Digital Inclusion Community Needs Assessment

Welcome!

We are a partnership of WebJunction, ICMA (International City/County Management Association), and TechSoup Global. Funded by a grant from IMLS (Institute for Museum and Library Services) in alignment with their Framework for Building Digital Communities, we have launched a project aimed at helping communities across the country get started on the path to digital inclusion.

Our team would like to understand more about the broad aspects of digital inclusion in your community:

- the level of awareness in your organization;
- the priorities for getting started or continuing existing efforts;
- what programs or projects you are already engaged in;
- and the challenges and successes encountered.

Your feedback will help us develop programs and materials to increase digital inclusion across communities. This assessment is being sent to a variety of organizations (libraries, city/county managers, non-profit organizations). We ask that you respond from the perspective of your organization and its role in increasing digital inclusion in your community.

This survey consists of 9 questions (plus 6 demographic questions) and should take 15 minutes of your time. Questions with an asterisk (*) require an answer. You will be able to go back and change answers before final submission of your responses. We ask that only one person from your organization fill out the assessment.

Your responses are strictly confidential. We appreciate your insights!

Digital Inclusion Community Needs Assessment

Your Community Demographics

Answers to the following questions will help us to view the data in a variety of ways. Please be assured that your information will remain strictly confidential; no personal information will be shared without your permission.

*1. What type of organization do you represent?

- ○ State library
- ○ Public library
- ○ Community-based organization or social service provider
- ○ City/county/town government
- ○ Other (please specify)

2. What is the name of your organization?

*3. In what state is your organization located?

State: [▼]

*4. What is the population size of the community served by your organization?

- ○ Under 5,000
- ○ 5,000-24,999
- ○ 25,000-99,999
- ○ 100,000+
- ○ Don't know/not applicable

5. What is your name? (Your information will remain confidential.)

6. What is your job title? (Your information will remain confidential.)

Objectives of Digital Inclusion

Please take a moment to review the working definitions we use for this project. You do NOT need technical expertise to answer the questions.

Digital Inclusion is the ability of individuals and groups to access and use information and communication technologies. Digital inclusion encompasses not only access to the Internet but also the availability of hardware and software, relevant content and services, and training for the digital literacy skills required for the adoption and effective use of information and communication technologies.

Digital technologies refer to the ever-evolving suite of digital software, hardware and architecture systems that enable users to create, access, store, manipulate and share electronic information. Examples of digital technologies include:

- computerized devices, such as laptops, smartphones, tablets, digital cameras and digital TV
- connections to the Internet and the World Wide Web
- computer software and web-based programs, such as word processing, photo/video editing, conferencing and social networking tools

Digital Inclusion Community Needs Assessment

*7. The following are some specific objectives related to digital inclusion. Please consider each objective from the perspective of your organization. Some objectives may not apply to your role in the community.

For each of the objectives below, please indicate the level of priority for your organization.

	High	Medium	Low	Not a priority	Not applicable/ Don't know
Businesses and institutions have access to high speed Internet.	○	○	○	○	○
Competitive pricing is in place to make high speed Internet access affordable for all.	○	○	○	○	○
Programs are in place to make high speed Internet access available in every household.	○	○	○	○	○
People with disabilities have access to assistive technologies that enable them to use the Internet.	○	○	○	○	○
Free public access is available for people to use the Internet through publicly available computers and/or through free wireless connections.	○	○	○	○	○
Programs are available to teach people basic digital skills, including how to use the Internet productively and safely.	○	○	○	○	○
Digital technologies are available and used to expand educational opportunities and career preparation for all ages.	○	○	○	○	○
Digital technologies are used to enhance and support local economic development and workforce development.	○	○	○	○	○
Healthcare providers use digital technologies to improve patient care.	○	○	○	○	○
Digital technologies are available and used to enhance emergency preparedness and support efforts of public safety agencies.	○	○	○	○	○
Digital technologies are available and used to connect people with social services and consumer information.	○	○	○	○	○
Digital technologies are available and used to connect people with government and its agencies and to promote civic engagement.	○	○	○	○	○
Digital technologies are available and used to enhance people's social connections and expand their personal networks.	○	○	○	○	○

Digital Inclusion Community Needs Assessment

Current Digital Inclusion Projects

8. Based on your priorities indicated in question #1:

Column 1: indicate whether or not your organization is currently engaged in any of these objectives (including planning, regulation, or direct provision of services)

Column 2: if you answered "Yes" in column 1, indicate how much progress your organization has made in each objective.

	Currently doing?	Extent of progress?
Businesses and institutions have access to high speed Internet.	▼	▼
Competitive pricing is in place to make high speed Internet access affordable for all.	▼	▼
Programs are in place to make high speed Internet access available in every household.	▼	▼
People with disabilities have access to assistive technologies that enable them to use the Internet.	▼	▼
Free public access is available for people to use the Internet through publicly available computers and/or through free wireless connections.	▼	▼
Programs are available to teach people basic digital skills, including how to use the Internet productively and safely.	▼	▼
Digital technologies are available and used to expand educational opportunities and career preparation for all ages.	▼	▼
Digital technologies are used to enhance and support local economic development and workforce development.	▼	▼
Healthcare providers use digital technologies to improve patient care.	▼	▼
Digital technologies are available and used to enhance emergency preparedness and support efforts of public safety agencies.	▼	▼
Digital technologies are available and used to connect people with social services and consumer information.	▼	▼
Digital technologies are available and used to connect people with government and its agencies and to promote civic engagement.	▼	▼
Digital technologies are available and used to enhance people's social connections and expand their personal networks.	▼	▼

9. Please provide examples or links to the digital inclusion programs or projects in which your organization is currently engaged (such as projects to extend high speed broadband to remote areas, build computer labs for public access, or provide digital skills training to community members).

10. What is the source of funding support for these programs/projects? Examples include Broadband Technology Opportunity Program (BTOP) grants, Foundations, etc.

11. Does your organization have active partnerships with any of the following for any digital inclusion objectives? (Check all that apply)

☐ Public library

☐ Parks or recreation department

☐ Employment agency

☐ Economic development or small business agency

☐ Public/private schools K-12

☐ Community college

☐ Four-year university

☐ Non-profit social services agency

☐ Non-profit or governmental housing agency

☐ Non-profit youth agency

☐ Non-profit or government agency for the aging

☐ Non-profit or governmental agency supporting people with disabilities

☐ United Way or similar umbrella philanthropy agency

☐ Community foundation

☐ Philanthropy foundation other than community foundation (corporate or family foundations)

☐ Telecommunications provider such as telephone, wireless, or cable television company

☐ Health care provider (Non-Profit or for-profit)

☐ For–profit company other than telecommunications or health care

☐ Museum

☐ Other (please specify)

Digital Inclusion Community Needs Assessment

Challenges and Opportunities

*12. Overall, what do you see as the biggest challenges (aside from funding) for your organization to increase digital inclusion in your community? (Check only the five most significant)

- ☐ Availability of high-speed networks
- ☐ Availability of hardware (computers, laptops, mobile devices, peripherals, assistive technologies)
- ☐ Software programs and relevant content
- ☐ Physical locations for public access computers
- ☐ Ongoing IT support and maintenance
- ☐ Internet access for individuals
- ☐ Access for people with physical or cognitive disabilities
- ☐ Organization staff training to promote digital inclusion
- ☐ Training in digital skills for community members
- ☐ Interest/initiative of community members
- ☐ Low reading literacy of community members
- ☐ Language barriers for community members
- ☐ Other challenges not listed (please describe)

＊13. Which of these groups are the most vulnerable to being digitally excluded in your community? Choose only 3 from the list.

☐ Individuals with disabilities (physical or cognitive)

☐ Immigrant populations and people with limited English language skills

☐ Low income households

☐ People with a low level of education

☐ Unemployed people

☐ Children under 13 years of age

☐ Youth, ages 13-25

☐ Seniors, ages 60+

☐ Others not listed (please describe)

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14. What would be most useful for you in achieving digital inclusion priorities in your community? (Check all that apply)

☐ Case study and best practices repository

☐ Help building partnerships

☐ Guidelines and benchmarks

☐ Self-assessment tool

☐ National report card on the status of digital inclusion

☐ Training for staff and volunteers

☐ "Dashboard" or other tool for sharing data and tracking trends across time

☐ Access to outside expertise (e.g., technical consultants)

☐ Capital funding

☐ Operational funding

☐ Other (please specify)

15. Is there anything else you would like us to know about digital inclusion in your community?

16. If you would like to receive a copy of the assessment results, please enter your email address. It will not be used for any other purpose.

Thank you!

Thank you for taking the time to help us understand the digital inclusion needs in your community. We will publish a summary of the survey once we have analyzed the results.

If you have any questions about our project, please contact the project manager, Betha Gutsche at gutscheb@oclc.org.