

# ConnectHome Internet Subscribers Telephone Survey

NOTE: TEXT IN ALL CAPS IS INTERVIEWER INSTRUCTION AND NOT READ ALOUD

## A. Introductory Phone Script

Hi, may I speak with [FILL SAMPLE MEMBER NAME]?

[IF (SAMPLE MEMBER NAME) IS NOT AVAILABLE, ASK:] May I speak with someone else in your household over age 18?

- ▶ 01—YES, SELECTED RESPONDENT, OR SOMEONE ELSE OVER AGE 18 IN HOUSEHOLD IS AVAILABLE [GO TO INTRO]
- ▶ 02—NO, SELECTED RESPONDENT OR OTHER MEMBER OVER AGE 18 NOT AVAILABLE [ASK IF THERE IS ANOTHER TIME WHEN SELECTED RESPONDENT/OTHER OVER AGE 18 IS AVAILABLE; ARRANGE A CALL BACK TIME; DOCUMENT IN DATABASE FOR CALL BACK [CONTINUE TO **EXIT**]]
- ▶ 03—NO, WRONG NUMBER/PARTICIPANT NO LONGER LIVES HERE [ASK FOR NEW CONTACT INFORMATION IF APPROPRIATE, DOCUMENT IN DATABASE IF NEW CONTACT INFORMATION] [CONTINUE TO **EXIT**]
- ▶ 04—REFUSED, HANG-UP, [**GO TO EXIT**]

**INTRO:** Hello, my name is [NAME] and I am working with ConnectHome, the White House program to provide high-speed Internet access to families in your community. I'd like to ask you some questions about how you and other members of your household use the internet and whether it has been useful in any way. To thank you for your time, you will receive a \$15 gift card at the end of this survey. This will take about 15 to 20 minutes. The survey is voluntary, and you do not have to answer every question. Is now a good time to start?

**EXIT:** Thank you for your time.

## B. Screener

I'd like to begin by asking some questions about your internet access.

1. Can you (or anyone living in your household) connect to the internet *in your home*, including using a smartphone? Please tell me "yes" or "no." Please do not include Internet access you may have outside your home, like at school or work.

[IF R. ASKS FOR CLARIFICATION OF WHAT IS MEANT BY INTERNET ACCESS, SAY "BY INTERNET ACCESS, I MEAN THE ABILITY TO CONNECT TO THE INTERNET WHILE IN YOUR HOME USING A COMPUTER, TABLET, OR SMARTPHONE."]

YES.....1 [GO TO Q2]  
NO.....2 [GO TO TERMINATE INTERVIEW 1]  
DON'T KNOW.....8 [GO TO Q2]  
REFUSED.....9 [GO TO Q2]

**TERMINATE INTERVIEW 1:** This study is about internet connection in your home, so we do not need to continue with the survey. Thank you for your time.

2. Do any children younger than 19 live in your household? Please tell me “Yes” or “No.”

YES.....1[SKIP TO Q3]

NO.....2 [GO TO TERMINATE INTERVIEW 2]

3. How many children live in your household who are in the following age groups? [READ LIST]

Age 4 or younger.....[ENTER NUMBER]

Ages 5 to 10.....[ENTER NUMBER]

Ages 11 to 14.....[ENTER NUMBER]

Ages 15 to 18.....[ENTER NUMBER]

DON'T KNOW.....8

REFUSED.....9

**TERMINATE INTERVIEW 2:** This study is collecting information from households with children, so we do not need to continue with the survey. Thank you for your time.

4. Including yourself, how many people live in your household?

ENTER NUMBER OF PEOPLE IN HOUSEHOLD\_\_\_\_\_

DON'T KNOW.....8

REFUSED.....9

## C. Internet and Technology Access and Use

My first questions are about your internet access and use *in your home*. Please do not include information about internet access you may have outside your home, such as at school, work, or a friend’s or neighbor’s home.

5. People connect to the Internet in different ways. I’m going to read you a list of methods used to connect to the Internet from home. For each method, please tell me “Yes” if you or anyone living in your household connected to the Internet that way during the last 30 days, or “No” if not. Did you or anyone in your household connect to the Internet at home through a... [DO NOT RANDOMIZE ORDER]

	Yes (1)	No (2)	DON'T KNOW (8)	REFUSE D (9)
Dial-up connection				
Smartphone data plan (for example, Sprint, Verizon, AT&T, T-Mobile, Cricket, MetroPCS)				
Cable Internet or in-home wireless (including hot spot, DSL, cable modem)				
Other: _____ (PLEASE SPECIFY)				

6. What devices did you (or anyone living in your household) use to access the internet in your home during the last 30 days? I’m going to read you a list of devices used to access the internet. For each device, please tell me “yes” if you or anyone living in your household used it to access

the internet during the last 30 days, and “no” if not. Did anyone living in your household access the Internet using a....

	<b>Yes (1)</b>	<b>No (2)</b>	<b>DON'T KNOW (8)</b>	<b>REFUSE D (9)</b>
Smartphone				
Desktop computer				
Laptop, Notebook, or Netbook (for example: Chromebook, HP Mini, Macbook, Dell Inspiron)				
Tablet (for example: iPad, Samsung Galaxy Tab, Kindle Fire)				
Gaming console				
Smart TV or device that connects TV to the Internet				
Other: (specify): _____				

7. How often did you (or anyone living in your household) use the internet at home during the last 30 days? Would you say...

- Every day.....1 [SKIP TO Q19]
- A few times a week.....2 [SKIP TO Q19]
- A few times in the last 30 days.....3
- Not at all in the last 30 days.....4
- DON'T KNOW.....8
- REFUSED.....9

[ASK Q8-Q17 ONLY IF RESPONSE TO Q5 IS “LESS THAN ONCE A WEEK (3)” OR “NOT AT ALL (4).”]  
 Different people have different reasons for not using the internet. I’m going to read you some statements about why some people may not use the internet at home very much. Please tell me if each statement has been true or not true for you in the past 30 days. [RANDOMIZE ORDER.]

	<b>True (1)</b>	<b>False (2)</b>	<b>DON'T KNOW (8)</b>	<b>REFUSE D (9)</b>
8. I don't need to connect to the internet.				
9. I can't afford a home computer, laptop, or tablet.				
10. I don't know how to use a computer well enough.				
11. I can use the Internet somewhere else.				
12. I don't have time to use the internet.				
13. The equipment or devices we have do not allow us to do the types of things on the Internet we want to do.				
14. My internet connection is not good.				
15. I am worried about someone stealing our personal information.				
16. The internet may expose my children to things I don't want them to see.				
17. Other: (specify): _____				

[ASK Q18 ONLY IF RESPONDED "TRUE" TO MORE THAN ONE STATEMENT IN Q8 - 17.]

18. Which of the reasons you stated for not using the Internet at home very much is *most* important?

ENTER MOST IMPORTANT REASON [ENTER Q NUMBER]

19. How often have children living in your household who are under age 19 used the internet at home during the last 30 days? Would you say...

- Every day..... 1
- A few times a week..... 2
- A few times in the last 30 days..... 3
- Not at all in the last 30 days..... 4
- DON'T KNOW..... 8
- REFUSED..... 9

## D. Internet Use Related to Children's Education

Now I'd like to ask you a few questions about ways you or others in your household may use the internet related to children's schooling or education.

20. Thinking of children age 19 and younger living in your household, have you (or anyone living in your household) ever used the internet at home for things related to their schooling or education, such as finding information on schools, helping children with homework, communicating with schools or teachers, or other school-related reasons?

- Yes..... 1
- No..... 2 [SKIP TO SECTION E]
- DON'T KNOW..... 8
- REFUSED..... 9

I would like to talk about how often you (or someone living in your household) used the internet at home for things related to the schooling or education of children living in your household. For each activity, please tell me whether it happened every day, a few times a week, a few times in the last 30 days, or not at all in the last 30 days. During the last 30 days, did someone living in your home [READ ACTIVITY] every day, a few times a week, a few times in the last 30 days, or not at all in the last 30 days? [RANDOMIZE ORDER]

	Every day (1)	A few times a week (2)	A few times in the last 30 days (3)	Not at all in the last 30 days (4)	DON'T KNOW (8)	REFUSED (9)
21. [ASK ONLY IF HOUSEHOLD HAS CHILDREN AGE 5 OR OLDER (Q3)] Use the internet to help children with school work						
22. [ASK ONLY IF HOUSEHOLD HAS CHILDREN AGE 5 OR OLDER (Q3)] Turn in children's homework online						
23. Use the internet to communicate with						

	Every day (1)	A few times a week (2)	A few times in the last 30 days (3)	Not at all in the last 30 days (4)	DON'T KNOW (8)	REFUSED (9)
children's teacher(s) or school(s)						
24. Use the internet to find information about local schools						
25. [ASK ONLY IF HOUSEHOLD HAS CHILDREN AGE 15-18 (Q3)] Use the internet to find information about colleges for the children in your household						
26. [ASK ONLY IF HOUSEHOLD HAS CHILDREN AGE 15-18 (Q3)] Use the internet to find information about or apply for financial aid for college for the children in your household						
27. Use the internet to find information on school activities, events, or closings						
28. Use educational websites, (such as ABCMouse.com or KhanAcademy)						

Next I would like your opinion on how having the internet in your home has affected the children living in your household. Please indicate whether you agree, somewhat agree, somewhat disagree, or disagree with the following statements. Let's start with [READ STATEMENT]. Would you say you agree, somewhat agree, somewhat disagree, or disagree? [RANDOMIZE ORDER]

	Agree (1)	Somewhat Agree (2)	Somewhat Disagree (3)	Disagree (4)	DON'T KNOW (8)	REFUSE D (9)
29. Using the internet at home helps children in your home do better in school.						
30. Children in your home spend too much time on the internet.						
31. Using the internet at home has helped you or other adults living in your household get more involved in children's education.						

## E. Employment

Now I have a couple questions for you about ways you or others in your household may use the internet to find a job.

32. Have you (or anyone living in your household) ever used the internet at home for things related to a job, such as finding or applying for jobs, advertising or running a business, or other job-related reasons?

- Yes..... 1
- No..... 2 [SKIP TO SECTION F]
- DON'T KNOW..... 8
- REFUSED..... 9

Have you (or anyone living in your household) used the internet at home to do any of the following things in the last 30 days? Let's start with [READ FIRST ACTIVITY]. Thinking of everyone in your household, has anyone done this in the last 30 days? Please tell me "yes" or "no." [RANDOMIZE ORDER]

	<b>Yes (1)</b>	<b>No (2)</b>	<b>DON'T KNOW (8)</b>	<b>REFUSED (9)</b>
33. Searched for jobs online				
34. Applied for jobs online				
35. Worked from home online				
36. Sold goods or services online				
37. Advertised or run a business online				

Next, I would like to know whether you feel the internet has or has not helped you or others living in your household find a job. Thinking about everyone in your household who are over the age of 18 and are able to work, please indicate whether you agree, somewhat agree, somewhat disagree, or disagree with the following statements. Let's start with [READ STATEMENT]. Would you say you agree, somewhat agree, somewhat disagree, or disagree? [RANDOMIZE ORDER]

	<b>Agree (1)</b>	<b>Somewh at Agree (2)</b>	<b>Somewh at Disagree (3)</b>	<b>Disagree (4)</b>	<b>DON'T KNOW (8)</b>	<b>REFUSED (9)</b>
38. Using the internet at home makes finding information on jobs easier.						
39. Using the internet at home makes applying for jobs easier.						
40. Using the internet at home helped you (or someone living in your household) find a job faster than they would have without having access to the Internet.						
41. [ASK IF Q36 = 1] Using the internet at home makes it easier for you (or someone living in your household) to sell goods and services.						
42. [ASK IF Q37 = 1] Using the internet at home makes it easier for you (or someone living in your household) to						

	Agree (1)	Somewh at Agree (2)	Somewh at Disagree (3)	Disagree (4)	DON'T KNOW (8)	REFUSED (9)
run a business.						

## F. Adult Education and Training

Now I have a few questions for you about ways you or anyone in your household may use the internet for *adult* education or training.

43. Have you (or anyone living in your household) ever used the internet at home for things related to adults' education or training, such as finding schools, financial aid, GED programs, or training opportunities for adults; taking online courses; or some other training-related reasons?

Yes..... 1  
 No.....2 [SKIP TO SECTION G]  
 DON'T KNOW.....8  
 REFUSED.....9

I'd like to ask how often you or anyone living in your household used the internet at home to do any of the following things in the past 30 days. Let's start with [READ ACTIVITY]. Thinking of everyone in your household, did anyone living in your home do this in the last 30 days? Please tell me "yes" or "no." [RANDOMIZE ORDER]

	Yes (1)	No (2)	DON'T KNOW (8)	REFUSE D (9)
44. Use the internet to find information on schools or training programs, such as GED programs, college courses, or other training programs for adults.				
45. Use the internet to apply for financial aid for adult education or training.				
46. Attend online course(s).				

Next, I would like to know your opinion on how you think the internet has helped or not helped you (and other adults in your household) with education and training. Let's start with [READ STATEMENT]. Would you say you agree, somewhat agree, somewhat disagree, or disagree? [RANDOMIZE OPTIONS]

	Agree (1)	Somewh at Agree (2)	Somewh at Disagree (3)	Disagree (4)	DON'T KNOW (8)	REFUSED (9)
47. Using the internet at home has helped you (or someone living in your household) develop a skill that makes it easier for you/them to find a job.						
48. Using the internet at home has allowed you (or someone living in your						

	<b>Agree (1)</b>	<b>Somewh at Agree (2)</b>	<b>Somewh at Disagree (3)</b>	<b>Disagree (4)</b>	<b>DON'T KNOW (8)</b>	<b>REFUSED (9)</b>
household) to earn credits towards a degree or certificate.						

## G. Health

Next I want to ask you a few questions about ways you or others in your household may use the internet to find health-related information.

49. Have you (or anyone living in your household) ever used the internet at home to find health-related information, such as information about health insurance, medication, a doctor/healthcare provider, or health symptoms?

Yes..... 1  
 No.....2 [SKIP TO SECTION H]  
 DON'T KNOW.....8  
 REFUSED.....9

How often have you (or anyone living in your household) used the internet at home to do any of the following things in the past 30 days? Has anyone living in your home [READ STATEMENT] in the last 30 days? Please tell me "yes" or "no." [RANDOMIZE ORDER]

	<b>Yes (1)</b>	<b>No (2)</b>	<b>DON'T KNOW (8)</b>	<b>REFUSED (9)</b>
50. Searched for health or medical information online				
51. Find or look up information about a doctor or healthcare provider online.				
52. Communicated with a healthcare provider				
53. Ordered prescriptions online				
54. Looked up healthcare records or health insurance records online.				

55. In the past year, have you (or anyone in your household) applied for health insurance online from home?

Yes..... 1  
 No.....2  
 DON'T KNOW.....8  
 REFUSED.....9

56. Next, please indicate whether you agree, somewhat agree, somewhat disagree, or disagree with the following statement. "Using the internet at home helps you or others living in your household care for your health."

Agree..... 1  
 Somewhat agree.....2



Somewhat disagree.....	3
Disagree.....	4
DON'T KNOW.....	8
REFUSED.....	9

## H. Other Uses of the Internet

Next I have a few questions for you about how often you (or anyone living in your household) uses internet to do the following things in the past 30 days. Let's start with [READ STATEMENT]. Thinking back over the last 30 days, how often has anyone living in your home [READ STATEMENT]... every day, a few times a week, a few times in the last 30 days, or not at all in the last 30 days? [RANDOMIZE ORDER]

	Every day (1)	A few times a week (2)	A few times in the last 30 days (3)	Not at all in the last 30 days (4)	DON'T KNOW (8)	REFUSED (9)
57. Used the internet to find information on or apply for government services (for example, housing benefits, food stamps, or disability benefits).						
58. Accessed a bank account online.						
59. Paid bills online.						
60. Played games online.						
61. Used the internet to find information about public transportation or directions to a location.						
62. Streamed television or movies.						
63. Downloaded or listened to music online.						
64. Read the news online.						
65. Used social networking sites, like Facebook, Twitter, Snapchat, or LinkedIn.						
66. Used email.						
67. Bought things or compared prices.						

## I. Technological and Internet Literacy

Everyone has different levels of ability when it comes to using computers and the internet. Next I will ask you to rate your ability to do some different things on computers and the internet. Let's start with [READ STATEMENT]. How would you rate your ability to do this? Would you say not well, ok, good, or excellent? [RANDOMIZE ORDER]

	Not Well (1)	OK (2)	Good (3)	Excellent (4)	DON'T KNOW (8)	REFUSED (9)
68. Finding a website if given the address.						
69. Going back or forward, reloading, refreshing, and printing from a website.						
70. Finding information using a search engine such as Google or Yahoo.						
71. Downloading and saving files such as graphics, documents, or PDFs from the internet.						
72. Downloading and installing apps from the internet.						
73. Reading and sending email messages.						
74. Creating a new document using a word processing program like Microsoft Word.						

75. If a free training were offered on how to improve your skills in using your computer, tablet, or smartphone, how likely would you be to take part in the training? Would you say... [READ RESPONSE OPTIONS]?

- Very likely..... 1
- Somewhat likely..... 2
- Somewhat unlikely..... 3
- Very unlikely..... 4
- DON'T KNOW..... 8
- REFUSED..... 9

76. What about if a free training were offered on how to improve your internet skills? How likely would you be to take part in the training? Would you say... [READ RESPONSE OPTIONS]?

- Very likely..... 1
- Somewhat likely.....2
- Somewhat unlikely.....3
- Very unlikely.....4
- DON'T KNOW.....8
- REFUSED.....9

## J. Demographics

---

We are almost done. The final questions are to ensure all groups are represented in the study.

77. How old are you?

- 18 to 25..... 1
- 26 to 35.....2
- 36 to 50.....3
- 51 to 64.....4
- Or 65 years of age or older.....5
- DON'T KNOW.....8
- REFUSED.....9

78. What is your employment status right now—are you currently... [READ LIST]

- Employed full time (that is, you usually work 35 or more hours each week..... 1
- Employed part time (that is, you usually work 1 to 34 hours each week).....2
- Not employed.....3
- DON'T KNOW.....8
- REFUSED.....9

79. What is the last year of schooling you completed? Was it... [READ LIST]

- Grade school or some high school..... 1
- High school graduate or GED.....2
- Some college, technical, or vocational school or a two-year degree.....3
- Four-year college degree or higher.....4
- DON'T KNOW.....8
- REFUSED.....9

80. What is the primary language spoken at your home? [CHOOSE ONE]

- ENGLISH..... 1
- SPANISH.....2
- OTHER [SPECIFY]\_\_\_\_\_
- DON'T KNOW.....8
- REFUSED.....9

## K. Wrap Up

---

81. Is there anything else you would like to tell us about how Internet access in your home has affected you or others living in your household?

RECORD VERBATIM

PROBE ONCE: Anything else?

82. Is there anything else you would like to tell us about your household's experience with ConnectHome?

RECORD VERBATIM

PROBE ONCE: Anything else?

**EXIT:** Those are all of our questions. Thank you for taking the time to participate in this survey. As a token of our appreciation, we will send you a \$15 gift card in the mail. Can you please let me know the best address where I can mail this to you?

[ENTER MAILING ADDRESS]

Thank you. I will put this in the mail and you can expect it shortly. I will give you a phone number to a voicemail box where you can leave a message for someone to call you back if you any questions. That number is: 1 (XXX) XXX-XXXX.

Thanks again for all of your help. [END INTERVIEW]