



Connected Nation Ohio Community Technology Assessment Residential Broadband and Technology (High Speed Internet) Survey

In an effort to improve broadband (high speed internet) access, adoption, and use, our community is participating in Connected Nation Ohio's "Connected Community" program. This project will assess the current status of broadband access, adoption, and use in our area so we can develop a plan to improve the quality of life and economic potential in our community.

Your answers to the following questions are critical and will be combined with others to identify the current need for improved internet access and support in our community and across the state. This information will then be used to develop the most effective action plans with local broadband providers and other contributing organizations to improve technology and internet service and support in our community.

Please answer the following questions for only one address where you have a residence (either owned or rented). Survey respondents should be at least 18 years of age and be the primary or a co-decision maker for the household. The survey should take approximately 10 minutes to complete.

If you have access to the internet, we strongly encourage you to take this survey online at:
<https://www.myconnectedcommunity.org/>

If you take this survey in printed form below, please return your completed survey to:
Connected Nation Ohio
ATTN: Chris McGovern
PO Box 163394
Columbus, OH 43216

Surveys must be postmarked on or before November 7, 2019
Thank you in advance for your participation in this important survey!

- Property Address:
 - Street Address, City: _____
 - ZIP Code: _____
- Does your household have a traditional landline telephone connection?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
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- Do you currently subscribe to internet service at this location?

<input type="checkbox"/> Yes (continue to question #4)	<input type="checkbox"/> No (skip to question #14)
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- To which type of internet service do you subscribe? (select only one, primary service)

<input type="checkbox"/> Cable	<input type="checkbox"/> Satellite
<input type="checkbox"/> Dial-Up	<input type="checkbox"/> T1
<input type="checkbox"/> DSL (over the phone lines)	<input type="checkbox"/> Wireless internet (tower-based, not cellular or wi-fi)
<input type="checkbox"/> Fiber	<input type="checkbox"/> Unsure
<input type="checkbox"/> Mobile or cellular phone connection only	<input type="checkbox"/> Other: _____
- Please select the speed tier that best reflects the internet service to which you subscribe. *If you do not know your speed, you can visit <http://www.speedtest.net/> and run a quick speed test. This speed can also often be found on your billing statement. Download speed is expressed as kilobits (Kbps) or megabits (Mbps) per second.*

<input type="checkbox"/> Dial-up	<input type="checkbox"/> 10 Mbps to 24.99 Mbps	<input type="checkbox"/> 100 Mbps to 499.99 Mbps
<input type="checkbox"/> Less than 3 Mbps	<input type="checkbox"/> 25 Mbps to 49.99 Mbps	<input type="checkbox"/> 500 Mbps or Faster
<input type="checkbox"/> 3 Mbps to 9.99 Mbps	<input type="checkbox"/> 50 Mbps to 99.99 Mbps	<input type="checkbox"/> Unsure
- How much do you pay for internet service monthly? *If you bundle your internet service with other services, such as TV or phone, please indicate only the cost of your internet service.*

<input type="checkbox"/> Less than \$15 per month	<input type="checkbox"/> \$35 to \$49.99	<input type="checkbox"/> \$100 to \$149.99
<input type="checkbox"/> \$15 to \$24.99	<input type="checkbox"/> \$50 to \$74.99	<input type="checkbox"/> \$150 or more per month
<input type="checkbox"/> \$25 to \$34.99	<input type="checkbox"/> \$75 to \$99.99	<input type="checkbox"/> Unsure
- Who is your current internet service provider? _____
- To the best of your knowledge, how many provider choices do you have at your address for home internet service?

<input type="checkbox"/> One	<input type="checkbox"/> Two	<input type="checkbox"/> Three	<input type="checkbox"/> Four or more	<input type="checkbox"/> Unsure
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20. How often do you typically access online information from or interact electronically with the following sectors? Please place a check in the appropriate box. *Types of interactions could include, but are not limited to, visiting a website, commenting on social media, text messaging, etc.*

Sector	At least once a day	At least once a week	At least once a month	Less than once a month	Never
Local government (city, township, village, etc.)					
County government					
State government					
Federal government					
Local businesses (within 50 miles)					
Non-local businesses					
Agriculture					
Community organizations					
Healthcare					
Higher education or continuing education					
K-12 schools					
Library					
Public safety					
Travel and tourism					

21. If you made online purchases from LOCAL businesses (less than 50 miles away from your household) in the past 12 months, about how much did you spend (in total dollars spent) on those purchases? _____
22. If you made online purchases from NON-LOCAL businesses (located more than 50 miles away from your household) in the past 12 months, about how much did you spend (in total dollars spent) on those purchases? _____
23. In the table below, please select the appropriate box to rate your skill related to each hardware device.

Hardware	I need to learn	I know a little	I'm comfortable with it	I could teach this	Not interested
Desktop computer					
Laptop computer					
Tablet					
Smart phone					
Mouse and keyboard					
Touchscreen					
Wearable technology (e.g. FitBit, smartwatch, etc.)					
Internet TV devices (e.g. Slingbox, AppleTV, etc.)					
Printers					
Internet-connected devices (e.g. smart thermostats, home automation, wireless door locks or lighting, etc.)					
External storage devices					

24. In the table below, please select the appropriate box to rate your skill related to each software application.

Software	I need to learn	I know a little	I'm comfortable with it	I could teach this	Not interested
Operating systems (e.g., Windows, Apple OS, etc.)					
Word processing (e.g., Microsoft Word)					
Spreadsheet tools (e.g., Microsoft Excel)					
Presentation tools (e.g., Microsoft PowerPoint, Prezi, etc.)					
Multimedia recording, manipulating, or editing software					
3D modeling (e.g., Sketch-up, AutoDesk, etc.)					

25. In the table below, please select the appropriate box to rate your skill related to each communication tool.

Communication Tool	I need to learn	I know a little	I'm comfortable with it	I could teach this	Not interested
E-mail					
Facebook					
Twitter					
Instagram					
Snapchat					
Other social media (e.g. Flickr, Reddit, TikTok, Pinterest, etc.)					
VoIP applications (e.g., Skype, Discord, etc.)					
Text messaging					

26. In the table below, please select the appropriate box to rate your skill related to each online activity.

Online Activity	I need to learn	I know a little	I'm comfortable with it	I could teach this	Not interested
Buying and selling (e.g. Craigslist, Etsy, etc.)					
Online bill payment, e-banking or similar activities					
Conducting an online job search					
Mobile applications					
Online research and similar activities					
Cybersecurity (keeping personal information safe online)					
Online educational classes					

27. Please indicate the response below that best describes your current employment status
- | | |
|---|--|
| <input type="checkbox"/> Full-time employed, but not self-employed | <input type="checkbox"/> Full-time volunteer |
| <input type="checkbox"/> Part-time employed, but not self-employed | <input type="checkbox"/> Student |
| <input type="checkbox"/> Self-employed | <input type="checkbox"/> Military |
| <input type="checkbox"/> Out of work and looking for work | <input type="checkbox"/> Retired |
| <input type="checkbox"/> Out of work but not currently looking for work | <input type="checkbox"/> Disabled and unable to work |
| <input type="checkbox"/> Homemaker | <input type="checkbox"/> Other: _____ |

If you are currently employed or self-employed, full-time or part-time, continue to question #28; otherwise skip to question #40.

28. Do you ever use a computer for your work?
 Yes No
29. Do you ever use the internet for your work?
 Yes No
30. Do you ever use the internet to work from home or some other location instead of commuting to your normal workplace during normal business hours? This is often called "teleworking" or "telecommuting."
 Yes (continue to question #31)
 No (skip to question #37)
 I am not currently employed (skip to question #40)
31. How frequently do you typically telework or telecommute? By teleworking, we mean using the internet to work from home or some other location.
 Every day Several days per month, but less than once per week
 Several days per week Once per month
 Once per week Less than once per month
32. Would you telework more frequently if allowed by your employer?
 Yes No Unsure
33. What equipment are you provided by your employer to facilitate teleworking?
 Laptop computer I provide my own equipment
 Tablet computer Other: _____
 Smart phone

34. From which locations do you telework (choose all that apply)?
- | | |
|--|--|
| <input type="checkbox"/> Coffee shop | <input type="checkbox"/> Library |
| <input type="checkbox"/> Co-working or shared office space | <input type="checkbox"/> In my vehicle |
| <input type="checkbox"/> Home | <input type="checkbox"/> Remote work site(s) |
| | <input type="checkbox"/> Other: _____ |
35. If you don't currently, would you consider using a shared office space or co-working office if it were available?
- Yes No I currently use such a space Unsure
36. When you commute to your central or "normal" workplace, how far of a commute would that be for you?
- | | |
|---|--|
| <input type="checkbox"/> 0 miles (I work exclusively from home) | <input type="checkbox"/> 21 to 35 miles |
| <input type="checkbox"/> 5 miles or less | <input type="checkbox"/> 36 to 50 miles |
| <input type="checkbox"/> 6 to 10 miles | <input type="checkbox"/> More than 50 miles |
| <input type="checkbox"/> 11 to 20 miles | <input type="checkbox"/> I do not have a central or "normal" workplace |

Skip to question #40

37. Would you telework or telecommute if allowed by your employer?
- Yes No Unsure
38. Does your employer allow teleworking, or have a telework policy in place for any of its employees?
- Yes Unsure
- No I am not currently employed
39. How difficult would it be to perform your work duties via teleworking?
- | | |
|---|--|
| <input type="checkbox"/> Very difficult | <input type="checkbox"/> Somewhat easy |
| <input type="checkbox"/> Somewhat difficult | <input type="checkbox"/> Very easy |
| <input type="checkbox"/> Unsure | <input type="checkbox"/> I am not currently employed |

Demographic information will only be analyzed in aggregate in order to further broadband and technology research efforts locally and nationally. Your responses will not in any way be associated with your address or identity.

40. Are there any US military veterans (active-duty or retired) living in your household?
- Yes No
41. What is your age?
- | | | | |
|-----------------------------------|-----------------------------------|-----------------------------------|--------------------------------------|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 25 to 34 | <input type="checkbox"/> 45 to 54 | <input type="checkbox"/> 65 to 79 |
| <input type="checkbox"/> 18 to 24 | <input type="checkbox"/> 35 to 44 | <input type="checkbox"/> 55 to 64 | <input type="checkbox"/> 80 or older |
42. Are there any children between the ages of 5 and 17 who live in your household?
- Yes No
43. Are you, yourself, Hispanic, Latino, or Spanish origin or descent?
- Yes No I'd rather not answer
44. Which race (or races) do you consider yourself to be? Choose all that apply:
- | | |
|---|--|
| <input type="checkbox"/> White | <input type="checkbox"/> Native Hawaiian or Other Pacific Islander |
| <input type="checkbox"/> Black or African American | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> American Indian or Alaska Native | <input type="checkbox"/> I'd rather not answer |
| <input type="checkbox"/> Asian | |
45. What is your gross annual household income?
- | | |
|---|--|
| <input type="checkbox"/> Less than \$20,000 | <input type="checkbox"/> \$75,000 to \$99,999 |
| <input type="checkbox"/> \$20,000 to \$34,999 | <input type="checkbox"/> \$100,000 or More |
| <input type="checkbox"/> \$35,000 to \$49,999 | <input type="checkbox"/> I'd rather not answer |
| <input type="checkbox"/> \$50,000 to \$74,999 | |
46. Please indicate your highest level of educational attainment.
- | | |
|--|---|
| <input type="checkbox"/> Some high school | <input type="checkbox"/> Bachelor's degree |
| <input type="checkbox"/> High school diploma or equivalent | <input type="checkbox"/> Some graduate study (no graduate degree) |
| <input type="checkbox"/> Some college (no degree) | <input type="checkbox"/> Master's degree or equivalent |
| <input type="checkbox"/> Associate's degree | <input type="checkbox"/> Ph.D. or equivalent |

47. Are you a full-time or part-time resident of the community?
___ Full-time resident (you reside in the community for at least 6 months of the year)
___ Part-time resident (you reside in the community for less than 6 months of the year)

48. Are you interested in being informed of high-speed internet developments in your community or the results of this survey? If yes, please provide your e-mail address: _____

If you choose to share your e-mail address, Connected Nation Ohio may share that information with local organizations, including your community broadband planning team, to keep you up to date on developments affecting broadband access, adoption, and use in your area.

Additional Comments:

Thank you for participating in the survey!