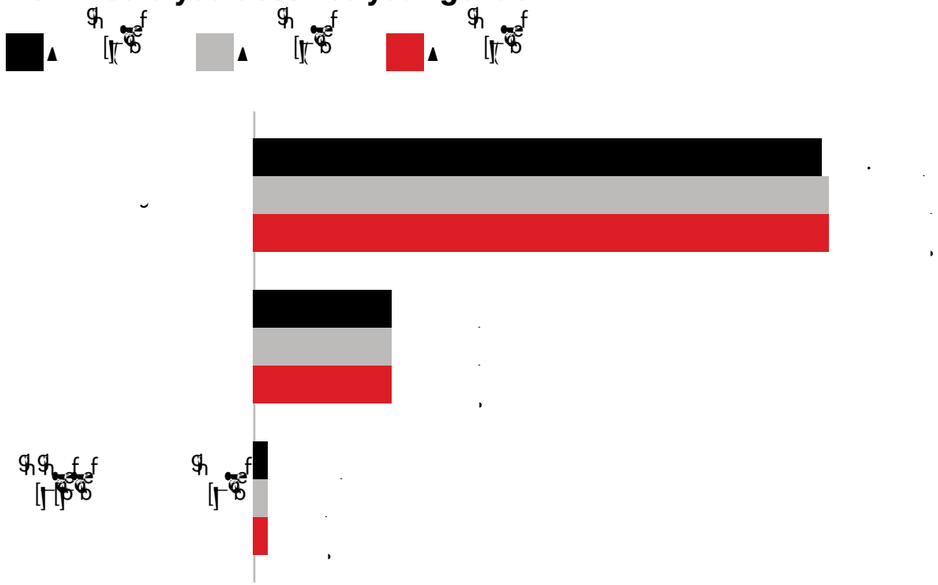
Improving Digital Access and Equity

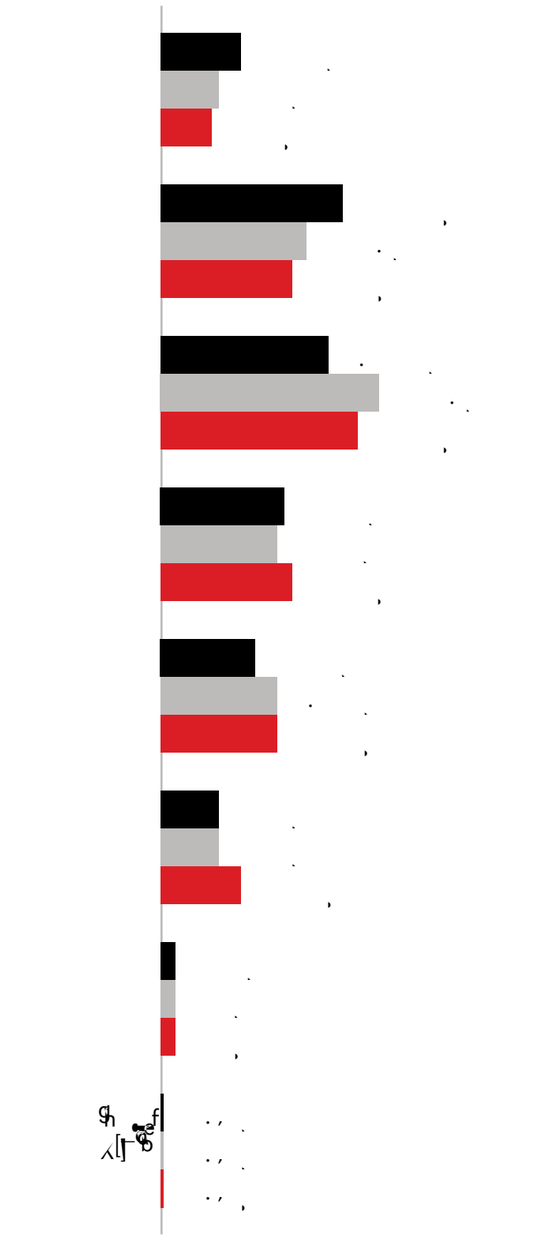
UNIVERSITY OF NEBRASKA AT OMAHA
CENTER FOR PUBLIC
AFFAIRS RESEARCH

How would you describe your gender?

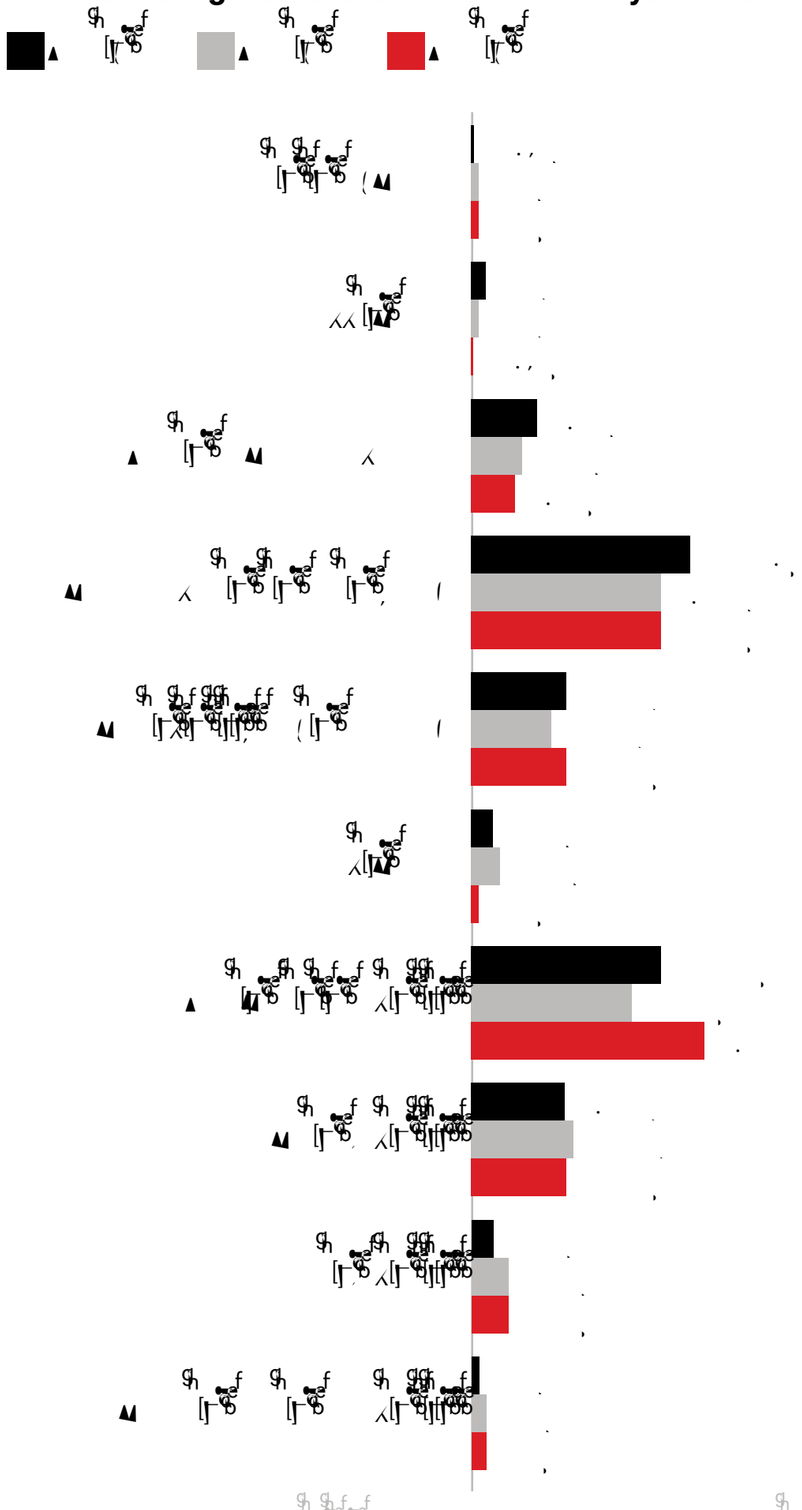


Are you a person with a disability?

What is your age?

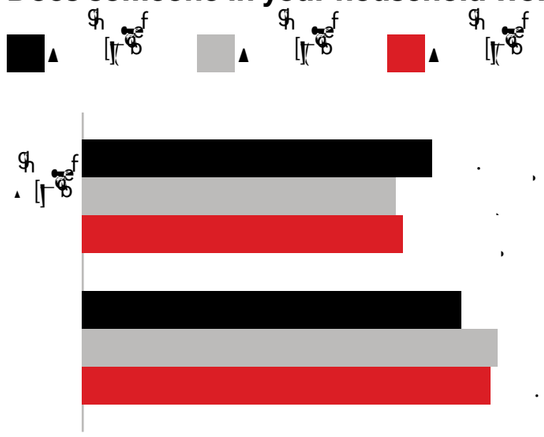


What is the highest level of education that you have completed?

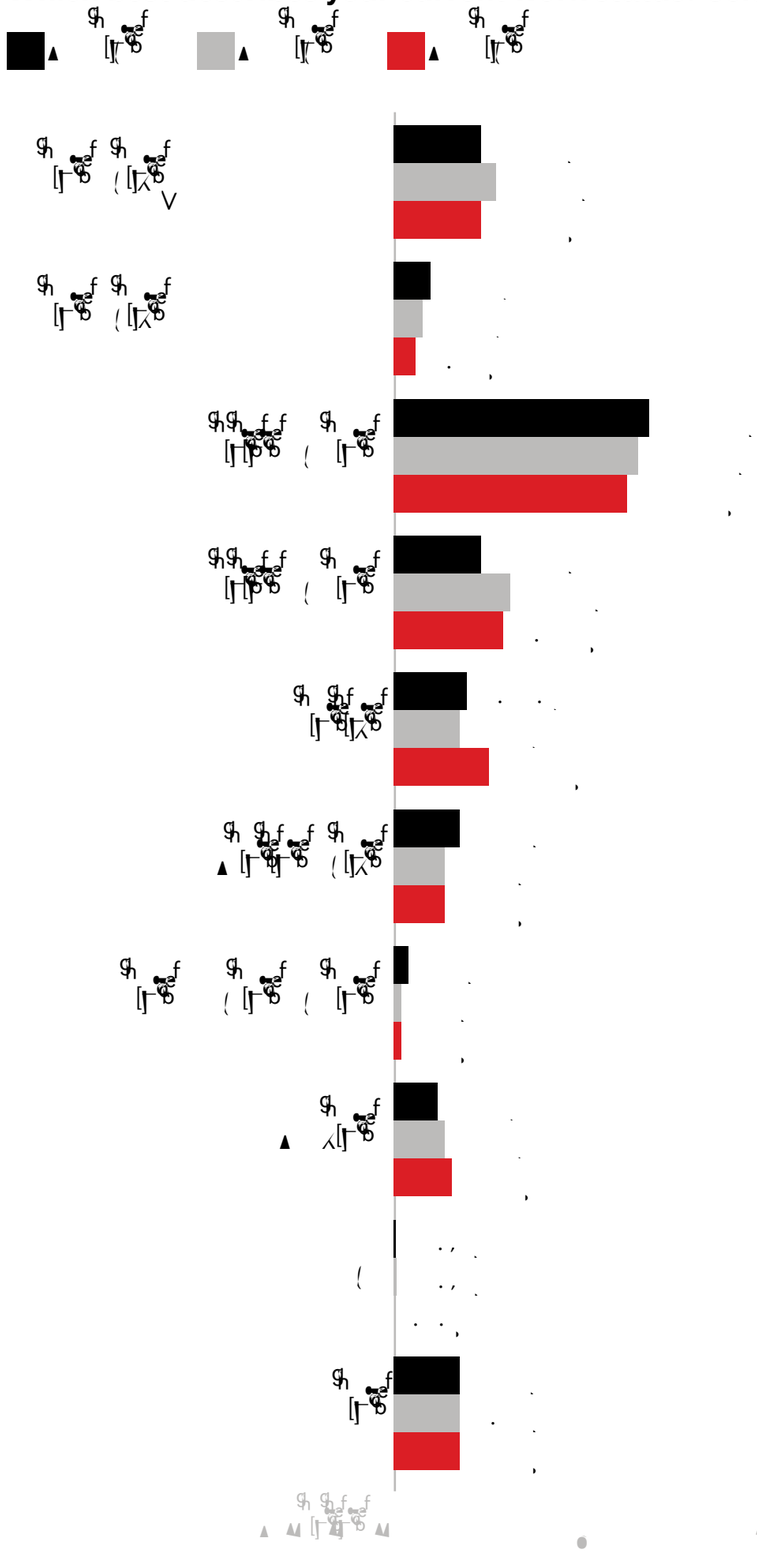


Did either of your parents complete a bachelor's degree?

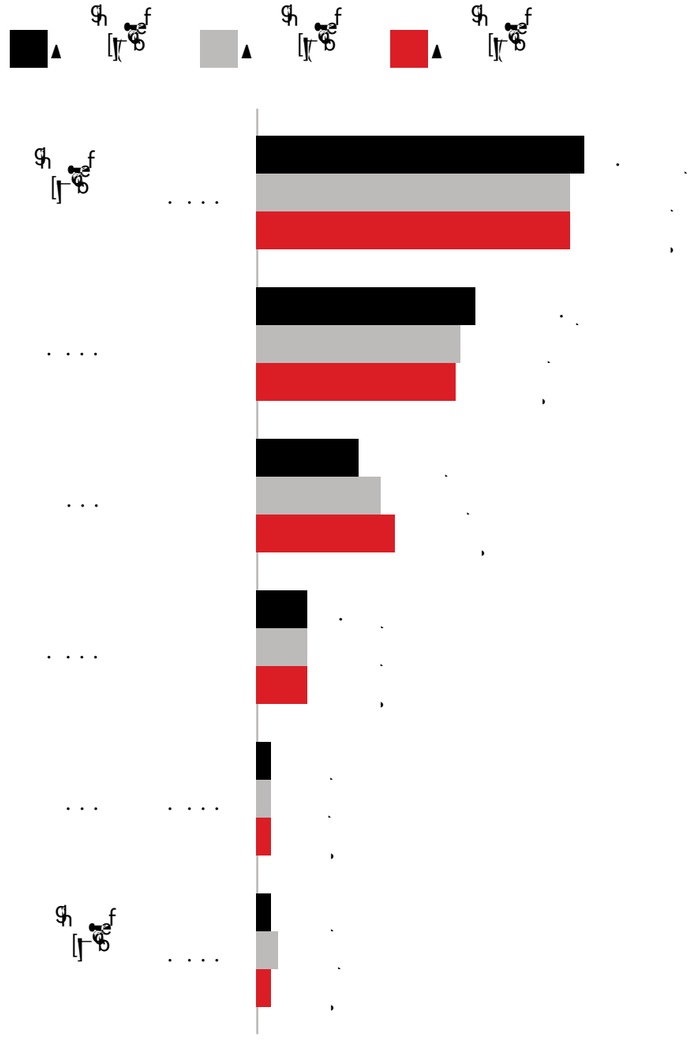
Does someone in your household work full-time, year-round?



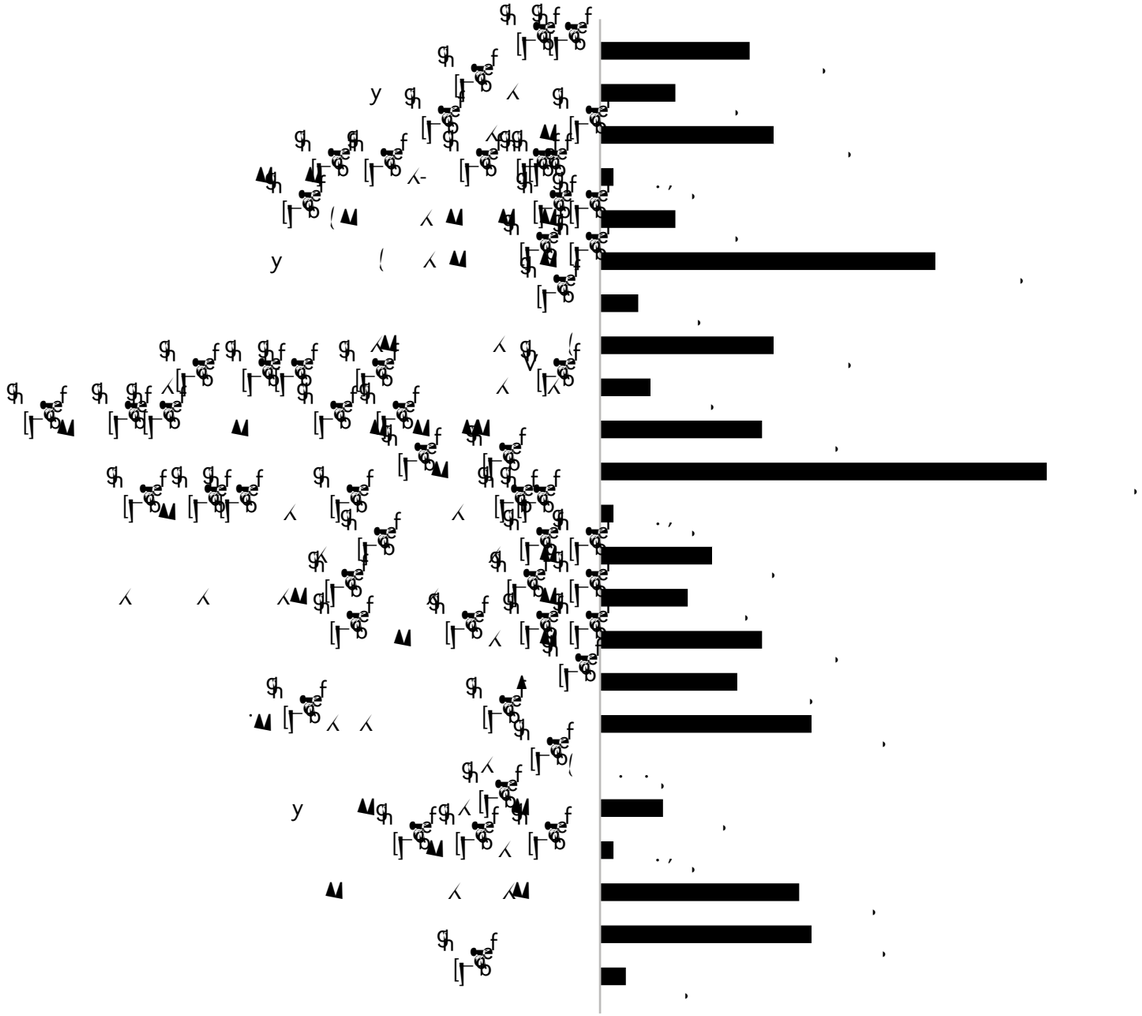
Which best describes your current work status? Select all that apply.



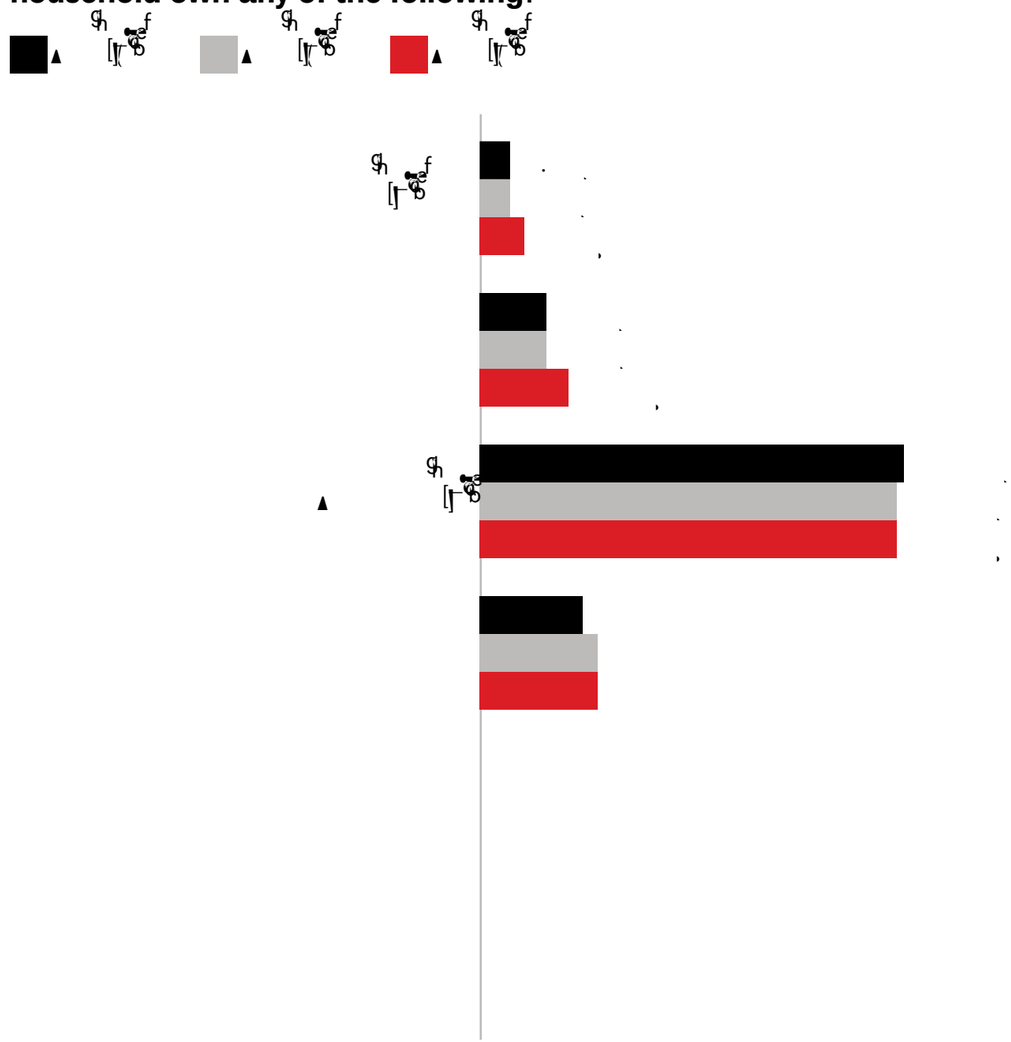
What is your annual household income including all members of the household that earn an income?



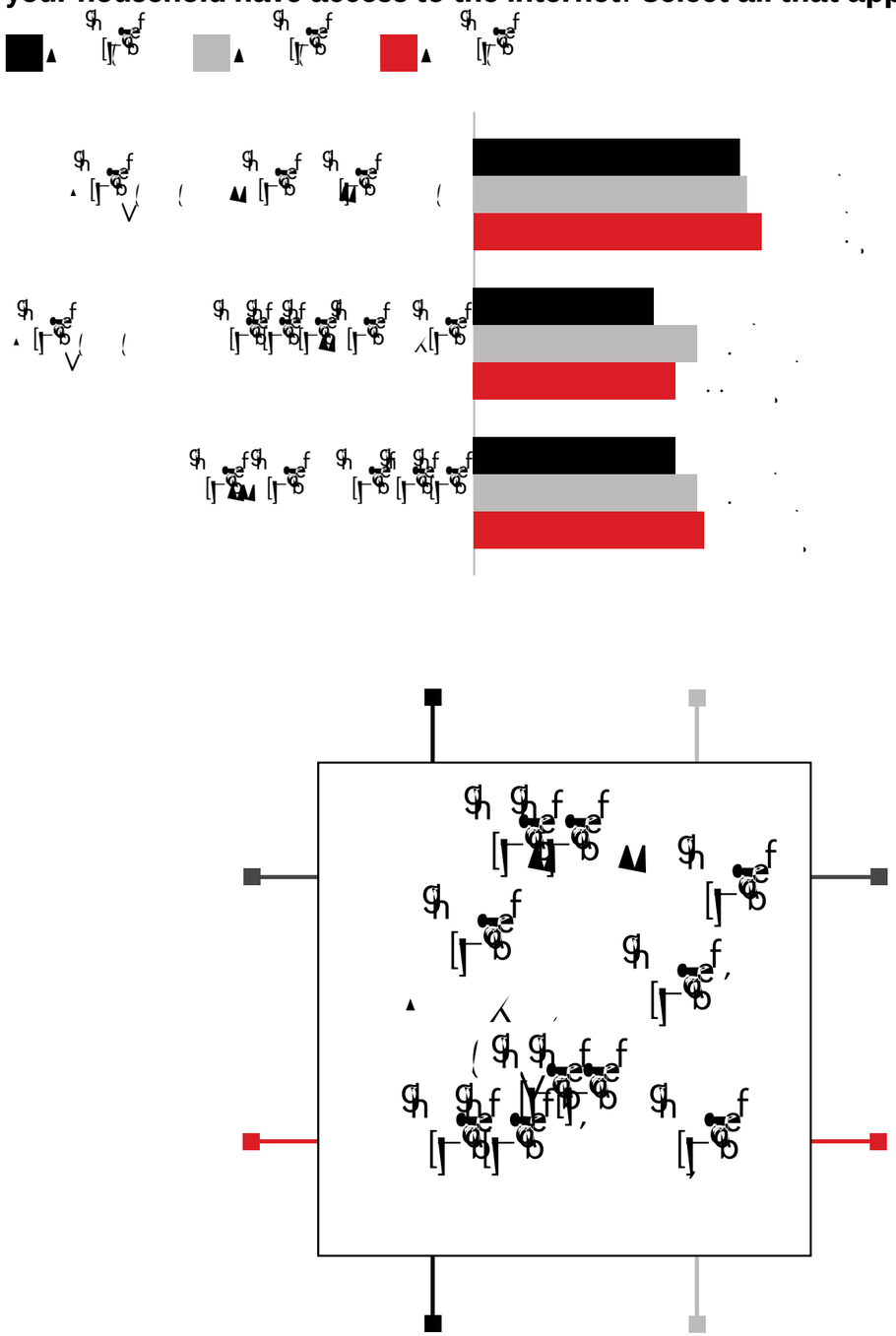
If you are currently employed, which of these groups best describe your current occupation? (Responses from Survey 3.)



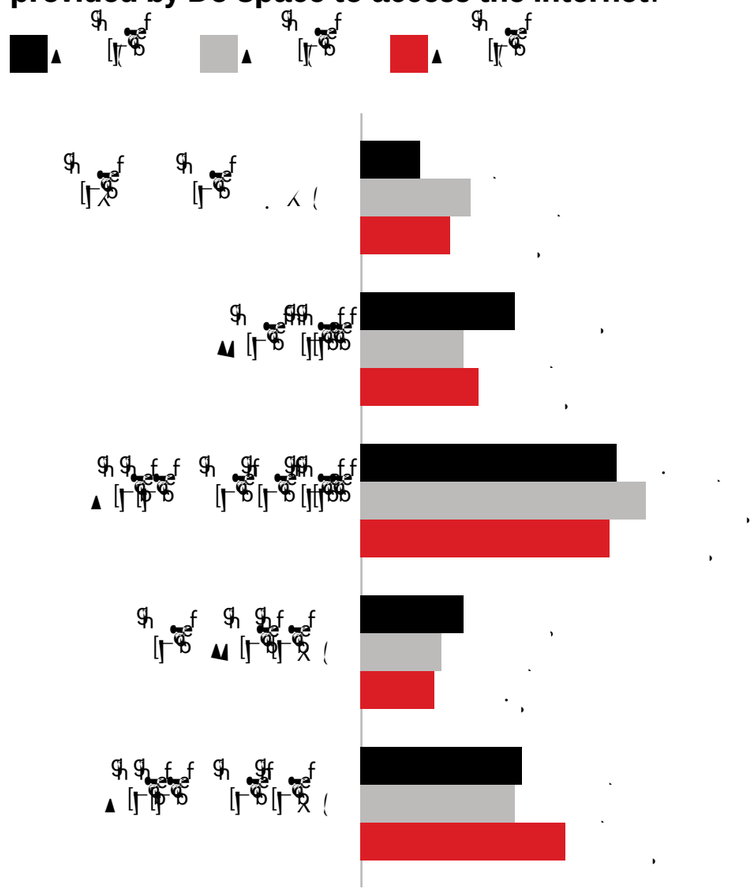
Not including the laptop provided by Do Space, do you or anyone in your household own any of the following?



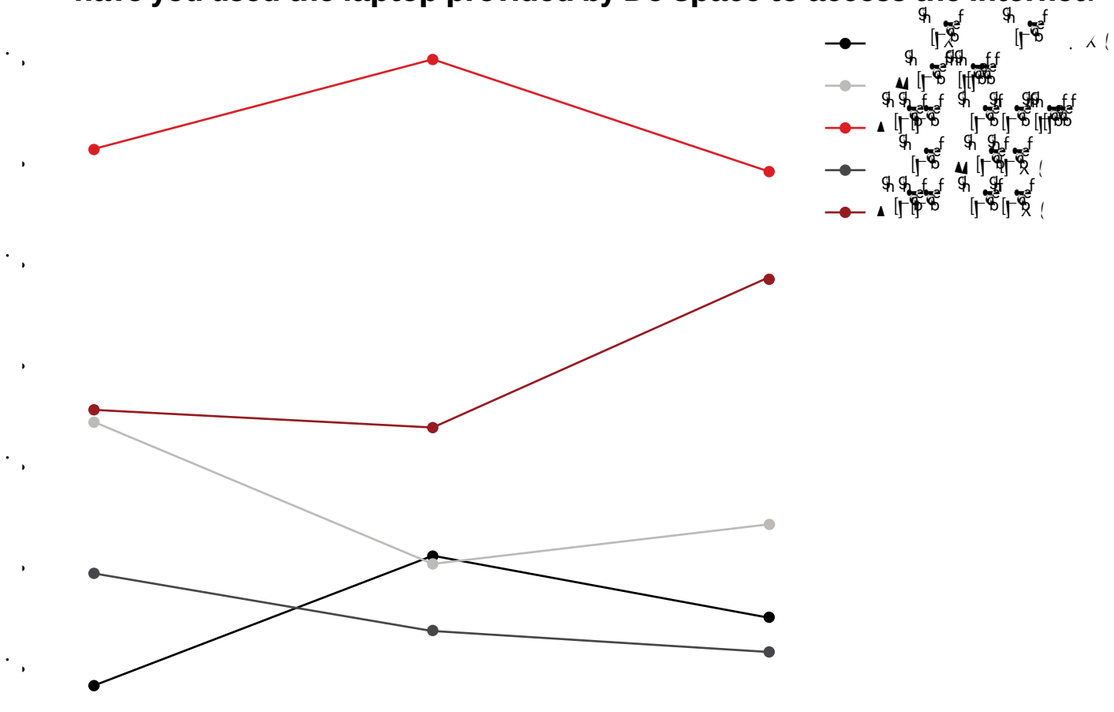
Not including the internet service provided by Do Space, do you or anyone in your household have access to the internet? Select all that apply.



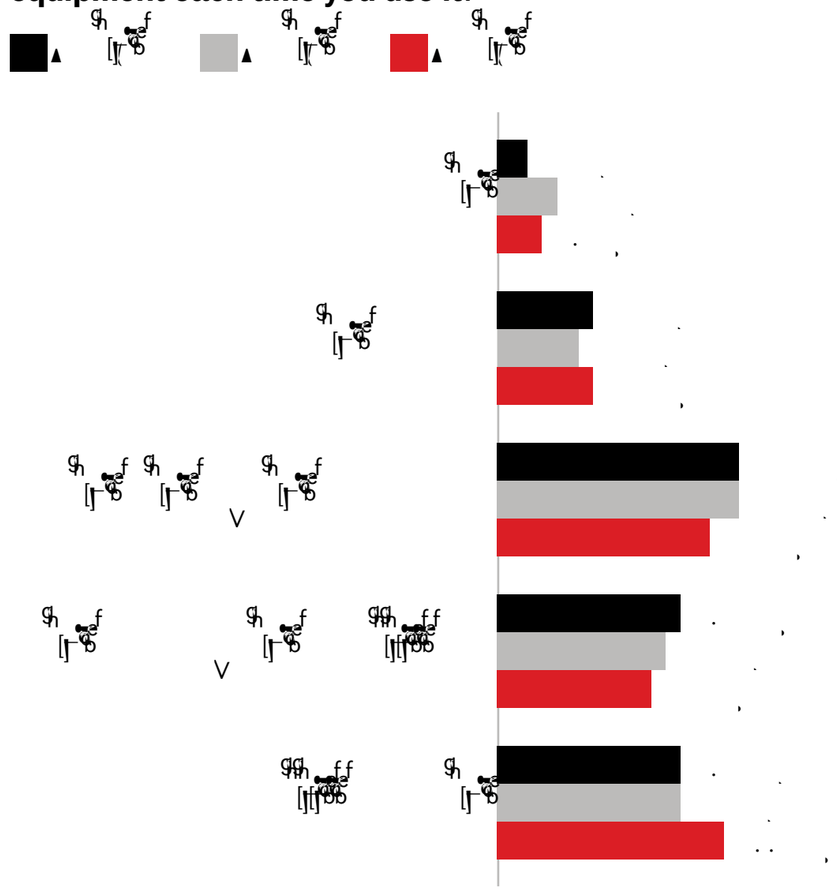
In the last month, approximately how many times have you used the laptop provided by Do Space to access the internet?



Change Over Time: In the last month, approximately how many times have you used the laptop provided by Do Space to access the internet?



In the last month, approximately how much time do you spend using the equipment each time you use it?



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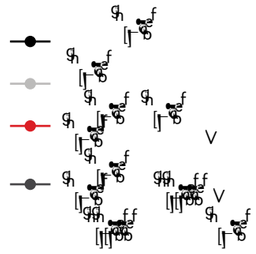
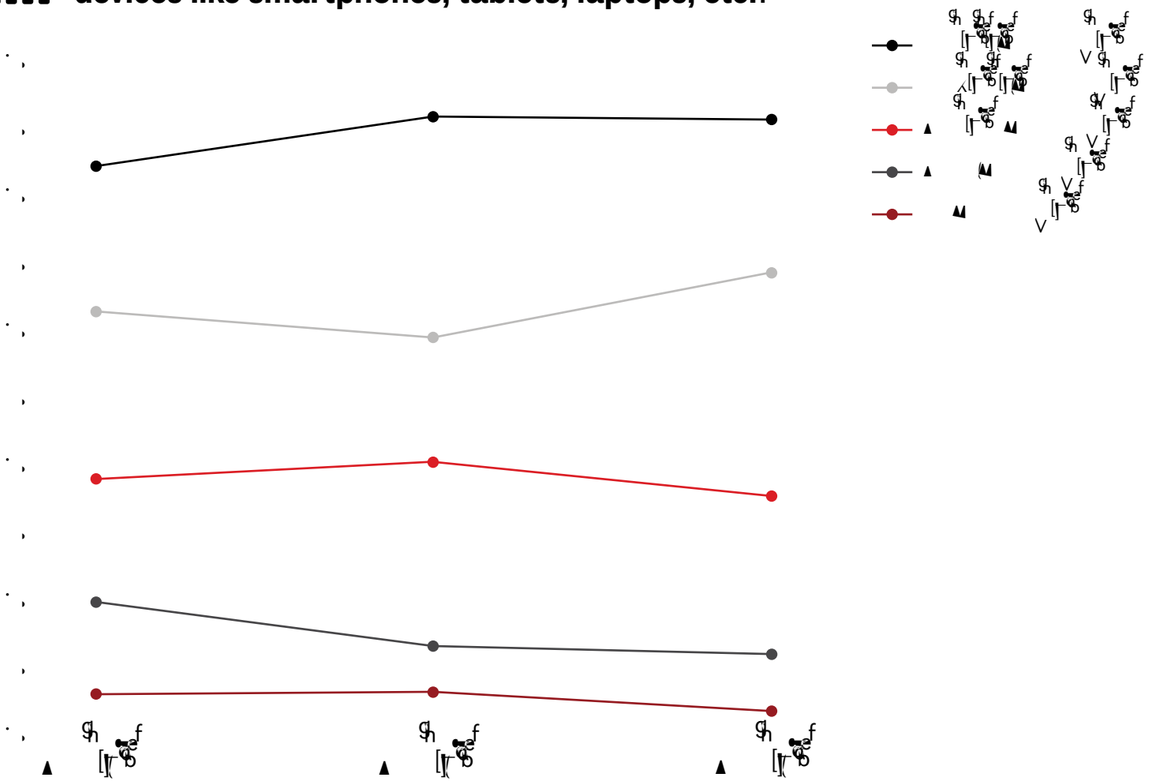
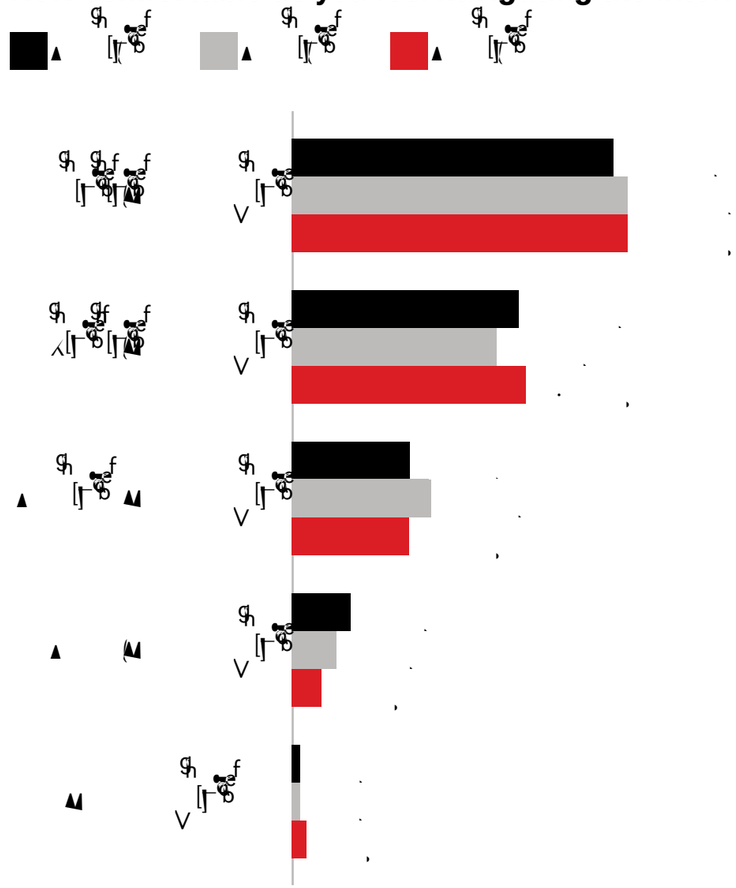


Change Over Time: Have you used the internet on the device for any of the following? Select all that apply.

Change Over Time: In general, how comfortable do you feel using digital devices like smartphones, tablets, laptops, etc.?



How comfortable do you feel navigating the internet?



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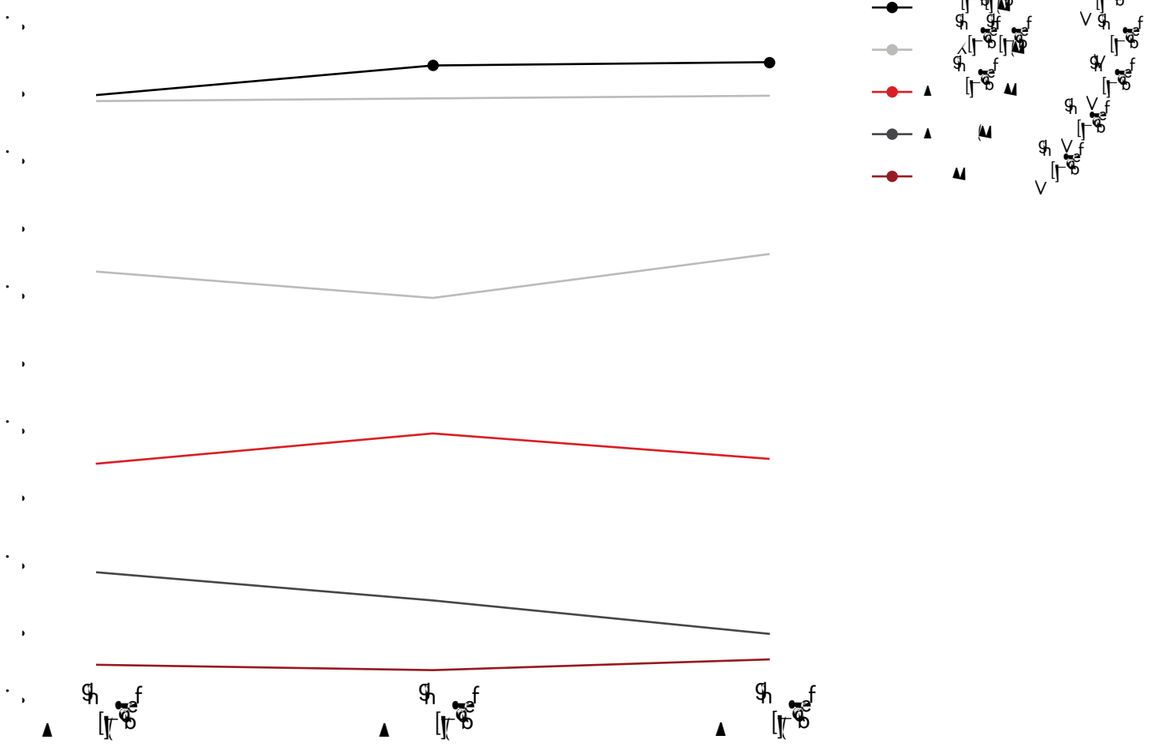
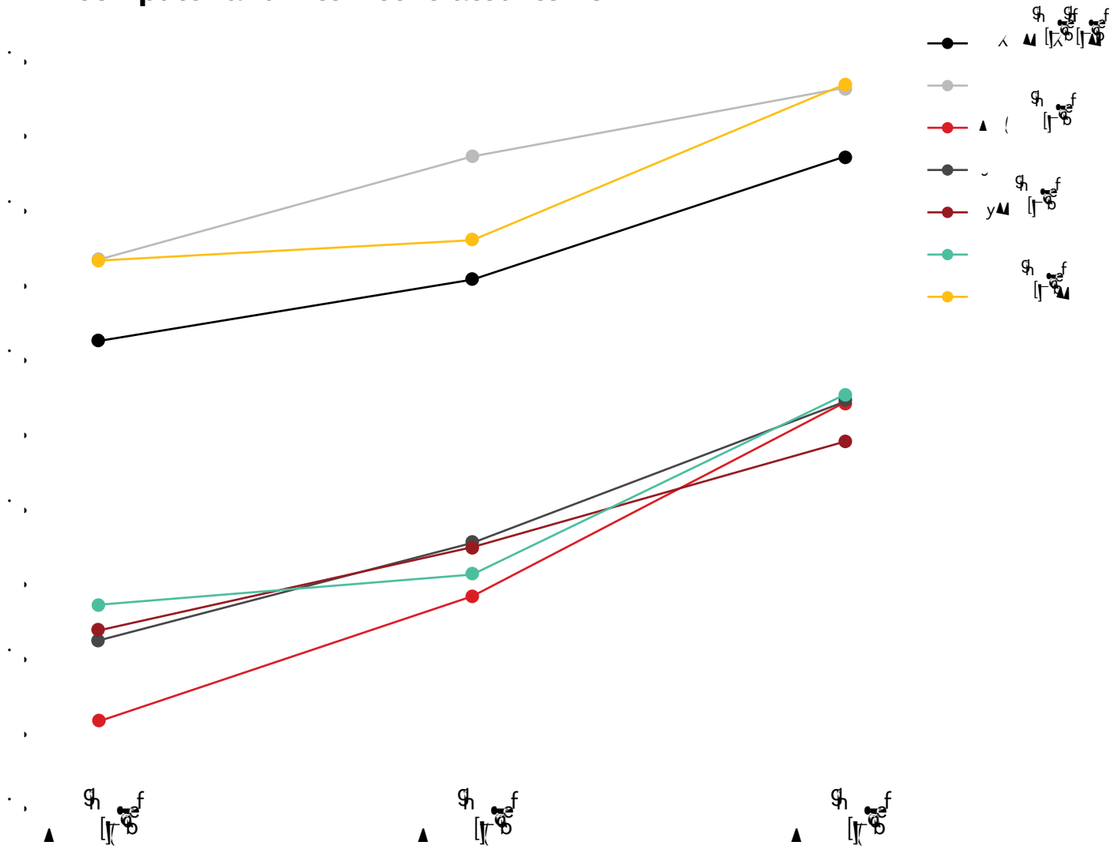


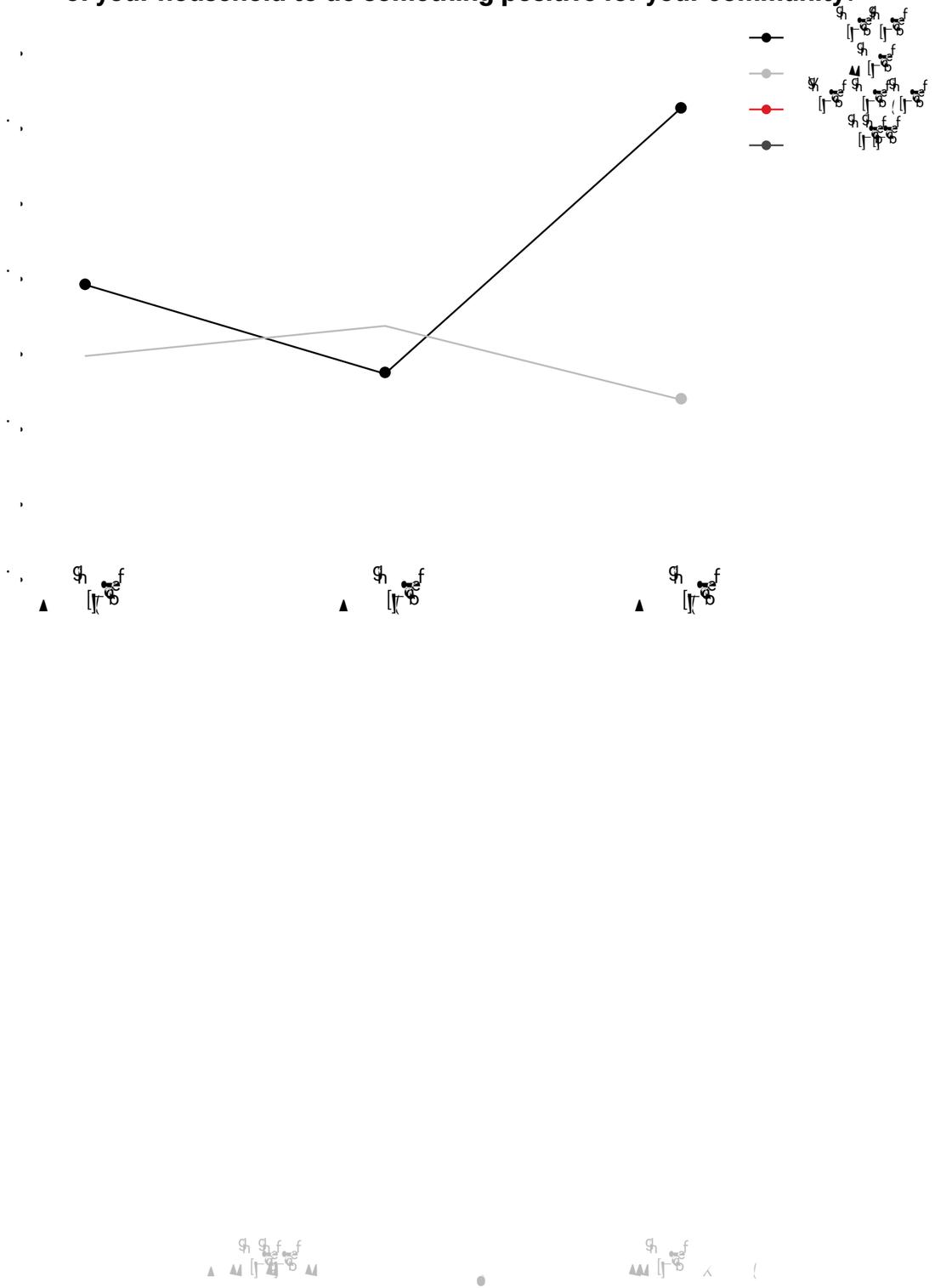
Change Over Time, Yes Responses: Are you familiar with the following computer and internet-related items?



We know you have only had access to the device for a short time, but would

Change Over Time: We know you have only had access to the device for a short time, but would you say it improves your life?

Change Over Time: How often do you get together with people outside of your household to do something positive for your community?



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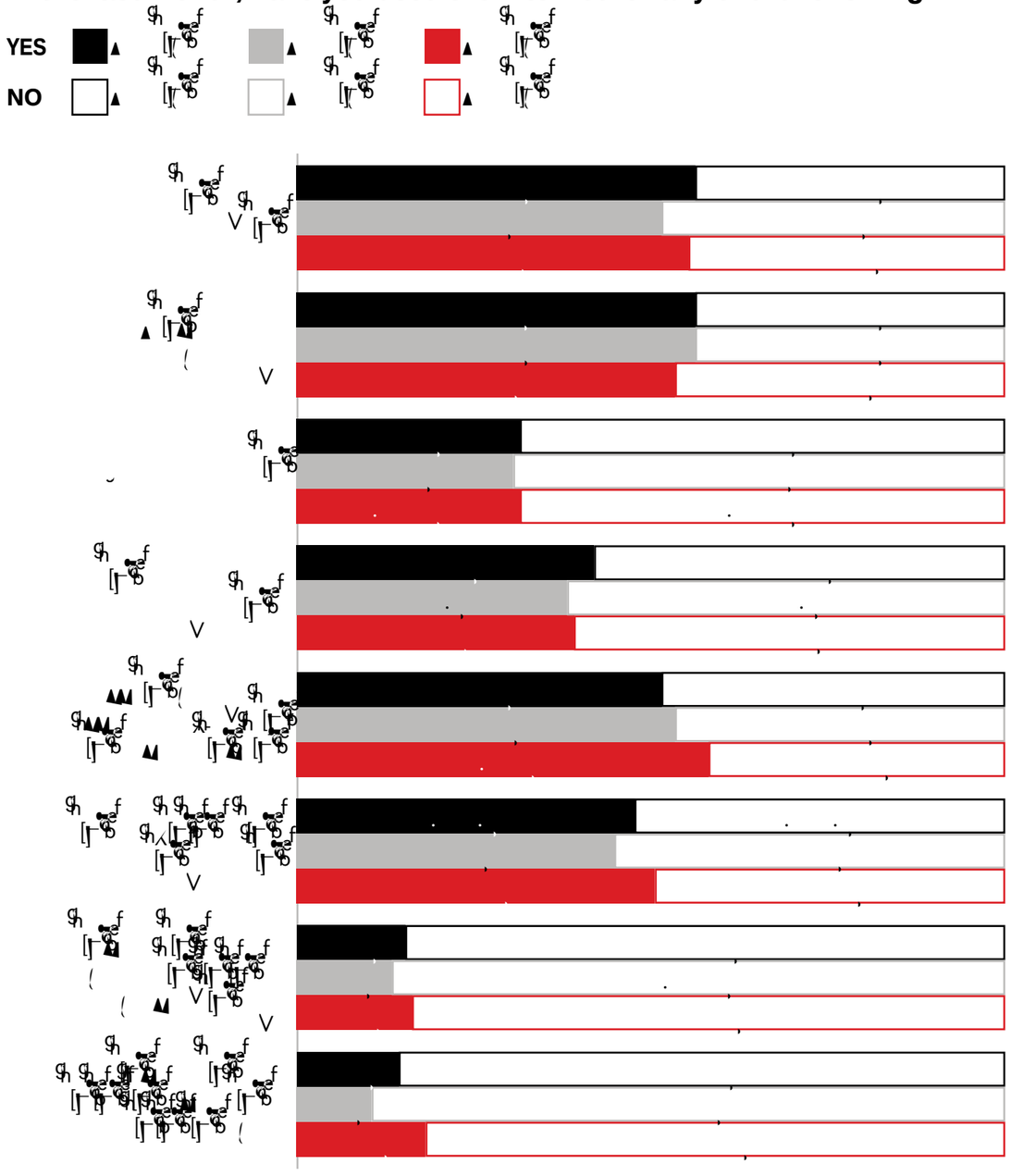
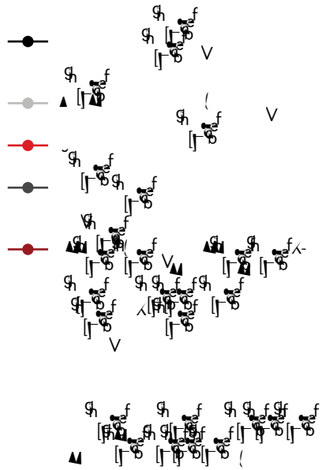


Change Over Time, Yes Responses: In the last month, have you used the internet for any of the following?



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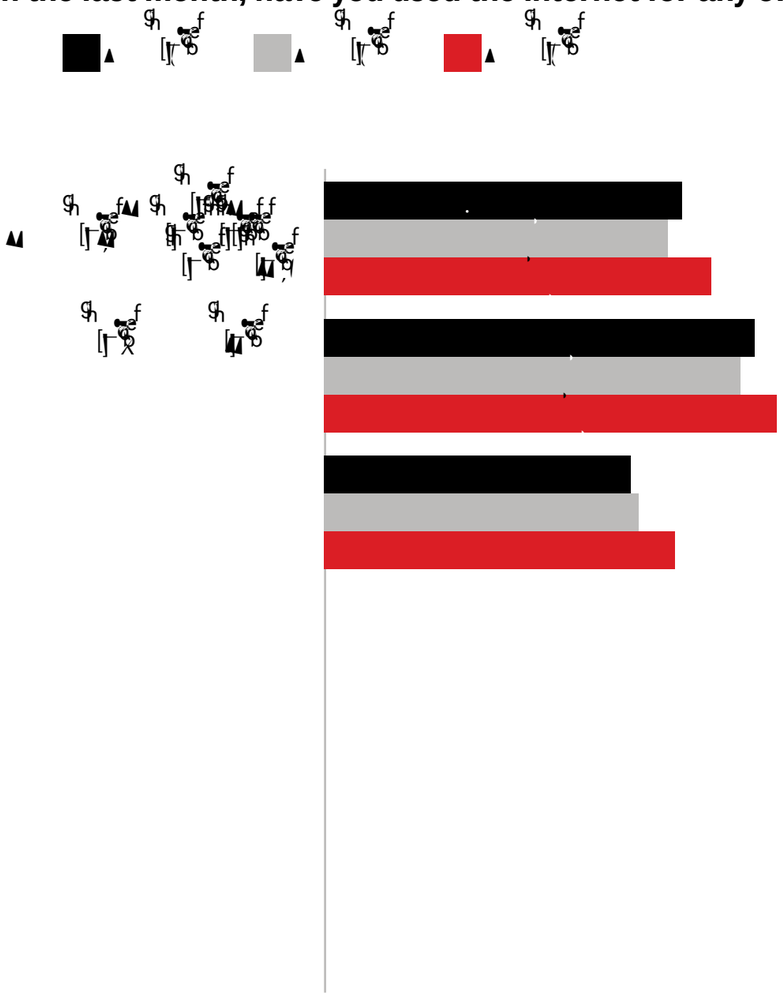
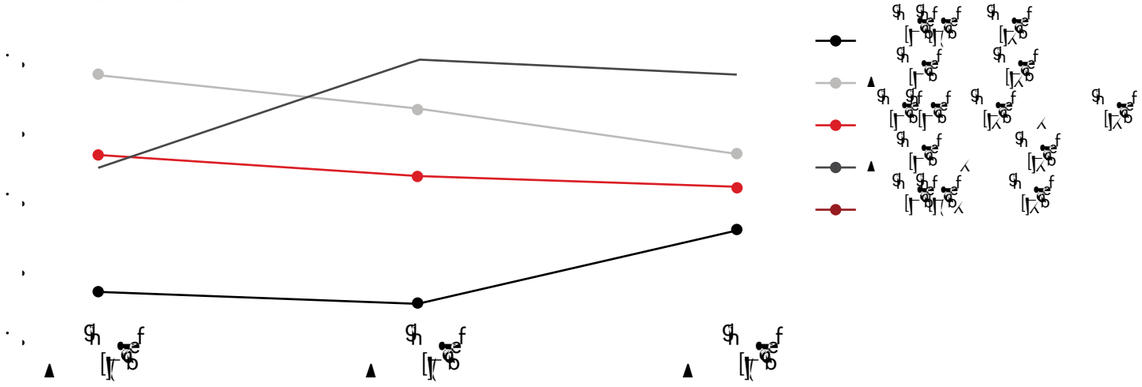
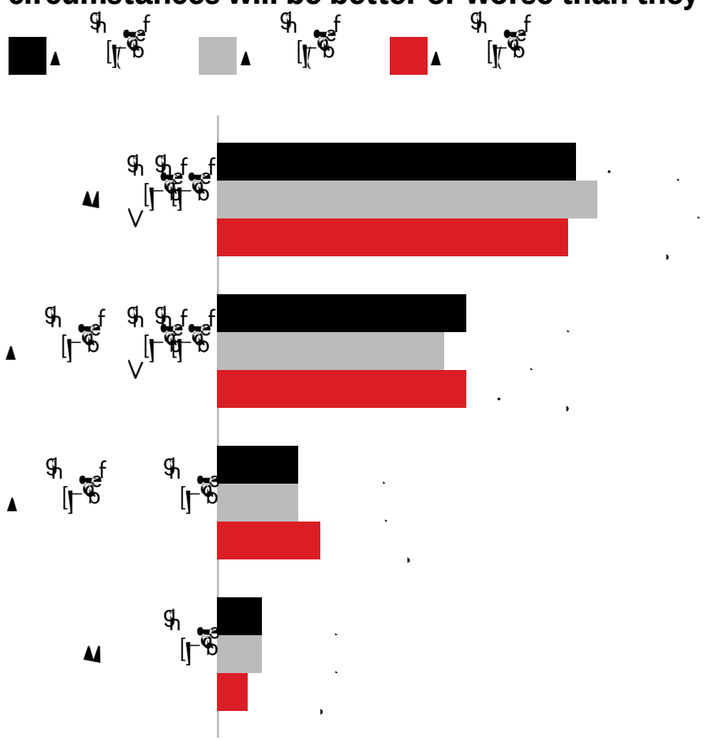


In the last month, have you used the internet for any of the following?

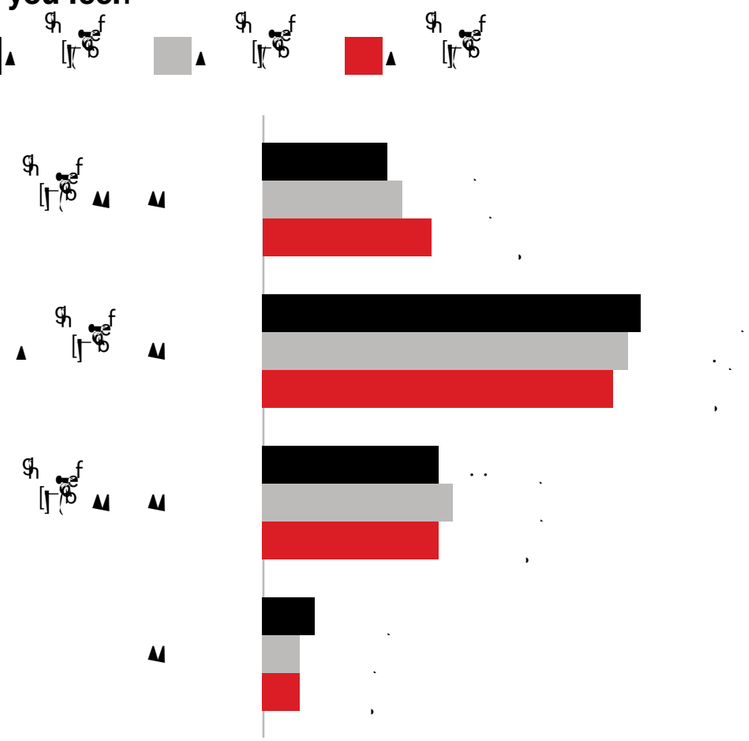
Change Over Time: How satisfied are you with your current economic condition?



Thinking about ten years from now, do you think your economic circumstances will be better or worse than they are now?



Thinking about your own personal economic situation today, how in control do you feel?



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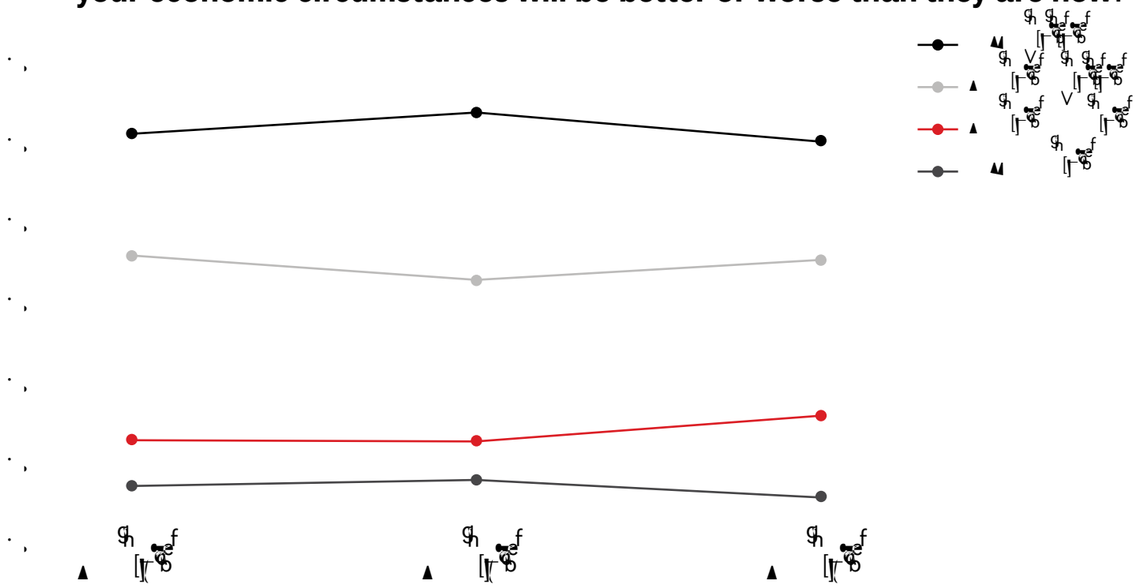

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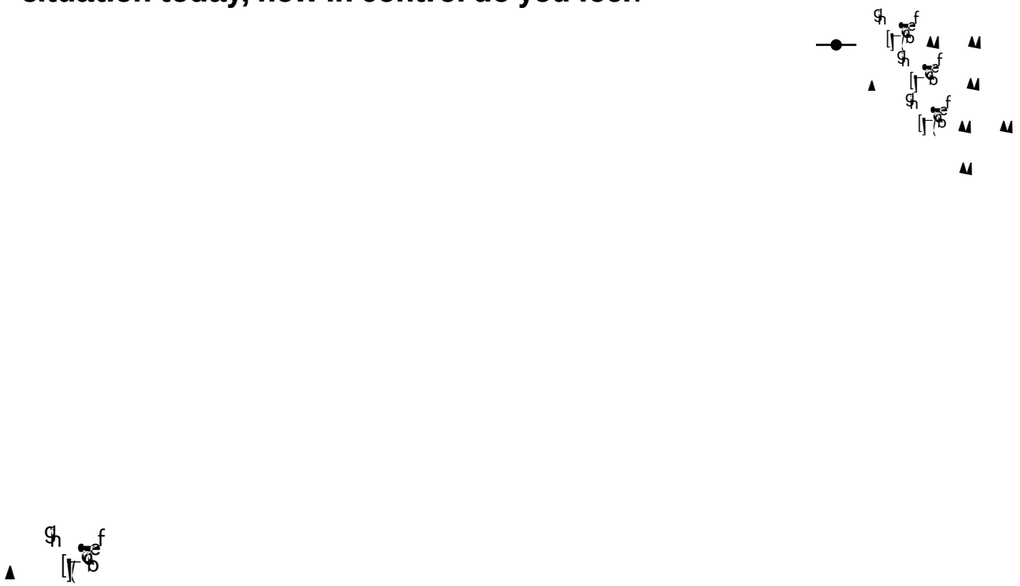
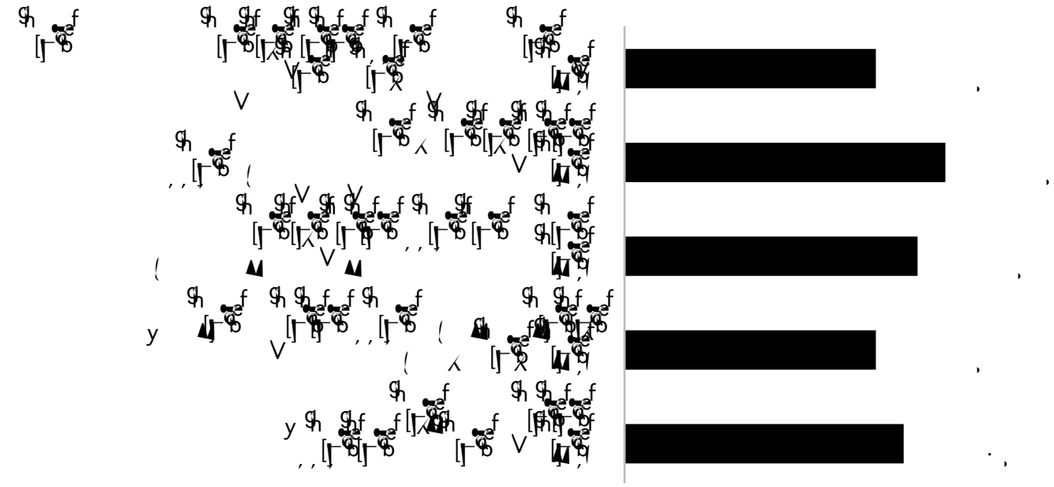


Themes in Responses	Participant Quotes
Family and Household Impact	*"Having access and continual connection in a blighted impoverished area, which is known for poor connectivity issues is vital, and especially during no service or poor service when the major ISP disconnects with unscheduled maintenance interruptions. Having the hotspot, for a disabled person with health risks, is vital."* *"It helps my grandchildren. Best impact ever."* *"Having the laptop and free internet access has relieved our finances by $80 per month which allowed room for more food and gas."*
Tech-Enabled Transformation	*"I have become more digitally organized and it has given me a path to my dream career."* *"It's literally changed mine and my children's life. I'm forever grateful for this program. I have been able to take training, started a job, homeschool my kids with ease, started school and have been able to start a business."* *"To have accessibility without limits or worries of my personal data being compromised is a blessing."*
General Satisfaction and Gratitude	*"It has been a true blessing and an extremely valuable and enjoyable asset."* *"I love this program. What an amazing opportunity!"* *"Without this device, the quality of my life would be a lot less."*
Program Challenges	*"My device has stopped working."* *"It stresses me out. I cannot do things I wanted to do. Will not print or download apps that could help."* *"The device doesn't work."*

As the Tech Pack Program nears completion, what benefits has the program provided you?



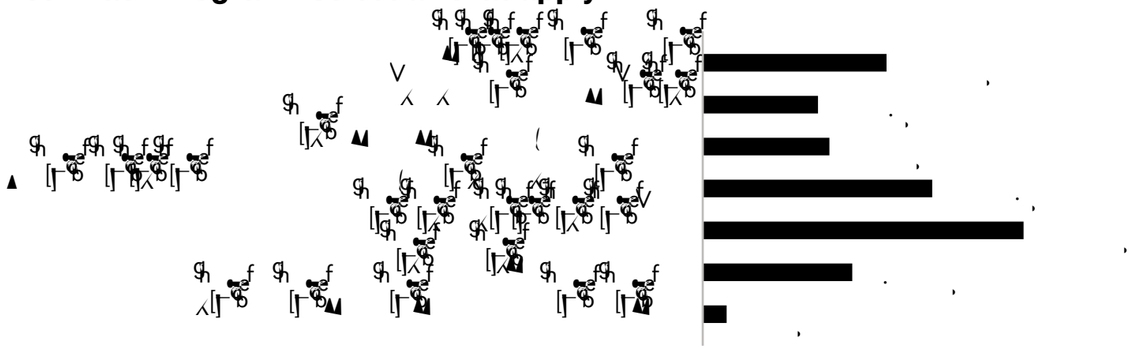
"Helped to stabilize continual uninterrupted internet connection in order to operate and implement a national nonprofit and its programs to benefit thousands of disadvantaged persons and populations of communities in the USA."

"I pay the majority of my bills via the Chromebook, as well as loan payments through my bank and some light shopping for needed household items, food, etc."

"Reading the news is so incredibly important. Also just a few days ago, I used my Chromebook to win a ra le to a local pet store."

"Very important for me, especially since my mom was diagnosed with a Level 4 Glioblastoma & has since entered Ho39 (.e) 1 (c)9 (ed Ho)4 (23 (e)15 (e)0.9

In the past year, did any of the following happen to you while involved in the Tech Pack Program? Select all that apply.



Pew Research Center

New Media & Society

Social consequences of Internet use: access, involvement, and interaction

Virtual Inequality: Beyond the Digital Divide

Belfer Center for Science and International Affairs, Harvard Kennedy School

Social Media & Society 3