



KLICKITAT-SKAMANIA LTPT

LOCAL TECHNOLOGY PLANNING TEAM

A planning project to increase broadband awareness, access and adoption in Klickitat and Skamania counties.

2012 Klickitat-Skamania LTPT Community High-Speed Internet Survey





Thank you for taking the time to complete this survey. The purpose of this survey is to assess high-speed Internet availability and use in Klickitat and Skamania counties. The survey is designed to ascertain what Internet services are available in your community, whether you have Internet service in your home, how you use your Internet services, and whether there are any barriers to obtaining adequate Internet service within your community. Your participation is very important to our understanding of your Internet service needs and how to improve the Internet services available in your community.

Please take the time to complete this brief survey which should take approximately 20 minutes. Your participation in this survey is voluntary. All survey responses will remain confidential. Your candid responses will provide valuable information to the Klickitat-Skamania Local Technology Planning Team (K-S LTPT), led by Mid-Columbia Economic Development District (MCEDD), Community Enrichment for Klickitat County (CEKC), and Washington State University Extension, who hope to use the information in order to identify your community's Internet needs and how best to improve Internet services in the region.

This study has been reviewed and deemed exempt from further review by the WSU Institutional Review Board (IRB). This survey meets all the university's requirements for the protection of respondent privacy and confidentiality. If you have any questions regarding your rights as a participant you can contact the co-investigators: Monica Babine at babinem@wsu.edu, Michael Gaffney at mjgaffney@wsu.edu or Season Hoard at season.hoard@email.wsu.edu.

Your Household's Use of Technology

In this section, we would like to ask you a few questions regarding the technologies you currently use in your home. We would like to know about the Internet accessible devices you currently use, your Internet service provider (if any), and how you use the Internet in your home.

- 1. Please indicate which of the following devices your household uses and whether these devices are used to connect to the Internet. Check all that applies for each column.**

	Use	Access Internet With
Desktop computer	<input type="checkbox"/>	<input type="checkbox"/>
Laptop computer	<input type="checkbox"/>	<input type="checkbox"/>
Smart phone (iPhone, Droid, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
MP3 player/iPod	<input type="checkbox"/>	<input type="checkbox"/>
Game consoles (Xbox, PlayStation, Wii, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
iPad or other tablet	<input type="checkbox"/>	<input type="checkbox"/>
E-book reader (Kindle, Nook, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
DVD/Blu ray player	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>

- 2. Please indicate which type of Internet service you currently use in your home.**

- I do not have Internet service in my home **➔ Skip to Question 10**
- Dial-up using a phone modem **➔ Go to Question 3**
- DSL-enabled phone line
- Satellite Connection
- Wireless Connection
- Cable Modem **➔ Skip to Question 6**
- Fiber to the home
- Wireless mobile card or cellular service
- I don't know

3. If you have dial-up Internet service, why don't you currently use a high-speed connection? Please mark all that apply.

- Not available in my area
- It is too expensive
- I don't know enough about it
- I'm satisfied with my current connection
- I don't like the choice of service providers available
- I can't see the benefit of a high-speed Internet connection
- Other _____

4. What would motivate you to get a high-speed connection? Please mark all that apply.

- Free training
- Affordable computer
- Better pricing for high-speed Internet connections
- Nothing
- Other _____

5. What is the maximum amount you would be willing to pay per month for a high-speed Internet connection? Please select only one.

- Less than \$20
- \$20 to \$29
- \$30 to \$39
- \$40 to \$49
- \$50 to \$59
- \$60 or more

6. Who is your current Internet service provider?

- | | | | |
|--------------------------|----------------------|--------------------------|------------------------------|
| <input type="checkbox"/> | <i>AT&T</i> | <input type="checkbox"/> | <i>Sawtooth Technologies</i> |
| <input type="checkbox"/> | <i>CenturyLink</i> | <input type="checkbox"/> | <i>Sprint</i> |
| <input type="checkbox"/> | <i>Charter</i> | <input type="checkbox"/> | <i>StarBand</i> |
| <input type="checkbox"/> | <i>Comcast</i> | <input type="checkbox"/> | <i>US Cellular</i> |
| <input type="checkbox"/> | <i>Gorge Network</i> | <input type="checkbox"/> | <i>Verizon</i> |
| <input type="checkbox"/> | <i>HughesNet</i> | <input type="checkbox"/> | <i>Wild Blue</i> |
| <input type="checkbox"/> | <i>Qnect.net</i> | <input type="checkbox"/> | <i>Other</i> _____ |

7. How satisfied or dissatisfied are you with the following aspects of your Internet service?

	<i>Very Satisfied</i>	<i>Somewhat Satisfied</i>	<i>Neither Satisfied or Dissatisfied</i>	<i>Somewhat Dissatisfied</i>	<i>Very Dissatisfied</i>
<i>Price</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Reliability</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Speed</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Support</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Overall Satisfaction</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. How satisfied or dissatisfied are you with the following aspects of your mobile Internet service (Internet service specifically for portable devices such as iPhones, Droids, tablets, etc.)?

	<i>Very Satisfied</i>	<i>Somewhat Satisfied</i>	<i>Neither Satisfied or Dissatisfied</i>	<i>Somewhat Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Not Applicable</i>
<i>Price</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Reliability</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Speed</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Support</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Overall Satisfaction</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. How often does anyone in your household use your Internet connection at home for each of the following items?

	Everyday	3-6 days a week	1-2 days a week	1-3 times month	Less often	Never
<i>Work from home for an employer (telework)</i>	<input type="checkbox"/>					
<i>Work from home (home-based business)</i>	<input type="checkbox"/>					
<i>Communication (email, Skype, etc.)</i>	<input type="checkbox"/>					
<i>Entertainment (watch TV/videos, listen to music, gaming, etc.)</i>	<input type="checkbox"/>					
<i>Social media/networking (Twitter, Facebook)</i>	<input type="checkbox"/>					
<i>Buy/sell online</i>	<input type="checkbox"/>					
<i>Travel arrangements</i>	<input type="checkbox"/>					
<i>Government information/research</i>	<input type="checkbox"/>					
<i>Job search/applying for jobs</i>	<input type="checkbox"/>					
<i>Help with homework</i>	<input type="checkbox"/>					
<i>Research health information</i>	<input type="checkbox"/>					
<i>Taking online courses/distance learning</i>	<input type="checkbox"/>					
<i>General information/research</i>	<input type="checkbox"/>					
<i>Online banking/bill pay</i>	<input type="checkbox"/>					
<i>News/weather information</i>	<input type="checkbox"/>					
<i>Other_____</i>	<input type="checkbox"/>					

Non-Internet Subscribers

We would now like to ask some questions of those individuals who do not have Internet service at their home. If you have Internet service at your home, please skip to **question 13**.

10. We would like to know why you do not have Internet service in your home. Please tell us whether the following reasons have contributed to your decision not to subscribe to Internet services. If you have Internet in your home skip to question 13.

	<i>Yes</i>	<i>No</i>
<i>Too expensive</i>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Not available in my community/area</i>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Don't have a computer</i>	<input type="checkbox"/>	<input type="checkbox"/>
<i>My computer is too old</i>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Don't know how to use a computer</i>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Don't know how to get Internet service</i>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Don't know how to use the Internet</i>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Don't need it/not interested in it</i>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Have physical limitations (eyesight/disability)</i>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Worried about others getting access to my personal information</i>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Other reasons _____</i>	<input type="checkbox"/>	<input type="checkbox"/>

11. Please indicate if any of the following items would motivate you to subscribe to Internet service.

	<i>Yes</i>	<i>No</i>	<i>Not Sure</i>
<i>Better price for Internet service</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Affordable computer</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Free Internet training</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Nothing</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Other _____</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. What is the maximum amount you would be willing to pay per month for Internet service? Please select only one.

- Less than \$20
- \$20 to \$29
- \$30 to \$39
- \$40 to \$49
- \$50 to \$59
- \$60 or more

Community Technology Resources

In this section, we would like to ask you a few questions regarding Internet service and access in your local community. We would like to know your opinion of the Internet service currently available in your local community and the availability of Internet access at public facilities and/or private businesses.

13. How would you rate the quality of Internet service available in your community for each of the following?

	Very Good	Good	Fair	Poor	Very Poor	Don't Know
<i>Your household</i>	<input type="checkbox"/>					
<i>Current businesses</i>	<input type="checkbox"/>					
<i>Attracting future businesses</i>	<input type="checkbox"/>					
<i>Attracting new residents</i>	<input type="checkbox"/>					
<i>Future generations</i>	<input type="checkbox"/>					

14. Do you have access to a public facility, such as a library or school, in your community where you can access an Internet-accessible computer for free?

Yes  Go to Question 15
 No
 Don't Know  Skip to Question 16

15. If you have access to an Internet-accessible computer at a public facility, how often do you use the computer resource at this facility?

- More than once a week
- About once a week
- About once or twice a month
- About once every 1 to 3 months
- Less often
- Never

16. Do you use Internet 'hotspots' (Wi-Fi access points for connecting to the Internet provided by private businesses such as coffee shops, restaurants, etc.) in your community?

Yes

No

Not available in my community

17. Please indicate the extent you agree or disagree with the following statements about public Internet ‘hotspots.’

	<i>Strongly Agree</i>	<i>Somewhat Agree</i>	<i>Neither Agree or Disagree</i>	<i>Somewhat Disagree</i>	<i>Strongly Disagree</i>
<i>It is important to have free public Internet ‘hotspots’ available in the community</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>I am more likely to frequent businesses that offer free Internet ‘hotspots’</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Technology Training Needs

In this section, we would like to ask you about the technology training needs of individuals in your household. We would like to know your interest in participating in different technology courses and your opinion regarding the best way to provide training.

18. How interested or uninterested would you be in participating in free courses to teach local residents how to use the Internet?

- Very Interested
- Somewhat Interested
- Neither Interested or Uninterested
- Somewhat Interested
- Very Uninterested

19. How interested or uninterested would anyone in your household be in taking the following information technology courses?

	<i>Very Interested</i>	<i>Somewhat Interested</i>	<i>Neither Interested or Uninterested</i>	<i>Somewhat Uninterested</i>	<i>Very Uninterested</i>
<i>Basic computer use</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Email use</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Using the Internet</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Website development</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Basic computer networking</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Audio/Video production</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Social networking</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Writing for the web</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Other_____</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20. Please rate the usefulness of the following training options.

Useful *Somewhat Useful* *Not Useful*

<i>CD or DVD</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Delivery of information via newsletter</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Delivery of information via a Blog, wiki, or social network</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Online courses</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Face to face workshops with hands-on computer work</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Downloadable videos (podcasts/YouTube)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Other _____</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please tell us a little about yourself and your family

Lastly, we would like to know a little about your personal background. This information is needed in order to help make sure that people from all walks of life are represented in this survey.

21. Please tell us in which community do you currently live?

22. Please indicate your age.

- 18-19
- 20-29
- 30-39
- 40-49
- 50-59
- 60+

23. Please indicate your gender.

- Male
- Female

24. Please indicate whether you are Spanish/Hispanic/Latino.

- Yes
- No

25. Which racial group do you most closely identify yourself with?

- American Indian or Alaska Native

- Asian
- Black or African American
- Caucasian
- Native Hawaiian or Other Pacific Islander
- Other _____

26. Please indicate how many adults are currently living in your household.

- 1
- 2
- 3
- 4
- 5 or more

27. Please indicate if you have any children in your household within the following age ranges.

	<i>Yes</i>	<i>No</i>
<i>5 years and younger</i>	<input type="checkbox"/>	<input type="checkbox"/>
<i>6 to 12 years old</i>	<input type="checkbox"/>	<input type="checkbox"/>
<i>13 to 18 years old</i>	<input type="checkbox"/>	<input type="checkbox"/>

28. Please indicate your highest level of education.

- Less than 9th grade
- Some High School (no diploma)
- High School Diploma (or equivalent)
- Some College (no degree)
- Associate (two-year) Degree
- Bachelors (four-year) Degree
- Graduate or Professional Degree

29. What is your approximate household income from all sources, before income taxes, for 2012? If you are self-employed, please report your NET income after business expenses. Please check the appropriate answer.

- | | |
|---|---|
| <input type="checkbox"/> Less than \$9,999 | <input type="checkbox"/> \$60,000 to \$69,999 |
| <input type="checkbox"/> \$10,000 to \$19,999 | <input type="checkbox"/> \$70,000 to \$79,999 |

- \$20,000 to \$29,999
- \$30,000 to \$39,999
- \$40,000 to \$49,999
- \$50,000 to \$59,999

- \$80,000 to \$89,999
- \$90,000 to \$99,999
- \$100,000 or more

30. Please indicate the current employment situation of members in your household.

	You	Your Spouse/partner
Self-employed (home-based business)	<input type="checkbox"/>	<input type="checkbox"/>
Self-employed (business is outside home)	<input type="checkbox"/>	<input type="checkbox"/>
Employed	<input type="checkbox"/>	<input type="checkbox"/>
Retired	<input type="checkbox"/>	<input type="checkbox"/>
Unemployed	<input type="checkbox"/>	<input type="checkbox"/>

31. Listed below are several broad categories of occupations. Please indicate which description best describes the primary occupations in your household.

If you are retired, please mark your former primary occupation.

	You	Your Spouse/partner
Education	<input type="checkbox"/>	<input type="checkbox"/>
Health Services	<input type="checkbox"/>	<input type="checkbox"/>
Government	<input type="checkbox"/>	<input type="checkbox"/>
Construction	<input type="checkbox"/>	<input type="checkbox"/>
Trade, Transportation, Warehousing, or Utilities	<input type="checkbox"/>	<input type="checkbox"/>
Professional (lawyer, accountant, doctor, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Agriculture (farmer, rancher, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Sales/Office Support	<input type="checkbox"/>	<input type="checkbox"/>
Food Service	<input type="checkbox"/>	<input type="checkbox"/>
Homemaker	<input type="checkbox"/>	<input type="checkbox"/>
Unemployed	<input type="checkbox"/>	<input type="checkbox"/>
Other _____	<input type="checkbox"/>	<input type="checkbox"/>



Thank you for taking the time to complete this survey! We would appreciate any comments or suggestions you would like to provide. Your comments will receive our very careful attention.

You can learn the actual speed of the Internet service you are receiving in your home by taking the speed test provided by the Washington State Broadband Office. It is available free of charge at

<http://wabroadbandmapping.org/SpeedTest.aspx>

We would greatly appreciate it if you would conduct a speed test from home at your earliest convenience. It will provide you with accurate information about your Internet service and the results will also assist the K-S LTPT in our work to increase broadband access, awareness, and adoption in Klickitat and Skamania counties.

Thank you again for your support!