# Building Digital Communities Stakeholder Survey

## Background

Building Digital Communities Stakeholder Survey questions were originally used in Dodge City, Kansas in the spring of 2013. Dodge City is a pilot community of [Building Digital Communities: Framework for Action](http://www.imls.gov/assets/1/AssetManager/BuildingDigitalCommunities_Framework.pdf) (created by the Institute of Museum and Library Services). Support for the pilot communities was also provided by IMLS. The survey questions were developed by [OCLC’s WebJunction](http://webjunction.org), Waymark Systems and the [University of Illinois, Champaign-Urbana Center for Digital Inclusion](http://cdi.lis.illinois.edu/cdi/) and the Digital Dodge City local leadership team. Additional information regarding the stakeholder alignment process piloted in Dodge City can be found at [oc.lc/bdcpilot](http://oc.c/bdcpilot).

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## I. Background Demographic Information

#### Please indicate your primary role (note that you will also have the chance to indicate a secondary role below) (select one primary role):

* Local city, county and tribal governments
  + Elected city official
  + Elected county official
  + Tribal government elected official
  + Other elected official (please specify)
* Public agencies
  + Library staff /leadership
  + K-12 School educator/administrator
  + Higher Education, community college educator/administrator
  + Higher Education, university educator/administrator
  + Adult education training and development program educator/administrator
  + Economic development agency staff/leadership
  + Community center staff/leadership (such as recreation centers)
  + Public housing agency staff/leadership
  + Technology/digital management agency staff/leadership
  + Regulatory government agency staff/leadership
  + Other public agency staff/leadership (please specify)
* Not-for-profit community based organizations
  + Not-for-profit religious leader
  + Not-for-profit organization staff/leadership serving low income or homeless populations
  + Not-for-profit organization staff/leadership serving people with disabilities
  + Not-for-profit organization staff/leadership serving ethnic communities/cultures
  + Not-for-profit organization staff/leadership providing access and training with digital technologies
  + Not-for-profit organization staff/leadership providing workplace training and development
  + Not-for-profit community foundation staff/leadership
  + Not-for-profit labor organization staff/leadership
  + Other not-for-profit staff/leadership (please specify)
* Business
  + Broadband service provider staff/leadership
  + Chambers of Commerce and other business group staff/leadership
  + Technology association staff/leadership
  + Technology related business
  + Other business organization staff/leadership
* Additional Organizations
  + Local media (TV, Radio, newspaper)
  + Public energy utility
  + Health Care provider
* Community Residents
  + Living in a neighborhood with high speed digital services available
  + Living in a neighborhood not presently served by a high speed digital provider

***Are there any other stakeholder categories that are not on this list, but are important when it comes to digital inclusion? (please specify)***

#### Please review the same list and select a second role if there as a secondary role that is also appropriate for you (select one secondary role)

#### Same list as above

#### How many years of experience do you have with digital literacy, public internet access, technology training, high speed internet, and related matters:

* None
* Under 3 years
* 3-7 years
* 8-15 years
* Over 15 years

#### Please indicate your gender:

* Male
* Female

## II. General Views on Digital Inclusion and High-Speed Internet Connections

*Note: “Digital Inclusion” refers to* the ability of individuals and groups to access and use information and communication technologies.*. “High-Speed Internet Connections” are defined as any internet service that is not dial-up and usually is at least 4 Megabits per second for downloading information and 1 Megabit per second for uploading information. At these speeds, you can view video without many interruptions or delays, for example.*

#### How familiar are you with initiatives or activities around “digital inclusion” or “high speed internet connections” in your community?

* This is the first I have heard of these ideas
* I am aware of these ideas but I have no direct experience
* I have participated in discussions about these ideas, but not actively involved otherwise
* I am actively involved in these ideas, beyond participating in discussions about them

1. ***How important is it to you to reside in a community where everyone has access to high-speed internet connections, whether in their home or through community organizations (such as libraries or community centers)?***

***Not Slightly Somewhat Very Absolutely Don’t Know/***

***Important Important Important Important Essential Not Applicable***

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1. ***How important is it to you that all community members have high-speed internet access at home?***

***Not Slightly Somewhat Very Absolutely Don’t Know/***

***Important Important Important Important Essential Not Applicable***

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1. ***In a typical day, how many hours do you spend on-line (with e-mail, web searches, using on-line programing, etc.)?***
   * None
   * Under 1 hour
   * 1-2 hours
   * 3-5 hours
   * 6-10 hours
   * Over 10 hours
2. ***If you have $100 hypothetical dollars to allocate in order to make digital services (over the internet) more broadly available in our community, how would you divide up the funds (so it still adds up to $100):***

$\_\_\_\_\_ Health care information

$\_\_\_\_\_ Public safety information

$\_\_\_\_\_ K-12 education programs and information

$\_\_\_\_\_ College and university education programs

$\_\_\_\_\_ Workforce training programs

$\_\_\_\_\_ Community/civic engagement information

$\_\_\_\_\_ Digital media (books, music, and video) services

$\_\_\_\_\_ Local foods information

$\_\_\_\_\_ Community green energy information

$\_\_\_\_\_ Other (please specify)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

$100 total

1. ***Please indicate which of these program areas are most complementary with each other – so an investment in one, would help out the other (please specify the top two or three program areas that are complementary):***

* Health care information
* Public safety information
* K-12 education programs and information
* College and university education programs
* Workforce training programs
* Community/civic engagement information
* Digital media (books, music, and video) services
  + Local foods information
  + Community green energy information
* Other (please specify)

## III. Internet Access Organizations or Institutions

*Please rate the current state and what you anticipate will be the future state (in 3-5 years) of internet access for each of the listed organizations on the scale from “inadequate” at one extreme to “extensive” at the other extreme. Note that “internet access” includes access via the internet to the full range of information and services from a given organization or institution. In making your future projection, take into account the current rate of change and any additional initiatives you anticipate over the next 3-5 years. DK/NA is for “Don’t Know” or “Not applicable.”*

1. ***The current state for internet access at K-12 educational institutions.***

*Inadequate* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Extensive DK/NA*

1. ***Your future projection (in 3-5 years) for internet access at K-12 educational institutions.***

*Inadequate* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Extensive DK/NA*

1. ***The current state for internet access at College and University educational institutions.***

*Inadequate* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Extensive DK/NA*

1. ***Your future projection (in 3-5 years) for internet access at College and University educational institutions.***

*Inadequate* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Extensive DK/NA*

1. ***The current state for internet access at public libraries.***

*Inadequate* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Extensive DK/NA*

1. ***Your future projection (in 3-5 years) for internet access at public libraries.***

*Inadequate* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Extensive DK/NA*

1. ***The current state for internet access at medical/health care facilities.***

*Inadequate* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Extensive DK/NA*

1. ***Your future projection (in 3-5 years) for internet access at medical/health care facilities.***

*Inadequate* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Extensive DK/NA*

1. ***The current state for internet access at museums.***

*Inadequate* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Extensive DK/NA*

1. ***Your future projection (in 3-5 years) for internet access at museums.***

*Inadequate* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Extensive DK/NA*

1. ***The current state for internet access for tribal lands and Native communities.***

*Inadequate* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Extensive DK/NA*

1. ***Your future projection (in 3-5 years) for internet access for tribal lands and Native communities.***

*Inadequate* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Extensive DK/NA*

## IV. Affordability, Understandability and Internet Access for Special Populations

*Please rate the importance of services for various special populations on the scale from “unimportant” at one extreme to “essential” at the other extreme. DK/NA is for “Don’t Know” or “Not applicable”*

1. ***Easy to understand pricing plans for internet service agreements, including cost, start date, end date, and other key information.***

*Unimportant* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Essential DK/NA*

1. ***Reducing or eliminating internet subscription costs for low-income households.***

*Unimportant* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Essential DK/NA*

1. ***Subsidies for the purchase of computing devices, software and printers for low-income households.***

*Unimportant* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Essential DK/NA*

1. ***Trusted information about the cost and use of computers, software and printers is available offline for low-income households.***

*Unimportant* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Essential DK/NA*

1. ***People with disabilities have access to assistive devices, training programs, and design solutions to accommodate physical and/or cognitive differences.***

*Unimportant* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Essential DK/NA*

1. ***The elderly have access to assistive devices, training programs, and design solutions to accommodate physical and/or cognitive needs.***

*Unimportant* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Essential DK/NA*

1. ***Local and state government online services are designed for multilingual and multicultural use.***

*Unimportant* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Essential DK/NA*

## V. Community High-Speed Internet Public Access

*Please rate the importance of various aspects of public access on the scale from “unimportant” at one extreme to “essential” at the other extreme. DK/NA is for “Don’t Know” or “Not applicable”*

1. ***How important is it that our community has sufficient free access to the internet (in libraries, community centers, or other locations) to support the needs of residents, workers, and visitors.***

*Unimportant* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Essential DK/NA*

1. ***How important is it that public access technology in our community is located in safe facilities with sufficient levels of privacy and security.***

*Unimportant* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Essential DK/NA*

1. ***How important is it that local and state government online services are designed for multilingual and multicultural use.***

*Unimportant* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Essential DK/NA*

1. ***How important is it that there is outreach to raise awareness and educate the public about the benefits of using high speed internet and other digital technologies.***

*Unimportant* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Essential DK/NA*

## VI. Additional Questions on Internet SERVICES

*Please rate the importance of various services on the scale from “unimportant” at one extreme to “essential” at the other extreme. Then, for the same services, please rate the adequacy of the same services from “inadequate” at one extreme to “extensive” at the other extreme. DK/NA is for “Don’t Know” or “Not applicable”*

1. ***How important is it that community organizations work together to coordinate information technology access and use services to low-income households, the disabled and seniors?***

*Unimportant* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Essential DK/NA*

1. ***How adequate are the current levels of coordination among community organizations providing information technology access and use services to low-income households, the disabled and seniors??***

*Inadequate* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Extensive DK/NA*

1. ***How important is it to make workforce training and development information available over the internet in our community?***

*Unimportant* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Essential DK/NA*

1. ***How adequate are the current levels of workforce training information available online in our community?***

*Inadequate* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Extensive DK/NA*

1. ***How important is it to enable medical professionals to share medical records (securely) with each other and patients over the internet in our community?***

*Unimportant* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Essential DK/NA*

1. ***How adequate are the current levels of secure sharing of medical records over the internet in our community?***

*Inadequate* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Extensive DK/NA*

1. ***How important is it to enable community members to get access to medical or health care information over the internet?***

*Unimportant* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Essential DK/NA*

1. ***How adequate are the current levels of access for community members to medical or health care information over the internet?***

*Inadequate* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Extensive DK/NA*

1. ***How important is it to enable community members to get access to government and public agency services or information over the internet?***

*Unimportant* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Essential DK/NA*

1. ***How adequate are the current levels of community members access to government and public agency services or information over the internet?***

*Inadequate* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Extensive DK/NA*

1. ***How important is it to use internet technology to promote volunteerism and community connections in our community?***

*Unimportant* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Essential DK/NA*

1. ***How adequate are current internet technologies for promoting volunteerism and community connections in our community?***

*Inadequate* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Extensive DK/NA*

1. ***How important is it to use internet technology to promote intergenerational connections in our community?***

*Unimportant* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Essential DK/NA*

1. ***How adequate are the current levels of use of internet technology to promote intergenerational connections in our community?***

*Inadequate* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Extensive DK/NA*

1. ***How important is it to produce, archive, and distribute local media programs and other digital content produced by local voices in our community?***

*Unimportant* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Essential DK/NA*

1. ***How adequate are the current levels of producing, archiving, and distributing local media programs and other digital content produced by local voices in our community?***

*Inadequate* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Extensive DK/NA*

1. ***How important is it to promote digital literacy in K-12 schools in our community?***

*Unimportant* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Essential DK/NA*

1. ***How adequate are the current levels of digital literacy programming in K-12 schools in our community?***

*Inadequate* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Extensive DK/NA*

1. ***How important is it to understand the digital needs of businesses in our community?***

*Unimportant* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Essential DK/NA*

1. ***How adequate are the current levels of support for the digital needs of businesses in our community?***

*Inadequate* ***🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾 🔾*** *Extensive DK/NA*

## VII. Additional Questions

1. **How would you characterize the views *within your own household, neighborhood or organization* when it comes to the idea of digital inclusion in your community?**
2. **Based on what you now know, what do you see as the *core values and assumptions that are widely shared* among stakeholders associated with digital inclusion in your community?**
3. **What are *core values and assumptions on which you perceive debate or disagreement* or divergence among digital inclusion stakeholders?**
4. **What will be the key to *sustaining* a digital inclusion initiative over the next 3-5 years?**
5. **If you could use a word or phrase (including a metaphor or visual image) to best convey your views on digital inclusion in your community, what would it be?**
6. **Is there *anyone who you feel we should absolutely be sure we talk to* as part of this project?**