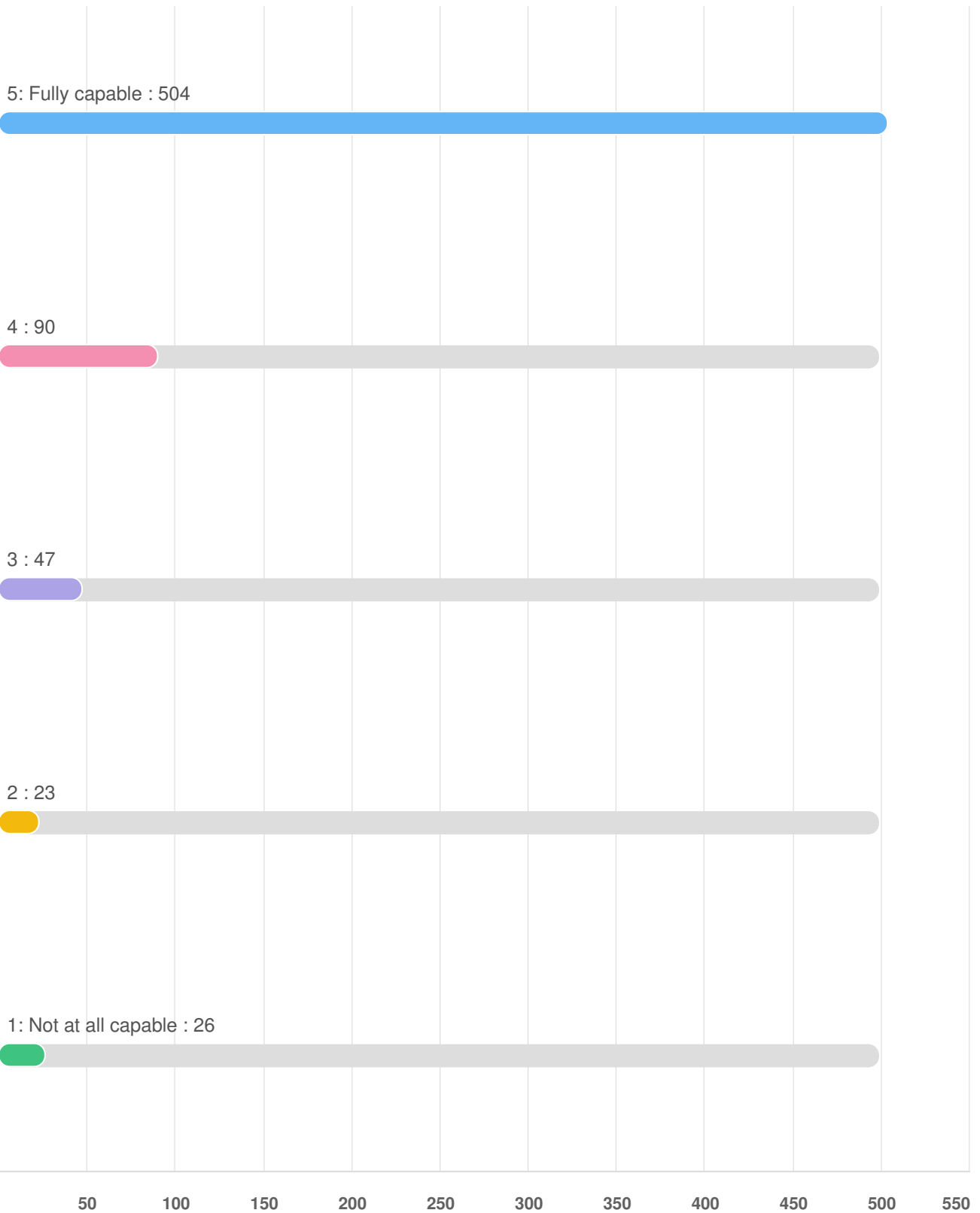
5: Fully capable : 504

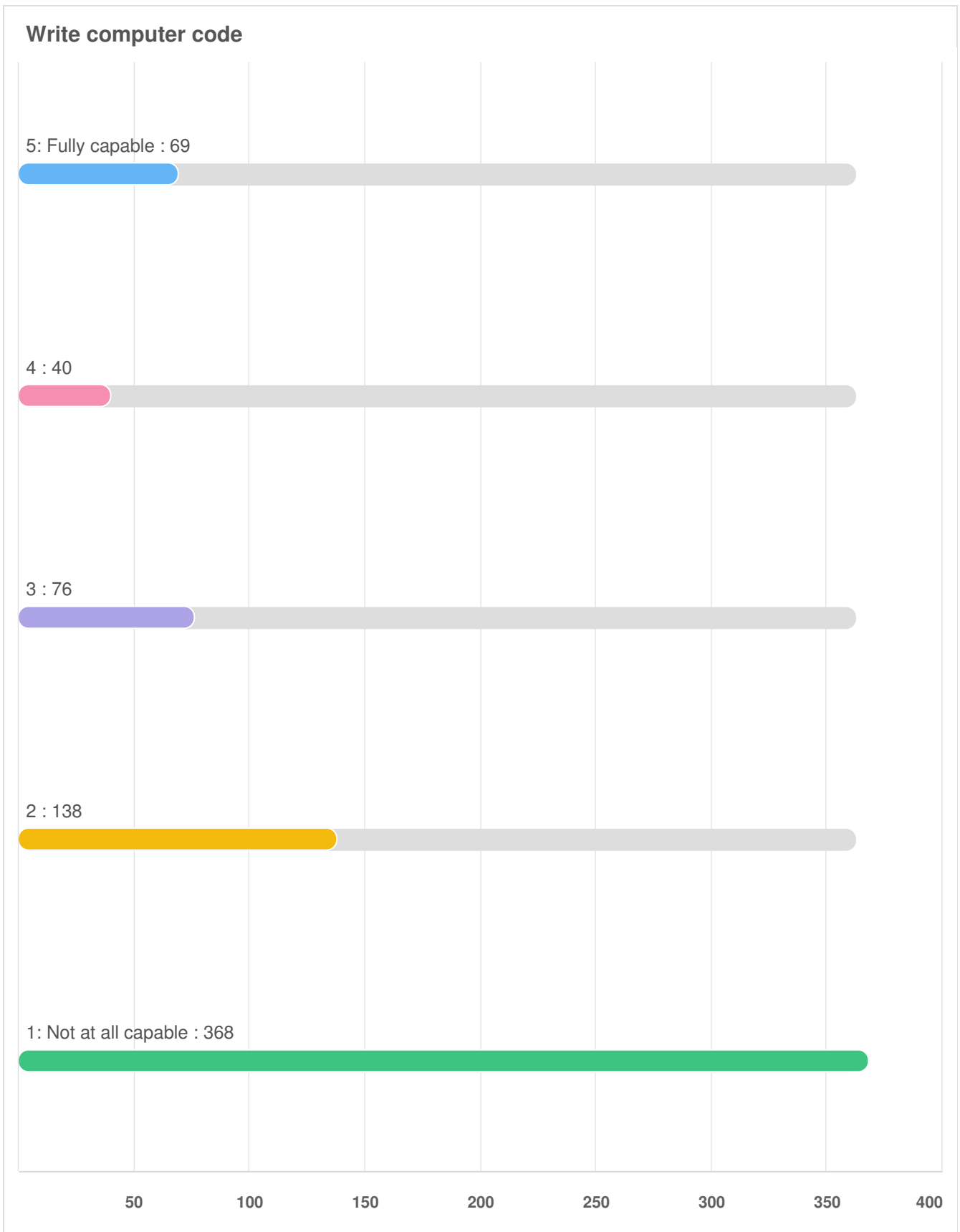
4 : 90

3 : 47

2 : 23

1: Not at all capable : 26





Writing and posting a resume online for a job

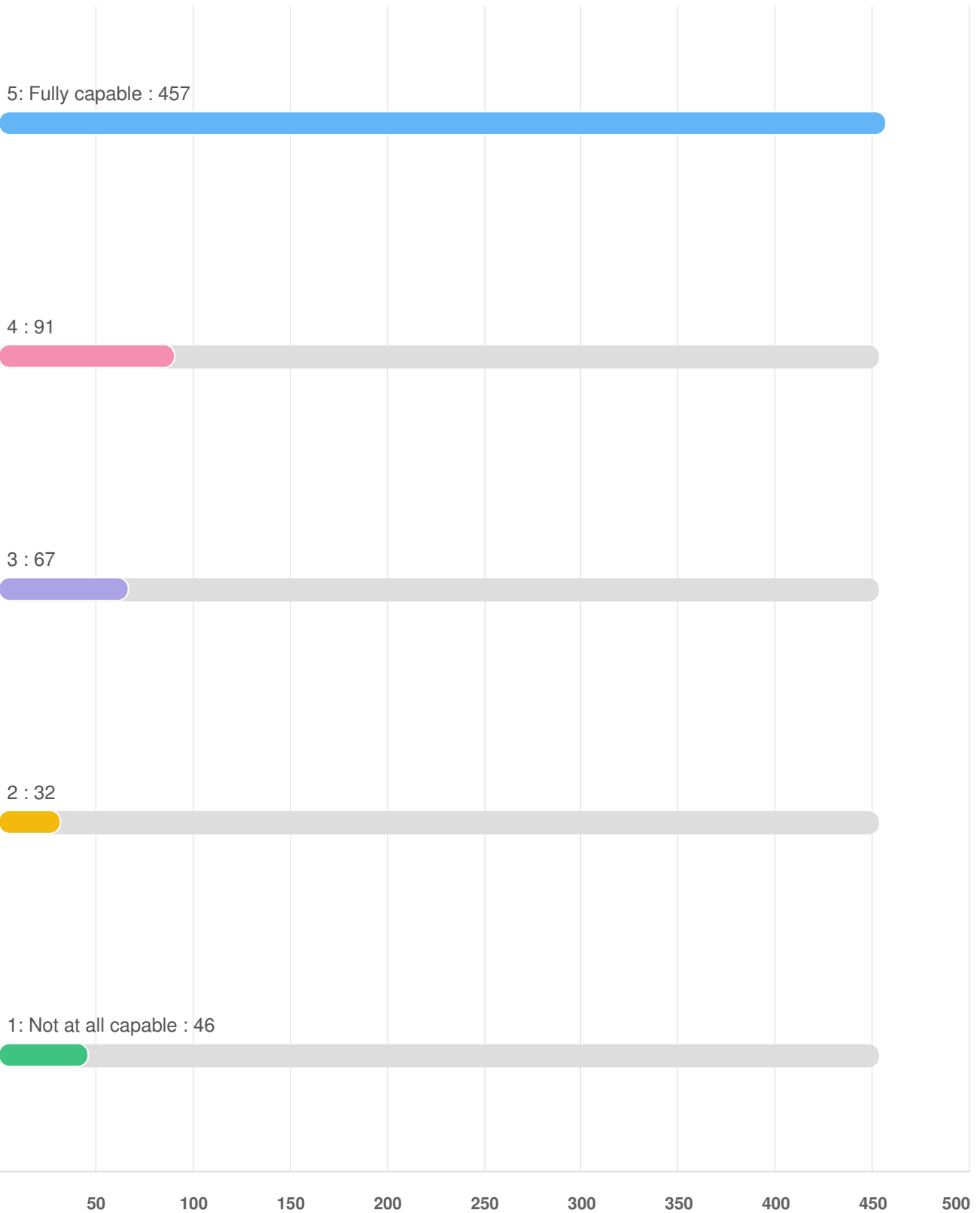
5: Fully capable : 457

4 : 91

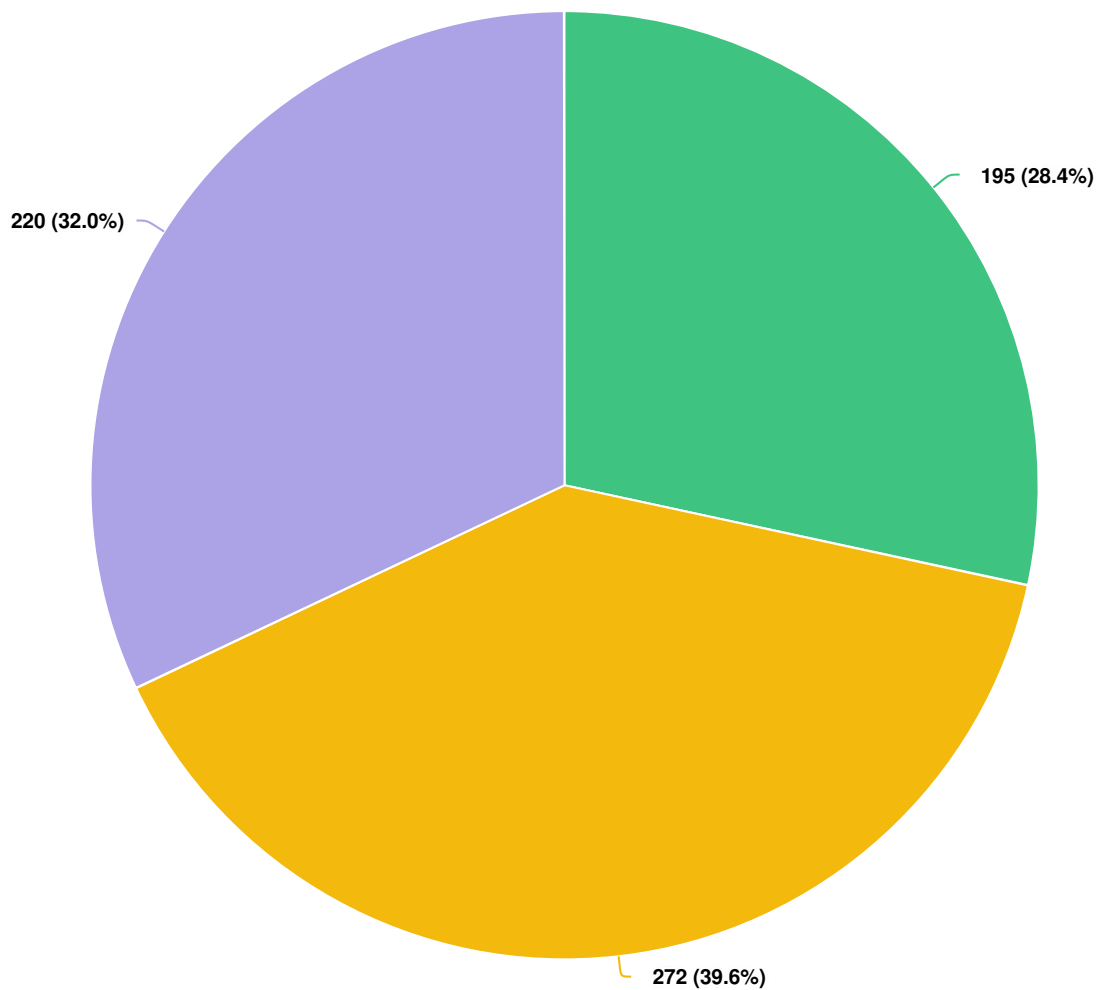
3 : 67

2 : 32

1: Not at all capable : 46



Q16 | Would you be interested in taking a free class about the tasks you feel less capable of doing if it was offered at the public library or a community center?



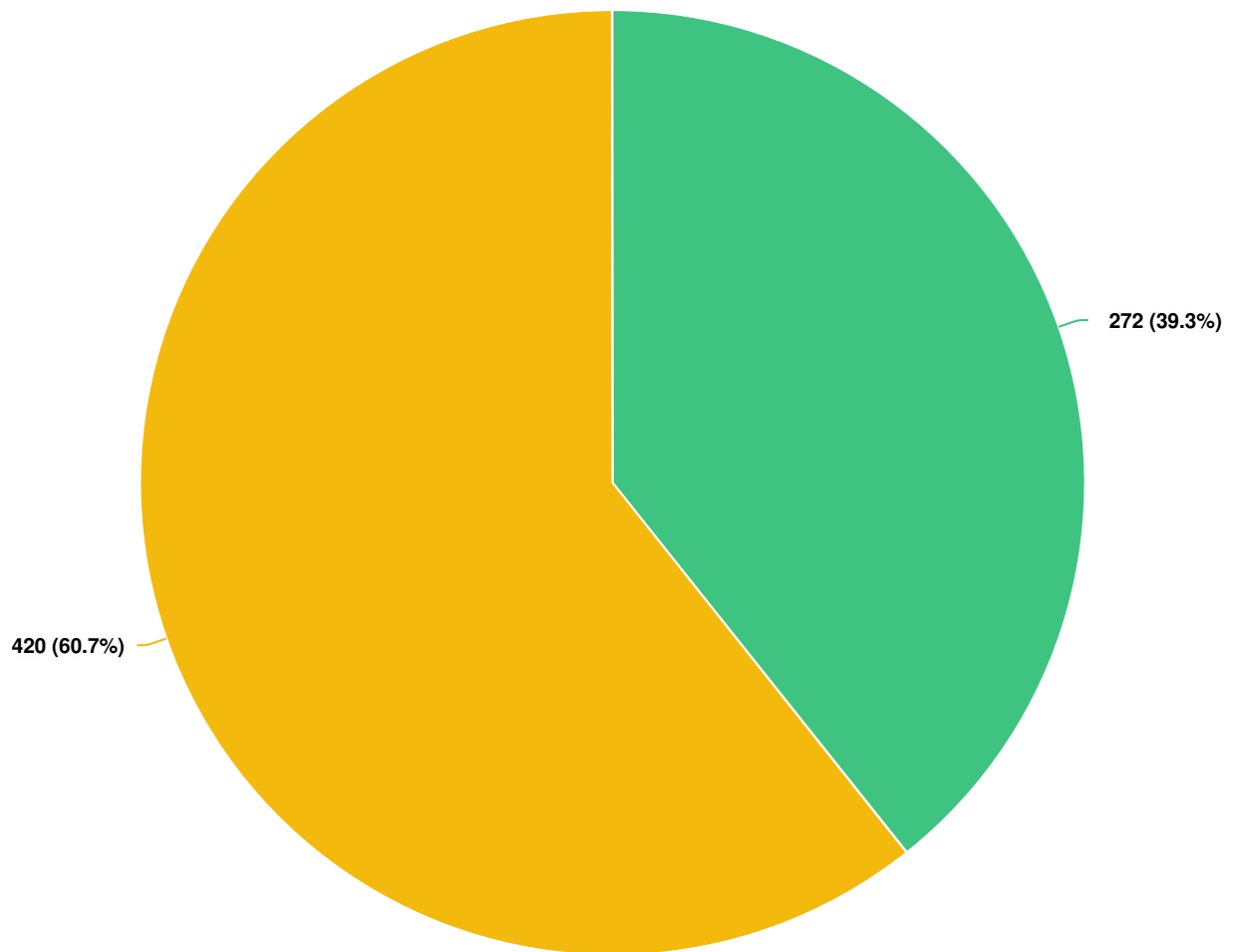
Question options

- No
- Maybe
- Yes

Optional question (687 response(s), 15 skipped)

Question type: Radio Button Question

Q17 Do any school-age children live with you at least part-time?

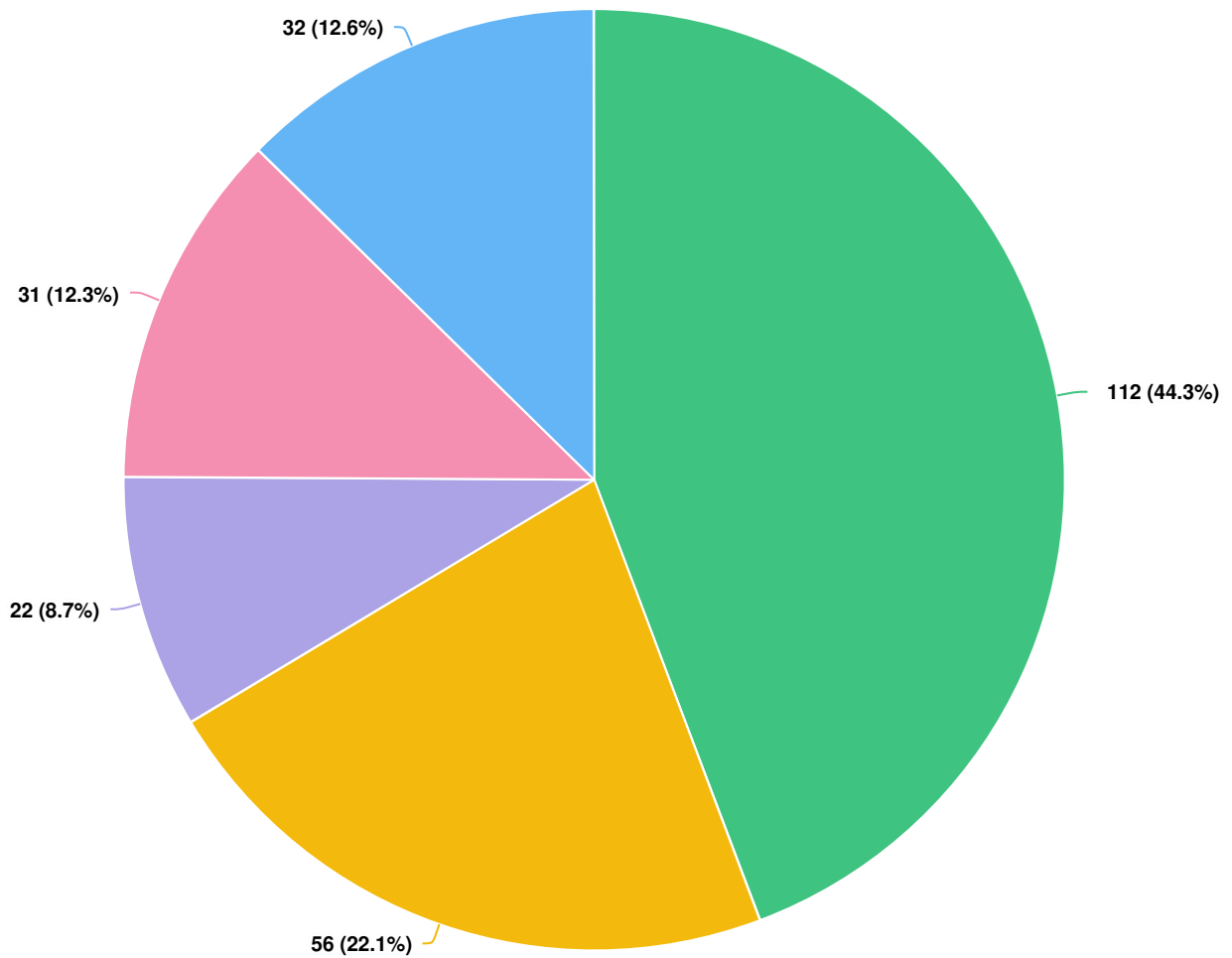


Question options

- No
- Yes

Optional question (692 response(s), 10 skipped)
Question type: Radio Button Question

Q18 How often do your children require Internet access to complete their schoolwork outside of school?



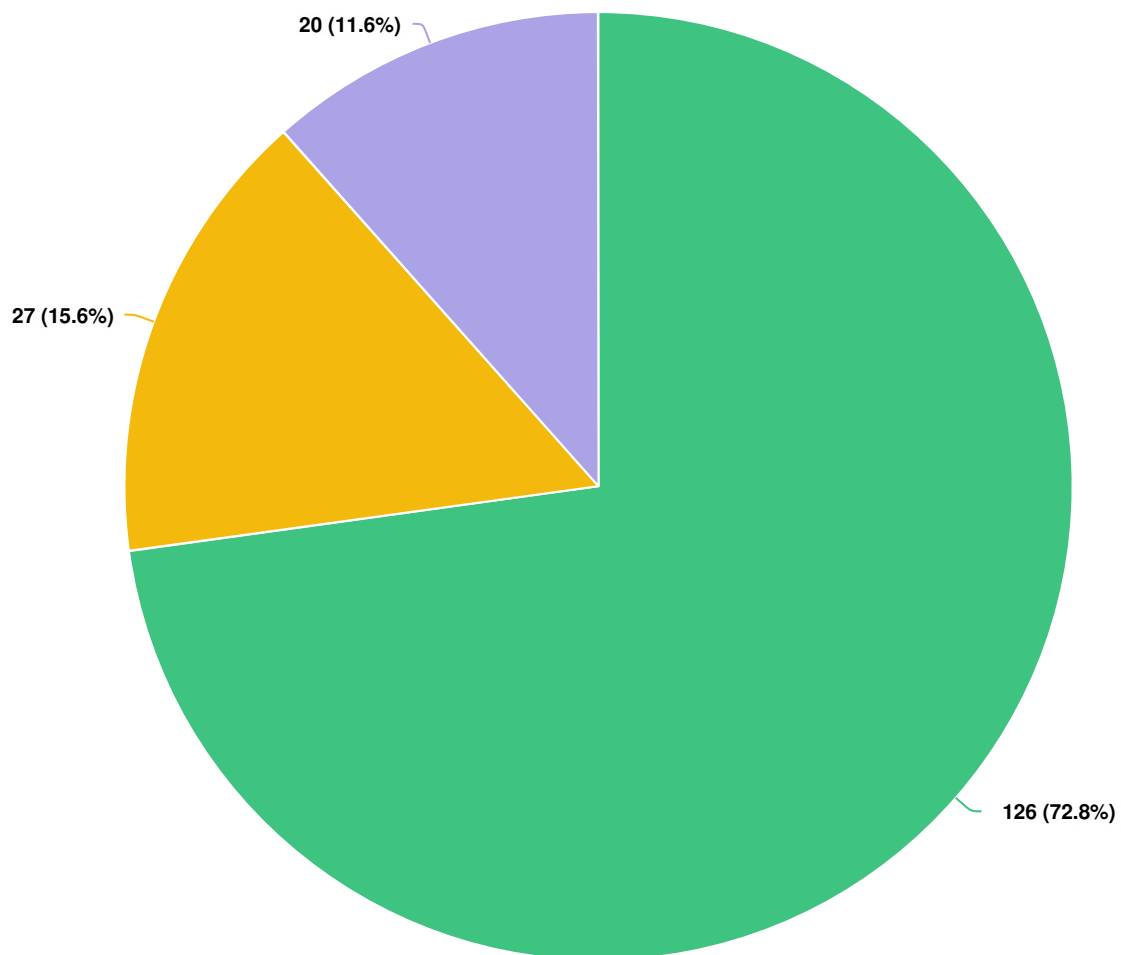
Question options

- Never
- Less often
- Monthly
- Weekly
- Daily

Optional question (253 response(s), 449 skipped)

Question type: Radio Button Question

Q19 On what device do your children usually use the Internet to do their school work?

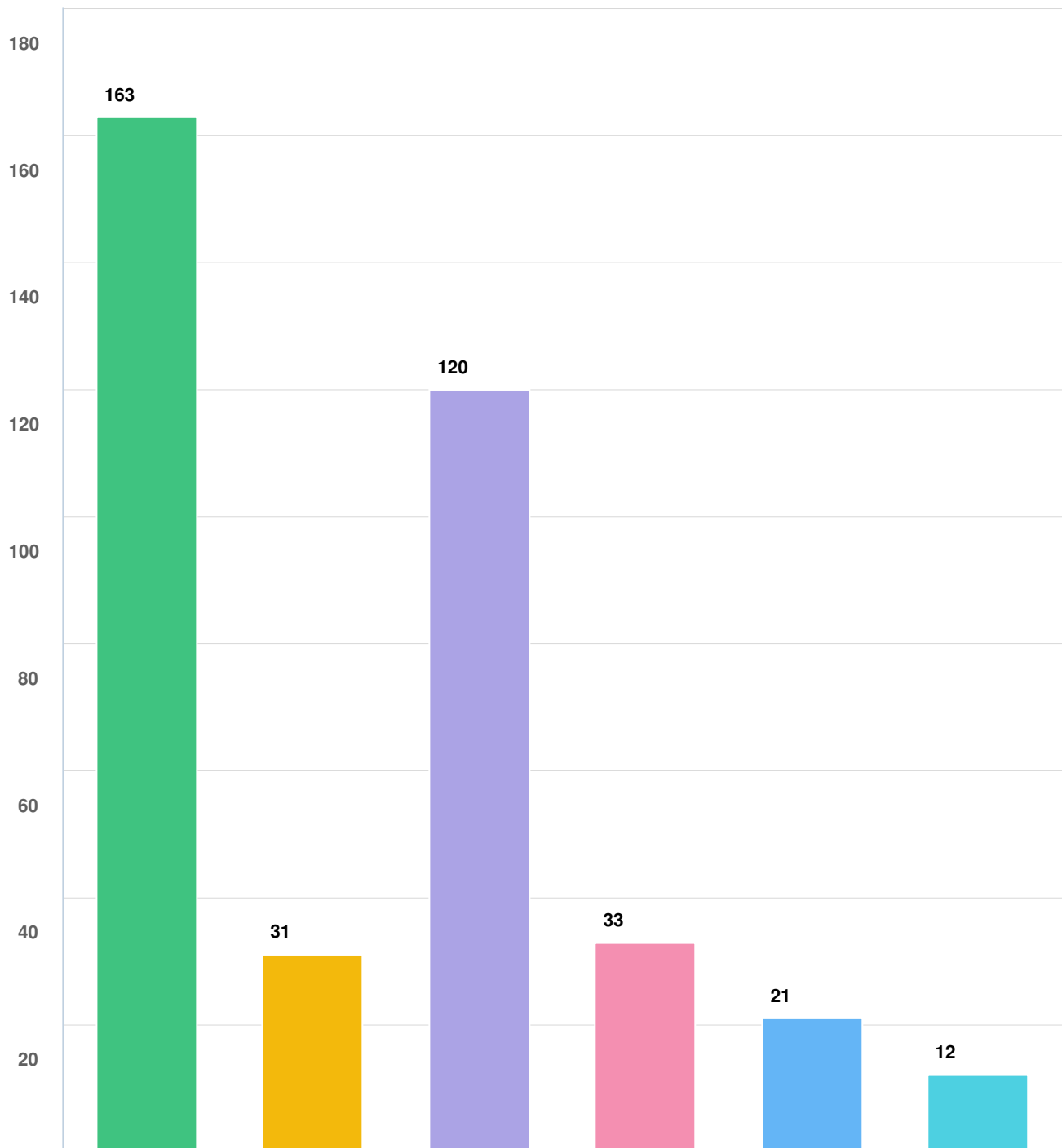


Question options

- With a smart phone
- On a school-provided computer
- On a computer you own

Optional question (173 response(s), 529 skipped)
Question type: Radio Button Question

Q20 Where do your children use the Internet to do their school work? (Check all that apply.)



Question options

- In a public place outdoors like the square or a park
- At a store or other business
- At a public library or community center
- At your child's school
- At a friend or relative's house
- At your home

Optional question (173 response(s), 529 skipped)
Question type: Checkbox Question

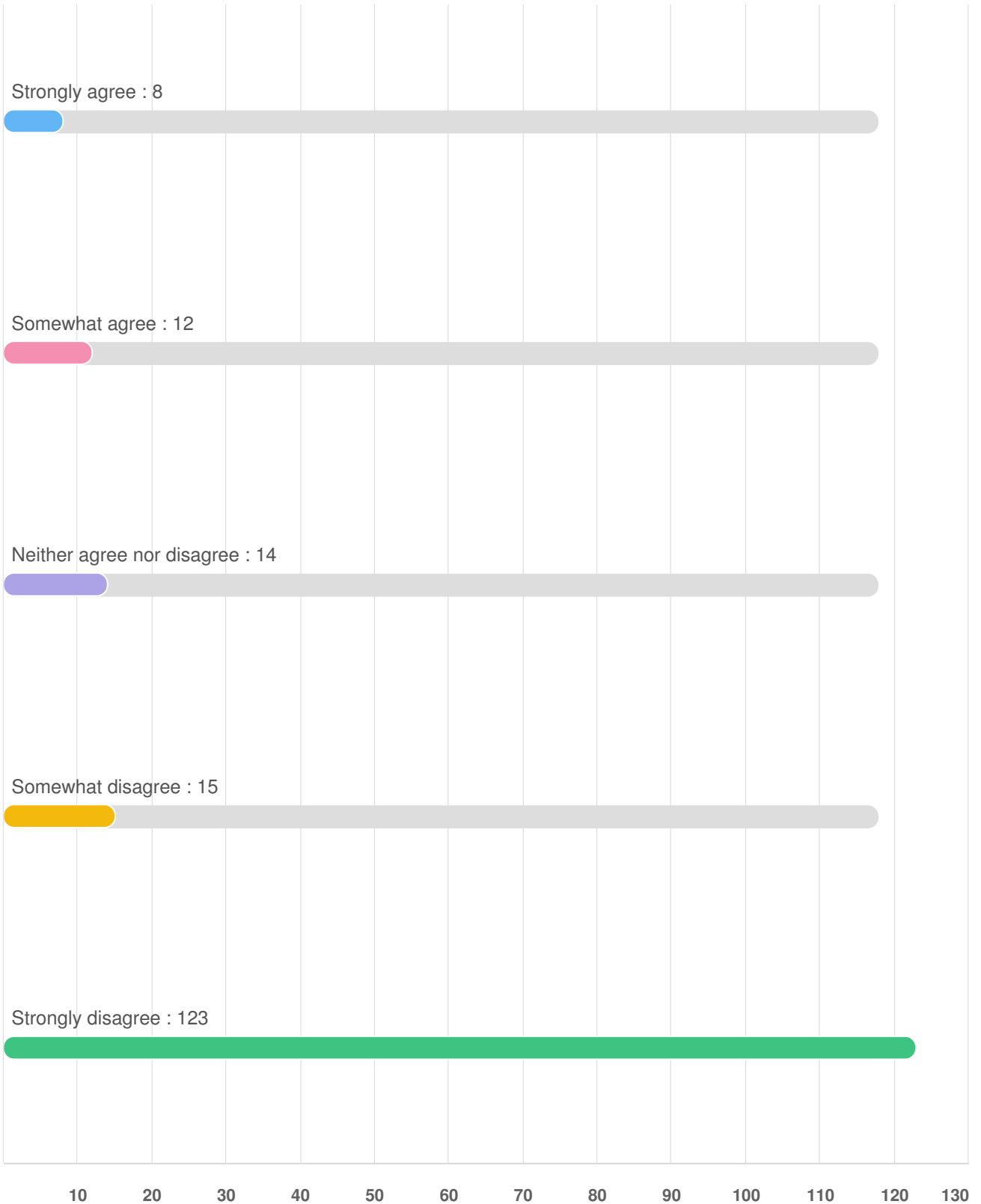
Q21 For each statement below about your children's use of the Internet for school, indicate your level of agreement or disagreement.



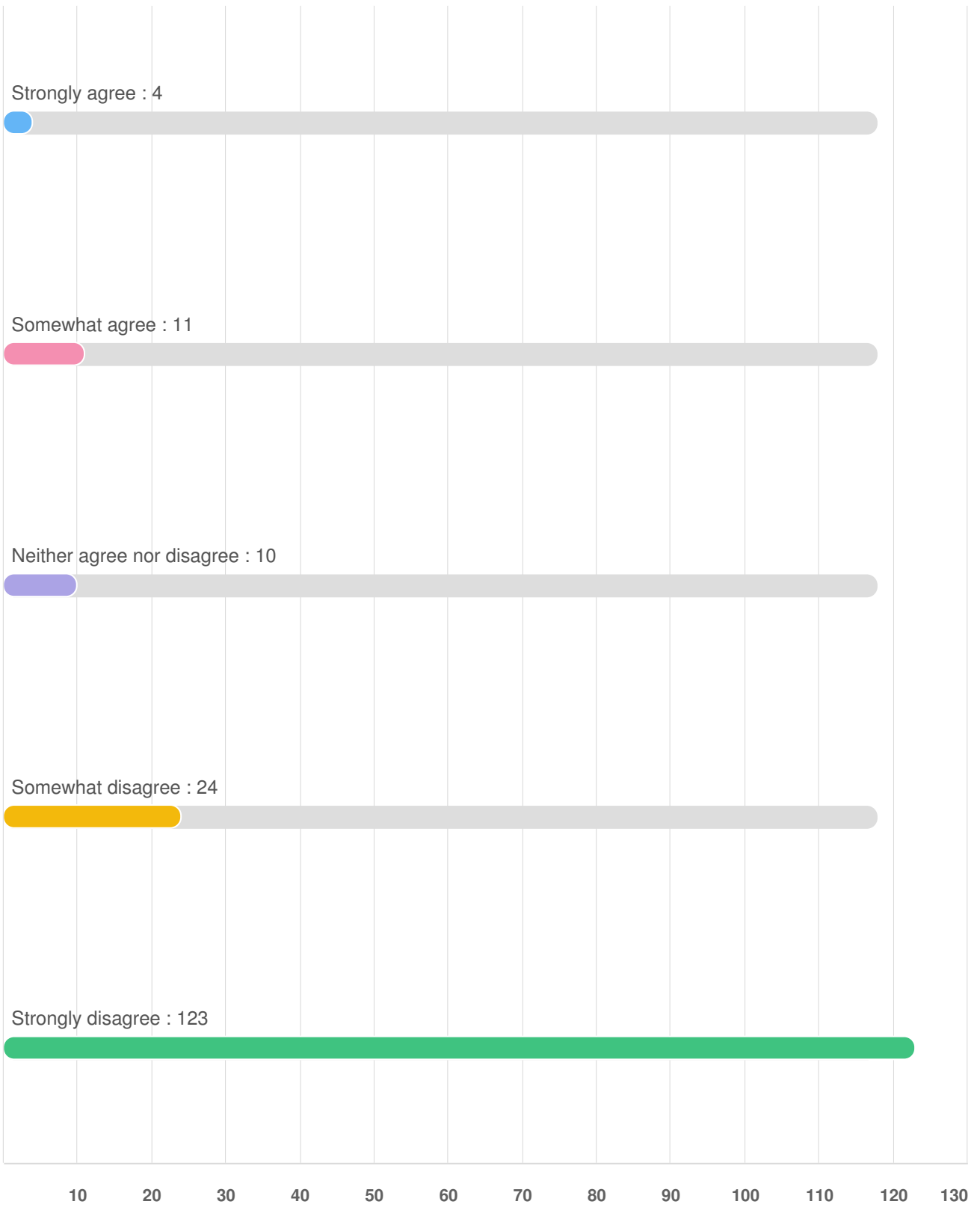
Optional question (172 response(s), 530 skipped)
 Question type: Likert Question

Q21 For each statement below about your children's use of the Internet for school, indicate your level of agreement or disagreement.

They can't do their homework because they do not have Internet access



They can't do their homework because they do not have access to devices



My computer skills are good enough to help them do their homework online

Strongly agree : 120



Somewhat agree : 35



Neither agree nor disagree : 8



Somewhat disagree : 4



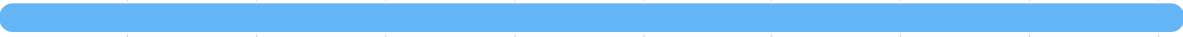
Strongly disagree : 4



10 20 30 40 50 60 70 80 90 100 110 120 130

They have good enough computer skills to do their homework online on their own.

Strongly agree : 92



Somewhat agree : 46



Neither agree nor disagree : 21



Somewhat disagree : 9



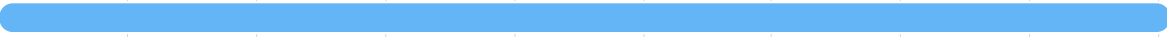
Strongly disagree : 4



10 20 30 40 50 60 70 80 90 100

They are learning computer skills at school that will prepare them for the future.

Strongly agree : 91



Somewhat agree : 59



Neither agree nor disagree : 16



Somewhat disagree : 4



Strongly disagree : 2



10 20 30 40 50 60 70 80 90 100

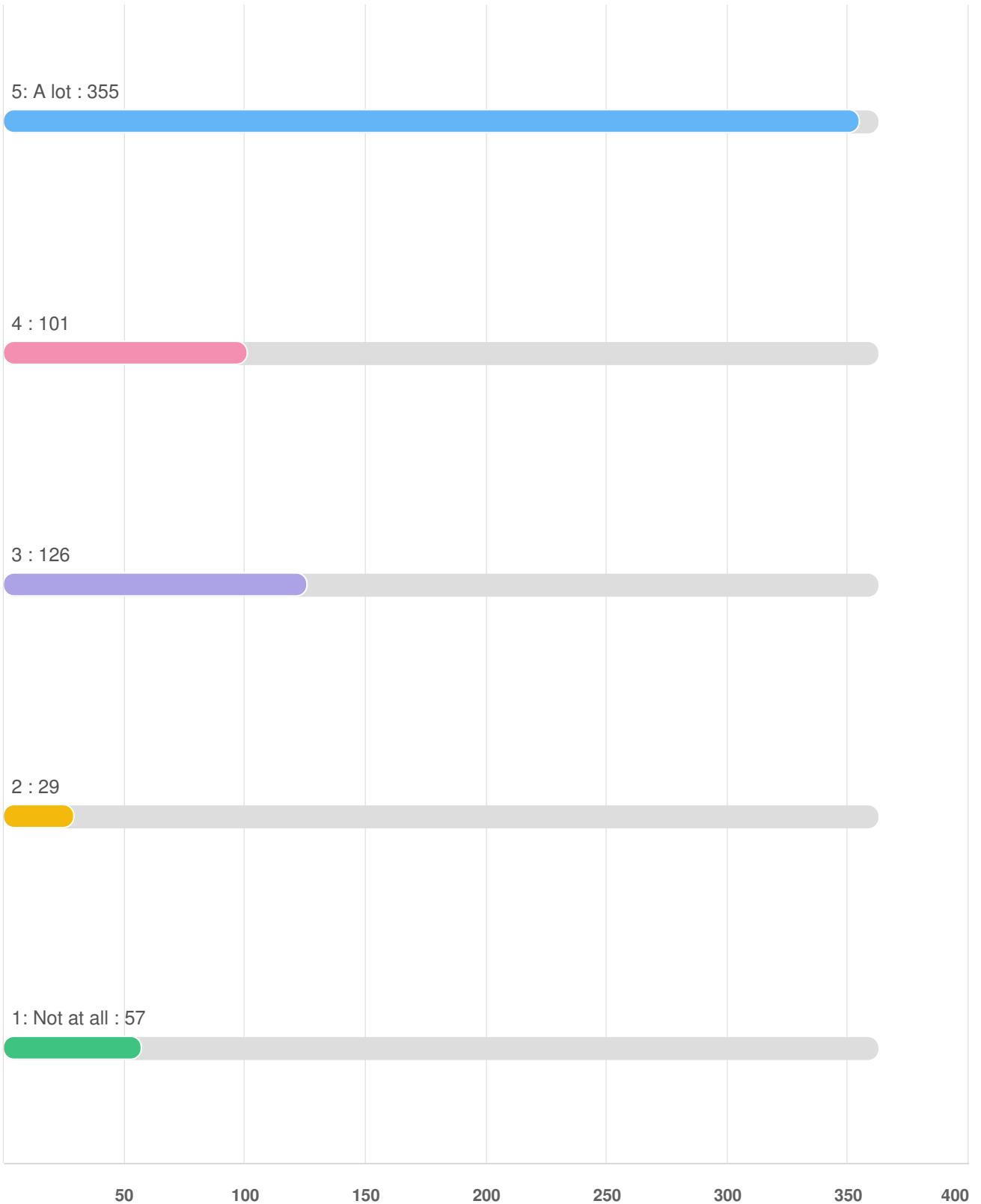
Q22 How much would the following things improve in Fayetteville if there was high-speed internet available throughout the city?

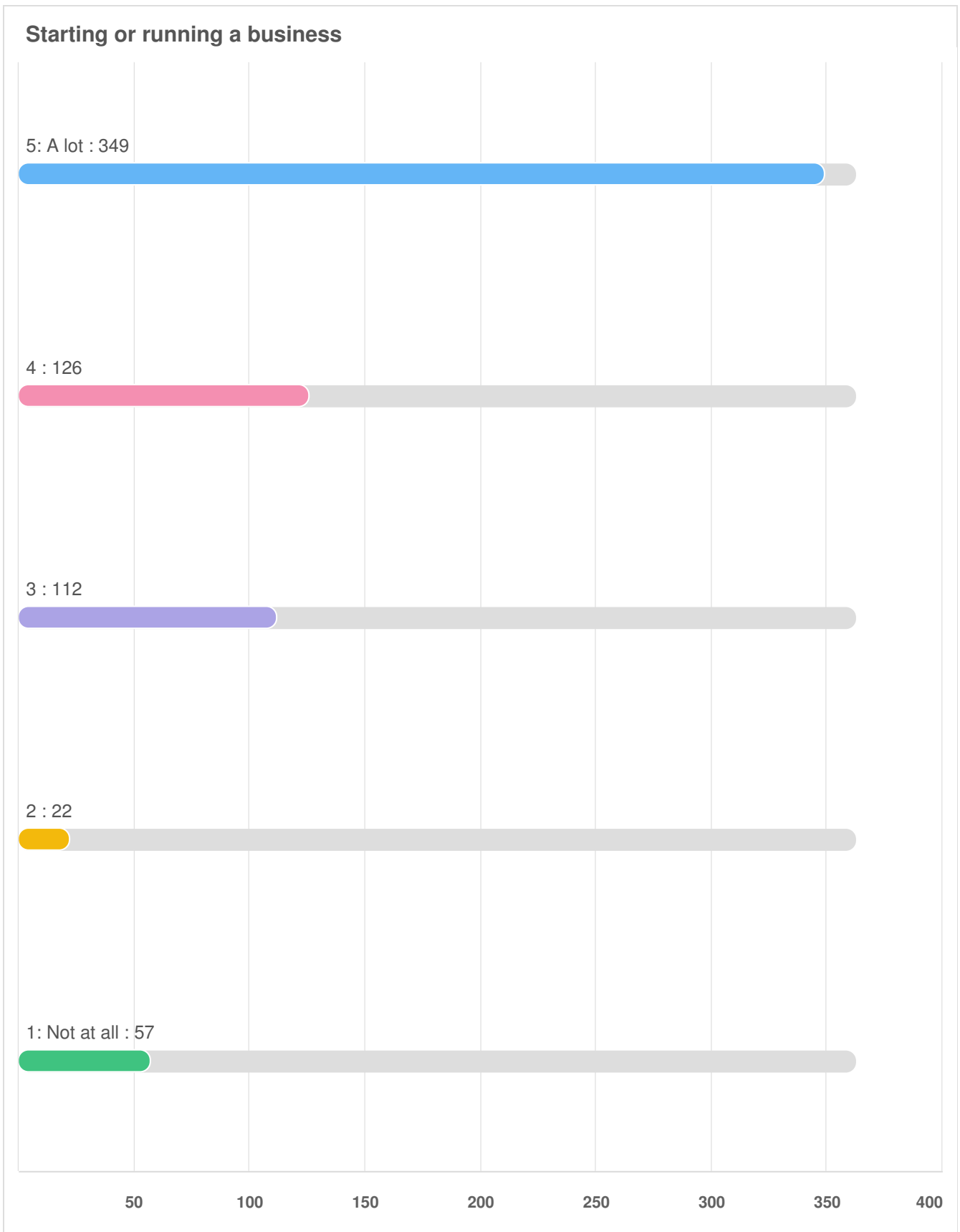


Optional question (679 response(s), 23 skipped)
 Question type: Likert Question

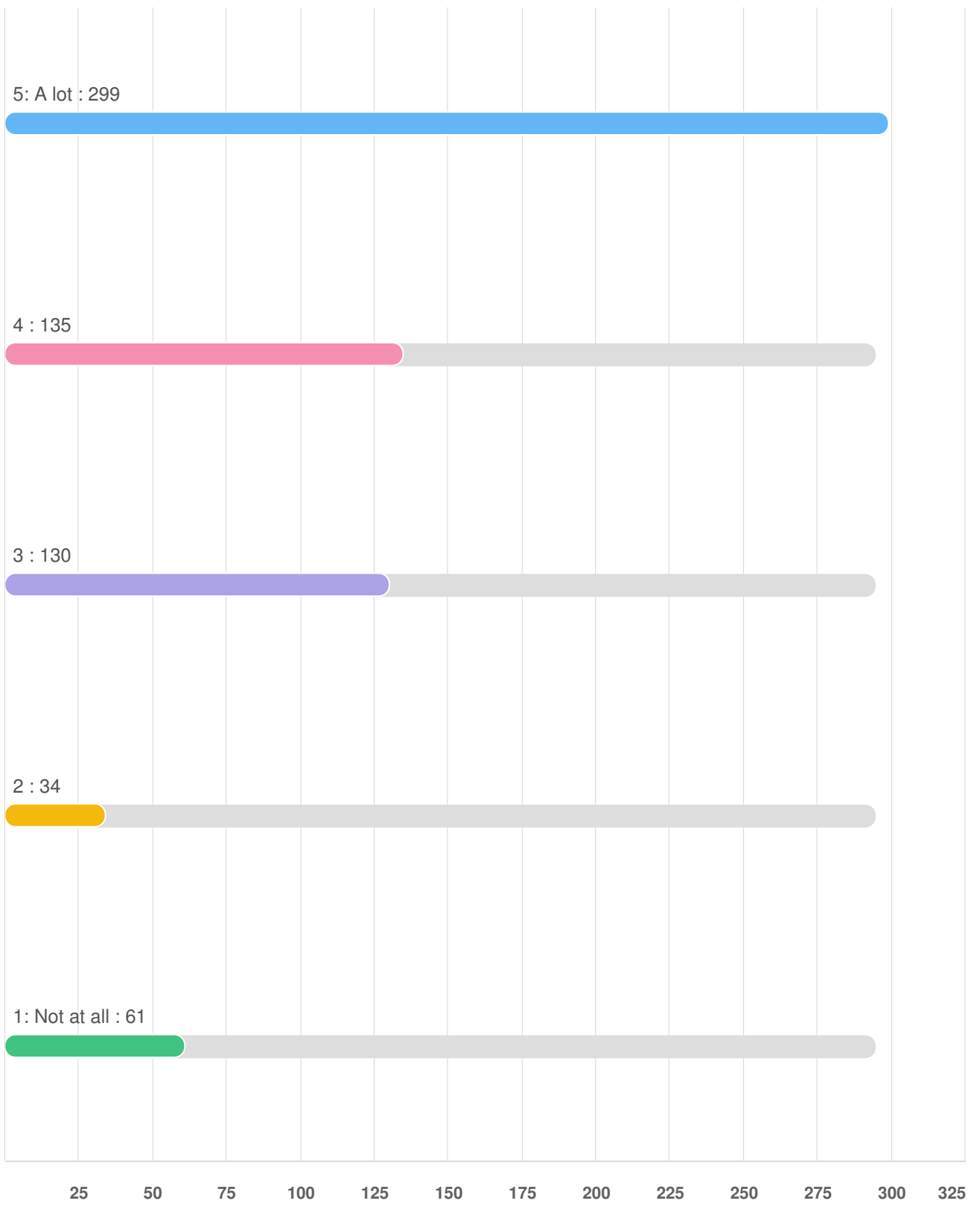
Q22 | How much would the following things improve in Fayetteville if there was high-speed internet available throughout the city?

Home entertainment

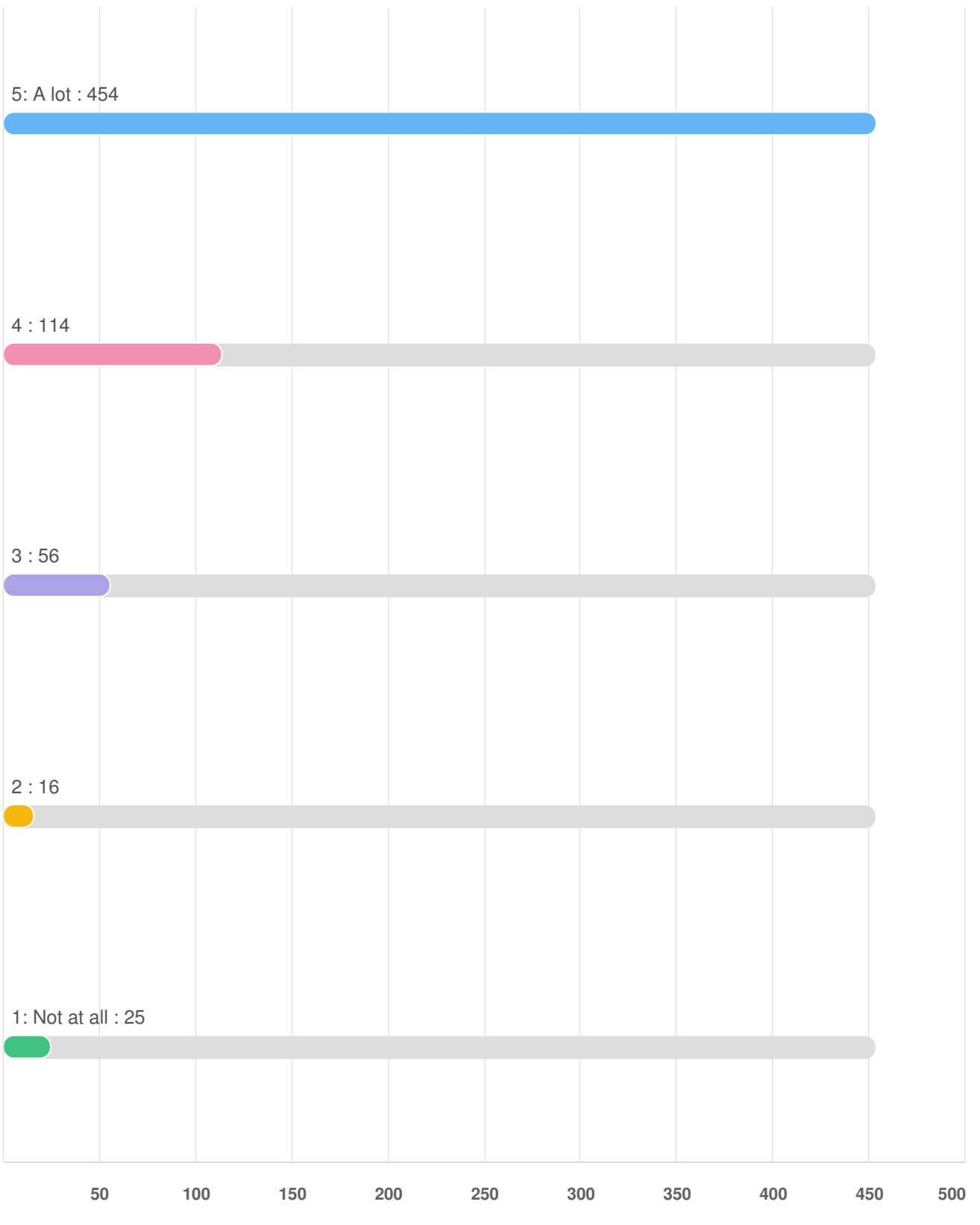


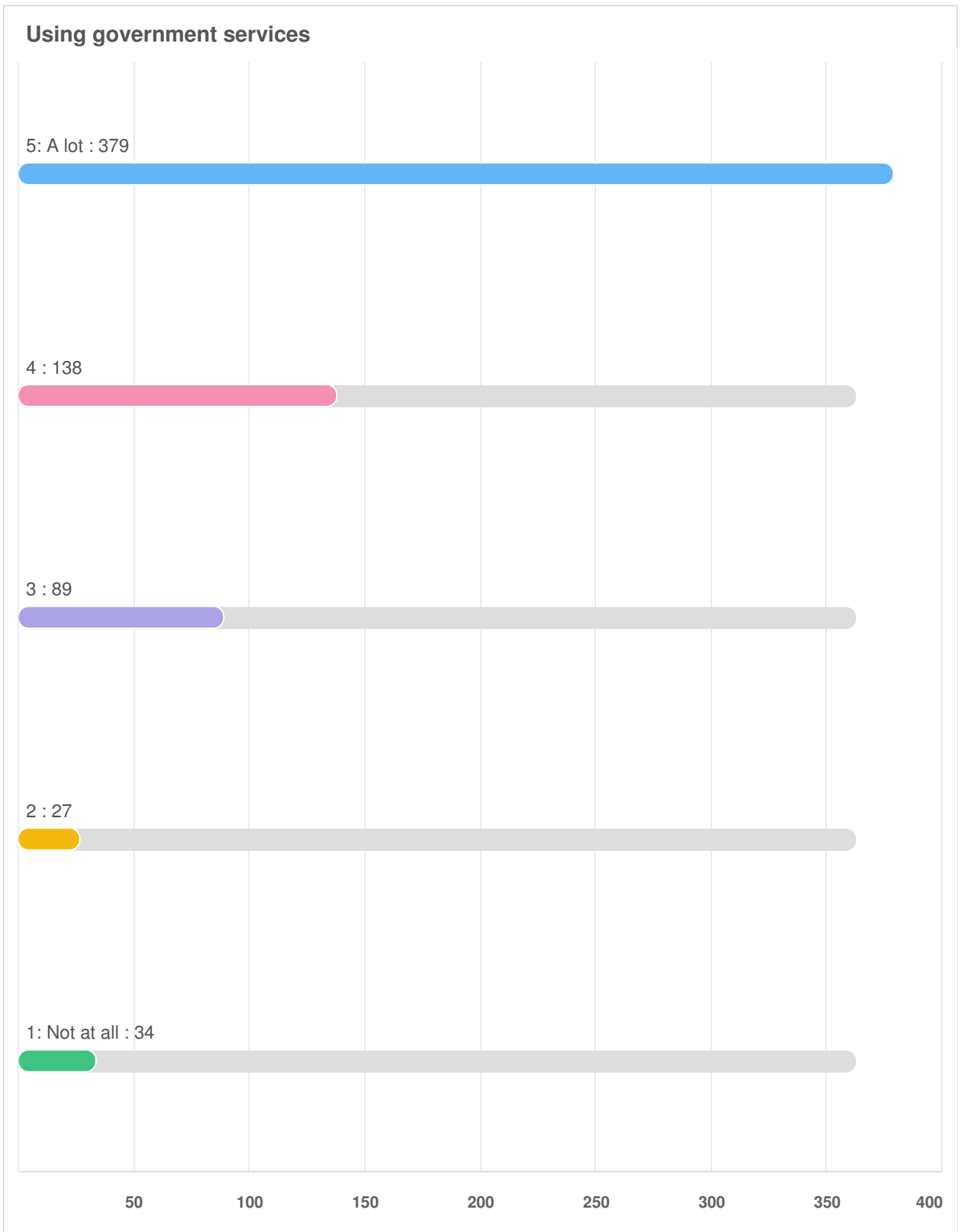


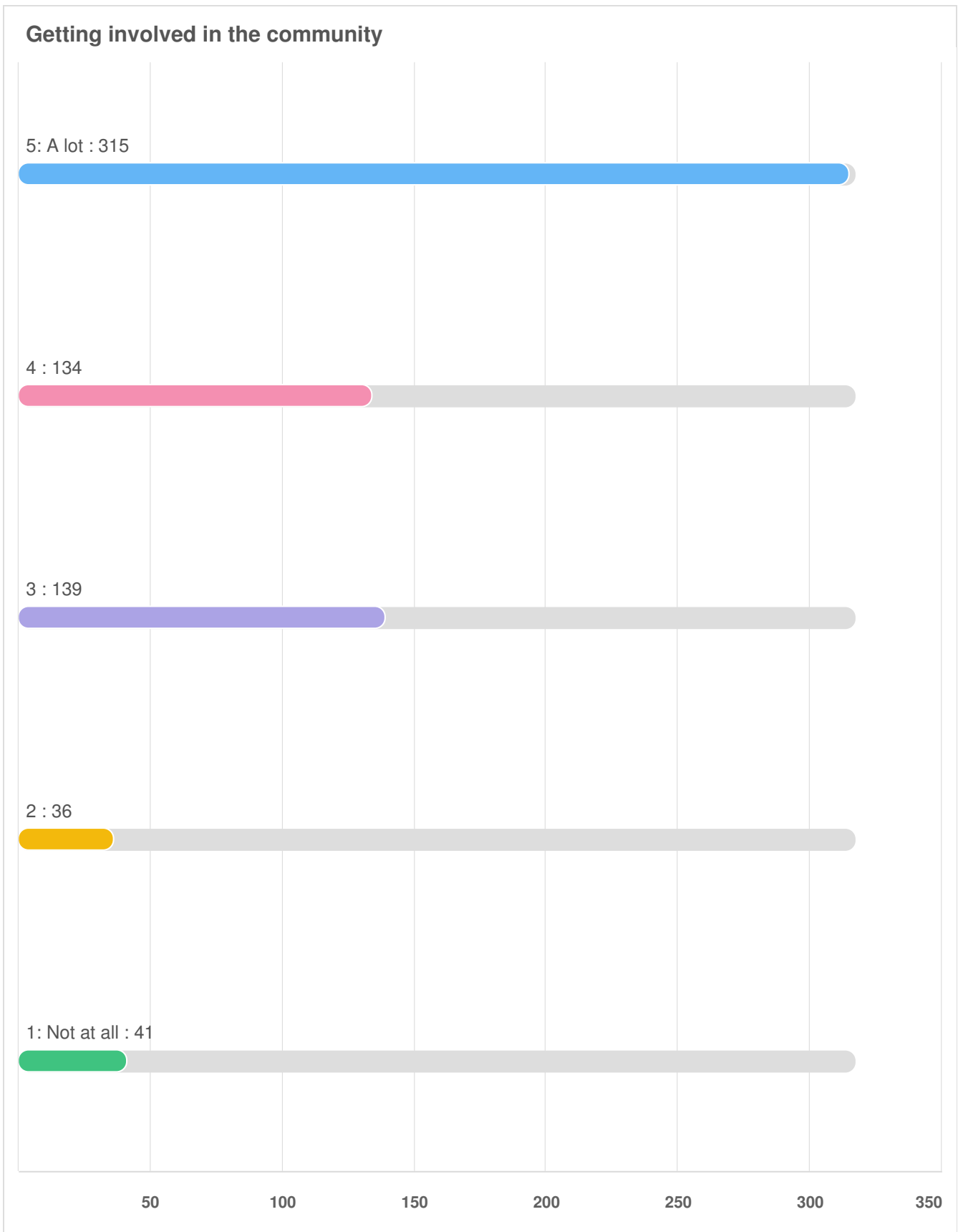
Creating innovations or new products



Online learning / education







Working from home

5: A lot : 405



4 : 108



3 : 78



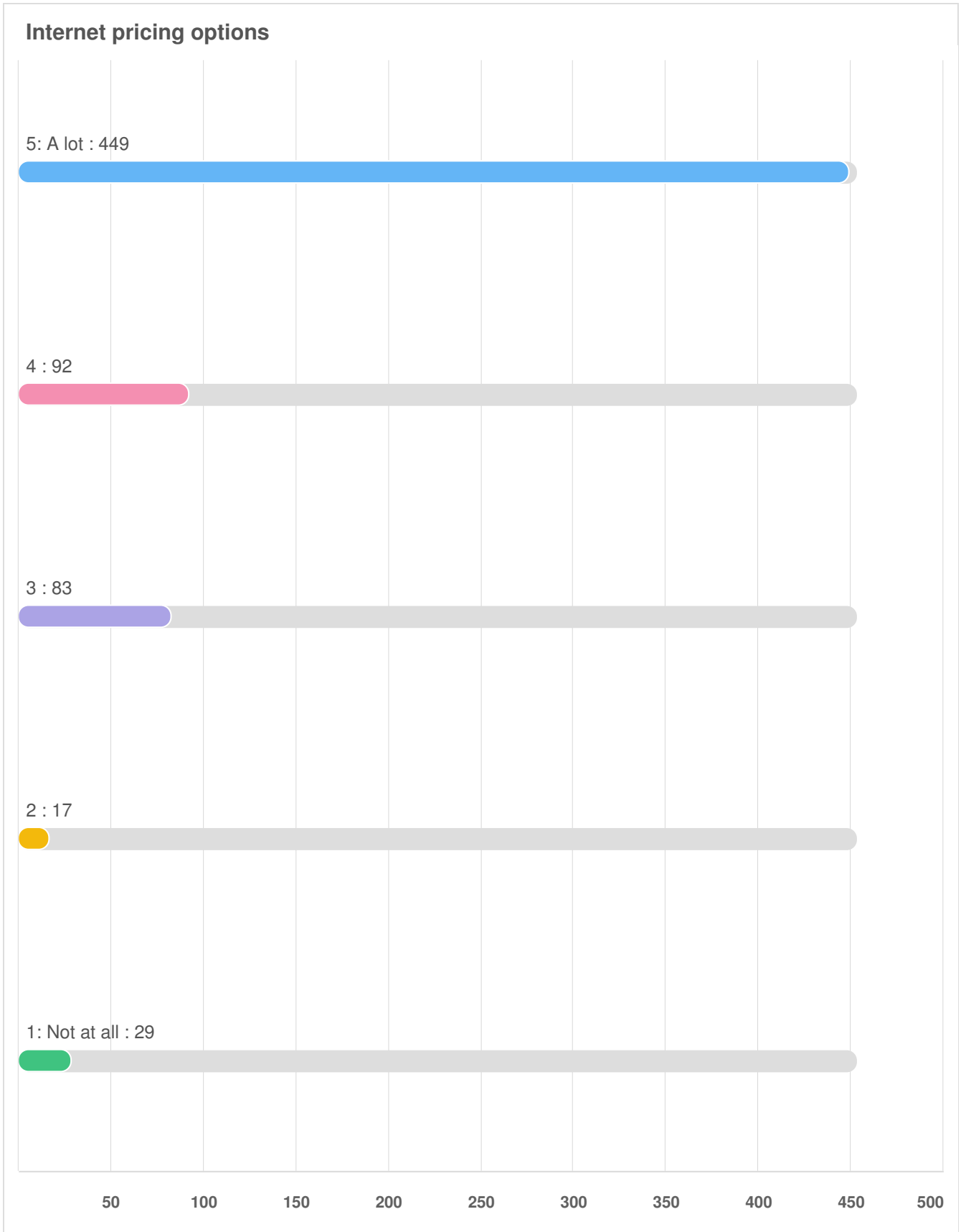
2 : 25



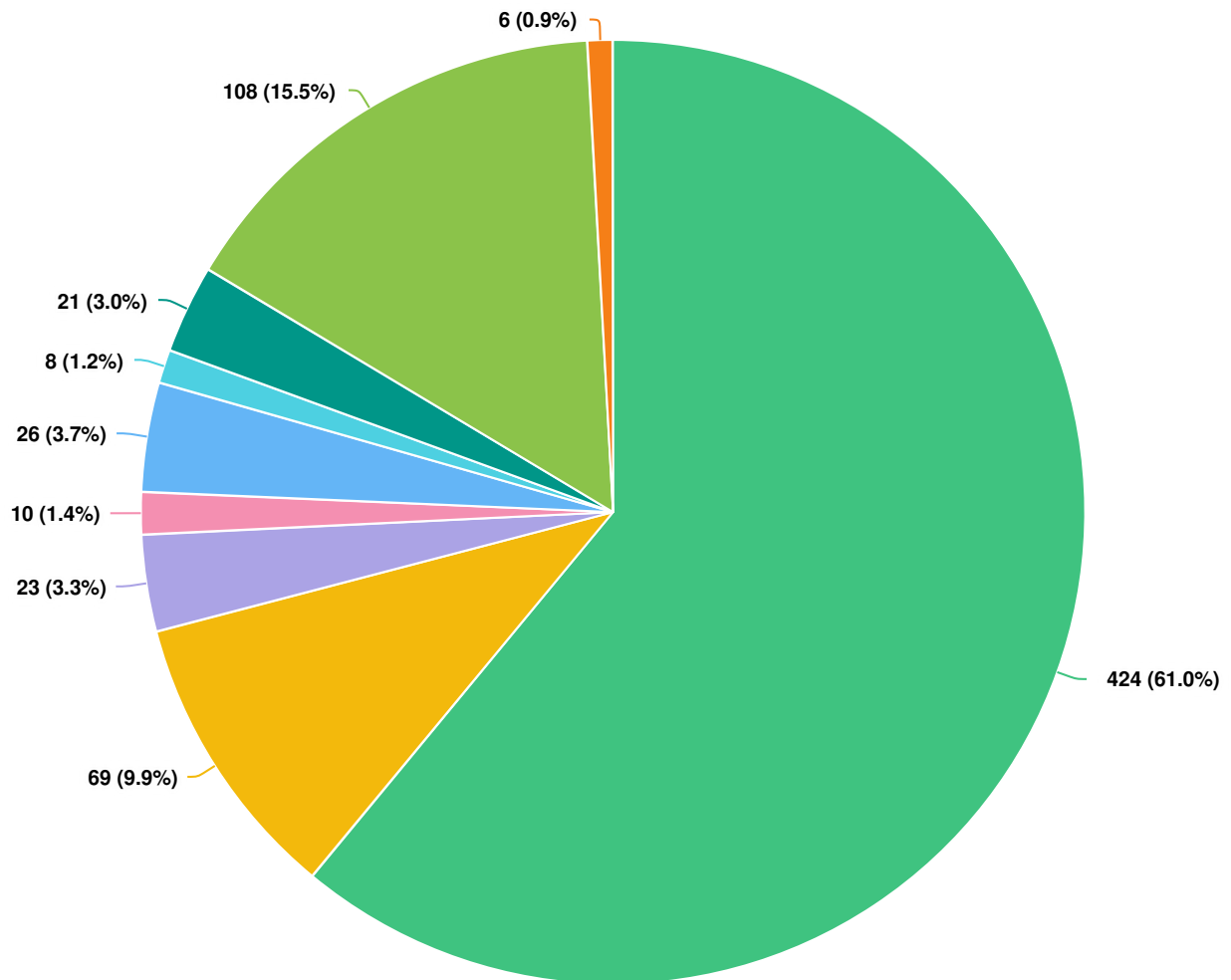
1: Not at all : 52



50 100 150 200 250 300 350 400 450



Q23 Next, we would like to learn about your work and employment. What is your employment status?

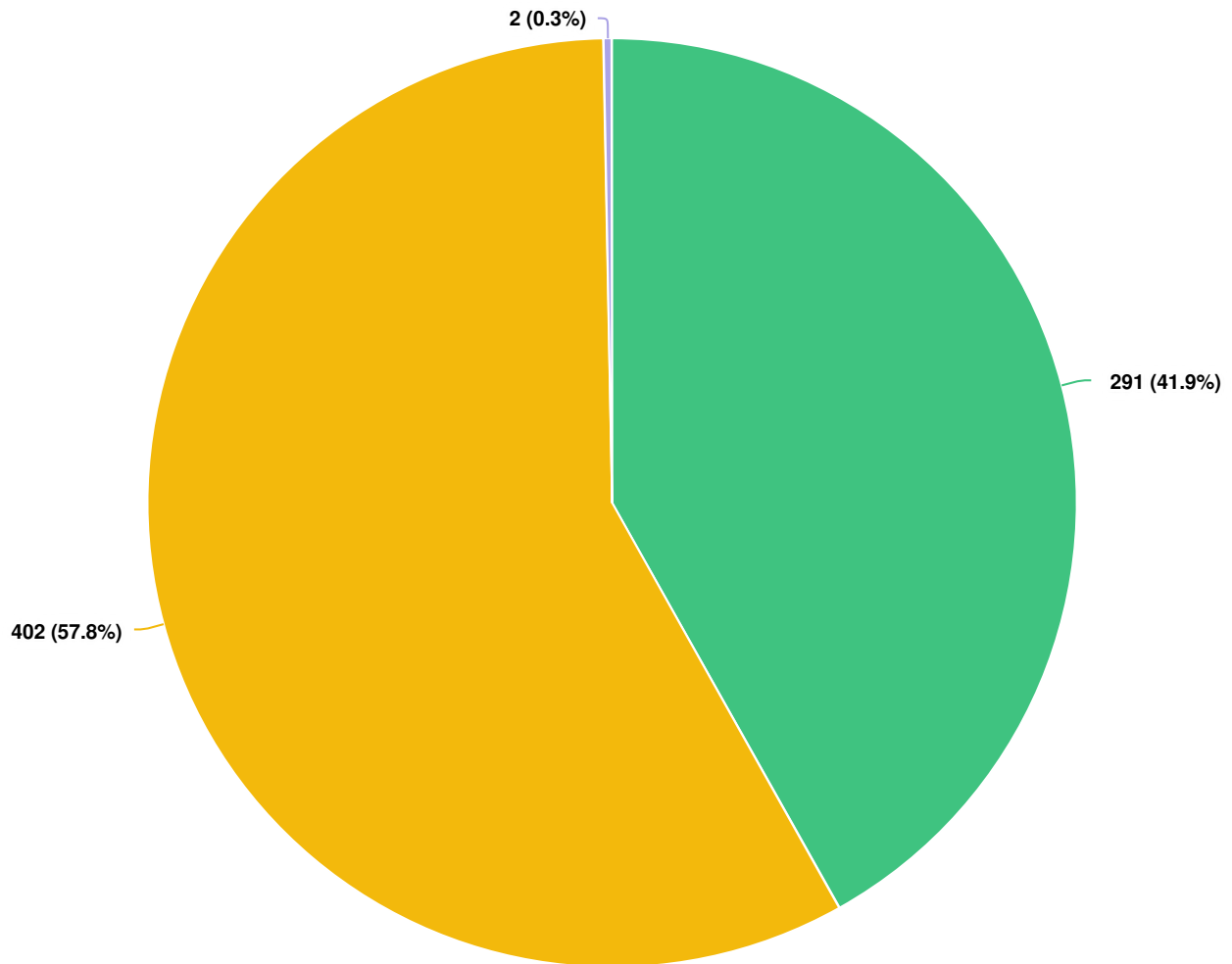


Question options

- Other
- Retired
- Disabled, unemployed
- Unemployed
- Student: employed full or part time
- Student: unemployed
- Full-time homemaker
- Employed or self-employed part time
- Employed or self-employed full time

Optional question (695 response(s), 7 skipped)
Question type: Radio Button Question

Q24 What is your gender?

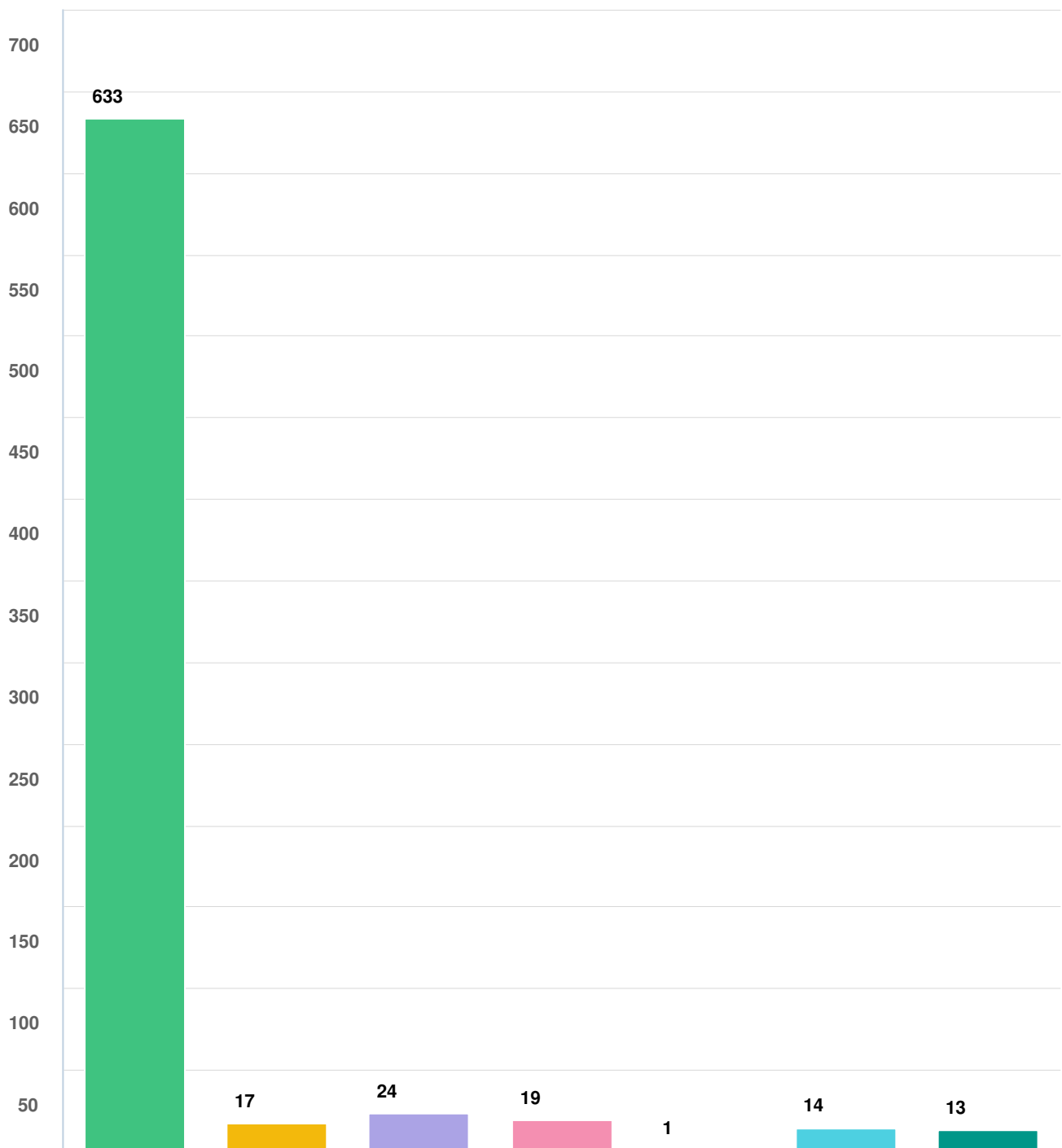


Question options

- Other
- Female
- Male

Optional question (695 response(s), 7 skipped)
Question type: Radio Button Question

Q25 What race or races do you consider yourself to be? Check all that apply.

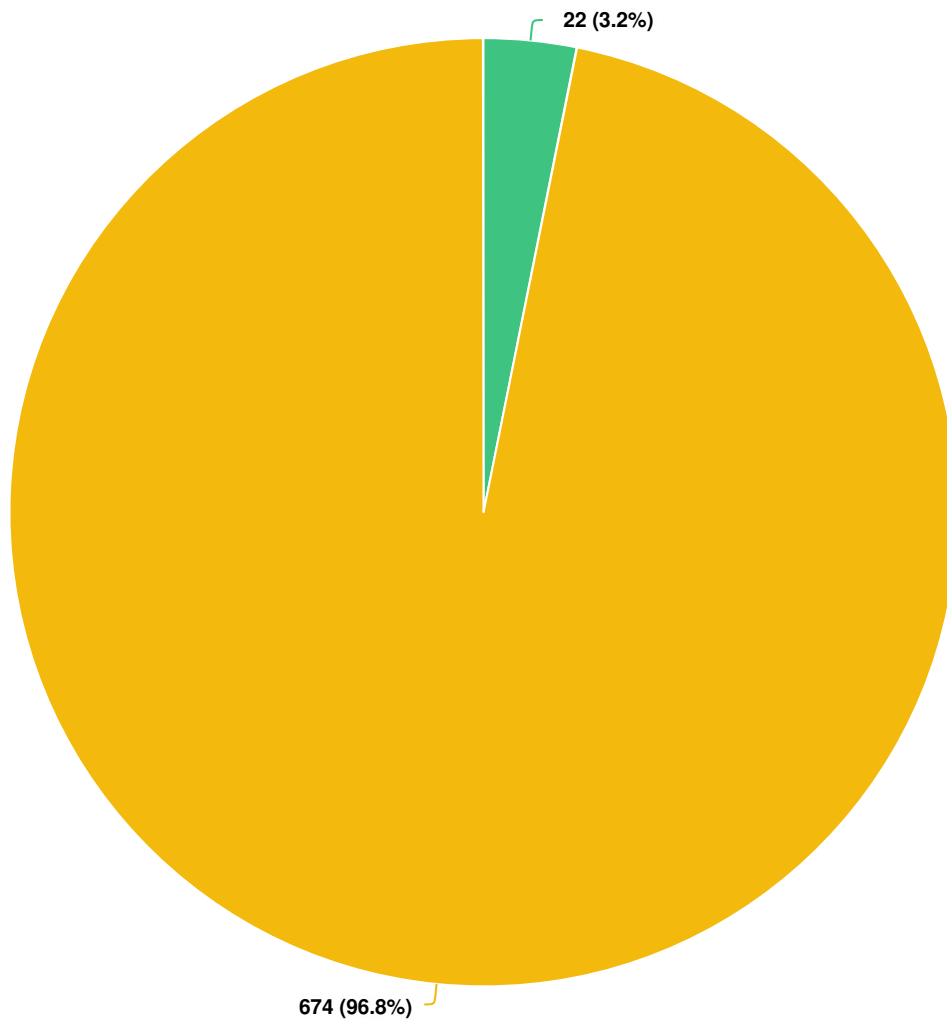


Question options

- Other
- Asian or Pacific Islander
- Alaska Native
- Native American
- Latinx, Hispanic
- Black or African American
- White

Optional question (684 response(s), 18 skipped)
Question type: Checkbox Question

Q26 Do you have a medical condition or disability that makes it harder for you to use the Internet?

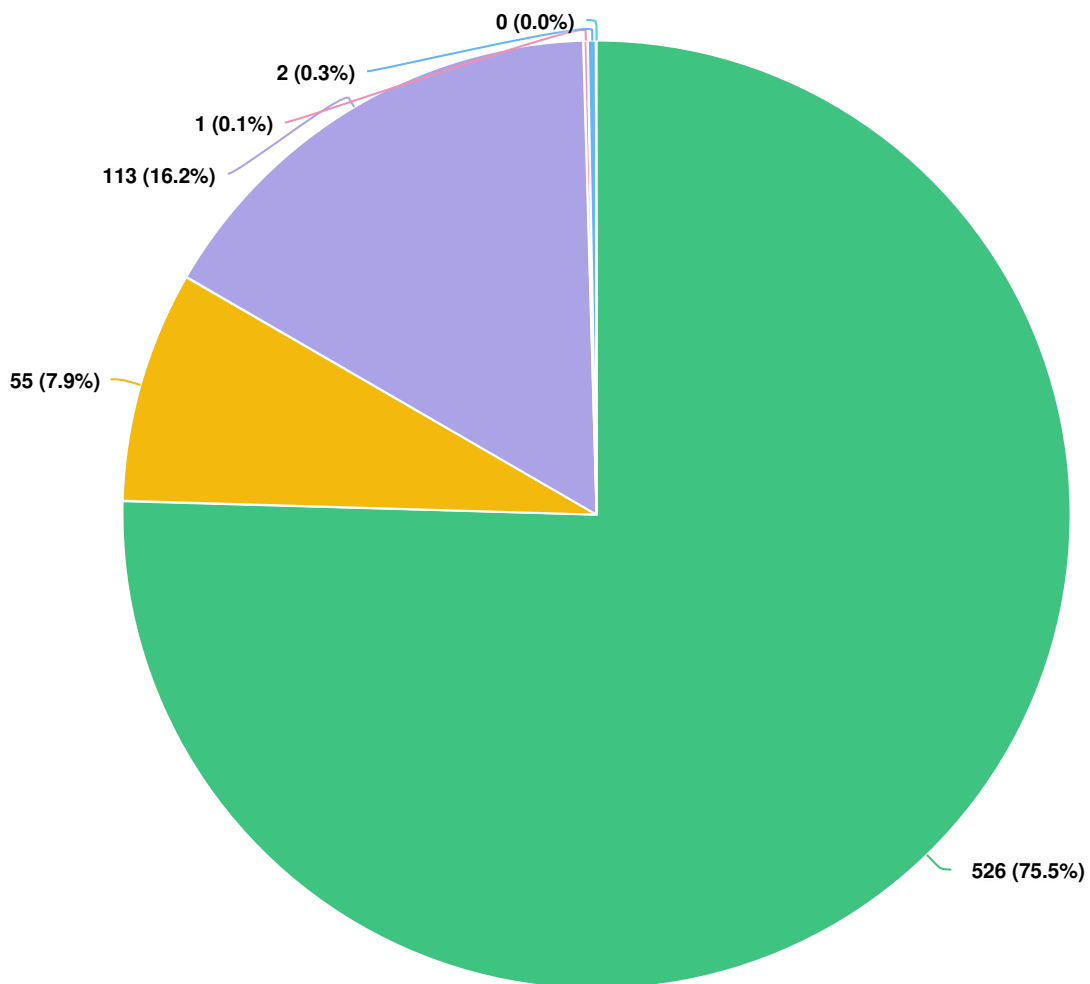


Question options

- No
- Yes

Optional question (696 response(s), 6 skipped)
Question type: Radio Button Question

Q27 What kind of residence do you currently live in?

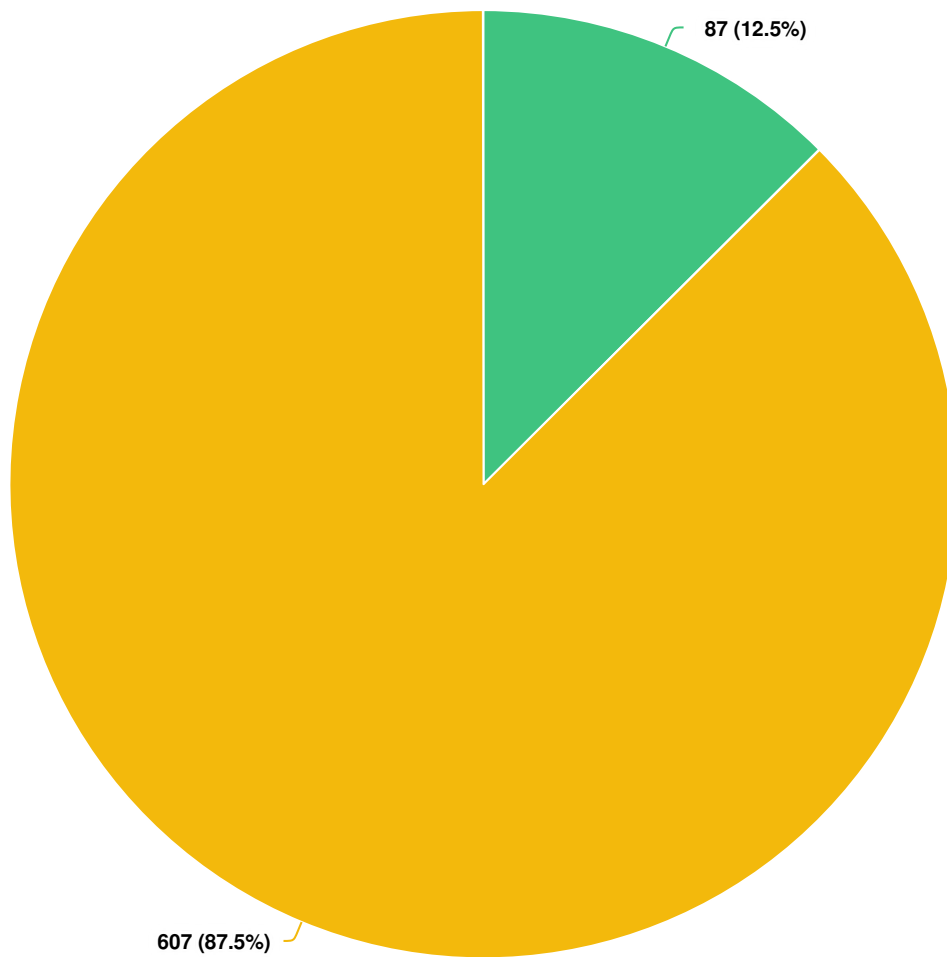


Question options

- I don't have a residence
- Other
- University dormitory or apartment
- Apartment building
- Duplex/multiplex
- Single-family home

Optional question (697 response(s), 5 skipped)
Question type: Radio Button Question

Q28 Do you own a business in Fayetteville?

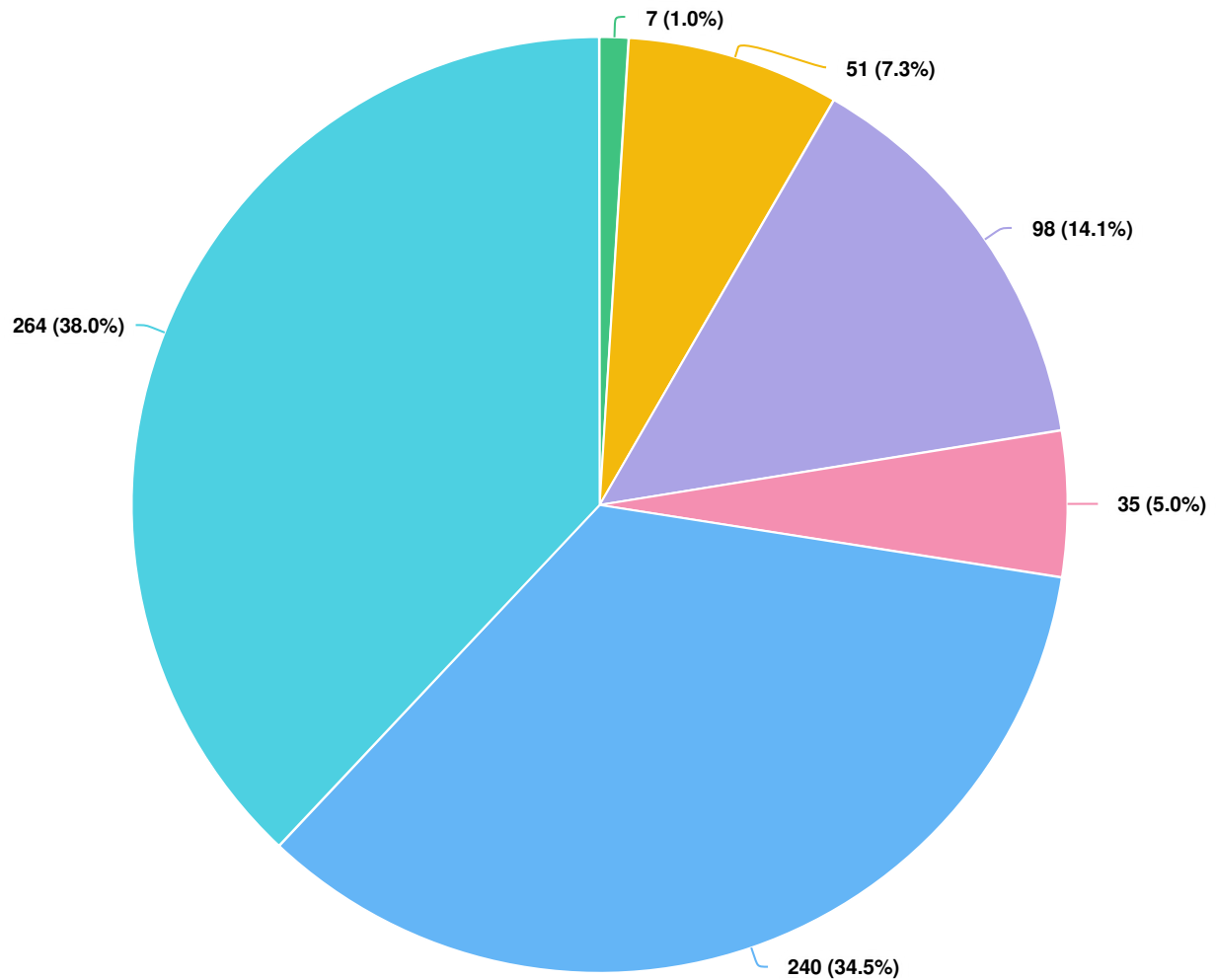


Question options

- No
- Yes

Optional question (694 response(s), 8 skipped)
Question type: Radio Button Question

Q29 What is the highest level of school you have completed?

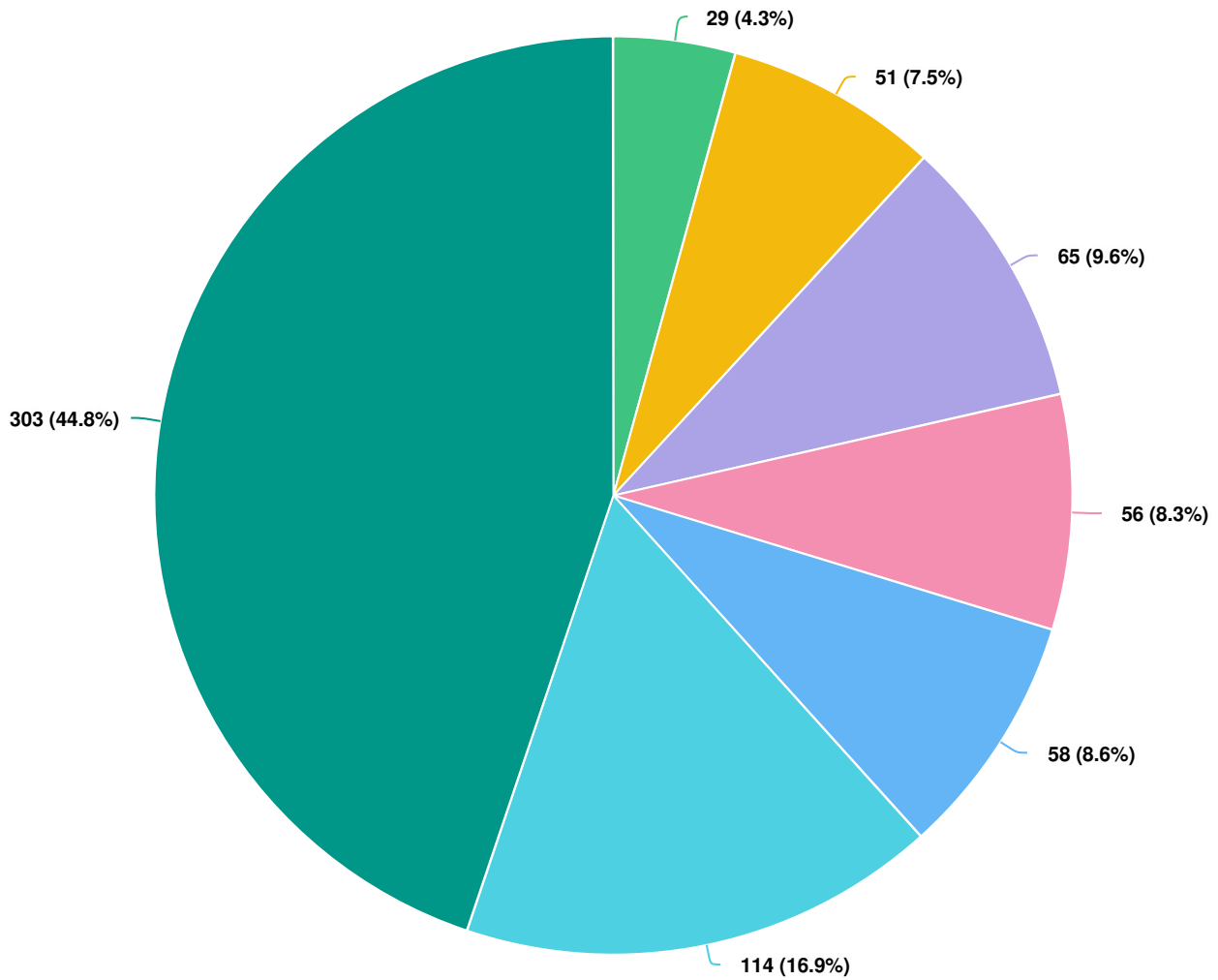


Question options

- Professional or graduate degree
- 4-year degree
- 2-year degree
- Some college
- High school graduate
- Less than high school

Optional question (695 response(s), 7 skipped)
Question type: Radio Button Question

Q30 Last year, 2017, what was your total household income?



Question options

- More than \$75,000
- \$50,000 - \$74,999
- \$40,000 - \$49,999
- \$30,000 - \$39,999
- \$20,000 - \$29,999
- \$10,000 - \$19,999
- Less than \$10,000

Optional question (676 response(s), 26 skipped)
Question type: Radio Button Question