**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!*

1. Property Address:
   1. Street Address, City: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. ZIP Code: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Does your household have a traditional landline telephone connection?  
   \_\_\_ Yes \_\_\_ No
3. Do you currently subscribe to internet service at this location?

\_\_\_ Yes (continue to question #4)

\_\_\_ No (skip to question #14)

1. To which type of internet service do you subscribe? (select only one, primary service)

\_\_\_ Cable

\_\_\_ Dial-Up

\_\_\_ DSL (over the phone lines)

\_\_\_ Fiber

\_\_\_ Mobile or cellular phone connection only

\_\_\_ Satellite

\_\_\_ T1

\_\_\_ Wireless internet (tower-based, not cellular or wi-fi)

\_\_\_ Unsure

\_\_\_ Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. 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/*](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.*

\_\_\_ Dial-up

\_\_\_ Less than 3 Mbps

\_\_\_ 3 Mbps to 9.99 Mbps

\_\_\_ 10 Mbps to 24.99 Mbps

\_\_\_ 25 Mbps to 49.99 Mbps

\_\_\_ 50 Mbps to 99.99 Mbps

\_\_\_ 100 Mbps to 499.99 Mbps

\_\_\_ 500 Mbps or Faster

\_\_\_ Unsure

1. 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.*

\_\_\_ Less than $15 per month

\_\_\_ $15 to $24.99

\_\_\_ $25 to $34.99

\_\_\_ $35 to $49.99

\_\_\_ $50 to $74.99

\_\_\_ $75 to $99.99

\_\_\_ $100 to $149.99

\_\_\_ $150 or more per month

\_\_\_ Unsure

1. Who is your current internet service provider? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. To the best of your knowledge, how many provider choices do you have at your address for home internet service?  
   \_\_\_ One \_\_\_ Two \_\_\_ Three \_\_\_ Four or more \_\_\_ Unsure
3. Which factor(s) contributed to you choosing that provider? Please choose all that apply.  
   \_\_\_ Download speeds offered  
   \_\_\_ The cost per month for the service  
   \_\_\_ The ability to bundle the internet with other services like phone or television  
   \_\_\_ The provider’s reputation for service and/or reliability  
   \_\_\_ Recommendations from friends and family  
   \_\_\_ The cost of set-up and installation  
   \_\_\_ Upload speeds offered  
   \_\_\_ The type of service offered (cable, DSL, etc.)  
   \_\_\_ They were the only service available  
   \_\_\_ Other (please specify):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. In addition to internet service, do you subscribe to any other service (such as telephone or television) through this same provider? This is often called “bundling.”  
   \_\_\_ Yes (continue to question #11) \_\_\_ No (skip to question #12) \_\_\_ Unsure (skip to question #12)
5. What service(s) do you subscribe to (in addition to internet service) through this same provider? Please choose all that apply.  
   \_\_\_ Home landline telephone \_\_\_ Telephone  
   \_\_\_ Mobile telephone service \_\_\_ Electricity  
   \_\_\_ Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. Does your current internet service meet your needs?

\_\_\_ Yes (skip to question #15)

\_\_\_ No (continue to question #13)

1. Please describe why your current internet service does not meet your needs (please choose all that apply).

\_\_\_ Speed is too slow

\_\_\_ Price is too high

\_\_\_ Connection is unreliable

\_\_\_ Customer service is poor

\_\_\_ Data caps limit my ability to use the internet

\_\_\_ Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please skip to question #15

1. What is the primary reason you do not have an internet connection at home?

\_\_\_ I/we do not own a computer

\_\_\_ I/we do not need the internet

\_\_\_ I/we do not know enough about the internet to feel comfortable using it

\_\_\_ Internet service is not available at my address

\_\_\_ Internet service is too expensive

\_\_\_ I/we have access to the internet elsewhere (e.g., work, school, library, etc.)

\_\_\_ Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. From which other location do you access the internet? (select all that apply)

\_\_\_ Place of employment

\_\_\_ Library

\_\_\_ School

\_\_\_ Coffee shop or restaurant

\_\_\_ Religious facility

\_\_\_ A mobile device or smartphone

\_\_\_ I do not access the internet

\_\_\_ A friend or family member’s home

\_\_\_ Hotels

\_\_\_ Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Are you interested in having improved or additional choices for internet service at your home address?

\_\_\_ Yes

\_\_\_ No

1. Does anyone in your household subscribe to a mobile internet service that allows you to go online using a smartphone  
   or similar device?  
   \_\_\_ Yes (please continue to question #18) \_\_\_ No (please skip to question #19)
2. Which of these options best describes how your household uses that mobile internet connection at home? Please choose one:  
   \_\_\_ Mobile internet service is our primary home internet service; we use it to connect other household devices to the internet  
   \_\_\_ Mobile internet service is our primary home internet source; we use only our smartphones to go online  
   \_\_\_ Mobile internet service is a secondary connection; we mostly use a fixed internet connection to go online from home  
   \_\_\_ We subscribe to mobile internet service but we don't use it at home  
   \_\_\_ Unsure  
   \_\_\_ Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. How many of each of these devices do you have at home? Please provide a number for each, even if it is zero (0).

\_\_\_ Desktop computers \_\_\_ Laptop Computers   
\_\_\_ Smart phones \_\_\_ Internet-connected gaming consoles

\_\_\_ Internet-connected televisions \_\_\_ Internet-connected “smart home” devices

\_\_\_ Tablets \_\_\_ Other devices connected to the internet via home or mobile internet connection

1. 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 |  |  |  |  |  |

1. 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? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. 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? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. 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 |  |  |  |  |  |

1. 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.) |  |  |  |  |  |

1. 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 |  |  |  |  |  |

1. 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 |  |  |  |  |  |

1. Please indicate the response below that best describes your current employment status

\_\_\_ Full-time employed, but not self-employed

\_\_\_ Part-time employed, but not self-employed

\_\_\_ Self-employed

\_\_\_ Out of work and looking for work

\_\_\_ Out of work but not currently looking for work

\_\_\_ Homemaker

\_\_\_ Full-time volunteer

\_\_\_ Student

\_\_\_ Military

\_\_\_ Retired

\_\_\_ Disabled and unable to work

\_\_\_ Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

1. Do you ever use a computer for your work?  
   \_\_\_ Yes \_\_\_ No
2. Do you ever use the internet for your work?  
   \_\_\_ Yes \_\_\_ No
3. 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)
4. 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 week

\_\_\_ Once per week

\_\_\_Several days per month, but less than once per week

\_\_\_ Once per month

\_\_\_ Less than once per month

1. Would you telework more frequently if allowed by your employer?

\_\_\_ Yes

\_\_\_ No

\_\_\_ Unsure

1. What equipment are you provided by your employer to facilitate teleworking?

\_\_\_ Laptop computer

\_\_\_ Tablet computer

\_\_\_ Smart phone

\_\_\_ I provide my own equipment

\_\_\_ Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. From which locations do you telework (choose all that apply)?

\_\_\_ Coffee shop

\_\_\_ Co-working or shared office space

\_\_\_ Home

\_\_\_ Library  
\_\_\_In my vehicle  
\_\_\_ Remote work site(s)

\_\_\_ Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. 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

1. When you commute to your central or "normal" workplace, how far of a commute would that be for you?

\_\_\_ 0 miles (I work exclusively from home)  
\_\_\_ 5 miles or less  
\_\_\_ 6 to 10 miles  
\_\_\_ 11 to 20 miles  
\_\_\_ 21 to 35 miles  
\_\_\_ 36 to 50 miles  
\_\_\_ More than 50 miles  
\_\_\_ I do not have a central or “normal” workplace

*Skip to question #40*

1. Would you telework or telecommute if allowed by your employer?

\_\_\_ Yes

\_\_\_ No

\_\_\_ Unsure

1. Does your employer allow teleworking, or have a telework policy in place for any of its employees?

\_\_\_ Yes

\_\_\_ No

\_\_\_ Unsure

\_\_\_ I am not currently employed

1. How difficult would it be to perform your work duties via teleworking?

\_\_\_ Very difficult  
\_\_\_ Somewhat difficult  
\_\_\_ Unsure  
\_\_\_ Somewhat easy  
\_\_\_ Very easy  
\_\_\_ 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.*

1. Are there any US military veterans (active-duty or retired) living in your household?

\_\_\_ Yes \_\_\_ No

1. What is your age?

\_\_\_ Under 18

\_\_\_ 18 to 24

\_\_\_ 25 to 34

\_\_\_ 35 to 44

\_\_\_ 45 to 54

\_\_\_ 55 to 64

\_\_\_ 65 to 79

\_\_\_ 80 or older

1. Are there any children between the ages of 5 and 17 who live in your household?  
   \_\_\_ Yes \_\_\_ No
2. Are your, yourself, Hispanic, Latino, or Spanish origin or descent?  
   \_\_\_ Yes \_\_\_ No \_\_\_ I’d rather not answer
3. Which race (or races) do you consider yourself to be? Choose all that apply:

\_\_\_ White

\_\_\_ Black or African American

\_\_\_ American Indian or Alaska Native

\_\_\_ Asian

\_\_\_ Native Hawaiian or Other Pacific Islander

\_\_\_ Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_ I’d rather not answer

1. What is your gross annual household income?

\_\_\_ Less than $20,000

\_\_\_ $20,000 to $34,999

\_\_\_ $35,000 to $49,999

\_\_\_ $50,000 to $74,999

\_\_\_ $75,000 to $99,999

\_\_\_ $100,000 or More

\_\_\_ I’d rather not answer

1. Please indicate your highest level of educational attainment.

\_\_\_ Some high school

\_\_\_ High school diploma or equivalent

\_\_\_ Some college (no degree)

\_\_\_ Associate’s degree

\_\_\_ Bachelor’s degree

\_\_\_ Some graduate study (no graduate degree)

\_\_\_ Master’s degree or equivalent

\_\_\_ Ph.D. or equivalent

1. 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)

1. 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:

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

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Thank you for participating in the survey!