

NC BIO General Survey-Spring 2020

Survey Flow

Start of Block: introduction

Q1.1 Browser Meta Info

Browser (1)

Version (2)

Operating System (3)

Screen Resolution (4)

Flash Version (5)

Java Support (6)

User Agent (7)

Q1.2 Internet Connectivity Survey for NC Households and Businesses

The **North Carolina Broadband Infrastructure Office**, with the **Friday Institute at NC State University**, is conducting this five-minute survey to gather data on internet connectivity for North Carolina households and businesses. The data will be used to inform research, policy and funding recommendations to assist communities where internet access is inadequate.

This survey includes an optional internet speed test. **If your home or business currently has internet service, please take this survey from that location.**

Your address is critical to identifying areas without adequate internet service. We ask that you provide the street address of the home or business, to help us identify areas needing improved internet access. Locations may be:

- mapped to show unmet needs or demand for high-speed internet
 - shared with relevant internet service providers or other partners to identify service solutions
 - included in a public map, with location points buffered for privacy
-



Q1.3



Q1.4 Which best describes the location you are reporting:

- Home (1)
- Farm (2)
- Business (3)

Display This Question:

If Which best describes the location you are reporting: = Home



Q1.5 Is this home used for a business? (Excluding work-from-home for a company.)

- Yes (1)
- No (2)

End of Block: introduction

Start of Block: address

Display This Question:

If Which best describes the location you are reporting: = Business

Or Which best describes the location you are reporting: = Farm

Q2.1 What is the address of the business you are reporting?

Display This Question:

If Which best describes the location you are reporting: = Home

Q2.2 What is the address of the home you are reporting?



Q2.3
County

- Alamance (1)
- Alexander (2)
- Alleghany (3)
- Anson (4)
- Ashe (5)
- Avery (6)
- Beaufort (7)
- Bertie (8)
- Bladen (9)
- Brunswick (10)
- Buncombe (11)
- Burke (12)
- Cabarrus (13)
- Caldwell (14)
- Camden (15)
- Carteret (16)
- Caswell (17)
- Catawba (18)
- Chatham (19)
- Cherokee (20)

- Chowan (21)
- Clay (22)
- Cleveland (23)
- Columbus (24)
- Craven (25)
- Cumberland (26)
- Currituck (27)
- Dare (28)
- Davidson (29)
- Davie (30)
- Duplin (31)
- Durham (32)
- Edgecombe (33)
- Forsyth (34)
- Franklin (35)
- Gaston (36)
- Gates (37)
- Graham (38)
- Granville (39)
- Greene (40)
- Guilford (41)

- Halifax (42)
- Harnett (43)
- Haywood (44)
- Henderson (45)
- Hertford (46)
- Hoke (47)
- Hyde (48)
- Iredell (49)
- Jackson (50)
- Johnston (51)
- Jones (52)
- Lee (53)
- Lenoir (54)
- Lincoln (55)
- Macon (56)
- Madison (57)
- Martin (58)
- McDowell (59)
- Mecklenburg (60)
- Mitchell (61)
- Montgomery (62)

- Moore (63)
- Nash (64)
- New Hanover (65)
- Northampton (66)
- Onslow (67)
- Orange (68)
- Pamlico (69)
- Pasquotank (70)
- Pender (71)
- Perquimans (72)
- Person (73)
- Pitt (74)
- Polk (75)
- Randolph (76)
- Richmond (77)
- Robeson (78)
- Rockingham (79)
- Rowan (80)
- Rutherford (81)
- Sampson (82)
- Scotland (83)

- Stanly (84)
- Stokes (85)
- Surry (86)
- Swain (87)
- Transylvania (88)
- Tyrrell (89)
- Union (90)
- Vance (91)
- Wake (92)
- Warren (93)
- Washington (94)
- Watauga (95)
- Wayne (96)
- Wilkes (97)
- Wilson (98)
- Yadkin (99)
- Yancey (100)



Q2.4

- Street address (1) _____
 - City (2) _____
 - Zip Code (3) _____
-



Q2.5 Are you currently at this location?

- Yes (1)
- No (2)

End of Block: address

Start of Block: types_of_broadband



Q3.1 Do you use **cellular** service at this location? (e.g. Verizon, T-Mobile, AT&T, US Cellular, Sprint, etc.)

- Yes, for voice and internet data (1)
 - Yes, for voice calls only (2)
 - Yes, for internet data only (3)
 - No, I do not have cellular service at this location (4)
 - Not sure (5)
-

Display This Question:

If Have cellular? = Yes, for voice calls only

Or Have cellular? = Yes, for internet data only

Or Have cellular? = Yes, for voice and internet data



Q3.2 How satisfied are you with the **cellular** service at this location?

- Extremely satisfied (1)
- Somewhat satisfied (2)
- Neither satisfied nor dissatisfied (3)
- Somewhat dissatisfied (4)
- Extremely dissatisfied (5)
- Not sure (6)

Page Break



Q3.3 Excluding cellular, what is the **primary** type of internet service used at this location?

- Cable Modem (e.g. , Spectrum, Altice/Suddenlink, Mediacom) (1)
- DSL (e.g. CenturyLink, Frontier, Windstream) (2)
- Fiber (e.g. AT&T, Google, some telephone co-ops) (3)
- Fixed wireless (e.g. SkyRunner, Open Broadband, CloudWyze, Eastern Carolina Broadband) (4)
- Satellite (e.g. HughesNet, ViaSat, Starlink) (5)
- Dial-up (6)
- None (7)
- Not sure (8)

Display This Question:

If Excluding cellular, what is the primary type of internet service used at this location? != None



Q3.4 How satisfied are you with your **primary** internet service at this location?

- Extremely satisfied (1)
- Somewhat satisfied (2)
- Neither satisfied nor dissatisfied (3)
- Somewhat dissatisfied (4)
- Extremely dissatisfied (5)
- Not sure (6)

End of Block: types_of_broadband

Start of Block: speed_test

JS

Q4.1

Page Break

Display This Question:

If dl_speed Is Not Empty

And dl_speed < 25

And Excluding cellular, what is the primary type of internet service used at this location? != Dial-up

X→

Q4.2 Do you currently subscribe to the fastest speed possible from your internet service provider?

- Yes (1)
- No (2)
- Not sure (3)

End of Block: speed_test

Start of Block: does_have_broadband

* X→

Q5.1 In addition to internet access, what other services, if any, are bundled with your **primary** internet service? (select all that apply)

- None, internet only (1)
 - Cable or satellite TV (2)
 - Premium TV channels, e.g. HBO, Showtime, NFL Network (3)
 - Home phone (4)
 - Cell phone (5)
 - Home security (6)
 - Not sure (7)
 - Other (please specify) (8)
-



Q5.2 What is the total cost **per month** for this service, including any items that are bundled?

- \$15 or less (1)
- \$16 to \$30 (2)
- \$31 to \$45 (3)
- \$46 to \$60 (4)
- \$61 to \$80 (5)
- \$81 to \$100 (6)
- \$101 to \$125 (7)
- Over \$125 (8)
- Not sure (9)
- Prefer not to say (10)

End of Block: does_have_broadband

Start of Block: does_not_have_high_speed_broadband



Q6.1 Which of the following reasons explain why you do not have **high-speed** internet service at this location? (**select all that apply**)

- High-speed internet service is not available at this location (1)
- Service is available, but it is too slow or unreliable (2)
- Service is available, but it is too expensive (3)
- Use cellular internet service instead (4)
- No need for internet access at this location (5)
- Don't own an internet capable device (e.g. laptop, tablet, computer) (6)
- Not comfortable using the internet (7)
- I worry about privacy and computer viruses (8)



Q6.2 Which of the following is the **biggest** reason you do not have **high-speed** internet service at this location? (**select only one**)

- High-speed internet service is not available at this location (1)
- Service is available, but it is too slow or unreliable (2)
- Service is available, but it is too expensive (3)
- Use cellular internet service instead (4)
- No need for internet access at this location (5)
- Don't own an internet capable device (e.g. laptop, tablet, computer) (6)
- Not comfortable using the internet (7)
- I worry about privacy and computer viruses (8)
- Not sure (9)



Q6.3 How often do you or someone from this location purposely travel to the following places in your community to access internet?

	Never (1)	Monthly (2)	Weekly or more often (3)
Public library, school, park, county office, college, university (Q11.1_1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Restaurants or retailers (Q11.1_3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Someone else's home (Q11.1_6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: does_not_have_high_speed_broadband

Start of Block: does_not_have_cellular



Q7.1 Why don't you use **cellular** service at this location? (select all that apply)

- No cellular coverage at this location (1)
- Cellular service is available but too slow or not reliable (2)
- Cellular service is available but too expensive (3)
- Don't own a cellular internet capable device (e.g. smartphone) (4)
- Not sure (5)

End of Block: does_not_have_cellular

Start of Block: business_usage



Q8.1 About how many employees work at this location?

- One or two (1)
- Between 3 and 9 (2)
- 10 to 49 (3)
- 50 to 99 (4)
- 100 or more (5)
- Not sure (6)
- Prefer not to say (7)

End of Block: business_usage

Start of Block: demographics_home



Q9.1 Which age groups live in this home? (Select all that apply.)

- Children under 18 (1)
 - Adults age 19 to 64 (2)
 - Adults 65 and older (3)
-



Q9.2 Do any students live at this home? (Select any that apply.)

- Primary school (Kindergarten to 8th) (1)
 - High school (9th to 12th) (2)
 - Community College (3)
 - Other college or university (4)
 - Adult learners / career training (5)
-



Q9.3 What is your household's highest level of school completed?

- Prefer not to say (1)
- High school graduate (2)
- Some college (3)
- 2 year degree (4)
- 4 year degree (5)
- Professional degree or doctorate (6)

End of Block: demographics_home

Start of Block: demographics



Q10.1 Almost done.

Please rate your skills in regard to the following online activities:

	Would like to learn (1)	Some knowledge (2)	Comfortable (3)	Expert (4)	Not interested (5)
Using a desktop or laptop computer (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Saving/opening downloaded files (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowing which words to use for online searches (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowing what information is safe to share online (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Installing apps on my mobile device (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creating something new from images, music and video (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Q10.2 If you have additional brief comments about connectivity, please share them here:

End of Block: demographics
