DIGITAL REACH SURVEY SKILLS, MOTIVATION, ACCESS, SUPPORT AND OUTCOMES

This questionnaire was developed as part of the Digital Reach Evaluation project, a collaboration between the Nominet Trust and the 'From Digital Skills to Tangible Outcomes' project at the London School of Economics and Political Science.

For details on how the scales were created please see the material available on the DiSTO website or contact Dr. Ellen Helsper.

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Motivation and Attitudes

The following set of questions asks you about **what you think about** technologies such as **the Internet and mobile phones**.

How much do you agree or disagree with the following statements? (please tick one circle in every line)

I would **use the Internet and mobile phones more if**...

	Strongly disagree (1)	Somewhat disagree (2)	Neither agree nor disagree (3)	Somewhat agree (4)	Strongly agree (5)	Don't know (6)
Devices (mobile phones, computers, tablets) were less expensive (1)	○	○	○	○	○	○
There was a better signal where I live (2)	○	○	○	○	○	○
Paying for internet/data was less expensive (3)	○	○	○	○	○	○
There were more interesting or useful things for me online (4)	○	○	○	○	○	○
They were easier to use (5)	○	○	○	○	○	○
I would feel safer using them (6)	○	○	○	○	○	○

I use the Internet and mobile phones because... (Please tick one circle in every line)

	Strongly disagree (1)	Somewhat disagree (2)	Neither agree nor disagree (3)	Somewhat agree (4)	Strongly agree (5)	Don't know (6)
They are an entertaining way to pass the time (1)	○	○	○	○	○	○
They let me connect with people who are important to me (2)	○	○	○	○	○	○
They can help me to take part more in study or work (3)	○	○	○	○	○	○
They help me to stay on top of news, sports or events (4)	○	○	○	○	○	○
They allow me to share my ideas and things I create (5)	○	○	○	○	○	○

Tick to show how much you **agree or disagree** with each statement. (Please tick one circle in every line)

	Strongly disagree (1)	Somewhat disagree (2)	Neither agree nor disagree (3)	Somewhat agree (4)	Strongly agree (5)	Don't know (6)
Technologies such as the Internet and mobile phones make life easier (1)	○	○	○	○	○	○
Knowing how to use technologies is beneficial when trying to get a job (2)	○	○	○	○	○	○
I feel that people pressure me to be constantly connected (3)	○	○	○	○	○	○
There are a lot of things on the Internet that are good for people like me (4)	○	○	○	○	○	○

Access

The following questions are about **your access to technologies such as mobile phones and the Internet.**

Do you **have access** to the following devices? (select all that apply)

☐ Computer (desktop or laptop) (1)

☐ Mobile phone (one that you can **only** make calls and send text messages on) (2)

☐ Smartphone (a phone that you can access the Internet with or download apps on) (3)

☐ Tablet or eReader (for example, iPad, Kindle, etc) (4)

☐ Games console (5)

☐ Other (6)

In the last month, how did you connect to the Internet? (Please select all that apply)

☐ I did not connect to the Internet in the last month (1)

☐ I used mobile data (from my service provider) on my phone (2)

☐ I used a WiFi Internet connection at home (i.e. without using data on my mobile phone) (3)

☐ I used a cable or separate Internet connection at home that was not wifi (i.e. connected a computer or laptop without using data on my mobile phone) (4)

☐ I went to a friend's/neighbour's home to connect (5)

☐ I connected at work/school/college (6)

☐ I used public WiFi hot-spots (7)

☐ I went to an Internet cafe or public library (8)

Skills & Confidence

The following questions ask you about **how you use the Internet and technologies such as mobile phones, tablets, PCs or laptops.**

In general, how would you describe **your self confidence?**
(Slide the bar to the left if you don't feel confident at all and to the right if you feel very confident)

Please indicate how much the following statements apply to you. We would like to know if these are **things that you could do now and by yourself**
(If you don't get what the question is referring to, tick the last box in the row 'I do not understand what you mean by this'. If you have never done this then reply thinking about how much this would apply to you if you had to do this now.)

	Not at all true of me (1)	Not very true of me (2)	Neither true nor untrue of me (3)	Mostly true of me (4)	Very true of me (5)	I do not understand what you mean by this (6)
I know how to save a photo that I find online or receive on an app (1)	○	○	○	○	○	○
I know how to open a new tab in a browser (2)	○	○	○	○	○	○
I know how to use programming language (for example, XML, html, C++) (3)	○	○	○	○	○	○
I know how to use shortcut keys (e.g., CTRL-C for	○	○	○	○	○	○

copy) (4)

Please indicate how much the following statements apply to you. Remember that we would like to know if these are **things that you could do now and by yourself.**

	Not at all true of me (1)	Not very true of me (2)	Neither true nor untrue of me (3)	Mostly true of me (4)	Very true of me (5)	I do not understand what you mean by this (6)
I find it easy to check if information I find online is true (1)	○	○	○	○	○	○
I never have any trouble finding a website I visited before (2)	○	○	○	○	○	○
I find it easy to decide what the best keywords are to use for online searches (3)	○	○	○	○	○	○

Please indicate how much the following statements **apply to you**. Remember that if you don't get what the question refers to, you can tick the last box in the row 'I do not understand what you mean by this'.

	Not at all true of me (1)	Not very true of me (2)	Neither true nor untrue of me (3)	Mostly true of me (4)	Very true of me (5)	I do not understand what you mean by this (6)
I know which information I should and shouldn't share online (1)	○	○	○	○	○	○
I am careful to make my comments and behaviours appropriate to the situation I am in online (2)	○	○	○	○	○	○
I know how to report negative content relating to me or a group to which I belong (3)	○	○	○	○	○	○

Generally speaking, would you say that **most people can be trusted** online?
(Slide the bar **to the left** if you think you **can't be too careful** and **to the right** if you think **most people can be trusted**)

Please indicate how much the following statements apply to you. Remember that we would like to know if these are **things that you could do now and by yourself.**

If you have never done this then reply thinking about how much this would apply to you if you had to do this now

	Not at all true of me (1)	Not very true of me (2)	Neither true nor untrue of me (3)	Mostly true of me (4)	Very true of me (5)	I do not understand what you mean by this (6)
I know how to create something new from video or music that I found online (1)	○	○	○	○	○	○
I know how to edit or make basic changes to online content that others have created (2)	○	○	○	○	○	○
I know how to design a website (3)	○	○	○	○	○	○
I know which different types of licenses apply to online content (4)	○	○	○	○	○	○

Please indicate how much the following statements apply to you when thinking about how you **use technologies such as mobile phones and the Internet**.

Remember that if you don't get what the question refers to, you can tick the last box in the row 'I do not understand what you mean by this'.

	Not at all true of me (1)	Not very true of me (2)	Neither true nor untrue of me (3)	Mostly true of me (4)	Very true of me (5)	I do not understand what you mean by this (6)
I know how to install apps on a mobile device (for example, a phone or tablet) (1)	○	○	○	○	○	○
I know how to keep track of the costs of mobile app use (2)	○	○	○	○	○	○
I know how to make decisions about using the location settings on my mobile devices (3)	○	○	○	○	○	○

Digital Support Networks

The questions that follow are about **whether you have help available or have offered others help** to use technologies such as Internet and mobile phones.

QX Have you looked or asked for help to use the Internet or mobile phone **in the past three months**?

○ Yes (1)

○ No (2)

○ Don't know (3)

Was this because... (please select the most important reason)

○ You did not have any questions or problems (1)

○ You figured how to solve a problem yourself (2)

○ There was no one available for you to ask (3)

Who was the person(s) you went to for help?

☐ Friends (1)

☐ Partner (husband/wife/boyfriend/girlfriend) (2)

☐ Brothers/Sisters (3)

☐ My parents/grandparents/guardians (4)

☐ My child/children/granchildren (5)

☐ Co-workers/ fellow students (6)

☐ Librarians (7)

☐ Help desk (online or offline) (8)

☐ People or material on an online platform (for example, YouTube, Help functions on websites, Discussion boards) (9)

☐ Another person (please tell us who) (10)
_____

Outcomes: Education & Learning

The questions that follow are about what you use the Internet and technologies such as mobile phones for and how helpful you find these **in relation to finding information**.

Thinking about your online activities (on the Internet or mobile phones) **in the last three months**, please indicate whether you **have done these and whether you were successful** (i.e. did you learn something)

	This did not happen (1)	I did do this but I didn't learn anything (2)	I did do this and I learned something (3)	I'm not sure (4)	I don't understand this question (5)
I looked up information online to answer a question I had (1)	○	○	○	○	○
I came across opinions that differed from my own (e.g. in newspapers, on discussion boards, social media) (2)	○	○	○	○	○

Outcomes: Finance

The following questions ask you about w**hat you use the Internet and technologies such as mobile phones for** and how helpful you find these **in relation to buying, selling and financial matters**.

Thinking about your online activities in **the last three months**, please indicate whether you have done these and whether you were successful (i.e. you managed to buy or pay something or found out about a benefit)?

	I didn't do this (1)	I did do this but was unsuccessful (2)	I did do this and was successful (3)	I am not sure (4)	I don't understand the question (5)	Doesn't apply to me (6)
I tried to buy products or services online (1)	◯	◯	◯	◯	◯	◯
I tried to pay bills online (2)	◯	◯	◯	◯	◯	◯
I used the internet/mobile phone to find out if I can claim a certain benefit or grant (3)	◯	◯	◯	◯	◯	◯

Outcomes: Work

The next questions refer to **what you use the Internet and technologies such as mobile phones for** and how helpful you find these for things **in relation to finding work**.

QX.2 For the next series of questions, we would like to know whether you **have looked for paid employment or voluntary work** of any kind **in the last three months**.

◯ Yes, I have looked for paid, unpaid or volunteer work (1)

◯ No, I have not looked for any paid, unpaid or volunteer work   (2)

Thinking about your online activities **in the last three months**, please indicate whether you have done these and whether you were successful (i.e. did you find a job or upload a CV on the Internet or using a mobile phone).

	I did not do this (1)	I did do this but I wasn't successful (2)	I did do this and I was successful (3)	I am not sure (4)	I don't understand this question (5)
I looked for a job online (1)	○	○	○	○	○
I tried to post or update my CV on an online network (e.g. Monsterboard, etc) (2)	○	○	○	○	○

Outcomes: Health and services

Now we would like to ask you some questions about **what you use the Internet and technologies such as mobile phones for** and how helpful you find these **in relation to how you live your life**.

Have you tried to access any of the following services (either intentionally or unintentionally) when using the Internet or mobile phones (that is online) **in** the last three months?

	I did not do this (1)	I did do this but was not successful (2)	I did do this and got the service/information I needed (3)	I am not sure (4)	I don't understand this question (5)	Doesn't apply to me (6)
I looked for information on housing online (1)	○	○	○	○	○	○
I looked for information about schools online (2)	○	○	○	○	○	○
I looked for information on social or sports clubs (for example, gym, music or art clubs) (3)	○	○	○	○	○	○
I contacted a GP or other health care professional online (4)	○	○	○	○	○	○

Outcomes: Personal & Social well-being

Now we would like to ask you some questions about **what you use the Internet and technologies** such as mobile phones for and what you **think about these** in relation to the information and opinions about you and others you come across online.

Have you come across any of the following information and opinions when using the Internet or mobile phones **in the last three months**?

If you did come across this, **did this motivate you to think about this topic** or related issues? That is, do you understand them better or think about them differently

	No, I did not come across this (1)	I came across this but it did not make me think about this more (2)	I came across this and it made me think more about this (3)	I am not sure (4)	I do not understand this question (5)
I came across information related to problems or issues that interest me (1)	○	○	○	○	○

Thinking about your online activities **in the last three months**, were you in touch with or did you engage with any of the following people through the internet or mobile phones?

If you were, was this something you would have done **to the same extent without the internet or mobile phones**?

	No, I did not interact i with these people online (1)	Yes, I was in touch in this way but the same as I would have been without the internet or mobile phones (2)	Yes, I was in touch in this way more than I would have been without the internet or mobile phones (3)	I am not sure (4)	I'm not sure I understand (5)
Shared something about my life with my close family or friends (e.g. things that happened to you, pictures) (1)	○	○	○	○	○
I connected with people who know me who are not close family or friends (e.g. distant relatives, acquaintances, colleagues, fellow students) (2)	○	○	○	○	○