

Digital Inclusion Pilot Project Evaluation

Section B. Description of Statistical Methodology

B.1. Respondent Universe and Response Rate Estimation B.1.1. Universe

The target universe for the Digital Inclusion Pilot Project Evaluation is approximately 30 organizations in five pilot sites. Each pilot site will be led by the designated Anchor Institution (2 museums, 3 libraries total) and include and up to 5 community partner organizations per site (social service, education, public health, employment centers, etc.) totaling 25 community partners in all.

A. 1.2 Estimated Response Rate

Our goal is to obtain 100% response rate of anchor institutions and 80% community partners at each pilot site. Participation in survey activities is expected to be high because Digital Inclusion Corps members will be in close contact with community partners identifying their organizations' needs and creating solutions to address those needs. In addition to a small sample size, each organization will have input on the areas of focus for digital inclusion activities and setting priorities for the local project.

B.1.3 Respondent Selection

Anchor institutions serve as the lead implementing organization and each will designate a respondent for survey activities. Digital Inclusion Corps members will identify and recruit community organizations to partner in local Digital Inclusion Pilot Project activities. Partner organizations activity engaged in the project will be informed and invited to participate in this research study and will provide contact information to Digital Inclusion Corps members to be forwarded along to the research team. Respondents from these partner community organizations will be engaged with the anchor institutions in digital inclusion activities through this pilot project.

B.1.4 Prior Data Collection

The Digital Inclusion Corps Project is a national pilot project; there have not been prior data collection activities.

B.2. Procedures for the Collection of Information

B.2.1 Design

The summative evaluation in five pilot sites uses a mixed methods approach drawing on data produced from respondent surveying and project administrative sources. (e.g., quarterly status reports, local digital inclusion plans, digital inclusion corps members' blog posts and other materials).. In each pilot site, a respondent from the anchor institution will be surveyed pre-project, post-project as well as doing a self-evaluation at project's end. Pre-post project surveying additionally will be done in each pilot site for one respondent per community partner organization, maximum of five community partner organizations.

At each of the five pilot sites, a respondent for the anchor institution and one for up to 5 community partners will be invited to participate and complete an online survey. A paper version of this survey will be available upon request. Appendix A contains a copy of the questionnaires.

The first eight questions in the questionnaires have survey respondents provide background information (Q1-8). (Appendix A contains a copy of the questionnaires). The rest of the survey items correspond to the evaluation's research questions as outlined below:

Anchor Institution	Pre Test Question	Post	End of Project Self Evaluation
Build institutional capacity in identifying community digital inclusion needs	Q: 9, 9d, 9e, 12, 13, 14c, 15, 15a	Q:1, 8, 8a 4, 7, 10, 11, 11a	Q: 1, 2, 3, 4, 5
Strengthen internal capacity to provide digital inclusion services to the community	Q: 9a, 13, 14, 14a, 14b, 14c, 15	Q: 1a, 7, 9, 9a, 9b, 10, 11	Q: 1, 2, 3, 4, 5, 6, 7
Engage the community regarding digital inclusion needs	Q: 9, 9c, 9d, 10, 10a, 11, 11a, 12	Q: 1, 4, 8, 3, 3a, 2a, 4, 5, 5a	Q: 1, 2, 3, 4, 5, 7
Services provided to community organizations in regard to their digital inclusion needs	Q: 9b, 10a, 11a, 12a	Q: 6, 3a, 2, 3, 3a, 4, 5, 5a	Q: 4, 5, 6, 7
Capacities of anchor institutions and/or partner organizations	Q: 9b, 10a, 11a, 12a, 14, 14a, 14b, 14c, 15	Q: 6, 3a, 2, 3, 3a, 4, 5, 5a, 9, 9a, 9b, 10, 11	Q: 5, 6, 7
Activities, services or resources provided to the community or constituent groups	Q: 9b, 9c, 10a, 12a, 14c, 15	Q: 6, 4, 5, 3a, 5a, 10, 11	Q: 3, 4, 5, 7
Community Partners			
Build institutional capacity to identify community digital inclusion needs	Q: 12, 13, 15, 16, 17, 19, 20, 20b, 21, 22, 23	Q: 1, 1a, 2, 4, 5, 7, 8, 10, 12, 13, 14	
Strengthen internal capacity to provide digital inclusion services to the community	Q: 10, 11, 12, 21	Q: 1, 1a, 12	
Engage the community regarding digital inclusion needs	Q: 10,11,12, 13, 14, 15, 16, 17, 18, 19, 19a, 20, 20a, 20b, 21, 22, 23,	Q:1, 1a, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 13, 14	
Services provided to community organizations in regard to their digital inclusion needs	Q: 13, 17, 18, 19, 19a, 20, 20a, 21, 22	Q: 2, 5, 6, 7, 8, 9, 11, 13	
Capacities of anchor institutions and/or partner organizations	Q:12, 13, 14, 15, 16, 17, 18, 22, 23	Q: 1, 1a, 2, 3, 4, 5, 6, 13, 14	
Activities, services or resources provided to the community or constituent groups	Q: 12, 13, 14, 15, 16, 19a, 20, 20a, 20b, 21, 22, 23	Q: 1, 1a, 2, 3, 4, 5, 7, 8, 9, 10,11, 12, 13, 14	

B.2.2 Communications and Access

Harkin Consulting Services will release the pre-project surveys to collect baseline activities on digital inclusion activities for the 5 respondents in anchor institutions from March 20-April 17. This firm will begin pre-project surveying of community partners two weeks following OMB approval

A maximum of two follow-up emails will be sent to participants as a reminder to non-respondents and respondents who have only partially completed the survey. A paper questionnaire will be made available if a participant specifically requests this method.

B.3. Methods to Secure Cooperation, Maximize Response Rates, and Deal with Non-Response

B.3.1 Sample and Contact Validation, Emailing and Tracking

On-site anchor institution staff, including Digital Corps members will supply a contact list of unique email addresses that will be imported into SurveyMethods® survey engine, or equivalent, allowing Harkin Consulting Services to track individual response rates and schedule reminders for non-respondents and incomplete responders.

A maximum of two reminders will be sent prior to the closure of the survey.

The post-project implementation and anchor institution self-evaluation surveys will be administered at the end of the 2017 calendar year.

B.3.2. Gaining Cooperation

Harkin Consulting Services will invite DICPP participants to complete the online survey by email. This email includes consent language, survey instructions, and appropriate contact information. (Appendix B: Survey Invitation and Reminder Communications)

The survey invitation email will be from NDIA Executive Director, Angela Siefer. On-site Digital Corps members will also communicate with community partners to ensure they are aware of the survey release. Follow up reminder emails (a maximum of two) will be sent to participants as a reminder to non-respondents and those respondents who have only partially completed the survey.

No monetary incentives or personal benefits are offered in exchange for participation in online surveys.

B.3.3. Technical Methods to Maximize Response Rates

PAST Foundation will host the online survey using SurveyMethods® (www.SurveyMethods.com), or equivalent, and Harkin Consulting Services will use the software's design engine to develop an instrument that will include multiple-choice, and Likert scale questions. The survey will incorporate headings, sections, and conditional logic branching to optimize the user experience and thereby decrease their reporting burden.

Survey Support. In addition to the field-level online help provided by the SurveyMethods® website, or equivalent, content and technical support will be provided by email or phone by Harkin Consulting and/or PAST Foundation.

Skip Routines. Data quality will be enhanced through a set of user feedback mechanisms such as logical relationship validation checks and skip logic. Harkin Consulting has determined the pattern of skip logic required during instrument development. By employing skip routines, participants will only be asked to respond to questions that are relevant to their situation.

Progress Bar. The survey will be presented in section-level and/or sub-section level pages, with data validation and response storage occurring on each individual page. Survey respondents will be able to save their responses at any time and return to complete the survey over multiple visits. A visual feedback mechanism will indicate the progress a user has made through the survey. These mechanisms set expectations throughout the survey and help participants anticipate completion of their task.

Confidentiality and Data Security. All data transferred to and from the SurveyMethods@ website, or equivalent, is protected through encryption protocols such as Secure Sockets Layer (SSL). The survey URL will begin with “https”, which will encrypt the data being transmitted. The survey specific to this project is password protected.

All data downloaded from SurveyMethods@, or equivalent, will be in Microsoft Excel (.xls) format for data analysis. All data files will be kept safe and protected according to protocols established at PAST under the guidance of their Internal Review Board.

After publication of the summative evaluation by Harkin Consulting Services, LLC, the raw data will be destroyed further protecting participants.

Only members of the evaluation team will have access to the data, unless otherwise required by law. No personally identifiable information will be included in raw data that is publicly disseminated, unless otherwise required by law.

Response Rate Monitoring and Reminders. Harkin Consulting Services will monitor response rates on a weekly basis and provide status reports to the program manager. Over the collection period, reminder emails generated through SurveyMethods@, or equivalent, will be sent to non-responders and partial responders. In the event response rates are lower than expected, Harkin Consulting may decide to extend the data collection period after consultation with both IMLS and the PAST Foundation.

Paper Survey. If requested, DICPP participants may receive a paper-version of the survey. This document will contain the exact same questions as those found online. Instructions and skip-logic directions will be included. Harkin Consulting Services will manually enter this information and merge the data with that collected online. Any raw data produced by paper and pencil will be stored in a locked environment and protected according to protocols established at PAST under the guidance of their Internal Review Board. After publication of the summative evaluation by Harkin Consulting Services, LLC, the raw data will be destroyed further protecting participants.

B.4. Tests to Minimize Burden

Additionally, the online survey mechanism (on SurveyMethods@, or equivalent) has been tested to assess the survey validation routines; skip patterns, and overall time it takes to enter survey response, as well as specific timing for sections of the questionnaire. Harkin Consulting Services and PAST Foundation staff

has conducted this testing, essentially test-driving the survey mechanism with dummy data. Harkin Consulting Services will make any further mechanism adjustments to the web-based survey prior to data collection.

B.5. Individuals Responsible for Study Design and Performance

The following individuals are responsible for the study design and the collection and analysis of the data for Digital Inclusion Corps Pilot Project Evaluation.

Personnel Involved with the DICPP Evaluation

(* Only Angela Siefer and Kathleen Harkin will have access to the raw data)

Person	Address	Email / Phone
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