

Did you participate in a broadband workshop (circle one)? Yes No

If no, please begin survey on next page.

If yes, what was the workshop location?_____

High-Speed Internet Survey

The following survey is designed to help identify your high-speed Internet needs and uses. The survey should take you about 10 to 12 minutes to complete. All your answers and information will be kept strictly confidential and will be combined with answers provided by other people who complete the survey with the results reported as averages. Your participation in the survey is completely voluntary. You may stop answering questions at any time, and you may skip any question that you do not want to answer.

Please mail your completed survey to:

**CSU, Chico Center for Economic Development
Attn: Warren Jensen
California State University, Chico
Chico, CA 95929-0765**

Telecommunications At Home

1. Which of the following telecommunications services/devices do you have in your home? (Please check all that apply.)

- Land-line telephone
- Cell phone
- Personal computer
- Cable television
- Satellite television
- Not Sure/Don't Know

2. In your opinion, how important is Internet access at your home?

- Extremely important
- Important
- Somewhat important
- Not important
- Not Sure/Don't Know

3. Do you have Internet access at your home?

- Yes (***Skip to Question 5***)
- No (***Go to Question 4***)
- Not Sure/Don't Know (***Skip to Question 5***)

4. (No Internet access at home) Why don't you have Internet access at your home? (Please check all that apply.)

- I don't use a computer
- I don't need the Internet
- Internet access is too expensive
- Internet access that is available is too slow
- I can't get Internet access at my home
- I can access the Internet at other places
- I am concerned about privacy and personal security
- I don't have a land-line telephone
- Other (please describe) _____
- Not Sure/Don't Know

Now, please skip to Question 11.

5. Which of the following best describes the type of Internet service you have at home?

- Telephone dial-up (**Go to Question 6**)
- Accelerated dial-up (**Go to Question 6**)
- ISDN (**Go to Question 6**)
- DSL Broadband (**Skip to Question 7**)
- Cable TV modem (**Skip to Question 7**)
- Wireless Broadband (antenna) (**Skip to Question 7**)
- Satellite service (any speed) (**Skip to Question 7**)
- Not Sure/Don't Know (**Skip to Question 7**)

6. Why don't you subscribe to Broadband (high speed) Internet service at home?

- I don't need broadband (high speed) Internet service
- Broadband (high speed) Internet service is too expensive
- Broadband (high speed) Internet service is not available where I live
- I can get broadband (high speed) Internet service somewhere else
- Other (*Please explain*) _____
- Not Sure/Don't Know

7. What is the name of the company that provides your Internet access?

8. How much do you currently pay per month for Internet access at your home?

\$ _____ (Please enter the amount.)

9. How satisfied are you with your current Internet service provider (ISP)?

- Very satisfied
- Satisfied
- Somewhat Satisfied
- Somewhat dissatisfied
- Dissatisfied
- Very dissatisfied
- Not Sure/Don't Know

10. Would you be willing to pay more per month for a faster Internet connection at your home?

Yes (*Go to Question 11*)

No (*Skip to Question 13*)

Not Sure/Don't Know (*Skip to Question 13*)

11. If Broadband (high speed) Internet access was available to your home, please indicate about how much you think your household would be willing to pay each month for Broadband (high speed) access.

At most, \$20 per month

At most, \$30 per month

At most, \$40 per month

At most, \$50 per month

At most, \$60 per month

At most, \$70 per month

More than \$70 per month

I'm not interested in having Internet access at home

Not Sure/Don't Know

12. What is the address of the residential location or locations where you would like to receive Broadband (high speed) Internet service?

13. If you already have Broadband Internet service, would you prefer to receive one bill for your phone-Internet-pay TV?

Yes

No

Not Sure/Don't Know

I already have this billing arrangement.

I don't have Broadband Internet service at my home.

14. Do you have access to the Internet at locations outside of your home?

Yes (*Go to Question 15*)

No (*Skip to Question 16*)

Not Sure/Don't Know (*Skip to Question 16*)

15. At what locations outside your home do you have Internet access?

Work

Library

School

Someone else's home

Wireless hotspots

Cell phone

Community Center

Other (please explain) _____

Not Sure/Don't Know

16. For which of the following do you use the Internet? (Check all that apply.)

Communicating electronically

Looking up information on the World Wide Web

Purchasing items/services on-line

Selling items/services on-line

Doing job-related work on-line

Accessing government services and information

Accessing health care services

Accessing financial services and information

Uploading or downloading music, webcasts, podcasts, or video

Taking on-line classes

Other (please explain) _____

17. Which of the following would you use if you had broadband service available to you in your home? (Check all that apply.)

Telemedicine

Tele-work

Home business for disabled

E-commerce – buying

E-commerce – selling

E-government

On-line ag auctions

Distance learning

Small business assistance

Senior Care

On-line entertainment

□ Other _____

18. What are your ZIP code and the name of the town or city nearest your home?

19. If you live outside that city or town, about how many miles is that city or town from your home?

(Please enter number of miles) _____

20. In which county is your home located? _____

Telecommunications At Work

21. Are you currently employed full-time or part-time?

Employed full-time (***Go to Question 22***)

Employed part-time (***Go to Question 22***)

Not currently working (***Skip to Question 33***)

22. In what type of setting are you currently employed?

Home-based business (***Skip to Question 33***)

Health Care

Forest Products

Human/Social Services

Information Technology

Manufacturing

Tourism/Hospitality

Agriculture

Arts and Culture

Fisheries

Food Service

Construction

Wholesale

Transportation and Warehousing

Retail

Finance, insurance, real estate

Education

Government

Professional/Scientific

Legal

Utilities

Other (Please describe) _____

Not Sure/Don't Know

23. Which of the following best describes the type of Internet service you have at work?

Telephone dial-up

Accelerated dial-up

ISDN

DSL Broadband

Cable TV modem

Wireless Broadband (antenna)

Satellite service (any speed)

DS-3 (fiberoptic)

T-1

Gigabit Ethernet

Other (Please describe) _____

Not Sure/Don't Know

24. In your opinion, how important is Broadband Internet access at your workplace?

Extremely important

Important

Somewhat important

Not important

Not Sure/Don't Know

25. What is the name of the company that provides your workplace Internet access? If you are not sure, please tell us who you pay your Internet bill to.

26. How satisfied are you with your current workplace Internet service provider (ISP)?

Very satisfied

Satisfied

Somewhat Satisfied

Somewhat dissatisfied

Dissatisfied

Very dissatisfied

Not Sure/Don't Know

27. Are you the person with the authority to make decisions regarding Internet access at your workplace?

Yes (**Go to Question 28**)

No (**Skip to Question 31**)

Not Sure/Don't Know (**Go to Question 28**)

28. Would your workplace be willing to pay more for a FASTER Internet connection?

Yes (**Go to Question 29**)

No (**Skip to Question 31**)

Not Sure/Don't Know (**Skip to Question 31**)

29. If Broadband (high speed) Internet access is made available to your workplace, please estimate how much you think your workplace would be willing to pay for Broadband (high speed) access. (Please check only one.)

At most, \$75 per month

At most, \$100 per month

At most, \$150 per month

At most, \$250 per month

At most, \$500 per month

At most, \$1,000 per month

At most, \$2,500 per month

More than \$2,500 per month

Not Sure/Don't Know

30. What is the address of the workplace location(s) where you would like to receive Broadband (high speed) Internet service?

31. For which of the following do you use the Internet at your workplace? (*Check all that apply.*)

Communicating electronically

Looking up information on the World Wide Web

Purchasing items/services on-line

Selling items/services on-line

Company Web site

Accessing government services and information

Accessing health care services

Accessing financial services and information

Uploading or downloading music, webcasts, podcasts, or video

Accessing health care services

Taking on-line classes

Other (please explain) _____

Not Sure/Don't Know

32. Are you interested in training on potential workplace uses or applications of the Internet/Web?

Yes (*Go to Question 32a*)

No (*Skip to Question 33*)

Not Sure/Don't Know (*Skip to Question 33*)

32a. (If YES) Please describe the type of training that you would be interested in receiving.

These last few questions are for classification purposes only. All of your responses will be kept **STRICTLY CONFIDENTIAL** and will be combined with responses of other people to be reported as averages.

33. On average, about how many hours per day do you spend on the Internet at home and at work?

Hours Spent at Home _____ (*please specify*)

Hours Spent at Work _____ (*please specify*)

34. In what year were you born? _____ (please specify)

35. Which of the following best describes your highest level of education? (Please check only one.)

- Did not complete high school
- High school graduate or G.E.D.
- Some college but no degree
- Four-year undergraduate college degree (B.S., B.A., or equivalent)
- Graduate or professional degree

36. Which of the following groups best represents your race or ethnicity? (You may check more than one group.)

- White
- American Indian/Alaska Native
- Asian
- Native Hawaiian/Pacific Islander
- Hispanic/Latino
- Black/African American
- Other (please describe) _____

37. Which of the following categories best describes your total annual household income (before taxes) from all income sources? (Please check only one.)

- | | |
|--|---|
| <input type="checkbox"/> Less than \$ 25,000 | <input type="checkbox"/> \$ 65,000 - \$ 74,999 |
| <input type="checkbox"/> \$ 25,000 - \$ 34,999 | <input type="checkbox"/> \$ 75,000 - \$ 99,999 |
| <input type="checkbox"/> \$ 35,000 - \$ 44,999 | <input type="checkbox"/> \$100,000 - \$ 124,999 |
| <input type="checkbox"/> \$ 45,000 - \$ 54,999 | <input type="checkbox"/> \$125,000 - \$ 149,999 |
| <input type="checkbox"/> \$ 55,000 - \$ 64,999 | <input type="checkbox"/> \$150,000 or more |

38. Are you: Male
 Female

39. What concerns or comments do you have that have not been addressed above?

This concludes the survey. Thank you for your participation! If you would like us to call you about your remaining concerns or comments, please provide your name and phone number below.
