



Commonwealth of Virginia



Digital Opportunity Access Survey: Informed Consent

You are invited to participate in a survey about digital opportunity and access in Virginia. The goal of this is to understand how citizens of Virginia access and utilize internet services. Participation in this survey is voluntary, taking an estimated 10-12 minutes to complete.

This study is being conducted by Southeastern Institute of Research (SIR) in partnership with the Virginia Department of Housing and Community Development and Guidehouse Inc. The goal of this study is to help DHCD understand the current state of digital access and availability in Virginia. Questions you feel do not apply, you may skip and you may end the interview at any time. However, we strongly encourage participation and greatly appreciate your feedback.

If you have any questions about this study or about your rights as a research participant, please contact Dr. Bryan Shelly, Director of Research at SIR (804-358-8981, ext. 157 or [bryan.shelly@SIRhq.com](mailto:bryan.shelly@SIRhq.com)).

Thank you for your time!

**Survey Questions:**

1. What is your primary language? \_\_\_\_\_
2. What is your zip code? \_\_\_\_\_
3. In what city/county do you live? \_\_\_\_\_
4. Do you have internet access (WiFi) at home? (home internet and/or through a cellular plan)
  - ☐ I have a home internet subscription and cellular plan.
  - ☐ I have a home internet subscription only.
  - ☐ I have a cellular plan only.
  - ☐ I do not have any internet access at home.
5. How do you access the internet at home? (Bubble in all that apply)
  - ☐ Cellular data plan (access internet through mobile wireless network)
  - ☐ Fiber optic (fiber direct to building)
  - ☐ Cable modem (same network as cable TV)
  - ☐ Satellite internet service (satellite dish)
  - ☐ Fixed wireless (uses radio signals and line of sight, e.g., 5G)
  - ☐ DSL (uses a standard phone line, but does not interfere with phone service)
  - ☐ Dial-up (uses a standard phone line)
  - ☐ Not sure
6. If you do not have internet access, what is the main reason why?
  - ☐ Don't see the need for it
  - ☐ Not available in my area
  - ☐ Internet speed is too slow
  - ☐ My device does not connect
  - ☐ Too expensive
  - ☐ I use the internet somewhere else
  - ☐ Concerns about online privacy and security
  - ☐ Other (please explain): \_\_\_\_\_
7. What is the name of your wireless cellular plan provider/plan?
  - ☐ Verizon
  - ☐ AT&T
  - ☐ Xfinity
  - ☐ Cox
  - ☐ T-Mobile
  - ☐ Boost Mobile
  - ☐ Cricket Mobile
  - ☐ Mint Mobile
  - ☐ Other \_\_\_\_\_
8. What is the name of your home's internet provider/plan?  
\_\_\_\_\_

9. How much do you pay each month for internet service (NOT including cellular plan)?
- ☐ \$0 to \$35
  - ☐ \$36 to \$50
  - ☐ \$51 to \$75
  - ☐ \$76 to \$100
  - ☐ \$101 to \$125
  - ☐ \$125+
10. Would you be willing to pay more for better internet service?
- ☐ Yes
  - ☐ No
  - ☐ Unsure
11. How much would you be willing to pay for internet service per month (NOT as part of a cellular plan)?
- ☐ \$0 to \$9
  - ☐ \$10 to \$35
  - ☐ \$36 to \$50
  - ☐ \$51 to \$75
  - ☐ \$76 to \$100
  - ☐ \$101 to \$125
  - ☐ \$125+
12. Please rate your internet service provider(s) on the following. (0 = dissatisfied; 1 = satisfied)
- \_\_\_ Customer Service
- \_\_\_ Internet Speed
- \_\_\_ Internet Reliability
- \_\_\_ Value I get for the price I pay
13. Do you have a cap on monthly internet usage?
- ☐ Yes (please list the limit, e.g., 5 GB): \_\_\_\_\_
  - ☐ No
  - ☐ Unsure
14. How often do you experience disruptions or download/upload speeds that are slower than expected?
- ☐ Never
  - ☐ Rarely (less than 3x a month)
  - ☐ Somewhat frequently (1-2x a week)
  - ☐ Frequently (More than 2x a week)
15. Have you experienced any of these problems trying to get internet? (Bubble in all that apply.)
- ☐ Provider failed to schedule a service installation within 10 business days of request
  - ☐ Credit challenges with obtaining an internet plan
  - ☐ Provider does not offer convenient and reliable installation times
  - ☐ Provider denied the request for service
  - ☐ Provider does not offer the technology, or service type, at this location
  - ☐ Subscribed speed not achievable
  - ☐ Other (please explain): \_\_\_\_\_
16. Which of these do you use to access the internet? (Bubble in all that apply.)
- ☐ Smart phone
  - ☐ Desktop computer
  - ☐ Laptop computer
  - ☐ Tablet/e-reader
  - ☐ Smart TV or connectors (e.g., Roku, FireTV, AppleTV)
  - ☐ Gaming system
  - ☐ Other: \_\_\_\_\_
  - ☐ I do not own a digital device.
17. When you use the Internet, what kind of activities do you do online? (Bubble in all that apply.)
- ☐ Email friends/family
  - ☐ Make purchases online (books, music, electronics, travel, etc.)
  - ☐ Read the news
  - ☐ Read blogs
  - ☐ Play games
  - ☐ Pay bills
  - ☐ Call long distance or international
  - ☐ Gather financial information
  - ☐ Search for work/employment
  - ☐ Watch videos/listen to music
  - ☐ Social networking
  - ☐ Meet new people online

18. How comfortable are you using digital devices to do these tasks? (Please only bubble in items you are comfortable with.)

- ☐ Helping children complete their schoolwork or access online learning
- ☐ Complete your schoolwork
- ☐ Working or doing business
- ☐ Searching for job
- ☐ Reading the news
- ☐ Watching entertainment or using social media
- ☐ Communicating with friends or family (not on social media)
- ☐ Attending virtual doctor's appointments
- ☐ Paying bills, online banking, accessing personal information (e.g., medical records, taxes, etc.)

19. Where do you frequently access the internet?  
Please rank in order of frequency by dragging each item up or down (1 = most frequent).

- \_\_\_ At home
- \_\_\_ At a public space (e.g., public library, park, community center, recreation hall, etc.)
- \_\_\_ At a commercial space (e.g., coffee-shop, internet café, bar, etc.)
- \_\_\_ At a school (e.g., grade school, college, educational institution, etc.)
- \_\_\_ At work
- \_\_\_ Other: \_\_\_\_\_

20. What options would you like to have available?  
Please rank order of priority (1 = highest priority).

- \_\_\_ Low-cost or free digital devices
- \_\_\_ Low-cost or free internet service
- \_\_\_ Expanded public WiFi
- \_\_\_ Public computer spaces where you can access WiFi and use a digital device for free
- \_\_\_ Programs that teach how to use a digital device and access the internet
- \_\_\_ Programs that teach digital skills required for jobs
- \_\_\_ Programs that provide support for my digital needs in a one-on-one setting
- \_\_\_ Programs that provide support for my digital needs in a group setting
- \_\_\_ Other: \_\_\_\_\_

21. Do you know about any digital resources or programs in your area—like places to rent devices or take a digital class? If so, what are they?

\_\_\_\_\_

22. Have you canceled your internet service or cut back your internet to a less expensive service, within the past 12 months?

- ☐ Yes, I have canceled my internet service.
- ☐ Yes, I have cut back my internet service to a less expensive option.
- ☐ No, neither

23. Have you ever applied for any of the following programs? (Bubble in all that apply.)

- ☐ FCC Lifeline Program
- ☐ FCC Affordable Connectivity Program
- ☐ Other (please explain): \_\_\_\_\_
- ☐ I have not applied to any of these
- ☐ I'm not sure

24. Are you aware of these programs?

- ☐ Yes
- ☐ No
- ☐ I'm not sure

25. What is your gender?

- ☐ Female
- ☐ Male
- ☐ Other/Nonbinary

26. Are you of Hispanic, Latino, or Spanish origin?

- ☐ No
- ☐ Yes, Mexican, Mexican American, Chicano
- ☐ Yes, Puerto Rican
- ☐ Yes, Cuban
- ☐ Yes, another Hispanic, Latino, or Spanish origin (i.e., Nicaraguan, Colombian, etc.)

27. What is your race or races? (Bubble in all that apply)

- ☐ White
- ☐ Black or African American
- ☐ American Indian or Alaska Native
- ☐ Asian
- ☐ Native Hawaiian or Pacific Islander
- ☐ Other: \_\_\_\_\_

28. Which of the following categories do you most identify with? (Bubble in all that apply.)

- ☐ Low-income
- ☐ Aging (60+)
- ☐ Incarcerated Individuals (non-federally)
- ☐ Veterans
- ☐ Individuals with disabilities
- ☐ Individuals with a language barrier/low literacy
- ☐ Individuals who are members of a racial or ethnic minority group
- ☐ Individuals who primarily reside in a rural area

29. What is your age?

- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 or over

30. What best describes your employment status?

- ☐ Employed, working 40 or more hours per week
- ☐ Employed, working 1-39 hours per week
- ☐ Not employed, looking for work
- ☐ Not employed, not looking for work
- ☐ Student
- ☐ Retired
- ☐ Disabled, not able to work

31. Please indicate how many individuals live in your household including you. (List numbers)

Adults ages 18-65: \_\_\_\_

Adults over the age of 65: \_\_\_\_

Children under 18: \_\_\_\_

32. Which of the following best represents your total combined annual household income?

- ☐ Less than \$25,000
- ☐ \$25,000 to \$49,999
- ☐ \$50,000 to \$99,999
- ☐ \$100,000 to \$149,999
- ☐ \$150,000 or more
- ☐ Not sure/Prefer not to respond

33. What is your highest level of school completed?

- ☐ Less than high school
- ☐ High school diploma (or GED)
- ☐ Some college
- ☐ Associate's degree
- ☐ Bachelor's degree
- ☐ Master's degree
- ☐ Professional degree beyond a master's degree