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Information and Communications Technology Needs Assessment Survey SURVEY INSTRUMENT

Before beginning the survey, please assure us that you read the attached consent form by answering this question:

I have read and signed the consent to participate. (Fill in the circle that applies) Yes No

INSTRUCTIONS

- In this survey, except where explicitly stated, the term "computer technology" is meant to include all forms of electronic computing devices, such as desktops (e.g., PC, Mac), laptops (e.g., Macbook Air, Microsoft Surface Book), tablets (e.g., iPad, Amazon Kindle Fire), smart watches (e.g., Apple Watch, Pebble Watch), and smart phones (e.g., iPhone, Samsung Galaxy).
- Please fully fill in the circle (○) to reflect your choice.

Section A. Technology for Personal Use

1. At home, does anyone in your household access the Internet using these methods? (select all that apply)¹

- | | | |
|--|--|--|
| <input type="radio"/> Dial-up modem
<input type="radio"/> DSL
<input type="radio"/> Cable modem
<input type="radio"/> Fiber-optic | <input type="radio"/> Satellite
<input type="radio"/> Mobile
<input type="radio"/> Other _____
<input type="radio"/> I don't know | <input type="radio"/> We are not connected to the Internet in my household |
|--|--|--|

2. How many hours per week, on average, do you typically use computer technology for your personal use? (For each of the following items, fill in the circle that best applies to your usage)²

Equipment	1-4 hrs.	5-9 hrs.	10-15 hrs.	>15 hrs.	I don't use this
a. Desktop computer (e.g., PC, Mac, Dell, HP)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Laptop (e.g., MacBook Air, Acer Chromebook, HP Stream, Toshiba Satellite)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Tablet (e.g., iPad, Amazon Kindle Fire, Google Nexus)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Smartphone (e.g., iPhone, Samsung Galaxy, Blackberry, Windows Phone)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Smart watch (e.g., Apple Watch, Pebble Watch, LG Watch)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Other _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. How often do you use these information sources for personal purposes? (Check all that apply)³

Traditional Mediums	Never	Rarely	Sometimes	Frequently
a. Newspaper(s), Print (e.g., New York Times; Boston Globe; local paper)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Magazine(s), Print (e.g., Time; Life; U.S. News and World Report; Trains)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Traditional Mediums				
	Never	Rarely	Sometimes	Frequently
c. Newsletter(s), Print (e.g., train company; community; county; hobby)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Bulletin Board Postings (e.g., town hall, city hall; school postings; crew room)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Meetings and gatherings (e.g., union meetings; crew meetings; town hall gatherings; private organization meetings)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Other _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Online or Electronic Mediums				
	Never	Rarely	Sometimes	Frequently
g. Newspaper(s), Online (e.g., nytimes.com; latimes.com)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Magazine(s), Online (e.g., thedailybeast.com; trn.trains.com)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Television (e.g., daily, nightly, morning news)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Email lists (e.g., listservs like bit.listserv.trans-l; advertisements; club notices)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Internet Websites (e.g., cnn.com; fivethirtyeight.com; progressiverailroading.com; railwayage.com)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. RSS Feeds (e.g., stock market; news sites; railroad company feed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m. Podcasts (e.g., letstalktrains.com)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n. Blog Sites (e.g., gizmodo.com; mashable.com; tmz.com)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
o. Online communities (e.g., FaceBook; Twitter; Pinterest; Instagram)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
p. Other _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section B. Technology Use at Work

Note to participant: The following question asks about your computing technology use at work. We assume that computers or mobile devices may sometimes be forbidden at work. The question is intended to learn about other times you are on the clock and computers and mobile devices are NOT forbidden.

4. How many hours per week on average, do you typically use personal computer technology at work, for work purposes? (For each of the following items, fill in the circle that best applies to your usage)⁴

Equipment	1-4 hrs.	5-9 hrs.	10-15 hrs.	>15 hrs.	I don't use this
a. Desktop computer (e.g., PC, Mac)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Laptop (e.g., MacBook Air, Microsoft Surface Book)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Tablet (e.g., iPad, Amazon Kindle Fire)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Smartphone (e.g., iPhone, Samsung Galaxy, Blackberry, Windows Phone)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Smart watch (e.g., Apple Watch, Pebble Watch, LG Watch)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Other _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section C. Computer Technology Skills & Attitudes

5. How confident are you in performing these information and communication technology-related tasks?⁵

	Not at all confident	Slightly confident	Somewhat confident	Moderately confident	Extremely confident
a. Basic computer operations (e.g., turn on-off computer, adjust volume, open document, close and save documents, use the mouse and/or touch pad).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Performing a safe reboot of the operating system with keystrokes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Printing materials from the internet.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Using computer and technology safety protection (e.g., firewall, antivirus, spyware).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Creating folders to organize computer files.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Identifying the difference between closing, minimizing, or hiding windows and quitting a program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Downloading and installing software.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Sending e-mail.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Using an Internet search engine (e.g. Google, Bing, or Yahoo) to find information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Keeping track of Web sites visited so that you can return to them later. (e.g., using bookmarks).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Locating and subscribing to blogs, newsfeeds, and other news-related online services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. Using social media sites like Facebook, Twitter, Instagram, Foursquare, LinkedIn, etc..	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m. Uploading photos or videos to online websites (e.g., YouTube, Facebook, Twitter, Tumblr).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n. Completing video-based training on the Internet.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
o. Using productivity tools (e.g., word processor, spreadsheet, database, slide presentation).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
p. Recording audio files on a computer or smart technology.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
q. Creating and editing graphics for multimedia presentations or for web pages.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
r. Creating an Internet home page (other than social media sites like Facebook and Twitter).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Which option best describes your agreement with these statements?⁶

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
a. I would be interested in finding entertainment on the Internet.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. I think almost everyone could benefit from using the Internet.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. I frequently use the Internet to look up things that interest me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. I don't like to use computers. (Reverse coded)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Computers can be a great source of entertainment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. I do not consider owning a computer to be a necessity. (Reverse coded)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Working with computers and the Internet can be enjoyable and stimulating.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. I do not find surfing the Internet relaxing and pleasurable. (Reverse coded)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. I don't like to use the Internet. (Reverse coded)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Computers are useful educational tools.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section D. FRA Initiative Familiarity

Note to participant: The following questions ask about the *Railroaders' Guide to Healthy Sleep*, a Federal Railroad Administration initiative. We are hoping to learn how much people know about and have used this resource. Answers **will not** be used to identify any individual.

7. Are you familiar with the *Railroaders' Guide to Healthy Sleep* website?⁷

- Yes (if yes, please go to question 8)
- No (if no, please skip to question 13)

8. When is the last time you visited the website?⁸

- Within the last week
- More than a week ago, but within the last month
- More than a month ago, but within the last 6 months
- More than 6 months ago, but within the last year
- I have never visited, but I have heard of it

9. How often do you visit the website?⁹

- Once a week, or more
- Once a month
- Once every 6 months or so
- I do not visit the site regularly

10. Have you completed the *Anonymous Sleep Disorders Screening Tool* on the website?¹⁰

- Yes (if yes, please go to question 11)
- No (if no, please skip to question 13)
- I do not know what this is

11. Did the results recommend that you see your healthcare provider for a possible sleep disorder?¹¹

- Yes (if yes, please go to question 12)
- No (if no, please skip to question 13)
- Decline to respond

12. Did you see a healthcare provider for a possible sleep disorder, based on this recommendation?¹²

- Yes
- No
- Decline to respond

Section E. Demographics

Note to participant: The following questions allow us to group responses for reporting and analysis and will not be used to identify any individual.

13. How many years have you worked in the railroad industry?¹³

(Please write the years in the top boxes and fill in the circles below that correspond– see the example for a 19-year employee. If you have been in the industry less than 1 year, round up and complete as 1 year.)

EXAMPLE			
Tens		Ones	
1		9	
0	<input type="radio"/>	0	<input type="radio"/>
1	<input checked="" type="radio"/>	1	<input type="radio"/>
2	<input type="radio"/>	2	<input type="radio"/>
3	<input type="radio"/>	3	<input type="radio"/>
4	<input type="radio"/>	4	<input type="radio"/>
5	<input type="radio"/>	5	<input type="radio"/>
6	<input type="radio"/>	6	<input type="radio"/>
7	<input type="radio"/>	7	<input type="radio"/>
8	<input type="radio"/>	8	<input type="radio"/>
9	<input type="radio"/>	9	<input checked="" type="radio"/>

	<input type="radio"/>		<input type="radio"/>
0	<input type="radio"/>	0	<input type="radio"/>
1	<input type="radio"/>	1	<input type="radio"/>
2	<input type="radio"/>	2	<input type="radio"/>
3	<input type="radio"/>	3	<input type="radio"/>
4	<input type="radio"/>	4	<input type="radio"/>
5	<input type="radio"/>	5	<input type="radio"/>
6	<input type="radio"/>	6	<input type="radio"/>
7	<input type="radio"/>	7	<input type="radio"/>
8	<input type="radio"/>	8	<input type="radio"/>
9	<input type="radio"/>	9	<input type="radio"/>

14. What type of work do you currently do? (select all that apply)¹⁴

- | | |
|--|---|
| <input type="radio"/> Yard operations
<input type="radio"/> Local freight
<input type="radio"/> Passenger or commuter operations | <input type="radio"/> Road freight
<input type="radio"/> Hostler
<input type="radio"/> Other (please explain _____) |
|--|---|

15. What is your current position?¹⁵

- | | |
|--|---|
| <input type="radio"/> Conductor
<input type="radio"/> Brakeman
<input type="radio"/> Trainman
<input type="radio"/> RCL operator
<input type="radio"/> Hostler | <input type="radio"/> Yard foreman
<input type="radio"/> Trainee
<input type="radio"/> Locomotive engineer
<input type="radio"/> Switchman
<input type="radio"/> Other (please explain _____) |
|--|---|

16. How long have you been in this position?¹⁶

(Please write the years and months in the top boxes and fill in the circles below that correspond— see the example for a 11-month employee.)

EXAMPLE for 11 Months							
Years				Months			
0	0	1	1	0	0	1	1
0	●	0	●	0	○	0	○
1	○	1	○	1	●	1	●
2	○	2	○	2	○	2	○
3	○	3	○	3	○	3	○
4	○	4	○	4	○	4	○
5	○	5	○	5	○	5	○
6	○	6	○	6	○	6	○
7	○	7	○	7	○	7	○
8	○	8	○	8	○	8	○
9	○	9	○	9	○	9	○

Years				Months			
0	0	1	1	0	0	1	1
0	○	0	○	0	○	0	○
1	○	1	○	1	○	1	○
2	○	2	○	2	○	2	○
3	○	3	○	3	○	3	○
4	○	4	○	4	○	4	○
5	○	5	○	5	○	5	○
6	○	6	○	6	○	6	○
7	○	7	○	7	○	7	○
8	○	8	○	8	○	8	○
9	○	9	○	9	○	9	○

17. What is your sex?¹⁷

- Male
 Female
 Prefer not to answer

18. What is your highest level of education?¹⁸

- Junior High School
- Some High School
- GED
- High School Graduate
- Some College
- Railroad Trade School (e.g., MODOC)
- Associates Degree
- Bachelor's Degree
- Master's Degree
- PhD Degree

19. Have you obtained a professional license or certificate? *(Please write in any work-related license or certificate you have obtained.)*¹⁹

20. Please enter your age?²⁰

EXAMPLE			
1		9	
0	<input type="radio"/>	0	<input type="radio"/>
1	<input checked="" type="radio"/>	1	<input type="radio"/>
2	<input type="radio"/>	2	<input type="radio"/>
3	<input type="radio"/>	3	<input type="radio"/>
4	<input type="radio"/>	4	<input type="radio"/>
5	<input type="radio"/>	5	<input type="radio"/>
6	<input type="radio"/>	6	<input type="radio"/>
7	<input type="radio"/>	7	<input type="radio"/>
8	<input type="radio"/>	8	<input type="radio"/>
9	<input type="radio"/>	9	<input checked="" type="radio"/>

0	<input type="radio"/>	0	<input type="radio"/>
1	<input type="radio"/>	1	<input type="radio"/>
2	<input type="radio"/>	2	<input type="radio"/>
3	<input type="radio"/>	3	<input type="radio"/>
4	<input type="radio"/>	4	<input type="radio"/>
5	<input type="radio"/>	5	<input type="radio"/>
6	<input type="radio"/>	6	<input type="radio"/>
7	<input type="radio"/>	7	<input type="radio"/>
8	<input type="radio"/>	8	<input type="radio"/>
9	<input type="radio"/>	9	<input type="radio"/>

21. Which race / ethnicity best describes you? (Please answer both questions. For this questionnaire, Hispanic, Latino, and Spanish origins are not races.)²¹

- a. Are you of Hispanic, Latino, or Spanish origin?
- No, not of Hispanic, Latino, or Spanish origin
 - Yes, I am of Hispanic, Latino, or Spanish origin
 - Prefer not to answer
- b. What is your race?
- White / Caucasian
 - Black, African Am., or Negro
 - American Indian / Alaska Native
 - Other _____ (Please specify)
 - Prefer not to answer
-

END OF SURVEY
– THANK YOU!!! –

End Notes

¹ Question 1 asks about **INTERNET ACCESS**. It was slightly adapted from Item# NET4 of the US Census Bureau Current Population Survey, July 2013 - Computer and Internet Use Supplement Questionnaire. The original question was "At home, does anyone in this household access the Internet using...".

Because we have the raw data and reports from the census survey, this item provides the value of comparing the sample to the general population.

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² Question 2 provides both **PERSONAL ICT EQUIPMENT USAGE** and **PERSONAL ICT EQUIPMENT OWNERSHIP** information. It was adapted from Item# PRIM2 US Census Bureau Current Population Survey, July 2013 - Computer and Internet Use Supplement Questionnaire.

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³ Question 3 provides information on what **MEDIUMS PARTICIPANTS USE TO GATHER INFORMATION**. It was adapted from item# PRM15 US Census Bureau Current Population Survey, July 2013 - Computer and Internet Use Supplement Questionnaire.

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⁴ Question 4 is similar to question 3 above, providing **EQUIPMENT USAGE AT WORK**. It was adapted from Item# PRIM2 US Census Bureau Current Population Survey, July 2013 - Computer and Internet Use Supplement Questionnaire.

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⁵ Question 5 provides insight into **INTERNET AND COMPUTER SKILLS** information. The matrix prompt was adapted from Sleep Health/Computer Attitude Questionnaire and Wilkinson (2010) instrument to measure student ICT skills (*Computers in Human Behavior*, 26). The items cover 5 constructs (in order): computer use – basic (n=3), computer use – advanced (n=4), internet use – basic (n=3), internet use – advanced (n=4), computer use – specific apps (n=4).

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⁶ Question 6 includes the “approval” construct items (n=10) from the Technology Profile Inventory (Spence, DeYoung, & Feng, 2009, *Computers in human behavior*, 25, 458-465). The other components of the TPI include interest and confidence. Other than using these 10 items as a standalone **ATTITUDES TOWARDS TECHNOLOGY** component, we intend to also combine this component with the equipment usage items (analogue to interest) and the skills (analogue to confidence) items to compute a technology profile that reflects the constructs of the TPI.

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⁷ Items 7-12 provides **AWARENESS OF FRA INITIATIVES** and was written by Volpe team.

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⁸ Item 8 is intended to learn when they last accessed RGHS to know **HOW RECENT** is their **AWARENESS OF THE SITE CONTENT**.

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⁹ Item 9 puts an **IMPORTANCE LEVEL TO THE INFORMATION** for each participant. Assumption: the more important, the more often they access the site.

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¹⁰ Item 10 asks if the participant has **COMPLETED THE SCREENING TOOL**, which is key to learning if the site has had any impact in the industry.

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¹¹ Item 11 asks about their **ASSESSMENT FROM THE TOOL**. From a behavior modification theory of change perspective, use of the tool and gaining a ‘positive’ assessment are essential elements in the causal chain from using the site to getting help.

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¹² Item 12 gets to the heart of it: **DID THEY SEEK AND GET HELP FROM A MEDICAL PROFESSIONAL BECAUSE OF AN ASSESSMENT FROM THE TOOL**.

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¹³ Item 13 provides demographic information about **HOW LONG THE PARTICIPANT HAS BEEN IN THE INDUSTRY** and was written by Volpe team.

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- ¹⁴ Item 14 provides demographic information about the participant's **TYPE OF WORK**. It was taken from FRA F 6180.127 *Train and Engine Service Employee Background Survey question #3* (<https://www.gpo.gov/fdsys/pkg/FR-2008-12-30/html/E8-30891.htm>)
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- ¹⁵ Item 15 provides demographic information about the participant's **CURRENT POSITION**. It was taken from FRA F 6180.127 *Train and Engine Service Employee Background Survey question #4* (<https://www.gpo.gov/fdsys/pkg/FR-2008-12-30/html/E8-30891.htm>)
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- ¹⁶ Item 16 provides demographic information about **HOW LONG THE PARTICIPANT HAS BEEN IN THIS POSITION** and was written by Volpe team.
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- ¹⁷ Item 17 was written by Volpe team to gather demographic information: **SEX**.
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- ¹⁸ Item 18 was adapted from US Census, to gather **PARTICIPANT EDUCATION** (<https://www.census.gov/hhes/socdemo/education/about/>)
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- ¹⁹ Item 19 provides demographic information about **ANY LICENSES OR PROFESSIONAL CERTIFICATIONS** and was written by Volpe team.
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- ²⁰ Item 20 was written by Volpe team to gather demographic information: **AGE**.
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- ²¹ Item 21 was adapted from item 8 on the US Census Bureau 2010 Census to gather demographic information: **RACE AND ETHNICITY** (http://www.census.gov/2010census/pdf/2010_Questionnaire_Info.pdf)