

DIGITAL DIVIDE SURVEY FOR CITY OF SAN ANTONIO AND BEXAR COUNTY

1. Are you a resident of Bexar County?

- Yes No

2. To help us understand the needs in your area, please let us know your zip code below:

3. What is your Council District?

- District 1 District 5 District 9
 District 2 District 6 District 10
 District 3 District 7 I don't live in a district
 District 4 District 8

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

- 1 3 5
 2 4 6+

5. How many people (under the age of 18) live in your household?

- 1 3 5
 2 4 6+

6. I am...

- Male Prefer not to say
 Female Prefer to self-describe
(please let us know):

7. Are you Hispanic, Latino/a, or Mexican-American?

- Yes Don't know
 No Prefer not to say

8. Please provide your race (check all that apply):

- White Asian Other (please specify:)
 Black or African American Native Hawaiian or
Pacific Islander
 American Indian or
Alaska Native Prefer not to say

9. Please provide your age:

- 18 - 24 45 - 54 75 years or older
 25 - 34 55 - 64 Prefer not to answer
 35 - 44 65 - 74

10. What is your highest level of education:

- Less than high school
- High school diploma/GED
- Some college
- 2 year degree
- 4 year degree
- Professional degree (e.g., J.D., M.D)
- Doctorate

11. Please provide your employment status (please check all that apply):

- Employed
- Unemployed; looking for work
- Not employed; not looking for work
- Retired
- Student

12. Please pick your household income from last year

- Less than \$20,000
- \$20,000 - \$39,999
- \$40,000 - \$59,999
- \$60,000 - \$79,999
- \$80,000 - \$99,999
- \$100,000 - \$119,999
- More than \$120,000

13. Do you use the Internet?

- Yes (Skip to question 15)
- No (Only question 14)
- I don't know (Skip to question 15)

14. As you consider the reasons why you do NOT use the Internet, please let us know how you agree or disagree with the following statements:

- | | | | |
|--|--------------------------------|----------------------------------|-----------------------------------|
| I can't afford a monthly Internet bill | <input type="checkbox"/> Agree | <input type="checkbox"/> Neither | <input type="checkbox"/> Disagree |
| Internet connection in my area is unreliable or too slow | <input type="checkbox"/> Agree | <input type="checkbox"/> Neither | <input type="checkbox"/> Disagree |
| I don't have a device to access the Internet | <input type="checkbox"/> Agree | <input type="checkbox"/> Neither | <input type="checkbox"/> Disagree |
| I am concerned about my safety and privacy | <input type="checkbox"/> Agree | <input type="checkbox"/> Neither | <input type="checkbox"/> Disagree |
| I tried but there is no Internet service in my area | <input type="checkbox"/> Agree | <input type="checkbox"/> Neither | <input type="checkbox"/> Disagree |
| I choose not to use the Internet | <input type="checkbox"/> Agree | <input type="checkbox"/> Neither | <input type="checkbox"/> Disagree |
| Other (please specify): | _____ | | |

Thank you for your feedback! Register for the gift card on the last page.

15. Do you have access to an Internet subscription at home?

- Yes, with a router
 - Yes, with a mobile phone or hot-spot
 - I don't know
 - Yes, with a router and mobile phone or hot-spot
 - I don't have access at home
 - Other (please specify):
-

16. Who do you get your Internet subscription from? (check all that apply):

- AT&T
 - T-Mobile
 - Sprint
 - Spectrum
 - Grande
 - HughesNet
 - Other (please specify):
-

17. What devices do you have access to at home? (check all that apply)

	Do you have access to?		Is it shared?	
Tablet (iPad, Kindle)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Desktop/Laptop Computer	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Smart Phone (iPhone or Android)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Cell Phone but not a smart phone	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No

18. How often do you use the Internet...

At work?	<input type="checkbox"/> Rarely	<input type="checkbox"/> Monthly	<input type="checkbox"/> Once a week	<input type="checkbox"/> Several times a week	<input type="checkbox"/> Daily	<input type="checkbox"/> N/A never
At a retail place (coffee shop, restaurant)?	<input type="checkbox"/> Rarely	<input type="checkbox"/> Monthly	<input type="checkbox"/> Once a week	<input type="checkbox"/> Several times a week	<input type="checkbox"/> Daily	<input type="checkbox"/> N/A never
At public places (library, park, school)?	<input type="checkbox"/> Rarely	<input type="checkbox"/> Monthly	<input type="checkbox"/> Once a week	<input type="checkbox"/> Several times a week	<input type="checkbox"/> Daily	<input type="checkbox"/> N/A never
Using a data plan on your mobile device?	<input type="checkbox"/> Rarely	<input type="checkbox"/> Monthly	<input type="checkbox"/> Once a week	<input type="checkbox"/> Several times a week	<input type="checkbox"/> Daily	<input type="checkbox"/> N/A never

19. As you answer the reasons why you DO use free Wi-Fi, Hot-spots, or Internet at home, public or retail places, please let us know how you agree or disagree with the following statements:

My data plan regularly runs out	<input type="checkbox"/> Agree	<input type="checkbox"/> Neither	<input type="checkbox"/> Disagree
It's offered free at school or San Antonio Housing Authority	<input type="checkbox"/> Agree	<input type="checkbox"/> Neither	<input type="checkbox"/> Disagree
My only way to access Internet	<input type="checkbox"/> Agree	<input type="checkbox"/> Neither	<input type="checkbox"/> Disagree
I can't afford a monthly home Internet bill	<input type="checkbox"/> Agree	<input type="checkbox"/> Neither	<input type="checkbox"/> Disagree

Other (please specify): _____

20. Please indicate how each of the following statements describes how you use the Internet:

I regularly access a social media account (Facebook, Instagram, etc.)	<input type="checkbox"/> Agree	<input type="checkbox"/> Neither	<input type="checkbox"/> Disagree
I can recognize a phishing attempt	<input type="checkbox"/> Agree	<input type="checkbox"/> Neither	<input type="checkbox"/> Disagree
I can reach a destination using GPS or map sites (e.g., Google Maps)	<input type="checkbox"/> Agree	<input type="checkbox"/> Neither	<input type="checkbox"/> Disagree
I can use computer productivity software like Word or Excel	<input type="checkbox"/> Agree	<input type="checkbox"/> Neither	<input type="checkbox"/> Disagree
I can access my banking and finances online	<input type="checkbox"/> Agree	<input type="checkbox"/> Neither	<input type="checkbox"/> Disagree

21. In the past six months, have you used the Internet for any of the following reasons? Please check all that apply and indicate which device(s) you used to access the Internet.

Streamed movies and TV Shows	<input type="checkbox"/>	Laptop/Desktop	<input type="checkbox"/>	Smartphone	<input type="checkbox"/>	Tablet	<input type="checkbox"/>	Other	<input type="checkbox"/>	N/A
Posted pictures/videos	<input type="checkbox"/>	Laptop/Desktop	<input type="checkbox"/>	Smartphone	<input type="checkbox"/>	Tablet	<input type="checkbox"/>	Other	<input type="checkbox"/>	N/A
Found or applied for a new job	<input type="checkbox"/>	Laptop/Desktop	<input type="checkbox"/>	Smartphone	<input type="checkbox"/>	Tablet	<input type="checkbox"/>	Other	<input type="checkbox"/>	N/A
Looked for information on health, nutrition or exercise	<input type="checkbox"/>	Laptop/Desktop	<input type="checkbox"/>	Smartphone	<input type="checkbox"/>	Tablet	<input type="checkbox"/>	Other	<input type="checkbox"/>	N/A
I participated in an online forum or support group	<input type="checkbox"/>	Laptop/Desktop	<input type="checkbox"/>	Smartphone	<input type="checkbox"/>	Tablet	<input type="checkbox"/>	Other	<input type="checkbox"/>	N/A
I did school work online	<input type="checkbox"/>	Laptop/Desktop	<input type="checkbox"/>	Smartphone	<input type="checkbox"/>	Tablet	<input type="checkbox"/>	Other	<input type="checkbox"/>	N/A

22. Please indicate how each of the following statements describes your feelings or your life experiences with the Internet.

The Internet is very important in my life.	<input type="checkbox"/>	Agree	<input type="checkbox"/>	Neither	<input type="checkbox"/>	Disagree
I can confidently search the Internet for information	<input type="checkbox"/>	Agree	<input type="checkbox"/>	Neither	<input type="checkbox"/>	Disagree
I stay in touch with my family and friends with the Internet	<input type="checkbox"/>	Agree	<input type="checkbox"/>	Neither	<input type="checkbox"/>	Disagree
Internet access has helped my family get the information we need	<input type="checkbox"/>	Agree	<input type="checkbox"/>	Neither	<input type="checkbox"/>	Disagree
I occasionally lose Internet access, due to the cost	<input type="checkbox"/>	Agree	<input type="checkbox"/>	Neither	<input type="checkbox"/>	Disagree

23. If you would like to receive more information on this project or be included into a drawing for a \$25 HEB gift card, please provide us with your contact information:

NAME: _____

ADDRESS: _____

ZIP/POSTAL CODE: _____

EMAIL ADDRESS: _____

PHONE NUMBER: _____

Your information will only be used for providing you updates about this initiative and to add you to the gift card drawing.

