SURVEY RESPONSE REPORT
08 August 2018 - 10 May 2022

PROJECT NAME:
Digital Inclusion Plan
Digital Use and Access Survey: English : Survey Report for 08 August 2018 to 10 May 2022

Q1 | ZIP Code

<table>
<thead>
<tr>
<th>ZIP Code</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>72701</td>
<td>13</td>
<td>43.3%</td>
</tr>
<tr>
<td>72703</td>
<td>6</td>
<td>20.0%</td>
</tr>
<tr>
<td>72704</td>
<td>8</td>
<td>26.7%</td>
</tr>
<tr>
<td>72702</td>
<td>1</td>
<td>3.3%</td>
</tr>
</tbody>
</table>

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)

- I live in Fayetteville: 25
- I own or operate a business in Fayetteville: 16
- I work in Fayetteville: 1
- I am a visitor to Fayetteville: 2

**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

<table>
<thead>
<tr>
<th>Decade</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>1950-1959</td>
<td>5 (16.7%)</td>
</tr>
<tr>
<td>1940-1949</td>
<td>7 (23.3%)</td>
</tr>
<tr>
<td>1960-1969</td>
<td>8 (26.7%)</td>
</tr>
<tr>
<td>1930-1939</td>
<td>6 (20.0%)</td>
</tr>
<tr>
<td>1920-1929</td>
<td>2 (6.7%)</td>
</tr>
<tr>
<td>Before 1920</td>
<td>2 (6.7%)</td>
</tr>
<tr>
<td>1990-1999</td>
<td>0 (0.0%)</td>
</tr>
<tr>
<td>2000-2009</td>
<td>0 (0.0%)</td>
</tr>
</tbody>
</table>

Mandatory Question (30 response(s))

Question type: Radio Button Question
Q4 | What is your gender?

<table>
<thead>
<tr>
<th>Gender</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>19 (65.5%)</td>
</tr>
<tr>
<td>Female</td>
<td>9 (31.0%)</td>
</tr>
<tr>
<td>Prefer not to answer</td>
<td>0 (0.0%)</td>
</tr>
<tr>
<td>Prefer to self-identify</td>
<td>1 (3.4%)</td>
</tr>
</tbody>
</table>

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?

<table>
<thead>
<tr>
<th>Option</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black / African American</td>
<td>1</td>
</tr>
<tr>
<td>Hispanic / Latino</td>
<td>1</td>
</tr>
<tr>
<td>Asian</td>
<td>2</td>
</tr>
<tr>
<td>White / Caucasian</td>
<td>2</td>
</tr>
<tr>
<td>Native American / Alaska Native</td>
<td></td>
</tr>
<tr>
<td>Native Hawaiian or other Pacific Islander</td>
<td></td>
</tr>
<tr>
<td>Two or more ethnicities</td>
<td></td>
</tr>
<tr>
<td>Prefer not to answer</td>
<td></td>
</tr>
</tbody>
</table>

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
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?

<table>
<thead>
<tr>
<th>Device Description</th>
<th>Don't know</th>
<th>No</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>A game console such as a PlayStation or XBox</td>
<td>2</td>
<td>318</td>
<td>340</td>
</tr>
<tr>
<td>A working desktop computer</td>
<td>2</td>
<td>331</td>
<td>341</td>
</tr>
<tr>
<td>A working laptop or notebook computer</td>
<td>92</td>
<td>592</td>
<td></td>
</tr>
<tr>
<td>A tablet computer like an iPad</td>
<td>2</td>
<td>169</td>
<td>505</td>
</tr>
<tr>
<td>A landline telephone</td>
<td></td>
<td>521</td>
<td>137</td>
</tr>
<tr>
<td>Your own cell phone</td>
<td>10</td>
<td>689</td>
<td></td>
</tr>
<tr>
<td>If you own a cell phone, is it a smart phone ...</td>
<td>33</td>
<td>656</td>
<td></td>
</tr>
</tbody>
</table>

Question options:
- Don't know
- No
- Yes

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

- Yes: 340
- No: 318
- Don't know: 2
A working desktop computer

Don't know : 2

No : 331

Yes : 341
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
Your own cell phone

Don't know: 0

No: 10

Yes: 689
If you own a cell phone, is it a smart phone (like an iPhone or Android)?

- Yes: 656
- No: 33
- Don't know: 2
Q3 | Do you use the Internet to surf the web, chat, or email on any device (like a phone or computer) at any location?

- Yes: 685 (98.1%)
- No: 13 (1.9%)
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
Thinking about the reasons why you do NOT use the Internet, please indicate how much you agree or disagree with the following statements

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Somewhat agree</th>
<th>Neither agree nor disagree</th>
<th>Somewhat disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>An internet connection is too expensive</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>I am concerned about safety and privacy online</td>
<td>4</td>
<td>5</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>I do not have enough time</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>I am not interested</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>I do not need to go online because I have something</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>I have no one to teach me how to go online</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>My English-language skills make using the Internet too difficult</td>
<td>2</td>
<td>7</td>
<td>1</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>My computer or device is too old, or broken, ...</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>I do not need a computer or Internet for work...</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Using the Internet is too difficult</td>
<td>2</td>
<td>3</td>
<td>1</td>
<td>4</td>
<td>4</td>
</tr>
</tbody>
</table>
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

- Strongly agree: 4
- Somewhat agree: 3
- Neither agree nor disagree: 2
- Somewhat disagree: 0
- Strongly disagree: 2
I am concerned about safety and privacy online

- Strongly agree: 4
- Somewhat agree: 5
- Neither agree nor disagree: 1
- Somewhat disagree: 0
- Strongly disagree: 1
I do not have enough time

- Strongly agree: 1
- Somewhat agree: 1
- Neither agree nor disagree: 3
- Somewhat disagree: 2
- Strongly disagree: 4
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I am not interested

Strongly agree: 2
Somewhat agree: 1
Neither agree nor disagree: 2
Somewhat disagree: 3
Strongly disagree: 3

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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
I have no one to teach me how to go online

- Strongly agree: 2
- Somewhat agree: 0
- Neither agree nor disagree: 1
- Somewhat disagree: 2
- Strongly disagree: 4
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
My computer or device is too old, or broken, to use the Internet

- Strongly agree: 1
- Somewhat agree: 1
- Neither agree nor disagree: 1
- Somewhat disagree: 1
- Strongly disagree: 5
I do not need a computer or Internet for work.

- Strongly agree: 2
- Somewhat agree: 1
- Neither agree nor disagree: 2
- Somewhat disagree: 2
- Strongly disagree: 3
Using the Internet is too difficult

- Strongly agree: 0
- Somewhat agree: 2
- Neither agree nor disagree: 3
- Somewhat disagree: 1
- Strongly disagree: 4
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**: 3171 Don't have access, 564 Never, 170 Less often, 119 Monthly, 122 Weekly, 33 Daily
- **At a friend or relative's house**: 14 Don't have access, 117 Never, 170 Less often, 119 Monthly, 122 Weekly, 33 Daily
- **Using a data plan on my cell phone**: 3417 Don't have access, 51 Never, 469 Less often, 469 Monthly, 469 Weekly, 469 Daily
- **At work**: 22 Don't have access, 90 Never, 426 Less often, 426 Monthly, 426 Weekly, 426 Daily
- **At school**: 88 Don't have access, 259 Never, 2021 Less often, 149 Monthly, 149 Weekly, 149 Daily
- **WiFi from a business like a coffee shop, stor...**: 2 Don't have access, 82 Never, 165 Less often, 172 Monthly, 60 Weekly
- **City of Fayetteville WiFi at outdoor public p...**: 10 Don't have access, 266 Never, 173 Less often, 78 Monthly, 50 Weekly, 13 Daily
- **WiFi at the public library or a community cen...**: 3 Don't have access, 224 Never, 213 Less often, 91 Monthly, 48 Weekly, 20 Daily

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

- Don't have access: 31
- Never: 3
- Less often: 2
- Monthly: 2
- Weekly: 11
- Daily: 564
At a friend or relative's house

- Don't have access: 14
- Never: 117
- Less often: 170
- Monthly: 119
- Weekly: 122
- Daily: 33
Using a data plan on my cell phone

- Don't have access: 10
- Never: 25
- Less often: 34
- Monthly: 17
- Weekly: 51
- Daily: 469
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At work

- Don't have access: 22
- Never: 90
- Less often: 11
- Monthly: 3
- Weekly: 36
- Daily: 426
At school

- Don't have access: 88
- Never: 259
- Less often: 20
- Monthly: 1
- Weekly: 21
- Daily: 149
WiFi from a business like a coffee shop, store, or hotel

- Don't have access: 2
- Never: 82
- Less often: 165
- Monthly: 116
- Weekly: 172
- Daily: 60
City of Fayetteville WiFi at outdoor public places like the square or parks

Don't have access : 10

Never : 266

Less often : 173

Monthly : 78

Weekly : 50

Daily : 13
WiFi at the public library or a community center

Don't have access : 3

Never : 224

Less often : 213

Monthly : 91

Weekly : 48

Daily : 20
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
  - Don't have one: 195
  - Less often: 573
- Home tablet, laptop, or notebook computer
  - Don't have one: 312
  - Less often: 47
  - Monthly: 108
  - Weekly: 429
- Home desktop computer
  - Don't have one: 264
  - Less often: 342
  - Monthly: 74
  - Weekly: 186
- Computer at the public library or a community...
  - Don't have one: 144
  - Less often: 359
  - Monthly: 44
  - Weekly: 23
  - Daily: 237
- Work computer
  - Don't have one: 132
  - Less often: 393
  - Monthly: 44
  - Weekly: 362
- Video game console
  - Don't have one: 265
  - Less often: 96
  - Monthly: 39
  - Weekly: 77
  - Daily: 110

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**

- Don't have one: 19
- Less often: 1
- Monthly: 2
- Weekly: 15
- Daily: 573
Home tablet, laptop, or notebook computer

- Don't have one: 31
- Less often: 24
- Monthly: 17
- Weekly: 108
- Daily: 429
Home desktop computer

- Don't have one: 264
- Less often: 34
- Monthly: 27
- Weekly: 74
- Daily: 186
Computer at the public library or a community center

- Don't have one: 144
- Less often: 359
- Monthly: 44
- Weekly: 23
- Daily: 7
**Work computer**

- Don't have one: 132
- Less often: 39
- Monthly: 3
- Weekly: 44
- Daily: 362
Video game console

- Daily: 110
- Weekly: 77
- Monthly: 39
- Less often: 96
- Don't have one: 265
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?

- **Never had a problem**: 443 (72.5%)
- **1 - 4 days**: 20 (3.3%)
- **5 - 7 days**: 28 (4.6%)
- **8 - 30 days**: 34 (5.6%)
- **30+ days**: 86 (14.1%)

Optional question (611 response(s), 91 skipped)
Question type: Radio Button Question
Q9 | How often do you go online to do the following things?

- Online banking or to pay bills: 347 Never, 123 Less often, 307 Monthly, 140 Weekly, 140 Daily
- Find city bus information: 422 Never, 116 Less often, 342 Monthly, 133 Weekly, 275 Daily
- Contact a ride share service: 296 Never, 170 Less often, 96 Monthly, 275 Weekly, 275 Daily
- Get directions (like from Google Maps): 844 Never, 133 Less often, 321 Monthly, 103 Weekly, 103 Daily
- Do school-related things for myself: 386 Never, 59 Less often, 77 Monthly, 77 Weekly, 77 Daily
- Do work-related things: 103 Never, 76 Less often, 390 Monthly, 89 Weekly, 89 Daily
- Shop or make purchases online: 139 Never, 174 Less often, 288 Monthly, 89 Weekly, 89 Daily
- Look for or apply for a job: 217 Never, 253 Less often, 46 Monthly, 31 Weekly, 31 Daily
- Get health information: 25 Never, 180 Less often, 218 Monthly, 143 Weekly, 143 Daily
- Record work hours for Arkansas Works Medicaid: 559 Never, 288 Less often, 246 Monthly, 246 Weekly, 246 Daily
- Look for information about government service: 133 Never, 277 Less often, 132 Monthly, 421 Daily
- Participate in a discussion forum: 245 Never, 148 Less often, 67 Monthly, 66 Weekly, 73 Daily

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
Find city bus information

Never : 422

Less often : 116

Monthly : 34

Weekly : 21

Daily : 8
Contact a ride share service

- Never: 296
- Less often: 170
- Monthly: 96
- Weekly: 27
- Daily: 5
Get directions (like from Google Maps)

Never : 8

Less often : 44

Monthly : 133

Weekly : 321

Daily : 103
Do school-related things for myself

- Never: 386
- Less often: 55
- Monthly: 9
- Weekly: 59
- Daily: 77
Do school-related things for my child

Never : 306

Less often : 38

Monthly : 48

Weekly : 122

Daily : 67
Do work-related things

- Never: 103
- Less often: 13
- Monthly: 16
- Weekly: 76
- Daily: 390

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Shop or make purchases online

Never : 13

Less often : 39

Monthly : 174

Weekly : 288

Daily : 89
look for or apply for a job

Never: 217

Less often: 253

Monthly: 46

Weekly: 48

Daily: 31
Get health information

- Never: 25
- Less often: 180
- Monthly: 218
- Weekly: 143
- Daily: 32
Record work hours for Arkansas Works Medicaid coverage

- Never: 559
- Less often: 24
- Monthly: 6
- Weekly: 1
- Daily: 4
Look for information about government services

- Never: 133
- Less often: 277
- Monthly: 132
- Weekly: 42
- Daily: 17

Looking at the chart, it appears that the most common frequency for looking for information about government services is 'Less often', with 277 respondents, followed by 'Monthly' with 132 respondents. The least common frequency is 'Daily' with 17 respondents.
Participate in a discussion forum

- Never: 245
- Less often: 148
- Monthly: 67
- Weekly: 66
- Daily: 73
Q10 How much does each statement describe your feelings or your experience?

The Internet is very important in my life.

My phone's apps are a good substitute for web...

Social media or texting are enough for me to ...

When I have money problems, one of the first ...

The cost of high-speed Internet service from ...

I'm always searching for free WiFi service

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

I need help from librarians to use computers ...

Question options

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

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
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
Social media or texting are enough for me to socialize with friends and family.

- Strongly agree: 45
- Somewhat agree: 122
- Neither agree nor disagree: 95
- Somewhat disagree: 169
- Strongly disagree: 175
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
The cost of high-speed Internet service from a cable or phone company is too high for me.
I'm always searching for free WiFi service

Strongly agree: 108

Somewhat agree: 134

Neither agree nor disagree: 145

Somewhat disagree: 102

Strongly disagree: 121
I get nervous if I can’t get online when I want.

- Strongly agree: 81
- Somewhat agree: 157
- Neither agree nor disagree: 100
- Somewhat disagree: 133
- Strongly disagree: 136
I need help from librarians to use computers at the library.

- Strongly agree: 12
- Somewhat agree: 18
- Neither agree nor disagree: 88
- Somewhat disagree: 55
- Strongly disagree: 437
Q11 | How long have you used a computer?

- 688 (98.3%) Longer than a year
- 5 (0.7%) Less than a year
- 7 (1.0%) 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: 658 (93.7%)
- Less than a year: 36 (5.1%)
- Never: 8 (1.1%)

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?

<table>
<thead>
<tr>
<th>Activity</th>
<th>Fully Capable (5)</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>Not at All Capable (1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turning on a computer, logging on, doing basic things</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Uploading content like photos to social media</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Blocking spam</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Managing IDs &amp; passwords for online accounts</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Adjusting privacy settings online</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Bookmarking a website or adding it to your favorites</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Comparing sites to check the accuracy of information</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Creating and managing a profile on social media</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Creating your own personal website</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Downloading an app on your cell phone</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Recognizing a phishing attempt or online scam</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Making digital content like videos, photos, etc.</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Using GPS or map sites (like Google Maps)</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Protecting your computer from malware or spyw...</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Managing your banking and finances online</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Using office software like Word or Excel</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Write computer code</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Writing and posting a resume online for a job</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

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

5: Fully capable : 674

4 : 9

3 : 8

2 : 1

1: Not at all capable : 4
Uploading content like photos to social media sites

5: Fully capable : 576

4 : 46

3 : 31

2 : 15

1: Not at all capable : 27
Blocking spam

5: Fully capable: 425

4: 116

3: 88

2: 38

1: Not at all capable: 26
Managing IDs & passwords for online accounts

5: Fully capable: 535

4: 85

3: 51

2: 15

1: Not at all capable: 8
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

1: Not at all capable : 45

2 : 30

3 : 42

4 : 70

5: Fully capable : 501
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**

1: Not at all capable: 29

2: 6

3: 26

4: 39

5: Fully capable: 589
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

1: Not at all capable : 81

2 : 69

3 : 106

4 : 134

5: Fully capable : 301
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

1: Not at all capable: 25
2: 14
3: 49
4: 67
5: Fully capable: 536
Using office software like Word or Excel

- 5: Fully capable : 504
- 4:90
- 3:47
- 2:23
- 1: Not at all capable : 26
Write computer code

1: Not at all capable : 368
2: 138
3: 76
4: 40
5: Fully capable : 69
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?

- No: 220 (32.0%)
- Maybe: 195 (28.4%)
- Yes: 272 (39.6%)

*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?

- **No**: 420 (60.7%)
- **Yes**: 272 (39.3%)

**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?

- 126 (72.8%) On a computer you own
- 27 (15.6%) On a school-provided computer
- 20 (11.6%) With a smart phone

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.

- They can't do their homework because they do ... 8 12 14 15 123
- They can't do their homework because they do ... 411 10 24 123
- My computer skills are good enough to help th... 120 35 8 44
- They have good enough computer skills to do t... 92 46 21 9 4
- They are learning computer skills at school t... 91 59 16 42

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

- Strongly agree: 8
- Somewhat agree: 12
- Neither agree nor disagree: 14
- Somewhat disagree: 15
- Strongly disagree: 123
They can't do their homework because they do not have access to devices

- Strongly agree: 4
- Somewhat agree: 11
- Neither agree nor disagree: 10
- Somewhat disagree: 24
- Strongly disagree: 123
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
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
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
Q22 How much would the following things improve in Fayetteville if there was high-speed internet available throughout the city?

<table>
<thead>
<tr>
<th>Activity</th>
<th>5: A lot</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1: Not at all</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home entertainment</td>
<td>355</td>
<td>101</td>
<td>126</td>
<td>29</td>
<td>57</td>
</tr>
<tr>
<td>Starting or running a business</td>
<td>349</td>
<td>126</td>
<td>112</td>
<td>22</td>
<td>57</td>
</tr>
<tr>
<td>Creating innovations or new products</td>
<td>299</td>
<td>135</td>
<td>130</td>
<td>34</td>
<td>61</td>
</tr>
<tr>
<td>Online learning / education</td>
<td>454</td>
<td>114</td>
<td>56</td>
<td>125</td>
<td></td>
</tr>
<tr>
<td>Using government services</td>
<td>379</td>
<td>138</td>
<td>89</td>
<td>27</td>
<td>34</td>
</tr>
<tr>
<td>Getting involved in the community</td>
<td>315</td>
<td>134</td>
<td>139</td>
<td>36</td>
<td>41</td>
</tr>
<tr>
<td>Working from home</td>
<td>405</td>
<td>108</td>
<td>78</td>
<td>25</td>
<td>52</td>
</tr>
<tr>
<td>Internet pricing options</td>
<td>449</td>
<td>92</td>
<td>83</td>
<td>129</td>
<td></td>
</tr>
</tbody>
</table>

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**

- 5: A lot: 355
- 4: 101
- 3: 126
- 2: 29
- 1: Not at all: 57
Starting or running a business

5: A lot : 349

4: 126

3: 112

2: 22

1: Not at all : 57
Creating innovations or new products

5: A lot : 299

4 : 135

3 : 130

2 : 34

1: Not at all : 61
Online learning / education

5: A lot : 454

4 : 114

3 : 56

2 : 16

1: Not at all : 25
Using government services

5: A lot : 379

4 : 138

3 : 89

2 : 27

1: Not at all : 34
Getting involved in the community

5: A lot : 315
4 : 134
3 : 139
2 : 36
1: Not at all : 41
Internet pricing options

5: A lot : 449

4 : 92

3 : 83

2 : 17

1 : Not at all : 29
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?

- Female: 402 (57.8%)
- Male: 291 (41.9%)
- Other: 2 (0.3%)

Question options:
- Other
- Female
- Male

Optional question (695 response(s), 7 skipped)
Question type: Radio Button Question
Q25 What race or races do your 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?

<table>
<thead>
<tr>
<th></th>
<th>No</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>674 (96.8%)</td>
<td>22 (3.2%)</td>
</tr>
</tbody>
</table>

**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?

- 526 (75.5%) Apartment building
- 113 (16.2%) University dormitory or apartment
- 55 (7.9%) Duplex/multiplex
- 1 (0.1%) Single-family home
- 2 (0.3%) Other
- 0 (0.0%) I don't have a residence

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

607 (87.5%)
87 (12.5%)
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*