



## 2026 North Carolina Digital Opportunity Survey

Thank you for your participation. Your feedback and experience are very important to us and will be used to help better meet the needs of all North Carolinians. This survey will take approximately ten minutes or less to complete and focuses on the accessibility and affordability of digital devices and the internet as well as your digital skills.

All responses will be automatically captured as you work through the survey. Your responses will be anonymous, and no data will be released or used to individually identify you. Your participation in this evaluation is voluntary. You may choose not to answer any or all questions, and you may stop at any time.

If you have questions about this survey, please contact: [digitalopportunity@nc.gov](mailto:digitalopportunity@nc.gov)

In which county do you live? \_\_\_\_\_

What is your 5-digit Zip Code? \_\_\_\_\_

How do you and other members of your household **primarily** connect to the internet in your home? (**Select up the three choices** based on what is used most frequently)

- Home internet subscription (Like Spectrum, AT&T, etc.)
- Satellite internet (like Starlink)
- Free outdoor public Wi-Fi
- Mobile data plan (phone, mobile hotspot)
- Borrow a hot spot
- Go elsewhere for internet access (library, restaurant, etc.)
- Don't use the internet

If applicable, what is preventing you from using a home internet subscription? (Select all that apply)

- Internet is too expensive
- Internet is not available
- Internet is available but does not work well enough for my needs
- Don't know how to use the internet
- Don't want internet at my house
- Don't have a digital device (computer, phone, etc.) to connect to the internet
- Other, please specify \_\_\_\_\_

How often does your home internet connection work well enough for what you need to do?

- Always
- Most of the time (I can do most things without any disruptions)
- Some of the time (I have issues most days but can still get things done)
- Rarely (Issues severely impact what I need to do almost all the time)
- Never (Unable to do anything online)

How affordable is your monthly internet bill?

	Not affordable	Somewhat affordable	Affordable	Included in rent, HOA, or housing payment	Don't have this service
Home Internet (Including satellite)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile (Phone) Internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What is the highest price per month you would consider affordable for **home internet subscription alone** (not including bundled services like cable)? (Please enter numbers only) \_\_\_\_\_

What is the highest price per month you would consider affordable for **a smartphone and data plan for the internet for one person** (not bundled plans)? (Please enter numbers only) \_\_\_\_\_

In the past year, how frequently have you accessed the following resources online?

	Daily	Weekly	Monthly	Occasionally	Never
Health care or health information (including telehealth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workforce (job support, job searching online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing government or public services (e.g., DMV, social security, SNAP)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education (e.g., school/college website, Moodle, Infinite Campus, communication apps)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Daily	Weekly	Monthly	Occasionally	Never
Enrolling in internet discount programs (e.g., Lifeline)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Banking, paying bills, or managing finances	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicating with family, friends, or support networks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding information for daily needs (news, housing, transportation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If English is not your primary language, were you able to access these public resources in your language of choice?

- Does not apply - English is my language of choice
- Yes
- Sometimes
- No
- Not sure

Did accessibility needs limit your ability to use the internet in any of the following ways:

- I have no accessibility related barriers
- Assistive technology (e.g., screen readers, captions, voice input) not supported or did not work properly
- Internet connection was unreliable or too slow to use accessibility features (e.g., video captions, screen readers, telehealth)
- Lack of accessible devices to meet my accessibility needs
- Information not available in accessible formats
- Websites or apps are difficult to navigate/not designed to be accessible
- I need assistance or training to use accessibility features
- Other \_\_\_\_\_

How confident are you in your abilities for each of the following tasks or skills?

	Not at all confident	Not too confident	Somewhat confident	Very confident
Turning on a digital device (e.g., desktop, laptop, tablet)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Installing apps on a device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sending an email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Word processing, such as Google Docs or Microsoft Word	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How confident are you in your abilities for each of the following tasks or skills?

	Not at all confident	Not too confident	Somewhat confident	Very confident
Knowing how to keep yourself safe online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protecting the privacy of your personal data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using AI tools (e.g., ChatGPT, Gemini)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How confident are you in your abilities for each of the following tasks or skills?

	Not at all confident	Not too confident	Somewhat confident	Very confident
Searching for / applying for jobs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing online banking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing or applying for government services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing health information such as through MyChart	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding educational content such as taking a course	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using video applications, such as Zoom or FaceTime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have enough digital devices to meet your needs?

- Yes
- No
- Not Sure

Which devices does your family have at home that can connect to the internet?

- Personal desktop/laptop computer
- Work provided desktop/laptop computer
- School provided device (e.g., Chromebook)
- Tablet (e.g., iPad)
- Smartphone
- None

How many of the following devices do you have at home?

_____	Personal Desktop/laptop computer	_____	Tablet (e.g., iPad)
_____	Work provided desktop/laptop computer	_____	Smartphone
_____	School provided device (e.g., Chromebook)		

Which devices are shared among multiple household members?

- Personal Desktop/laptop computer
- Work provided desktop/laptop computer
- School provided device (e.g., Chromebook)
- Tablet (e.g., iPad)
- Smartphone

If your primary device broke today, would any of the following **prevent** you from getting it fixed in a timely manner?

- Nothing, I could get my primary device fixed in a timely manner.
- Don't know where to get tech support
- Tech support is not available near my residence (e.g., would have to travel a long distance)
- It would cost too much to repair my device
- My device is too old to make it worth fixing
- Other \_\_\_\_\_

In thinking about purchasing a computer or tablet that meets your needs, what is the highest price you would consider to be affordable? (Numbers only) \_\_\_\_\_

If there is anything else you would like to tell us about how you access and use the internet and digital devices, please enter it here. **Please do not provide any personal information such as health conditions, address, or phone number.**

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What is your age? (Please enter only numbers) \_\_\_\_\_

How many people currently live in your household, including yourself?

	0	1	2	3	4 or more
Children (under 18)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adults (18-59)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Older adults (60+)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What is the highest level of school you have completed?

- Less than high school (Grades 1-8 or no formal schooling)
- High school incomplete (Grades 9-11 or Grade 12 with no diploma)
- High school graduate (Grade 12 with diploma or GED certificate)
- Some college, no degree (includes community college)
- College degree or higher
- Prefer not to answer

With which of the following do you self-identify? (Select all that apply)

- Asian or Asian-American
- Black or African-American
- Native American, American Indian, or Alaska Native
- Pacific Islander or Native Hawaiian
- White or Caucasian
- Hispanic/Latino
- Other (please specify) \_\_\_\_\_
- Prefer not to answer

What is your total annual household income from all sources, and before taxes?  
(Numbers only)

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What language(s) do you speak at home? (Select all that apply)

- English
- Spanish
- Chinese (Mandarin, Cantonese)
- Vietnamese
- Arabic
- French (including Cajun)
- Korean
- Other \_\_\_\_\_
- Prefer not to answer

Do you identify as an individual with a disability? This is defined as a physical or mental impairment that substantially limits one or more major life activities as described at ADA.gov. (e.g., blindness; deafness; or difficulty with things such as remembering or learning, walking or going outside, using hands to navigate a device)

- Yes
- Maybe
- No
- Prefer not to answer

Are you an active military member or veteran of the US Armed Forces, Reserves, or National Guard?

- Yes
- No
- Prefer not to answer

Have you been or are you currently incarcerated in a correctional facility?

- No, I have never been incarcerated in a correctional facility
- Yes, I am currently incarcerated
- Yes, I have previously been incarcerated
- Prefer not to answer