



Youngstown and Mahoning County Community Technology Assessment

Welcome



Residential Broadband and Technology (High Speed Internet) Survey

Through the leadership of the Oak Hill Cooperative and the Western Reserve Port Authority, the Youngstown-Mahoning Broadband Initiative has been established and is participating in Connect Ohio's "Connected Community" program. Comprised of key stakeholders across multiple sectors and residential communities, this project will assess the current status of broadband access, adoption, and use in our area so we can develop a Broadband Technology Action Plan to improve the quality of life and economic potential in Youngstown and the greater Mahoning County area.

Your answers to the following questions are critical and will be combined with others to identify the current need for improved internet access and support in our community. This information will then be used to develop the most effective action plans with local broadband providers and other contributing organizations to improve technology and internet service and support in our community.

Please answer the following questions for only one Youngstown or Mahoning County address where you have a residence (either owned or rented). Survey respondents should be at least 18 years of age and be the primary or a co-decision maker for the household. The survey should take approximately 10 minutes to complete.

If you have access to the internet, we strongly encourage you to take this survey online at:
<http://connectmycommunity.org/youngstown-mahoning>

If you take this survey in printed form below, please return your completed survey to:
Oak Hill Collaborative
507 Oak Hill Avenue
Youngstown, OH 44502

Thank you in advance for your participation in this important survey!

1. Property Address:
 - a. Street Address, City: _____
 - b. Zip Code: _____

2. Do you currently subscribe to Internet service at this location?
 Yes (continue to question #3) No (skip to question #9)

3. To which type of Internet service do you subscribe? (select only one, primary)

<input type="checkbox"/> Cable Internet	<input type="checkbox"/> Satellite Internet
<input type="checkbox"/> Dial-Up Internet	<input type="checkbox"/> T1 Internet
<input type="checkbox"/> DSL Internet (over the phone lines)	<input type="checkbox"/> Wireless Internet (tower-based, not cellular)
<input type="checkbox"/> Fiber-to-the-Home (FTTH)	<input type="checkbox"/> Unsure
<input type="checkbox"/> Mobile or cellular phone connection only	<input type="checkbox"/> Other: _____

4. Please select the speed tier that best reflects the Internet service to which you subscribe. *If you do not know your speed, you can visit <http://www.speedtest.net/> and run a quick speed test. This speed can also often be found on your billing statement. Download speed is expressed as kilobytes (Kbps) or megabytes (Mbps) per second.*

<input type="checkbox"/> Dial-up	<input type="checkbox"/> 10 Mbps to 24.99 Mbps	<input type="checkbox"/> 100 Mbps to 499.99 Mbps
<input type="checkbox"/> Less than 3 Mbps	<input type="checkbox"/> 25 Mbps to 49.99 Mbps	<input type="checkbox"/> 500 Mbps or Faster
<input type="checkbox"/> 3 Mbps or 9.99 Mbps	<input type="checkbox"/> 50 Mbps to 99.99 Mbps	<input type="checkbox"/> Unsure

5. How much do you pay for Internet service monthly? *If you bundle your Internet service with other services, such as TV or phone, please indicate only the cost of your Internet service.*

<input type="checkbox"/> Less than \$15 per month	<input type="checkbox"/> \$35 to \$49.99	<input type="checkbox"/> \$100 to \$149.99
<input type="checkbox"/> \$15 to \$24.99	<input type="checkbox"/> \$50 to \$74.99	<input type="checkbox"/> \$150 or more per month
<input type="checkbox"/> \$25 to \$34.99	<input type="checkbox"/> \$75 to \$99.99	<input type="checkbox"/> Unsure

6. Who is your current Internet service provider? _____

7. Does your current Internet service meet your needs?
 Yes (skip to question #11) No (continue to question #8)

8. Please describe why your current Internet service does not meet your needs.
- | | |
|---|---|
| <input type="checkbox"/> Speed is too slow | <input type="checkbox"/> Customer service is poor |
| <input type="checkbox"/> Price is too high | <input type="checkbox"/> Data caps limit my ability to use the Internet |
| <input type="checkbox"/> Connection is unreliable | <input type="checkbox"/> Other: _____ |

Please skip to question #11

9. What is the primary reason you do not have an Internet connection at home?
- | | |
|--|---|
| <input type="checkbox"/> I/we do not own a computer | <input type="checkbox"/> Internet service is too expensive |
| <input type="checkbox"/> I/we do not need the Internet | <input type="checkbox"/> I/we have access to the Internet elsewhere (e.g., work, school, library, etc.) |
| <input type="checkbox"/> I/we do not know enough about the Internet to feel comfortable using it | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Internet service is not available at my address | |

10. From which other location do you access the Internet? (select all that apply)
- | | |
|--|--|
| <input type="checkbox"/> Place of employment | <input type="checkbox"/> Religious facility |
| <input type="checkbox"/> Library | <input type="checkbox"/> I only access the Internet from a mobile device |
| <input type="checkbox"/> School | <input type="checkbox"/> I do not access the Internet |
| <input type="checkbox"/> Coffee shop or restaurant | <input type="checkbox"/> Other: _____ |

11. Are you interested in having improved or additional choices for Internet service at your home address?
- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

12. Are there children in your household between the ages of 5 and 18?
- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

13. How many Internet-connected devices would you estimate that you have in your home? *This could include desktop or laptop computers, tablets, smart phones, gaming consoles, "smart home" devices, Internet-enabled TV devices, or any other device that connects to the Internet.*
- Estimated number of devices

14. How often do you access the Internet?
- | | | |
|--|--|---|
| <input type="checkbox"/> Constantly during the day | <input type="checkbox"/> Several times weekly | <input type="checkbox"/> Once monthly |
| <input type="checkbox"/> Several times daily | <input type="checkbox"/> Once weekly | <input type="checkbox"/> Less than once monthly |
| <input type="checkbox"/> Once daily | <input type="checkbox"/> Several times monthly | <input type="checkbox"/> Never |

15. How often do you access online information or interact electronically with the following sectors? Please place a check in the appropriate box. *Types of interactions could include, but are not limited to, visiting a website, commenting on social media, text messaging, etc.*

Activity	Several times daily	Once daily	Several times weekly	Once weekly	Several times monthly	Once monthly	Less than once monthly	Never
Local government (city, township, village, etc.)								
County government								
State Government								
Federal government								
Local businesses (within 50 miles)								
Non-local businesses								
Agriculture								
Community Organizations								
Healthcare								
Higher education or continuing education								
K-12 schools								
Library								
Public safety								
Travel and tourism								

16. In the table below, please place a check in the appropriate box rating your skill related to each technology hardware item on a scale of zero to three. *0 = No Experience ("I need to learn."); 1 = Basic Skill ("I know a little about this technology."); 2 = Intermediate Skill ("I'm very comfortable using this technology."); 3 = Advanced Skill ("I could teach this technology to someone else.");* and *N/I = Not Interested ("I'm not interested in this technology.")*

Skill Level	0	1	2	3	N/I
Desktop computer					
Laptop computer					
Tablet					
Smart phone					
Analog mobile phone					
Mouse and keyboard					
Touchscreen					
Wearable technology (e.g. FitBit, smartwatch, etc.)					
Gaming consoles (e.g. Xbox, Playstation, Wii, etc.)					
Internet TV devices (e.g. Slingbox, AppleTV, etc.)					
Printers					
External storage devices					
Internet connected devices (e.g. smart thermostats, home automation, wireless door locks or lighting, etc.)					

17. In the table below, please place a check in the appropriate box rating your skill related to each software application on a scale of zero to three. *0 = No Experience ("I need to learn."); 1 = Basic Skill ("I know a little about this technology."); 2 = Intermediate Skill ("I'm very comfortable using this technology."); 3 = Advanced Skill ("I could teach this technology to someone else.");* and *N/I = Not Interested ("I'm not interested in this technology.")*

Skill Level	0	1	2	3	N/I
Operating system (e.g., Windows, Apple OS, etc.)					
Word processing (e.g., Microsoft Word)					
Spreadsheets (e.g., Microsoft Excel)					
Internet browser (e.g., Internet Explorer, Chrome, Firefox, etc.)					
Presentations (e.g., Microsoft PowerPoint, Prezi, etc.)					
Multimedia recording, manipulating, or editing software (e.g., Photoshop, etc.)					
3D modeling (e.g., Sketch-up, AutoDesk, etc.)					
Music listening applications (e.g., iTunes, Spotify, etc.)					
Video viewing applications (e.g., Windows Media Player, Quicktime, etc.)					
Offline gaming					

18. In the table below, please place a check in the appropriate box rating your skill related to each communications/online activity item on a scale of zero to three. *0 = No Experience ("I need to learn."); 1 = Basic Skill ("I know a little about this technology."); 2 = Intermediate Skill ("I'm very comfortable using this technology."); 3 = Advanced Skill ("I could teach this technology to someone else.");* and *N/I = Not Interested ("I'm not interested in this technology.")*

Communication/Online Activity	0	1	2	3	N/I
Email					
Browsing the Internet					
Facebook					
Twitter					
Other social media (e.g., YouTube, Pinterest, Snapchat, etc.)					
Buying and selling (e.g., Craigslist, Etsy, etc.)					
VoIP applications (e.g., Skype, gChat, etc.)					
Online bill payment, e-banking, and similar activities					
Conducting an online job search					
Mobile applications					
Online research and similar activities					
Online gaming					
Cybersecurity (keeping personal information safe online)					
Online educational classes					
Text messaging					

19. Do you currently telework or telecommute in any capacity for your job? *Teleworking or telecommuting is defined as working outside the regular office environment and communicating with that office over a telecommunications network.*
 ___ Yes (continue to question #20) ___ I am not currently employed (skip to question #26)
 ___ No (skip to question #25)

20. How frequently do you telework or telecommute?
 Every day
 Several days per week
 Once per week
 Several days per month, but less than once per week
 Once per month
 Less than once per month

21. Would you telework more frequently if allowed by your employer?
 Yes
 No
 Unsure

22. What equipment are you provided by your employer to facilitate teleworking?
 Laptop computer
 Tablet computer
 Smart phone
 I provide my own equipment
 Other: _____

23. From where do you telework?
 Coffee shop
 Co-working or shared office space
 Home office
 Library
 Other: _____

24. If you don't currently, would you consider using a shared office space or co-working office if it were available?
 Yes
 No
 I use such a space
 Unsure

Skip to Question #26

25. Would you telework or telecommute if allowed by your employer?
 Yes
 No

Demographic information will only be analyzed in aggregate in order to further broadband and technology research efforts locally and nationally. Your responses will not in any way be associated with your address or identity.

26. Please indicate the response below that best describes your current employment status
 Full-time employed, but not self-employed
 Part-time employed, but not self-employed
 Self-employed
 Out of work and looking for work
 Out of work but not currently looking for work
 Homemaker
 Student
 Military
 Retired
 Unable to work
 Other: _____

27. Are there any US military veterans (active-duty or retired) living in your household?
 Yes
 No

28. What is your age?
 Under 18
 18 to 24
 25 to 29
 30 to 34
 35 to 39
 40 to 44
 45 to 49
 50 to 54
 55 to 59
 60 to 64
 65 to 69
 70 to 74
 75 to 79
 80 or older

29. What is your gross annual household income?
 Less than \$20,000
 \$20,000 to \$34,999
 \$35,000 to \$49,999
 \$50,000 to \$74,999
 \$75,000 to \$99,999
 \$100,000 to \$149,999
 \$150,000 to \$250,000
 Greater than \$250,000

30. Please indicate your highest level of educational attainment.
 Some high school
 High school diploma or equivalent
 Some college (no degree)
 Associate's degree
 Bachelor's degree
 Some graduate study (no graduate degree)
 Master's degree or equivalent
 Ph.D. or equivalent

31. Please indicate the response that best describes your race:
 Black or African America
 American Indian or Alaska Native
 Asian
 Native Hawaiian or Other Pacific Islander
 White, but not of Hispanic or Latino Origin
 Hispanic or Latino
 Other Race
 Two or More Races

32. Are you a full-time or part-time resident of the community?
___ Full-time resident (you reside in the community for at least 6 months of the year)
___ Part-time resident (you reside in the community for less than 6 months of the year)
33. Are you interested in being informed of high-speed Internet developments in your community or the results of this survey? If yes, please provide your email address: _____

Additional Comments:

Thank you for participating in the survey!