

**ATTACHMENT A**

**Non-Response Bias Study**

As noted indicated in Part B, in addition to comparing the survey respondents to the known reported data, Harris Interactive, Inc. (Harris) will also undertake a telephone survey of non-respondents, defined as applicants who did not respond to the online survey. The entrance script and key questions (drawn from the originally fielded survey) are provided below:

**Entrance script:**

Introduction: Hello, my name is \_\_\_\_ from Harris Interactive, a national market research firm. We are conducting a research study for the Federal Communications Commission about the E-Rate program. May I please speak with (NAME ON LIST)? (If contact person: The survey will take approximately 5 minutes to complete and we would like to include your opinions. Let me assure you that this is not a sales call, nor will it lead to one, and your answers will be kept private to the extent permitted by law.)

If forwarded to contact person: Hello, my name is \_\_\_\_ from Harris Interactive, a national market research firm. We are conducting a research study for the Federal Communications Commission about the E-Rate program and would like to include your opinions. The survey will take approximately 5 minutes to complete. Let me assure you that this is not a sales call, nor will it lead to one, and your answers will be kept private to the extent permitted by law.

If contact person unavailable .....SCHEDULE CALLBACK

If contact person no longer there.....TERMINATE

If wrong number .....TERMINATE

If decline to answer .....TERMINATE

**Key questions:**

1. Which “applicant type” do you generally select on your E-rate application?
  1. School
  2. School district
  3. Library
  4. Consortium
  5. Don’t know/never applied (**TERMINATE**)
  
2. Was the school(s) that received E-rate funding in Funding Year 2008 public or private?
  1. Public, including charter schools
  2. Private
  3. Don’t know

3. What is your entity's current E-rate discount rate?
  1. 90%
  2. 80%-89%
  3. 70%-79%
  4. 60%-69%
  5. 50%-59%
  6. 40%-49%
  7. 30%-39%
  8. 20%-29%
  9. Don't know
  
4. Indicate which of the following best describes the average speed of the Internet connection to your entity.
  1. Greater than 200 kbps to less than 768 kbps
  2. Greater than or equal to 768 kbps to less than 1.5 mbps
  3. Greater than or equal to 1.5 mbps to less than 3 mbps
  4. Greater than or equal to 3 mbps to less than 6 mbps
  5. Greater than or equal to 6 mbps to less than 10 mbps
  6. Greater than or equal to 10 mbps to less than 25 mbps
  7. Greater than or equal to 25 mbps to less than 100 mbps
  8. Greater than or equal to 100 mbps
  9. Don't know
  
5. Based on current usage and educational objectives, please indicate whether the current Internet connection for your entity...
  1. Completely meets your needs
  2. Mostly meets your needs
  3. Sometimes meets your needs
  4. Rarely meets your needs
  5. Does not meet your needs at all
  6. Don't know
  
6. Do any of the following issues prevent your entity from obtaining and using the high-speed, broadband Internet access that you think is necessary to meet your entity's needs? If so, check all that apply.
  1. Service too costly
  2. Installation too costly
  3. Lack of availability of broadband
  4. Inadequate local area network (LAN) services/internal networks and wiring
  5. Outdated computers and equipment
  6. Lack of training and technical support
  7. Inconsistent service/frequent outages and down time
  8. Physical structure or layout of building(s)
  9. Other

10. No barriers prevent our entity from obtaining and using high-speed broadband Internet
11. Don't know