

Change 1: Revised Guidance for Answering the Survey Questions

“A. The purpose of this survey is to learn about on-site NN computer centers, other on-site computer centers, Internet access and related training/services available to residents of public and assisted housing as they exist today.

The survey will automatically skip questions that are not relevant to you based on your previous responses.

PHA respondents should reply to the survey on an agency-wide basis. In order to respond to the survey, respondents will have to be familiar with their agency’s Neighborhood Networks (NN) grants, experience establishing and running NN centers; other on-site computer centers; or other onsite computer services for residents.

Multifamily respondents should reply on a property-level basis. Separate surveys should be completed for each Multifamily property. Respondents who own/manage more than one property may wish to have the onsite property managers complete the survey. In order to respond to the survey, respondents will have to be familiar with their property’s experience establishing and running NN centers; other on-site computer centers; or other onsite computer services for residents. . . If you need an additional survey URL to provide responses for a different property, please contact Victoria.C.Brown@hud.gov.

The questions in this survey relate only to on-site NN centers or other on-site computer centers/services. Please do not include information about computer/Internet access or related training that is accessible to residents at an off-site location (e.g. at a local library). Generally, you should provide information about your agency’s computer centers, training or other services as they exist today; however, some questions will specifically ask for historical information. Please answer the questions by providing a response that comes closest to describing your agency’s NN program/other computer centers or services.

B. Questions About the Survey: If you have questions regarding this survey, please contact: Dina.Lehmann-Kim@hud.gov (PH) or Victoria.C.Brown@hud.gov (MF).”

Original Guidance for Answering the Survey Questions:

“A. Guidance for Answering the Survey Questions: The purpose of this survey is to learn about on-site NN computer centers, other on-site computer centers, Internet access and related training/services available to residents of public and assisted housing as they exist today.

The survey will automatically skip questions that are not relevant to you based on your previous responses.

In order to respond to the survey, respondents will have to be familiar with their agency or organization's experience establishing and running NN centers; other computer centers; or other on-site computer services for residents. Respondents who own/manage more than one property or agency may wish to have the on-site property managers complete the survey. Separate surveys should be completed for each property/agency.

The questions in this survey relate only to on-site NN centers or other on-site computer centers/services. Please do not include information about computer/Internet access or related training that is accessible to residents at an off-site location (e.g. at a local library).

Generally, you should provide information about your agency's computer centers, training or other services as they exist today; however, some questions will specifically ask for historical information. Please answer the questions by providing a response that comes closest to describing your agency's NN program/other computer centers or services.

B. Questions About the Survey: If you have questions regarding this survey, please contact: Dina.Lehmann-Kim@hud.gov (PH) or Elizabeth.S.Cochran@hud.gov (MF).”

Changes 2: Revision to questions 5, 14, and 39 to insert the following phrase - MF respondents should complete all questions in the survey for the property they listed in questions 3 and 4.

Question #5: Has your PHA or Multifamily property ever had a computer center that was funded or designated as part of the Neighborhood Networks program? MF respondents should complete all questions in the survey for the property they listed in questions 3 and 4.

- Yes, our agency received a Public Housing NN grant(s). (*skip to Question 7*)
- Yes, our property/properties had a Multifamily NN designated computer center(s). (*skip to Question 7*)
- No.

Question #14. When was your computer equipment (hardware) last updated? MF respondents should complete all questions in the survey for the property they listed in questions 3 and 4.

- Within the last 12 months
- 2 years ago
- 3-5 years ago
- Don't know

Question #39. How well do you feel your PHA/MF properties are currently equipped to respond to resident requests for digital literacy training/services? MF respondents should complete all questions in the survey for the property they listed in questions 3 and 4.

- Well equipped
- Adequately equipped
- Poorly equipped
- If you feel poorly equipped, please tell us why.