

This questionnaire was developed as part of the 'From Digital Skills to Tangible Outcomes project'. It was financially supported by the John Fell Fund (University of Oxford), the Department of Media and Communications (London School of Economics) and the Department of Communication science (University of Twente).

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## **Skills Uses and Outcomes of Internet Use**

Q1 Welcome We are conducting a survey on behalf of the London School of Economics. This survey will ask you some questions about how you use the Internet, how easy you find using the Internet and how much it helps you with or hinders you in everyday activities. It doesn't matter if you use the Internet a lot or not – we would just like to know more about what you do. Some of these questions are about quite complex online activities – please just tell us when they do not apply to you or you do not know how to do something. Sometimes, you may think we are asking very similar questions / the same question. Please do not worry about that – it is just the way that the survey works. All information you provide in this survey is confidential and will not be used to identify you personally. The data is processed anonymously. Thanks very much for taking part. If you have any questions about this survey or the research it is part of please contact Ellen Helsper at [e.j.helsper@lse.ac.uk](mailto:e.j.helsper@lse.ac.uk)

Q11 Before we start the survey we would like to ask you a few more general questions

Q3 How old were you when you first used the internet? By using the internet we mean accessing online content (e.g. websites, apps) through a desktop computer, laptop, mobile or any other device. Please write in your age in years

Q4 Now, could we ask about all of the places where you use the Internet? In the past month have you used the Internet....? Please tick a box for each one that applies to you

- ☐ At home (1)
- ☐ At work or at school or at university (2)
- ☐ While travelling (e.g. on a bus or train through a mobile device) (3)
- ☐ Somewhere else (e.g. library, internet café, at another person's house ) (4)

Q5 Which of the following do you have...? Please tick a box for each one that applies to you

- ☐ An email account (1)
- ☐ A Social Networking Site (e.g. Facebook, LinkedIn) (2)
- ☐ A blog (3)
- ☐ A microblog (e.g. Twitter, tumblr account) (4)
- ☐ A smartphone (5)
- ☐ A Tablet, iPad or eReader (6)
- ☐ A laptop (7)
- ☐ A desktop computer (8)

Q19 We would like to know a little bit more about you. This information will help us to make sure that we have a wide range of people participating in our study. All the information you give in this survey, including the information in this section, is confidential and will not be used to identify you personally.

Q17 Are you

- ☐ Male? (1)
- ☐ Female? (2)
- ☐ Rather not say (3)

Q20 What is the highest level of education you have completed?

- ☐ Less than High School (1)
- ☐ High School / GED (2)
- ☐ Some College (3)
- ☐ 2-year College Degree (4)
- ☐ 4-year College Degree (5)
- ☐ Masters Degree (6)
- ☐ Doctoral Degree (7)
- ☐ Professional Degree (JD, MD) (8)

Q21 What best describes your current situation?

- ☐ Working Full Time (at least 30 hours a week) (1)
- ☐ Working Part Time (8-29 hours a week) (2)
- ☐ Retired (3)
- ☐ Unemployed (4)
- ☐ Permanently Sick or Disabled (5)
- ☐ In community or military service (6)
- ☐ Undergraduate student (7)
- ☐ Postgraduate student (8)
- ☐ In full time education (not higher degree) (9)
- ☐ In part time education (not higher degree) (10)
- ☐ Doing housework, looking after children or other persons (11)

Q12 The following set of questions is about how you use the internet.

Q7 Please indicate how accurate the following statements are when thinking about how you use the Internet. Please tick one option per row.

[illegible]

Q10 Please indicate how accurate the following statements are when thinking about how you use the Internet. Please tick one option per row.

[illegible]

Q24 Please indicate how accurate the following statements are when thinking about how you use the Internet. Please tick one option per row.

[illegible]

Q25 Please indicate how accurate the following statements are when thinking about how you use the Internet. Please tick one option per row.

[illegible]



Q26 Please indicate how accurate the following statements are when thinking about how you use the Internet. Please tick one option per row.

[illegible]

Q27 Please indicate how accurate the following statements are when thinking about how you use the Internet. Please tick one option per row.

[illegible]

Q28 Please indicate how accurate the following statements are when thinking about how you use the Internet. Please tick one option per row.

[illegible]



Q29 Please indicate how accurate the following statements are when thinking about how you use the Internet. Please tick one option per row.

[illegible]

[illegible]

Q30 Please indicate how accurate the following statements are when thinking about how you use the Internet. Please tick one option per row.

[illegible]

Q13 Now we would like to ask you some questions about what you use the Internet for, and how helpful you find the Internet.

Q34 We would like to start by asking about using the Internet for information seeking. How often have you done the following things online in the last year? Please tick one option per row.

[illegible]



Q33 Thinking about your online activities in the past year, how much do you agree or disagree with the following statement? If you did not undertake the activity the question is about just select Not Applicable (NA)

	Disagree strongly (1)	Somewhat disagree (2)	Neither agree nor disagree (3)	Somewhat agree (4)	Agree strongly (5)	Not applicable (NA) (6)	Don't know (7)
My knowledge increased because of the Internet (i.e. looking up information, talking to others) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NOTE: THE ITEMS THAT FOLLOW WITH DISAGREE STRONGLY TO AGREE STRONGLY SCALES CAN ALSO BE ASKED IN DICHOTOMOUS FORMATS. Here is an example for

Q33 Thinking about your online activities in the past year, does the following apply to you? If you did not undertake the activity the question is about just select Not Applicable (NA)

	Yes (1)	No (2)	Not applicable (NA) (3)	Don't know (4)
My knowledge increased because of the Internet (i.e. looking up information, talking to others) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q35 Thinking about your online activities in the past year, how satisfied or unsatisfied were you with the following? If you did not undertake the activity the question is about just select Not Applicable (NA)

[illegible]







Q14 Now we would like to ask you some questions about buying and selling goods online. How often have you done the following things online in the last year? Please tick one option per row.

[illegible]

product up for sale (6)							
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Q31 Thinking about your online activities in the past year, how much do you agree or disagree with the following statements? If you did not undertake the activity the question is about just select Not Applicable (NA)

[illegible]

Q32 Thinking about your online activities in the past year, how satisfied or unsatisfied were you with the following things? If you did not undertake the activity the question is about just select Not Applicable (NA)

[illegible]



Q70 We would now like to ask you about your use of the Internet for work related things. We are interested in paid employment or voluntary work of any kind. In the past year have you done any such work?

- ☐ Yes, I have done or looked for paid, unpaid or volunteer work (1)
- ☐ No, I have not done or looked for any paid, unpaid or volunteer work (2)







Q43 We would now like to ask you some questions about using the Internet for financial advice and services. How often have you done the following things online in the last year? Please tick one option per row.

[illegible]

Q44 Thinking about your online activities in the past year, how much do you agree or disagree with the following statements? If you did not undertake the activity the question is about just select Not Applicable (NA)

[illegible]

Q157 Thinking about your online activities in the past year, how satisfied or unsatisfied were you with the following things? If you did not undertake the activity the question is about just select Not Applicable (NA)

[illegible]

Q46 We would now like to ask you about your use of the Internet for news and information seeking. How often have you done the following things online in the last year? Please tick one option per row.

[illegible]



Q48 We would now like to ask you about your use of the Internet for things that you come across unintentionally or intentionally. How often have you encountered any of the following things online in the last year? Please tick one option per row.

[illegible]

who are from a different ethnic group (e.g. via email, whatsapp, forum or social networking site) (6)							
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Q49 And what about these? How often would you say you have done the following things online in the last year? Please tick one option per row.

[illegible]

[illegible]

Q47 Thinking about the things you found online (either intentionally or unintentionally) in the past year, how much do you agree or disagree with the following statements? If any of these do not apply to you please just select Not Applicable (NA)

[illegible]

I found and people I have met online I have changed my thinking about religion or spiritual beliefs (5)							
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Q45 Thinking about the things you found online (either intentionally or unintentionally) in the past year. In general, how satisfied or unsatisfied were you with the following things? If you did not undertake the activity just select Not Applicable (NA)

[illegible]





Q50 We would now like to ask you some questions about using the Internet to keep in touch with friends and family. How often have you done the following things online in the last year? Please tick one option per row.

[illegible]

<p>site, photo sharing site) (4)</p> <p>Look for websites online that help you to meet new people (e.g. online dating, social networking sites, hobby or crafts clubs) (5)</p> <p>Make new friends /meet new people (6)</p> <p>Like or promote content that other people post (7)</p>	○	○	○	○	○	○	○
	○	○	○	○	○	○	○
	○	○	○	○	○	○	○

Q51 Thinking about your online activities in the past year, how much do you agree or disagree with the following statements? If you did not undertake the activity the question is about just select Not Applicable (NA)

[illegible]

Q52 Thinking about your online activities in the past year, how satisfied or unsatisfied were you with the following things? If you did not undertake the activity the question is about just select Not Applicable (NA)

	Very dissatisfied (1)	Somewhat dissatisfied (2)	Neither dissatisfied nor satisfied (3)	Somewhat satisfied (4)	Very satisfied (5)	Not applicable (NA) (6)	Don't know (7)
<p>Your online communication with friends and family? (i.e. in comparison with the offline communication you might have) (1)</p> <p>Your online communication with people online who are not close friends or family? (i.e. in comparison with the offline communication you might have) (2)</p>	○	○	○	○	○	○	○
	○	○	○	○	○	○	○

Q53 We would now like to ask you about your uses of the Internet for getting involved with hobbies, clubs, and societies. How often have you done the following things online in the last year? Please tick one option per row.

[illegible]

about a political or societal issue (e.g. through twitter, on blogs, websites) (7)							
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Q54 Thinking about your online activities in the past year, how much do you agree or disagree with the following statements? If you did not undertake the activity the question is about just select Not Applicable (NA)

[illegible]

Q55 Thinking about your online activities in the past year, how satisfied or unsatisfied were you with the following things? If you did not undertake the activity the question is about just select Not Applicable (NA)

[illegible]

Q56 We would now like to ask you about the use of the Internet for government services. How often have you done the following things online in the last year? Please tick one option per row.

[illegible]



political issues (6)							
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Q57 Thinking about your online activities in the past year, how much do you agree or disagree with the following statements? If you did not undertake the activity the question is about just select Not Applicable (NA)

[illegible]

Q58 Thinking about your online activities in the past year, how satisfied or unsatisfied were you with the following things? If you did not undertake the activity the question is about just select Not Applicable (NA)

[illegible]

Q62 Now we would like to ask you about using the Internet to look up information about your fitness. How often have you done the following things online in the last year? Please tick one option per row.

[illegible]



Q64 Thinking about your online activities in the past year, how satisfied or unsatisfied were you with the following things? If you did not undertake the activity the question is about just select Not Applicable (NA)

[illegible]

Q59 We would now like to ask about using the Internet for leisure and personal interest. How often have you done the following things online in the last year? Please tick one option per row.

[illegible]

Q60 Thinking about your online activities in the past year, how much do you agree or disagree with the following statements? If you did not undertake the activity the question is about just answer Not Applicable (NA)

[illegible]

Q61 Thinking about your online activities in the past year, how satisfied or unsatisfied were you with the following things? If you did not undertake the activity the question is about just select Not Applicable (NA)

[illegible]



Q65 And how often have you done the following things online in the last year? Please tick one option per row.

[illegible]

Write a blog or maintain a website on issues or problems of interest to you (6)							
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Q66 Thinking about your online activities in the past year, how much do you agree or disagree with the following statements? If you did not undertake the activity the question is about just answer Not Applicable (NA)

[illegible]

Q67 Thinking about your online activities in the past year, how satisfied or unsatisfied were you with the following things in comparison to similar activities offline? If you did not undertake the activity the question is about just select Not Applicable (NA)

[illegible]

Q153 That is all the questions. Thank you for taking the time to complete the survey.

Q154 We are interested in your comments and feedback on the survey. If you have anything to add that you have not been able to say in the rest of the survey please do so here.

Q155 If you have any further comments or questions, or would like further information about the study please contact Dr Ellen Helsper ([e.j.helsper@lse.ac.uk](mailto:e.j.helsper@lse.ac.uk)).