

2011 Evaluation of SmartRiverside Digital Inclusion Program



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Purpose of the study

- To determine the impact of the program on:
 - Usage of the Internet
 - Connectivity with family, friends, and businesses
 - Children's school performance
 - Economic status
 - Quality of life



Methodology

- In 2009, there were approximately 2,100 graduates of the program, 120 of which were surveyed by La Sierra University.
- Today there are over 4,024 graduates. IAR conducted surveys with 458 of these graduates.
- 241 surveys were completed by telephone and 217 were completed online. Surveys were conducted in English or Spanish



Methodology

- Graduates age 13 – 17: The parents or legal guardian of the participant completed the survey.
- Where there were multiple program graduates in one household, respondents were randomly selected.
- Telephone surveys were conducted August 22 through August 29, 2011.
- Online surveys were conducted August 22 through September 7, 2011.

Breakdown of Completed Surveys by Mode of Delivery, Age of Graduate and Language

		Telephone	Online	Total
Adult Graduate	English	198	199	397
	Spanish	29	5	34
Child Graduate	English	9	13	22
	Spanish	5	0	5
Total		241	217	458

Computer and Internet Usage

88% of respondents have a working computer in the household.

**87% of children in household use a computer
(compared to 63% in 2009).**

Reasons respondent's use a computer

- E-mail (58%)
- Surfing the Internet (53%)
- Research/Information (49%)
- Chatting/Social Networking (44%)

Computer and Internet Usage

- 35% use the City's free Wi-Fi.
 - 50% use another provider
 - ***12% have NO Internet service***
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- 59% said their connection with family and friends has gotten better.

Educational Impact of Internet Usage

- 88% of respondents said they are a more educated person because of the internet.
- 55% of children's grades have gone up since using the computer.



Economic Impact of Internet Usage

Only 27% of respondents are currently employed

- Of those who are employed.....
 - 48% Internet helped them find a job
 - 74% Internet has improved their performance at work
 - 34% Internet has increased their earnings.

Impact on Overall Quality of Life

- 77% Internet improved their quality of life.
- 50% Find using computers frustrating.
- 73% Said they are good at using computers.

Respondents under the age of 60 were more likely to say they are good at using computers, that it has improved their quality of life, and are less likely to find using computers frustrating.

Satisfaction with the Program

- 85% are “very” or “somewhat” satisfied with the program.
- 69% agreed that the training they received from the program has been extremely helpful.



What Respondents Like Best about the Program

**23% free
computer**

**20% helpful
and patient
instructors**

**11% information
received / hands-on
learning**

**29% learned a lot about using
computers**

What Respondents Liked Least about the Program

29% of respondents said that there was nothing they disliked about the program.



What Respondents Liked Least about the Program

17%

Program was not long enough. Wanted the classes to continue.

16%

Internet service did not work or was extremely slow.

10%

Computer never worked or always had problems.



Need for Additional Training

53% said they needed additional training

- 29% more training on specific programs (e.g. Microsoft Office).
- 26% more in-depth, more detailed or more advanced training.
- 10% wanted the program and/or classes to be longer and to have more time with instructor.
- 9% more training on Internet setup and use.
- 6% more training on computer maintenance, computer virus, troubleshooting, etc.

Suggestions for Improving the Digital Inclusion Program

19% Program should be expanded both in terms of class time and length of program.

12% Better Internet service that has a stronger signal and works properly.

12% More training on specific programs, e-mailing, and using Internet.

Conclusions and Recommendations

- Overall, participants are very pleased with the classes and training they received through the Digital Inclusion Program.
- In many ways the program has had a positive impact on the lives of the participants.

Recommendations for Improving the Program

- Better/newer computers
- Better/stronger Internet signal
- More training on using the Internet to find a job
- Modify/expand the program
- Modify the format of the classes
- Different classes for different skill levels
- Training on specific programs or skills
- Follow-up/technical support/equipment upgrades
- Better advertisement of the program

Thank you for your time.

QUESTIONS AND ANSWERS

