

# Computer Lab/ Internet Access Session Survey

Location or Name of Computer Lab:

Date of Use:

1. Have you completed this survey before? If yes, you may skip this survey.
2. How did you hear about this computer lab? (You may select more than one).
  - Online
  - Flyers
  - Community event
  - Referral, Word of mouth
  - Other, please specify:
3. How often do you visit this location to use the computer?
  - Daily
  - 1-2 times week
  - 3-5 times a week
  - 1-2 times a month
  - 3-5 times a month
  - Only when needed
4. On average, how long is your computer use/ session per visit?
  - < 1 Hour
  - 1-2 Hours
  - 3-5 Hours
  - >5 Hours

## Computer Lab/ Internet Access Session Survey

5. What is usually the purpose of your visit? (You may choose more than one).

- To use the computer/internet for homework or school projects
- To use the computer/internet for work purposes
- To use the computer/internet for job search
- To use the computer/internet in general
- Other, please specify:

6. Please rate the following from 1-5; 1 being strongly agree and 5 being strongly disagree.

	1 (Strongly Agree)	2	3	4	5 (Strongly Disagree)
1. Computer lab is safe, clean and overall positive					
2. Signing up for computer use/access was easy and quick (short wait times)					
3. Computer Lab staff was available and helpful					
4. Computing devices and internet service was fast					
5. I was able to use the computer/internet to fulfill the purpose of my visit					
6. I would use this computer lab again					
7. I would recommend others to use this computer lab					
8. Using this computer lab helped me understand the benefits of the internet					

7. Do you have internet service at home?

- Yes. My internet service provider is: \_\_\_\_\_
- No.

- If you don't have internet service at home, do you access internet at other locations? (You may select more than one location).

- I have mobile/wireless.
- I use free Wi-Fi.
- I access internet in public space such as local governments, senior centers, schools, public libraries, nonprofit organizations, and community-based organizations \_\_\_\_\_ times a week.
- I don't access the internet.

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8. If you do not have internet service at home, do you plan to sign up?

Yes

No.

9. What is the main reason for not having internet service at home, or planning to sign up for internet service? (You may select more than one).

I already have internet service. My internet service provider is:

Too expensive

Internet service is not available in my area

I don't see a need for it

Other, please specify:

10. What would you like to see improved or different in this location for providing free computer and internet access?

11. My age range is:

< 18

18-30

31-55

56-65

> 66

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12. Race:

- American Indian or Alaskan Native
- Asian
- Black or African-American
- Hispanic or Latino
- Native Hawaiian or Other Pacific Islander
- White
- Other
- Prefer not to answer

13. I am currently:

- Full-time employed
- Part-time employed
- Not employed and looking
- Not employed and not looking (student, retired, etc.)

14. My highest education level:

- Elementary school
- Middle school
- High School
- Some college
- College degree or higher

15. I live in ZIP code: