

1. Do you have Internet access at home?

- Yes
- No (skip to question 3)

2. What kind of Internet connection do you have at home? (Check all that apply)

- Dial-up telephone line
- DSL enabled phone line
- Cable TV modem
- Wireless Connection (land-based or satellite)
- Fiber optic (for example, FiOS or U-Verse)
- T-1
- Don't know
- Other (please specify)_____

(skip to question 6a)

3. What is the main reason you do not have Internet access?

- Don't know how to use it
- Use it at school or work
- Don't need it
- Don't want it
- Not Available
- Not a computer person
- Don't really know about computers
- Don't want the children to use it
- Cost/Too Expensive
- Other (please specify)_____

3a. Do you plan to subscribe to an Internet service this year?

- Yes
- No

4. Have you yourself ever used a computer at home, at work, or at school?

- Yes
- No

5. Do you have any type of personal computer, including laptops, in your home?

- Yes (skip to question 6)
- No

5a. What is the main reason you don't have a computer at home?

- Cost/Too Expensive
- Sufficient access elsewhere
- Concern about children's access
- Do not know how to use it
- Other(please specify)_____

5b. Do you plan to buy a computer to access the Internet this year?

- Yes
- No

6. Do you ever go online to access the Internet or worldwide web or send or receive email?

- Yes
- No (skip to question 7)

6a. Do you access the Internet using a laptop through a wireless connection?

- Yes
- No

6b. Do you access the Internet using a cell phone or handheld device such as an iPhone, Blackberry or Treo?

- Yes
- No

6c. When you use the Internet, what kind of activities do you do online? (Business Information further down)

- ... Email friends / family
- ... Make purchases online (books, music, electronics, travel, etc.)
- ...Read the news
- ... Read blogs
- ... Play games
- ... Pay bills
- ... Call long distance or international
- ... Gather financial information
- ... Gather health information
- ... Search for work / employment
- ... Watch videos/Listen to music
- ... Social networking
- ... Meet new people online

7. What is your age?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 or older

8. How many persons live in your home?

- 1
- 2
- 3
- 4
- 5
- 6
- More than 6

9. Do you speak a language other than English at home?

- Yes (If yes, what is this language?
_____)
- No

10. How well do you speak English?

- Very well
- Well
- Not well
- Not at all

11. Does any disability, handicap, or chronic disease keep you from participating fully in work, school, housework, or other activities?

- Yes
- No (skip to question 12)

11a. Does your disability or illness make it difficult to use the Internet?

- Yes
- No (skip to question 11e)

11b. Do you or someone in your house use assistive technology to access computers and/or the Internet?

- Yes
- No (skip to question 11d)

11c. What type of assistive technology is used?

- Screen reader
- Voice Input
- Adapted keyboard
- Mouth stick
- Switch
- Head mouse/pointing device
- On–screen keyboard
- Screen enlarger/magnification software
- Other(please specify)_____)

11d. What are the most common barriers you experience accessing content online?

- Color contrast is too low
- Text size is too small
- Non-text objects (images, sound, video) are included with no text alternative
- Videos are included with no captions
- Websites are not keyboard accessible
- Not enough time is provided to use and read content before content changes
- Forms are difficult to fill out or form errors are difficult to correct
- Writing is too difficult to understand
- Websites do not function with my assistive technology
- Websites have confusing layouts (please describe _____)
- Other (please specify _____)

11e. Please select all categories that your disability (ies) would fall under:

- Learning Disability
- Cognitive/Developmental Disability
- Wheelchair user
- Difficulty walking
- Difficulty with dexterity/hand use
- Totally blind
- Partially Sighted/Low vision
- Deaf/non ASL user
- Deaf/ASL User
- Hard of hearing
- Communication – uses SGD device
- Communication – does not use SGD device
- Difficulty speaking
- Chronic pain
- Chronic disease/illness
- Mental/emotional disability
- Other(please specify _____)

12. Are you a parent, stepparent, or legal guardian of any children 18 or under?

- Yes
- No (skip to question 14)

12a. Are any of your children in elementary school?

- Yes
- No

12b. Do you ever visit the website of the child’s elementary school?

- Yes
- No

12c. Are any of your children in middle school?

- Yes
- No

12d. Do you ever visit the website of the child’s middle school?

- Yes
- No

12e. Are any of your children in high school?

- Yes
- No

12f. Do you ever visit the website of the child’s high school?

- Yes
- No

12g. How often does your child use the Internet for classroom activities?

- 1 to 2 times per week
- 3 to 4 times per week
- Everyday
- Never
- Don’t Know

12h. How often is your child asked to use the Internet to complete a homework assignment?

- 1 to 2 times per week
- 3 to 4 times per week
- Everyday
- Never
- Don't Know

12i. Do your children have access to the Internet after-school outside of the home?

- Yes
- No
- Don't Know

12j. Do you feel comfortable using the computer to help your child with school work?

- Yes
- No

12k. Where do your children access the Internet after-school?

- After-school program at their school
- Public library
- Community based organization/non-profit
- A relative, friend or neighbor's house
- Home
- Other (please specify)_____

12l. What would help you learn how to use the Internet to help your children with school work?

- Trainings at my child's school
- Videos
- Weekend trainings
- Evening trainings
- Online training from home
- Other (please specify)_____

13. Where would you prefer to receive trainings on how to help your children with school work?

- Local adult school or community college
- At my child's school
- Local church
- Community-based organization/non-profit
- Not interested
- Other(please specify)_____

14. Do you own a business?

- Yes
- No (skip to question 38)

15. Please provide your business' street address for geographical planning purposes only:

Street Address

Zip Code

16. How many employees work at this location?

- None
- 1-4
- 5-9
- 10-19
- 20-49
- 50-99
- 100-249
- 250 or more

17. Which of the following best describes the type of business conducted at this location? Check one.

- Accounting/Architectural/Engineering
- Agricultural/Forestry/Mining
- Business and Personal Services
- Communication/Technology
- Contractor or Construction
- Education
- Finance/Insurance/Real Estate

- Government
- Healthcare
- Retail Trade
- Wholesale Trade
- Non-classified _____

18. What is this location's annual revenue/sales?

- Less than \$50k
- \$50k - \$500k
- \$501k+ - \$1 million
- Over \$1 million

19. How many computers at this location have Internet access?

- None
- 1 - 5
- 6 - 10
- 11 - 19
- 20 - 50
- 51 - 100
- Over 100

20. Are you using the Internet to support your business?

- yes
- No (skip to question 32)

21. How does this location connect to the Internet?

- Dial-up
- DSL
- Cabell modem
- ISDN line
- Satellite or microwave
- T1 line
- T3/DS3 line
- Broadband over Powerline
- Wireless (from service provider)

22. What is the name of the company that provides your business' Internet/bandwidth connection?

Not Sure

23. To the best of your knowledge, how much are you currently paying per month for Internet access?

- Under \$30
- \$30 - \$50
- \$50 - \$100
- \$101 - \$300
- \$301 - \$500
- \$501 - \$1000
- \$1000 - \$1500
- Over \$1500
- Don't know

24. What is your current Internet bandwidth or connection speed?

- Less than 200K bps
- 200K bps to 512K bps
- 512+K bps to 1.5M bps
- 1.5M bps to 3M bps
- 3+M bps to 5M bps
- 5+M bps to 10M bps
- Greater than 10M bps
- Not sure

25. How important is Internet/bandwidth access to your business?

- Very Important or Critical
- Somewhat Important
- Not Important

26. Please rate your current Internet service on the following two items:

a) Speed of Connection (bandwidth)?

- Adequate – meets all our needs
- Inadequate – does not meet our needs

b) Service and support?

- Adequate – meets our needs
- Inadequate – does not meet our needs

27. How would you describe your overall satisfaction with you current Internet service?

- Very satisfied
- Somewhat Satisfied
- Somewhat dissatisfied
- Very Dissatisfied

28. What are your reasons for any dissatisfaction with your current Internet service?

- Price too high
- Service is unreliable
- Lack of technical support
- Connection too slow/not enough bandwidth
- Problems with Email
- Poor customer service

29. If an affordable wireless high-speed Internet service were available to you, how likely would you be to utilize this access method for your business needs?

- Very likely
- Somewhat likely
- Not likely

30. For what purpose(s) does this business currently utilize an Internet connection? Check all that apply.

- Advertising
- Communication
- Customer service
- E-mail
- Hosting your web site
- On-line sales
- Purchasing materials or services
- Research
- Voice service

- Distance Learning
- Telemedicine
- Training
- Transferring data files
- Accounting/Banking
- Video-conferencing
- VPN connections

31. If you sell services / products online, what percentage of your total sales are online sales?

a. _____

32. If your business does not subscribe to an Internet service or a higher speed Internet service, why not?

- Not available
- Not reliable or secure
- Too expensive
- Not interested

33. Please indicate the phone service(s) used at this location and your total monthly expenses for each:

a) Regular telephone service (wired):

- Yes
- No
- Under \$100
- \$100- \$300
- More than \$300

b) Cell phone service:

- Yes
- No
- Under \$100
- \$100 - \$300
- More than \$300

c) Voice over Internet phone service:

- Yes
- No
- No charge
- Under \$35
- \$35 - \$45
- \$46 - \$100
- \$101 - \$300
- Over \$300

34. If an affordable high-speed Internet service were available to you, which of the following growth and expansion opportunities would your business most likely consider?

- Offer additional services via the Internet

- Expand current business
- Hire additional employees
- Add additional location
- Increase advertising/marketing efforts
- Other _____

35. Thinking of your current communication expenses, how much would you be willing to pay for a combination package of high-speed Internet and telephone services?

- \$100 or less
- \$101 - \$125
- \$125 - \$150
- \$151 - \$175
- \$175 - \$200

- \$200 - @299
- \$300 or more
- Not interested

36. What changes or improvements to communication technology in your county would best meet your needs?

37. What County/City do you live in?

38. Enter your zip code (mandatory)

39. Do you have any other comments or suggestions for us?