# **TEMPLATE: Minnesota Digital Inclusion Survey**

### Technology at Home

1. Do you have non-mobile internet access in your home? Non-mobile means your internet access doesn’t depend on a cell phone data plan or a mobile hotspot. Circle one:
   1. Yes
   2. No
   3. Yes, I have internet access in my home, but I don’t know if it’s non-mobile
2. How fast is your internet access at home?
   1. Very fast
   2. Pretty fast
   3. Just fast enough
   4. A little slow
   5. Too slow
   6. I do not have internet access at home
3. How reliable is your internet access at home?
   1. Very reliable
   2. Pretty reliable
   3. Just reliable enough
   4. A little unreliable
   5. Too unreliable
   6. I do not have internet access at home
4. If you don’t have internet access at home or if your home internet connection is unavailable, do you go to any of the following places to use the internet instead? Circle all that apply.
   1. A public library
   2. A community center, community gym, or recreation center
   3. A community organization
   4. A school, college, or university
   5. A restaurant or coffeeshop

[OPTIONS CONTINUE ON NEXT PAGE]

* 1. A laundromat
  2. A place of worship
  3. My place of work
  4. A friend or family member’s house
  5. Other

1. What tech devices do you regularly have access to at home? Circle all that apply.
   1. Laptop computer
   2. Desktop computer
   3. Smartphone
   4. Tablet
   5. Other
   6. None
2. Which tech device do you use most often at home? Circle only one.
   1. Laptop computer
   2. Desktop computer
   3. Smartphone
   4. Tablet
   5. Other
   6. None
3. Does your most frequently used tech device at home have all of the applications and software (such as Microsoft Word) that you need?
   1. Yes
   2. Mostly, but some additional software would be helpful
   3. No
4. Do you use any assistive technologies?
   1. Yes
   2. No
   3. I don’t know
5. Are there any assistive technologies you need but currently do not have access to?
   1. Yes
   2. No
   3. I don’t know

### Barriers to Access

1. In the past six months, have you experienced any of the following situations related to internet access? Circle all that apply.
   1. My home internet was disconnected for five days or more due to a technical problem, bad weather, etc.
   2. My home internet was disconnected for five days or more due to late payments
   3. All the data for my cell phone or hotspot got used up
   4. I tried to get internet access at home but was denied by the internet provider
   5. I tried to get internet access at home but the process was overwhelming
   6. I tried to get internet access at home and didn’t know who to ask for help
   7. I wanted to use a public internet connection, such as at a library, but didn’t have transportation
   8. I wanted to use a public internet connection, such as at a library, but didn’t have time to during the location’s open hours
   9. I sat outside of a closed building and used their public internet from a personal device
   10. I went to a friend or family member’s house specifically to use their internet connection
   11. I couldn’t use the internet to do what I needed to do because my home connection is slow
   12. I couldn’t use the internet to do what I needed to do because my home connection is unreliable
   13. I couldn’t use an important website because it wasn’t written in a language I read fluently
   14. I couldn’t use an important website because it wasn’t accessibility for people with disabilities
2. What is the biggest challenge you routinely experience related to internet access?

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1. In the past six months, have you experienced any of the following situations related to tech devices? Circle all that apply.
   1. I didn’t have the tech device that I really needed. For example, I used a smartphone to do homework or used a laptop from my parked car
   2. My primary tech device broke and I didn’t know who to ask for help
   3. My primary tech device broke and I couldn’t afford to replace or fix it
   4. My primary tech device was being so slow that I just gave up trying to use it
   5. I borrowed a tech device from a family member or friend because I didn’t have one that worked
   6. Too many people in my house were trying to share too few tech devices
   7. I wanted to use a public computer but didn’t have transportation
   8. I wanted to use a public computer but didn’t have time during the location’s open hours
   9. I needed assistive technology but didn’t have access to it
2. What is the biggest challenge you routinely experience related to tech devices?

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1. In the past six months, have you experienced any of the following situations related to your tech skills? Check all that apply.
   1. I wanted to do something using the internet but couldn’t figure out how
   2. I wanted to do something using the internet but couldn’t find help in the language I use fluently
   3. I asked a family member for help with the internet and technology
   4. I asked a friend for help with the internet and technology
   5. I asked someone at my work or school for help with the internet and technology
   6. I asked someone at a public library for help with the internet and technology
   7. I missed out on something (like attending an online appointment) because I didn’t have the digital skills I needed
   8. I missed a deadline (like paying a bill online) because I didn’t have the digital skills I needed
2. What is the biggest challenge you routinely experience related to your tech skills?

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### Using Technology

1. In a typical week, how many days do you spend at least 30 minutes using the internet?
2. In the past six months, have you used the internet for any of the following activities? Circle all that apply.
   1. To complete schoolwork (example: writing and submitting a research paper)
   2. To do my job at a place of work located outside of my home

[OPTIONS CONTINUE ON NEXT PAGE]

* 1. To do my job from my home
  2. To search and apply for a new job
  3. To pay bills
  4. To manage personal finances (example: online banking)
  5. To apply for government programs (example: submitting an application for food assistance)
  6. To receive healthcare (example: telehealth appointment)
  7. To manage the healthcare of a family member (example: refilling a child’s prescription online)
  8. To connect socially with friends and family
  9. To connect with a therapeutic or support group (example: attending Al-Anon online)
  10. To connect with a faith-based group (example: attending a religious service through Zoom)
  11. To conduct personal research (examples: looking up vehicle repair instructions; looking up recipes; looking up a map and directions)
  12. To make online purchases
  13. For entertainment (example: watching fun videos; playing games)

1. What are the three most important activities you use the internet for?

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1. Briefly describe one important aspect of your life that would be different if you had full access to affordable, reliable, fast internet; a tech device with all the right applications and software; and all of the necessary tech skills. Space to write is on the next page.

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### Demographics

1. In which Minnesota county or Native Nation do you reside?

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1. Including yourself, how many people of any age live in your household most days?

\_\_\_\_\_\_\_\_

1. How many people under age 18 live in your household most days?

\_\_\_\_\_\_\_\_

1. Do you relate to any of the following identities or experiences? Circle all that apply:
   1. I live in rural Minnesota.
   2. I’m Black, Indigenous, or a Person of Color.
   3. I’m a U.S. immigrant or refugee.
   4. I’m 60 years of age or older.
   5. I’m under 18 years old.
   6. I have one or more disabilities.
   7. I am not fluent in spoken English.
   8. I have limited English literacy skills.
   9. I am experiencing poverty.
   10. I am a veteran of the U.S. military or a veteran from a military outside the U.S.
   11. I have experienced incarceration within the last two years.
2. What is your employment status? Circle all that apply.
   1. Employed full-time
   2. Employed part-time
   3. Unemployed and looking for work
   4. Not employed and not looking for work
   5. Retired
   6. Student
   7. Prefer not to answer