

Red Bird Mission Broadband Survey

My name is Sierra Marling, and I am a Lead for America fellow working with Red Bird Mission to create opportunities for better quality Internet for your community. To do this, I am collecting data about your experience regarding the affordability, accessibility, and attitudes of the Internet in this voluntary survey. This survey should take less than 10 minutes. Your responses will provide the information necessary to create a report that will be used to help discuss the need for good Internet connection in your community. You will not be asked to put your name on this survey. Thank you so much for your time and participation.

*** Required**

Demographic Data

The following questions will be used to collect demographic information that will only be seen by those performing the survey.

1. How old are you? *

Mark only one oval.

- 18-24
- 25-34
- 35-44
- 45-54
- 65 or over

2. Gender *

Mark only one oval.

- Male
- Female
- Prefer not to say

3. What is your zip code? *

4. Are you currently employed? *

Mark only one oval.

- Yes, full-time
- Yes, part-time
- Yes, self employed or contract work
- No

**Section 1:
Accessibility**

Data from this section will be used to determine how easily you can obtain quality Internet access from where you live. This section does not pertain to the usage of mobile data or minutes, only Internet/Wifi.

5. Do you have Internet access in your home? *

Mark only one oval.

- Yes *Skip to question 9*
- No

6. Would you purchase Internet access if it were available? *

Mark only one oval.

- Yes
- No

7. Do you go somewhere other than your home to use the Internet? *

Mark only one oval.

Yes

No *Skip to question 13*

8. Where do you go to use the Internet?

Skip to question 13

9. Who is your Internet Service Provider? *

Mark only one oval.

AT&T

Spectrum

Windstream

MetroNet

Viasat

HughesNet

T-Mobile Home Internet

Ultra Home Internet

People's Rural Telephone

I am not sure

Other: _____

10. Does your Internet Service Provider meet your needs? *

Mark only one oval.

- Yes
- No

11. Please rate your current home Internet speed (how fast it works) from a scale of 1-10, with 1 being the worst. *

Mark only one oval.

	1	2	3	4	5	6	7	8	9	10	
low speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	high speed

12. Are you able to choose from different Internet service providers? *

Mark only one oval.

- Yes
- No

Section 1: Accessibility (Mobile)

This next set of questions will be about your cell phone usage

13. Do you have access to a cell phone? *

Mark only one oval.

- Yes
- No Skip to question 19

14. Do you use the cell phone to access the Internet? This can include using social media, like Facebook or Googling a question. *

Mark only one oval.

Yes

No

15. What cell phone carrier do you use? *

Mark only one oval.

AT&T

Verizon

T-Mobile

Sprint

Cricket Wireless

Appalachian Wireless

Boost Mobile

Bluegrass Cellular

Other: _____

16. Do you have cell signal to use your cell phone at your home? *

Mark only one oval.

Yes

No

17. Have you ever found yourself in an emergency situation and not had access to a landline or cell service? *

Mark only one oval.

Yes

No

18. Do you have phone service during a power outage? *

Mark only one oval.

Yes

No

Section 1: Accessibility (Devices)

This set of questions will pertain to the devices in your home

19. Please tell us how many of the following you have in your home: *

Mark only one oval per row.

	0	1	2	3	4	5	6	7 or more
Regular Cell Phones	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Smart Phones	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laptop Computers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desktop Computers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
iPads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Smart Home Devices, such as Amazon Echo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 2: Affordability

The following questions will be used to collect information regarding the affordability of Internet service.

20. If you have internet in your home, approximately how much do you pay per month for Internet service? *

Mark only one oval.

- I do not have Internet service at home
- \$0-20
- \$21-40
- \$41-55
- \$55-70
- \$71-95

21. Please rate the affordability of the Internet in your area from a scale of 1-10, with 1 being unable to afford. *

Mark only one oval.

	1	2	3	4	5	6	7	8	9	10	
unable to afford	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	easily affordable

22. Based on your monthly income and bills, what is the maximum amount that you could afford to pay for good Internet service per month? *

Mark only one oval.

- 0-\$20
- \$20-\$30
- \$30-\$40
- \$40 - \$50
- \$50 or more

**Section 3:
Attitudes**

The data collected from this section will be used to understand how people in your area use and feel about the Internet.

23. How often do you use the Internet? *

Mark only one oval.

- Every day
- A few times a week
- Once a week
- Every two weeks
- A few times a month
- Once a month
- Rarely (less than once a month)
- Never

24. Do you enjoy using the Internet? *

Mark only one oval.

- Yes
- No

25. How do you use the Internet? Rank the choices in order, with 1 being what the Internet is used for most often. *

Mark only one oval per row.

	Work	Entertainment	News	Telehealth	Social media	School/education	Shopping
1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

26. Do you feel comfortable navigating different websites on the Internet? *

Mark only one oval.

Yes

No

27. Do you understand how to use different devices, such as cell phones and iPads? *

Mark only one oval.

Yes

No

28. Would you benefit from a public space at Red Bird Mission, open 24/7, that provided free Internet access? *

Mark only one oval.

Yes

No

29. Is there anything else that you think we should know? *

Four horizontal lines for text input.

An Invitation

If you would like to participate in a Red Bird Community group discussing the need for reliable, affordable internet please share your name and contact information below or contact Michelle Collett at Red Bird Outreach (598-0520) or Julia Griffith at Red Bird School (598-2416).

30. I would like to be contacted to participate in a community group to further discuss internet needs in my community. My name & contact information are:

Four horizontal lines for text input.

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