

Final Report

2011 Evaluation of SmartRiverside Digital Inclusion Program

Submitted By:



Institute of Applied Research
and Policy Analysis

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INTRODUCTION

The Institute of Applied Research and Policy Analysis (IAR) at California State University, San Bernardino is pleased to present the results of its 2011 evaluation of the SmartRiverside Digital Inclusion Program. The Digital Inclusion Program was developed as a way to bridge the digital divide in the City of Riverside, and to improve the education, communication, economic status and overall quality of life of low-income families.

Specifically, low income families who do not have the resources to purchase computers and/or Internet service are given the opportunity to take advantage of this technology through the SmartRiverside Digital Inclusion Program, which provides them with computer training, access to free Wi-Fi within the city of Riverside and free PC's (which are donated by local companies, educational institutions, and the public). In addition, graduates of the program have access to SmartRiverside staff for follow-up, technical support and equipment upgrades. To date, 4,024 low-income families have participated in the program.

The first evaluation of the program was conducted in 2009 by La Sierra University. The purpose of both evaluations was to determine the positive and possible negative impacts of providing free PCs, training, and Internet access to low income families. Specifically, IAR looked at the impact of the program in the following areas:

- Usage of the Internet
- Impact on connectivity with family, friends, and businesses
- Impact on children's school performance
- Economic impact
- Impact on quality of life

In addition, respondent's evaluations of the program in terms of overall satisfaction, what they liked best and least, additional training needed, and recommendations for improving the program were included.

It is hoped that the findings from this study will assist SmartRiverside staff and Riverside City Management staff to modify and enhance the program to better meet the needs of the participants.

METHODOLOGY

In 2009, there were approximately 2,100 graduates of the program, and 120 of those graduates were interviewed by staff at La Sierra University. By 2011, the number of graduates increased to 4,024, and IAR conducted surveys with 458 of these graduates. Surveys were conducted in both English and Spanish. To encourage participation, each graduate who completed a survey was given a free wireless access device.

Sampling

Initially, IAR was planning to conduct an online survey with all 4,024 graduates (with telephone follow-up to non-respondents). Unfortunately, Smart Riverside was unable to supply current e-mail address for the majority of graduates (only 3% had a current e-mail address on file with SmartRiverside), thus IAR used a mixed mode methodology (online and telephone survey) for the study.

Specifically, IAR staff called the 97% of graduates without a current e-mail address and asked if they would be willing to participate in an online survey regarding the program. Those who were willing to participate provided their current e-mail address and were sent a link to the survey. Those who said they don't have an e-mail address were asked to complete the survey by phone. In the end, 241 surveys were completed by phone and 217 were completed online.

In some cases, there were multiple program graduates in one household. In those cases, one graduate in the household was randomly selected to participate. If that person was unavailable or did not wish to participate, another graduate in the household was asked if he/she would be willing to participate in the survey. This process continued until one of the graduates in the household agreed to participate (or all graduates declined to complete a survey).

Because there were only a small number of graduates under the age of 13, IAR and SmartRiverside staff agreed that only children between the ages 13 and 17 would be included in the survey. To allay Human Subjects Board concerns about interviewing minors, IAR decided to conduct those surveys with a parent or guardian on behalf of these child graduates.

Questionnaire

In order to enable longitudinal analysis, the 2011 questionnaire was based on the 2009 questionnaire (with several questions added and others deleted). Separate versions of the questionnaire were created for the on-line and telephone survey since the telephone survey needed to be more “conversational” than the on-line which was designed to be read, not “listened to.” In addition, there were separate versions (with slight wording differences) for adult graduates of the program and parents of the youth graduates (children 13 to 17 years of age). All questionnaires were translated into Spanish and pre-tested, and modifications were made where warranted (see Appendix A for final questionnaires).

Telephone Interviews

Telephone interviews were conducted via the facilities of CSUSB's Institute of Applied Research and Policy Analysis in San Bernardino, using Computer Assisted Telephone Interviewing (CATI) software. The surveys were conducted between August 22 and August 29, 2011. Calls were made Monday through Friday from 9:00 a.m. to 9:00 p.m. and on the weekend (Saturday 9:00 a.m. to 5:00 p.m., and Sunday 1:00 p.m. to 7:00 p.m.). A total of 241 program graduates were interviewed by telephone.

Online Surveys

Online surveys were conducted using QuestionPro software. Links to the survey were e-mailed to all graduates with a current e-mail address, and those who did not respond to the link within 3 days were sent a reminder e-mail. Online surveys were conducted between August 22 and September 7, 2011. A total of 217 program graduates completed a survey online.

The following table (Table 1) shows the breakdown of completed surveys by mode of delivery (telephone or online), age of graduate (either adult graduate or child graduate under the age of 18), and language (English or Spanish).

Table 1: 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

* Surveys were conducted with a parent/guardian of the child graduate

HIGHLIGHTS OF FINDINGS

Following are the major findings from the SmartRiverside Digital Inclusion survey. Where data are available, comparisons to the 2009 survey are reported. For a full data display of responses to each question, see Appendix B.

Computer and Internet Use

The first several survey questions were designed to assess the respondent's current computer and/or Internet usage. First, respondents were asked if they still have the computer that was given to them from the SmartRiverside program. Three-quarters of them (75.9%) said they still have the computer, and 63.3% of those respondents said the computer is still in working condition (with another 22.3% indicating that the computer is working but has "problems" such as being too slow). Of those who said they either do *not* have the computer from SmartRiverside (or reported that it is not working), 66.5% have another computer in the home. Overall, 403 of the 458 respondents interviewed (88.0%) report that they have a working computer in the household¹.

These respondents were asked "for what reason(s) do you use the computer?" (Question 3). Top reasons included: e-mail (58.3%), surfing the Internet (53.3%), researching and gathering information (49.2%), and chatting or using social network sites (43.7%). Table 2 lists the full array of reasons given (with some respondents mentioning more than one).

¹ Respondents who did not have a working computer in the household were not asked Questions 3 – 9 regarding computer usage. Rather, they were skipped to Question 10 which begins focusing on the Digital Inclusion program itself.

Table 2: For What Reason(s) do you use the Computer?

Reason for Computer Use	Count	Percent of Cases
E-Mail	231	58.3
Surf the Internet	211	53.3
Research and Information	195	49.2
Chat/Social Networking	173	43.7
Schoolwork/Homework	138	34.8
Staying Connected with Family and Friends	138	34.8
Entertainment/Enjoyment/Fun	131	33.1
Personal Word Processing or Typing Documents	125	31.6
Accounting/Financial/Paying Bills	92	23.2
Work Related	92	23.2
Making Purchases/Shopping	85	21.5
Online Education	67	16.9
Do Not Use the Computer	27	6.8
Other Purposes	14	3.5

Note: Respondents were allowed to indicate more than one response, so percentages do not sum to 100%

Respondents who indicated that they use the computer for e-mail and/or social networking were asked specific questions regarding *who* they e-mail and *which* social networking sites they use (Questions 6 and 7). The vast majority of e-mail users said they e-mail family and/or friends (82.4% and 81.1% respectively). Of those who use social networking sites, 88.3% said they use Facebook and 44.8% said they use Instant Messaging.

Respondents were also asked if there are any other adults in the household who use a computer; and if so, what they use it for (Questions 14 and 14a)². One-half (49.9%) said there are other adults in the household who use a computer. Of those, 62.4% of them surf the Internet, 40.8% use it for personal word processing or typing documents and 39.9% said they use it for work.

² This question was asked after Question 10, therefore all respondents, regardless of whether or not they said they have a computer in the

Table 3: For What Reason(s) do the Other Adults in the Household use the Computer?

Reason for Computer Use	Count	Percent of Cases
Surf the Internet	133	62.4
Personal Word Processing or Typing Documents	87	40.8
Work Related	85	39.9
Play Games	72	33.8
Schoolwork/Homework	66	31.0
Online Education	46	21.6
Other Reasons	42	19.7
Financial/Spreadsheets	33	15.5
Calculator	25	11.7

Note: Respondents were allowed to indicate more than one response, so percentages do not sum to 100%

Finally, respondents were asked about children under the age of 18 living in the household and computer usage by these children³. Forty-two percent of respondents said that there are children under the age of 18 living in the household (Question 13) and **87.3% of those said that the children are using a computer (as compared to only 62.5% of respondents in 2009)** – Question 13a. It is encouraging to see that computer usage among children in the household has increased by 24.8% in the last two years. Further, it is encouraging that 54.6% of those whose children use a computer reported that their children’s grades have gone up since they started using a computer (Question 13b).

About a third of respondents with working computers (34.7%) said they use the City’s free Wi-Fi access (Question 4), and 50% said they use another service provider – mainly AT&T (27.4%) or Charter (12.8%). Another 11.6% said they have no Internet service, and 3.8% said they don’t know what they use. Just over one-half (53.3%) of respondents said they use the Internet 10 hours or less per week (Question 5) and 15.8% said they use it more than 20 hours per

household, were asked this question. Computer usage among other adults living in the household could occur outside of the home.

³ This question was also asked after Question 10. Therefore, all respondents, regardless of whether or not they said they have a computer in the household, were asked this question. Computer usage among other children living in the household could occur outside of the home.

week (with 10.8% saying they don't use the Internet at all).

In order to assess the impact of the Internet on the quality of their social relationships, respondents were asked, "Has your ability to stay connected with family and friends gotten better, worse, or stayed the same since you started using the Internet?" (Question 8). Most (59.3%) said their social connections have gotten better (compared to 41.7% in 2009) and 36.6% said they have stayed the same (compared to 55% in 2009). Only 4.1% said they have gotten worse.

Finally, on a scale of 1 to 5 where 1 = "no experience" and 5 = "a lot of experience", respondents were asked to rate their level of experience with accessing the Internet (Question 9). Nearly a quarter (24.3%) of respondents said they have "a lot of experience" (up slightly from 20.8% in 2009).

Impact of the Digital Inclusion Program

The next series of questions focused specifically on the Digital Inclusion Program in terms of respondents' experience with the program, additional training they have received from other sources, and the impact of the program on their education, economic status, and quality of life.

Additional Training: Over a quarter (28.9%) of respondents said they have received computer training in addition to the Digital Inclusion Training (Question 10), and most of those (18.4%) received this training at the Riverside Community Center (Question 10a). It is worth noting that 11.3% of respondents said that they haven't received any training beyond the Digital Inclusion Training, *but they feel that they need it*.

Educational Impact: In order to assess the educational impact of the program, respondents were asked to indicate whether the following statement is true, somewhat true or not true for them (or, if a parent/guardian completed the survey for a child graduate, for their child): "I have become a more educated person because of the Internet." (Question 12e). Two-thirds of respondents (64.1%) said this was "true" and another 23.4% said it was "somewhat true". This statement was not included on the 2009 survey, so comparisons over time cannot be made.

Table 4: Educational Impact of Computer and Internet Usage

Statement	Response	Count	Percent
Q12e: I am a more educated person because of the Internet.	True	266	64.1
	Somewhat True	97	23.4
	Not True	52	12.5

As noted earlier, respondents with children in the household who use the computer were asked, “Have the children’s grades gone up since they started using the computer?” (Question 13b), and over one-half (54.6%) said that they have.

Economic Impact: Regarding the economic impact the program has had on families, respondents were first asked about their current employment status (Question 11). Only 27.2% of respondents said that they are currently employed. Of those that are *not* currently employed, 37.3% said they are currently looking for a job, and 59.9% of those respondents said they are using the Internet to help them find a job (Questions 11a and 11b).

Respondents who said they are currently employed were read a series of statements regarding employment and wages and asked to indicate if that statement was true, somewhat true or not true for them. In response to the first statement, “The Internet helped me find a job.” (Question 12b), 31.0% said this is “true” and 17.0% said “somewhat true”.

In the 2009 study the same statement was read to respondents, but the categories were slightly different. Respondents were asked to indicate whether they “strongly agree”, “agree”, “disagree”, or “strongly disagree” with this statement. The most valid comparison between the two studies is to look at the percent of respondents from the current study who said the statement was “**not true**” and compare with those in the 2009 study who said they either “**disagree**” or “**strongly disagree**” with this statement. In 2011, 52.0% of respondents said this was “not true” compared to only 40% of respondents in 2009 who said they either “strongly disagree” or “disagree” with this statement.

In response to the second statement, “Using the Internet has improved my performance at

work” (Question 12c), most respondents said that this is either “true” or “somewhat true” (55.1% and 18.4% respectively). Because this statement was not on the 2009 survey, no comparisons can be made.

Finally, in response to the final statement, “Using the Internet has increased my earnings” (Question 12d), 66.3% said this is “**not true**”, compared to 54.1% of graduates in the 2009 study who said they either “**disagree**” or “**strongly disagree**”. Table 5 below shows the number and percentage of respondents who said that each statement was “true”, “somewhat true”, or “not true”.

It would appear from this data that while using the Internet has improved their job performance, it has not had much impact in helping them find a job or increasing their earnings. However, it may be too early to fully evaluate the effect of the training on job attainment and wages.

Table 5: Economic Impact of Internet Usage*

Statement	Response	Count	Percent
Q12b: The Internet helped me find a job.	True	31	31.0
	Somewhat True	17	17.0
	Not True	52	52.0
Q12c: Using the Internet has improved my performance at work.	True	54	55.1
	Somewhat True	18	18.4
	Not True	26	26.5
Q12d: Using the Internet has increased my earnings.	True	22	22.4
	Somewhat True	11	11.2
	Not True	65	66.3

* Questions asked only of people who are currently employed

Impact on Quality of Life: In addition to the employment and education statements above, three statements were read to the respondent to determine the impact of computer and Internet usage on their overall quality of life. The first statement was a direct measure: “The Internet improved

the quality of my life” (Question 12f). Over one-half (54.4%) of respondents said this was true, 22.7% said it was somewhat true, and 22.9% said it was not true. The other two statements were more indirect: “I find using the computers frustrating” (Question 12g) and “I am good at using computers” (Question 12h). While half of all respondents (50.2%) feel that using computers can be frustrating (20.8% said “true” and 29.4% said “somewhat true”), 73.2% of respondents think they are good at using computers (30.4% said “true” and 42.9% said “somewhat true”) (see Table 6 below).

Table 6: Impact on Overall Quality of Life

Statement	Overall sample			Grads < 30 yrs old	Grads 30 – 59 yrs old	Grads 60 + yrs old
	Response	Count	Percent	Percent	Percent	Percent
Q12f: The Internet has improved the quality of my life.	True	218	54.4	58.3	59.5	47.1
	Somewhat True	91	22.7	31.3	22.0	20.7
	Not True	92	22.9	10.4	18.5	32.1
Q12g: I find using computers frustrating.	True	87	20.8	2.0	15.0	34.5
	Somewhat True	123	29.4	22.4	30.4	31.1
	Not True	208	49.8	75.5	54.6	34.5
Q12h: I am good at using computers.	True	134	30.4	74.1	30.2	16.0
	Somewhat True	189	42.9	22.2	47.4	42.3
	Not True	118	26.8	3.7	22.3	41.7

In sum, most respondents feel that their overall quality of life has improved and they are good at using computers, but many of them find using computers to be frustrating at times. As noted in Table 6 above, however, there is definitely an age factor entering into these evaluations. Graduates who are below 60 years old tend to believe that the Internet has improved the quality of life significantly more than those who are 60 or older. Further, older graduates are more likely to find computers frustrating and feel that they are not good at using computers. This is an important factor to consider when designing and offering classes.

Evaluation and Recommendations for Improving the Program

The final series of questions was designed to obtain a general assessment of the program, and to find out how SmartRiverside can improve the program. First, respondents were asked to rate their overall satisfaction with the Digital Inclusion Program, and just under 85% said they were “very satisfied” or “somewhat satisfied” (Question 15). While overall satisfaction with the program has declined very slightly since the 2009 study, it is encouraging to see the vast majority of graduates are satisfied with the program. Comparisons to the 2009 study are illustrated in the table below.

Table 7: Satisfaction with the Digital Inclusion Program

	2009 %		2011 %	
Very Satisfied	46.7	87.5	51.7	84.8
Somewhat Satisfied	40.8		33.1	
Neither Satisfied nor Dissatisfied	4.2	4.2	5.1	5.1
Somewhat Dissatisfied	5.0	7.5	5.3	10.2
Very Dissatisfied	2.5		4.9	

In addition to being satisfied with the program, 68.6% of respondents agreed with the following statement, “The training I received from the Digital Inclusion Program has been extremely helpful” (Question 12a). Again, we compared the number of people who said this was “not true” to the number of people in 2009 who either “disagreed” or “strongly disagreed” with this statement. Only 7.4% of respondents said this statement was “not true” compared to 10% in 2009 who said that they “disagreed” or “strongly disagreed”.

Next, a series of four open-ended questions were asked regarding what they liked best about the program (Question 15a), what they liked least (Question 15b), what training they would have like to receive but didn’t get (Question 15c) and recommendations for improving the program (Question 16). Below is a summary of the responses to these questions.

What Respondents Liked Best about the Program

Respondents were very pleased with the program because they **learned a lot about using computers** (mentioned by 28.7% of respondents), as seen in these comments (direct quotes):

- Teach you every detail about working with a computer.
- Understandable. Made computers seem less intimidating.
- It taught me things I didn't know about the computer and the Internet.
- I learned a lot of things about the computer I did not know and I learned how to get online because I didn't know.

In addition, respondents were happy that they **received a free computer** (mentioned by 22.9% of respondents), as seen in the following comments (direct quotes):

- The opportunity to get a computer for free was wonderful.
- The program gave the opportunity to have a computer in the home with Internet access.
- Free computer to help my son in school.
- The free computer. I received it when I really needed one.

Respondents also thought the **instructors were very patient and helpful** (mentioned by 19.9% of respondents):

- The instructor took her time to explain what I did not understand.
- The instructor was very helpful and patient with the students.
- The teacher had a lot of patience with the senior citizens.
- They taught at a good pace, answered all the questions. Very helpful.

Finally, some respondents gave non-specific answers regarding the **general information** that they received or that it was a “**hands-on**” **learning environment** (mentioned by 11.1% of respondents).

- They taught me a variety of things.
- Learn new things.
- The info I received.

- My son liked the hands-on assignments in the class the best.
- The hands-on training was very helpful and fun.

Respondents also liked having access to free Internet service, that the classes had a good format and were taught at a good pace, the follow-up by program staff, and that the program was quick, convenient and free. A few people said that they overcame their fear of computers and were grateful that this program was offered to low-income families because otherwise they would not have been able to afford a computer and/or Internet service.

What Respondents Liked Least about the Program

It is very encouraging to see that most respondents gave answers to this question that actually put the program in a positive light. Specifically, 29% of respondents said that there was **nothing they disliked** about the program and 16.8% said the program was **not long enough** and they would have liked the classes to continue.

For those who did have concerns, most of the responses centered around the computer equipment and Wi-Fi service that they received from the program. Specifically, 16.3% of respondents said that the **Internet service did not work or was extremely slow** and 8.9% of respondents said that the **computer never worked or always had problems**. Some of the specific comments mentioned by respondents are listed below:

- The first computer I received had no video drive and I had to go through 3 computers until I got a working one...
- The computer crashed soon after I got it.
- Computer shuts off saying it has found errors (turning off during important task) and having to sign into SmartRiverside every other hour...and slow access.
- Wi-Fi didn't work at all. Computer died.
- I couldn't get access to the free city Internet service.

Some of the respondents commented that the instructors were not helpful or were always late for class, or that the class was too disruptive. Others felt they didn't learn anything, and some said the computers were too old and bulky. A few said they never received the equipment they

were promised or the Wi-Fi didn't work in their area. Finally, some respondents said there wasn't enough detail in the training, or they didn't understand what was being taught.

Need for Additional Training

Just over half of all respondents (53.1%) said that there was training they needed but didn't get from the Digital Inclusion Program. When asked to specify the type of training they would have liked to receive, 29.1% said they wanted **more training on specific programs**. Most of the programs mentioned were the Microsoft Office programs such as Word, Excel, and Power Point. However, some respondents mentioned other programs such as anti-virus software, Facebook, e-mail, instruction on paying bills online, and software for downloading and working with pictures.

Twenty-six percent said they would have liked **more in-depth, more detailed or more advanced training** that went beyond the initial training. Many mentioned that the training was too basic, and they would like to have a follow-up program that is more advanced. Specific comments include:

- I would have liked more advanced classes, because what we received was the basics.
- More on-going training courses.
- I would like to see some follow-up sessions after a month or two to clear up questions.
- Liked to have gone to another level. Taught only the basics.

Ten percent of respondents wanted the program and/or classes to be longer and to have more time with the instructor, 9% said they would have liked to have more training on Internet setup and use, and 6.4% said they would have liked to receive training on computer maintenance, such recognizing when the computer has a virus, cleaning a virus off the computer, troubleshooting problems, and repairing the computer when needed.

Suggestions/Recommendations for Improving the Digital Inclusion Program

Finally, respondents were asked "What advice would you offer SmartRiverside to improve the program?" Many of the suggestions offered by respondents echo what we have already seen in the previous questions. Several respondents (19.1%) said they think the **program**

should be expanded, both in terms of class time and length of program.

- More classes. They fill up fast!
- More classes and more time...6 months or longer.
- Classes were too short.
- Having more than one day a week.

As we saw in many of the responses to the above questions, a lot of people had problems with the Internet service. Either it didn't work at all or the signal was too slow. As a result, 11.9% said they would like to see **better Internet service** that has a stronger signal and works properly.

- Better Internet coverage for the parts of the city that can't get it.
- Improve Internet service quality.
- Make the signal in the wireless department stronger. Increase the signal.
- Get enough towers where people don't have to pay to receive the "free" Internet.

Respondents also indicated that they would like **more training**, particularly on specific programs, e-mailing and using the Internet (mentioned by 11.6% of respondents). Some of the specific comments include:

- A little bit more detailed classes on how to run all the programs they give us.
- Add more training with Microsoft Excel.
- Offer more Microsoft programs (and) how to access all of them. Or how to put a signature on your e-mail. Downloading information.
- More specific classes to find a job, like Excel, Outlook, Power Point or letter writing in Word Document...those kind of classes.

Other suggestions provided by respondents for improving the Digital Inclusion Program include improving the quality of the computers, have different classes for different skill levels (for example beginner, intermediate and advanced classes), better advertisement of the program, better follow-up after the classes are over, and technical support for setting up the computer at home.

DEMOGRAPHIC PROFILE

The following is a demographic profile of the graduates who were surveyed. The reader should note that the people who agreed to participate in the survey were not completely congruent with all program graduates, therefore generalizations should be made with care. In addition, the reader should note that during the questionnaire construction phase of the study, SmartRiverside agreed that marital status, length of time living in Riverside, and employment status should not be asked of graduates under the age of 18.

Age, Ethnicity and Marital Status

The average age of respondents surveyed was 52 years (compared to the average age of all program participants, which is 44 years). Sixty percent of them were over the age of 50 and 5.7% were under the age of 18. As we see from Table 9 on the next page, graduates who agreed to participate in the study were older than the entire population of graduates, and the percent of child graduates interviewed (via the parent or guardian) was lower than that of the population as a whole. The reason for the higher average age of respondents (compared to all program graduates) is likely because we only conducted interview with parents of children ages 13-17, so the really young children were not included. We also see that fewer than expected 18-29 year olds participated in the survey. Perhaps these individuals are busy with school, work, or are out looking for a job.

Table 8: Age of 2011 Respondents and All Program Graduates

	2011 Sample of Graduates	All Program Graduates
Adults over the age of 50	59.9%	42.1%
Children under the age of 18	5.7%	16.8%
Average Age of Respondent/Graduate	52 years	44 years

Most of the respondents report being Hispanic/Latino (41.4%), followed by White/Caucasian (38.8%), Black/African American (21.4%) and Asian (3.1%). Approximately one-third of the respondents (34.6%) reported that they are single, one-third (33.9%) said they are married, 17% are divorced and 11% are widowed.

Length of Time in Riverside

Most of the respondents have lived in Riverside for a significant amount of time. Specifically, over one-half (54.8%) said they have lived in Riverside for over 20 years, 18.6% have lived there between 11 and 20 years, 10.5% between 7 and 10 years, and 14.3% have lived in Riverside for less than 7 years. Approximately 2% said they no longer live in Riverside.

Education

When looking at education level of all respondents surveyed, a surprising amount of people (given the low income level) – 17.7% – report having either a BA degree or some graduate studies. Over a third (36.5%) report having completed some college or having a technical degree, 22.1% said they have completed high school and 16.1% have completed some high school. Because enrollment in school typically drops off significantly after the age of 30, we looked at the education level of those over the age of 30 to see the final educational status of respondents surveyed. Most (39.4%) have completed some college or have a technical degree, 21.3% completed high school, 13.6% completed some high school, and 13.4% completed college. In sum, 58.8% of respondents over the age of 30 have more than a high school diploma.

In addition, respondents were asked whether or not they are currently enrolled in school, and 16.3% of them said yes. When looking at the breakdown by age, all of the respondents under the age of 18 report being enrolled in school, 54.8% of respondents age 18–29 are enrolled in school, and 7.9% of those over the age of 30 are currently enrolled in school.

Employment

Only 27.2% of respondents over the age of 18 report being currently employed (Question 11). Of the 72.8% that are *not* currently employed, 37.3% said they are currently looking for a job, and 59.9% of those said they are using the Internet to find a job. When looking at

employment by age, most of the people we interviewed who are employed (31.3%) are between 50 and 59 years of age. A quarter of them (24.3%) are between 40 and 49 years of age, and 23.5% are between 30 and 39 years of age. Only 8.7% are between 18 and 29 years of age, and 12.1% of employed respondents are age 60 or older.

Gender

During the survey, IAR recorded the gender of the graduate and the parent of graduates who were interviewed on behalf of the child graduate. Most of the graduates who participated in the survey (either directly or indirectly by having a parent complete the survey for them) were female (71.3%), and 84% of parents who completed a survey for a child were female. To see if the sample was representative of all program graduates, we compared the data to the full list of Digital Inclusion graduates to date. The following table compares the gender of the graduates we interviewed to the gender of all of the graduates of the program.

Table 9: Gender of 2011 Respondents and All Program Graduates

	2011 Sample of Graduates %	All Program Graduates %
Male	28.7	37.9
Female	71.3	62.1

As seen in this table, proportional to the entire population of graduates, more female graduates completed a survey, which is not surprising given that research has shown that women are more likely to participate in surveys than men.

Primary Language

The majority of respondents (83.3%) said their primary language is English, 14.7% said Spanish and 2% said “Other”. These responses include “both English and Spanish”, “French”, “Korean”, “Arabic”, “Samoan”, “Ozark”, and “Philipino”.

Income

Finally, respondents were asked for their total household or family income before taxes, from all sources for 2010. Over 70% of respondents report an annual income of \$25,000 or less, and 7.5% report an annual income of over \$45,000. The following table compares the household income figures of the current sample of graduates to the income figures reported by respondents in the 2009 study.

Table 10: Income Level of Respondents from 2009 and 2011

Income	2009 %	2011 %
Under \$10,000	29.2	30.4
\$10,000 - \$25,000	40.0	42.1
\$25,001 - \$45,000	24.1	20.0
Over \$45,000	6.7	7.5

CONCLUSIONS AND RECOMMENDATIONS

Overall, it appears that most program graduates are very pleased with the classes and training they received through the Digital Inclusion Program, and in many ways the program has had a positive impact on the lives of the participants. Indeed, many respondents said that using the Internet has improved their quality of life, their performance on the job, and their relationships with family and friends. Many respondents feel they are good at using computers, and most feel they are more educated as a result of using the Internet. Computer usage among children is up, and their grades in school have gone up as a result.

But respondents did have some suggestions for making the program even better. Below are recommendations for increasing program effectiveness:

- **Better/newer computers:** Many respondents felt that the computers were too old, bulky and outdated. By providing more updated computers, participants can learn to use computers that are more likely to be used at their school or on the job. This would help with their job and/or school performance because they would be trained on the latest equipment, technology and software packages. Also, the more reliable the computer, the less likely they are to get frustrated and give up on using it.
- **Better/stronger Internet signal:** The fact that the free Wi-Fi Internet service provided by the program was either unavailable or unreliable came through loud and clear from respondents. SmartRiverside needs to ensure that this service is available to all program graduates and has a strong enough signal to reach all areas of Riverside. Graduates are less likely to give up on using the Internet if they have fewer problems accessing the web.
- **More training on using the Internet to find a job:** One of the main goals of the program is to help graduates effectively use the Internet to find a job. In order to better assist participants in this area, SmartRiverside may want to provide more training on how to use the Internet to search for employment opportunities (i.e. websites such as Monster.com and careerbuilder.com), how to submit applications online, and how to find

websites on constructing or updating a resume.

- **Modify/expand the program:** Making modifications to the program could be beneficial in terms of reaching a broader population and enhancing the actual learning experience. There are various ways that SmartRiverside can accomplish this, such as providing more than 8 hours worth of training, offering classes in other locations throughout the city so that more people can take advantage of the program, having refresher courses available for people who have completed the program, and having more advanced classes so that participants can go beyond just learning the basics.
- **Modify the format of the classes:** In addition to modifying the program, making modifications to the actual classes might help create a more conducive learning environment. Specifically, have more classes available at various times to accommodate people's schedules, reduce the class size, provide more one-on-one instruction, and possibly have another person in the classroom (preferably a bi-lingual person) to assist students who need additional help and to keep the class under control.
- **Different classes for different skill levels:** Because of the various skill levels of participants when they first enter the program, SmartRiverside may want to consider offering Beginner, Intermediate and Advanced classes so that people can sign up for the class that is more appropriate for them.
- **Training on specific programs or skills:** Many participants mentioned that they wanted to be trained on certain software programs. SmartRiverside should offer classes that focus on specific programs that people use often, such as Microsoft Word, Excel and PowerPoint, or other software that people find useful, such as online banking, e-mail programs, virus protection software, and software for downloading and editing pictures.
- **Follow-up/technical support/equipment upgrades:** Many graduates mentioned that there needs to be follow-up and technical support. As part of the program, SmartRiverside *does* provide this service, but participants may not be fully aware that it

exists. It should be made clear to everyone upon completion of the program that they all have access to technical support and equipment upgrades, and contact information for SmartRiverside staff should be made available to all graduates. In addition, SmartRiverside may want to provide immediate follow-up to ensure graduates have received all of the equipment they were promised, and that the hardware is in working condition. Finally, if SmartRiverside has the resources, it might be a good idea to offer the service of having program staff go to the graduate's house and help them set up their computer and Wi-Fi to make sure everything is working properly.

- **Better advertisement of the program:** Widespread advertisement is key to the success of any program. Therefore SmartRiverside should increase its advertising efforts to reach a broader range of people who would benefit from the training. For example, in addition to providing flyers to children in local schools, SmartRiverside can advertise in the local newspaper, on the radio or on TV. Other ways of advertising include putting up flyers in local libraries, grocery stores, banks and post offices, or providing flyers to various employers in the area to distribute to their employees.

In conclusion, then, the above suggestions and recommendations are offered in an effort to make the Digital Inclusion Project even better than it currently is. The Institute of Applied Research looks forward to watching the progress of this important program.

Appendix A: Questionnaires

SmartRiverside Telephone Survey
Adult Graduates of the Program

SHELLO Hello, I am calling from the Institute of Applied Research at Cal State San Bernardino. The Director of the SmartRiverside Digital Inclusion Program has asked us to interview graduates of the program. May I please speak with [INSERT NAME]?

1. CONTINUE
2. DISPOSITION SCREEN

SHELLO2 (USED ONLY TO COMPLETE A SURVEY ALREADY STARTED)

Have I reached [READ PHONE NUMBER]? Hello, this is _____, calling from the Institute of Applied Research at CSU San Bernardino. Recently, we started an interview with [NAME OF PERSON] and I'm calling back to complete that interview. Is that person available?

VERIFY Is [INSERT NAME] at home?

1. Yes [SKIP TO INTRO1]
2. No [CONTINUE]
8. DON'T KNOW/NO RESPONSE
9. REFUSED

CALLBK Is there a better time I could call back to reach [INSERT NAME]?

1. Yes [SKIP TO APPT]
2. No [ENDQUEST]

SPAN INTERVIEWER: PLEASE CODE WHICH LANGUAGE THE INTERVIEW WILL BE CONDUCTED IN:

1. ENGLISH
2. SPANISH

INTRO1 As a graduate of the Digital Inclusion Program, you have been selected to participate in an evaluation of the program. To thank you for your help, you will receive a new free wireless access device that will improve the range and reliability of your internet connection. Once you complete this survey you can go down to the SmartRiverside Office to receive this device.

We would like to conduct this survey online. May we have your email address so that we can send you a link to the survey?

1. YES (RECORD EMAIL ADDRESS) _____
2. NO / DON'T HAVE EMAIL ADDRESS [CONT TO INTRO 2]

[INTERVIEWER: PLEASE READ BACK THE EMAIL ADDRESS TO VERIFY IT IS CORRECT]

END Thank you. You should receive a link to the survey within the next couple of days.
ENDQUEST

INTRO2 Okay, we can also do the survey by phone. It takes about 10 minutes to complete. Your responses will remain completely confidential, and of course, you are free to decline to answer any particular survey question.

I should also mention that this call may be monitored by my supervisor for quality control purposes only. Is it alright to ask you these questions now?

1. Yes [SKIPTO BEGIN]
2. No [CONTINUE TO APPT]

APPT Is it possible to make an appointment to ask you the survey questions at a more convenient time?

1. Yes (SPECIFY) _____
2. No [ENDQUEST]

BEGIN Now I'm going to ask you some general questions about the Digital Inclusion Program.

[INTERVIEWERS: PRESS ANY KEY TO CONTINUE]

Q1. Do you still have the computer that you received from the SmartRiverside Digital Inclusion Program?

1. YES
2. NO (SKIPTO Q2a)
8. DON'T KNOW (SKIPTO Q2a)
9. REFUSED (SKIPTO Q2a)

Q2. Is the computer in working condition?

1. YES (SKIPTO Q3)
2. WORKING, BUT HAS PROBLEMS (SLOW...) (SKIPTO Q3)
3. NO (CONTINUE)
8. DON'T KNOW (CONTINUE)
9. REFUSED (SKIPTO Q3)

INTERVIEWER: IF THEY SAY 2 OR 3 ABOVE, LET THEM KNOW THEY CAN SWAP THE COMPUTER FOR A NEW ONE...CONTACT SMARTRIVERSIDE

Q2a. Do you currently have a computer?

1. YES
2. NO (SKIPTO Q10)
8. DON'T KNOW (SKIPTO Q10)
9. REFUSED (SKIPTO Q10)

Q3. For what reason(s) do you use the computer? **(DO NOT READ)**
(SELECT ALL THAT APPLY)

- E-MAIL
- CHAT/SOCIAL NETWORKING
- WORK RELATED
- SURF THE INTERNET
- MAKING PURCHASES/SHOPPING
- SCHOOLWORK/HOMEWORK
- ONLINE EDUCATION
- RESEARCH AND INFORMATION
- ACCOUNTING/FINANCIAL/PAYING BILLS
- STAYING CONNECTED TO FAMILY AND FRIENDS
- PERSONAL WORD PROCESSING OR TYPING DOCUMENTS
- ENTERTAINMENT, ENJOYMENT AND FUN
- OTHER PURPOSES (SPECIFY) _____
- DO NOT USE A COMPUTER
- DON'T KNOW
- REFUSED

Q4. Do you use the city's free WiFi access or do you use another service provider?

1. The city's free WiFi access (SKIPTO Q5)
2. Another provider
8. DON'T KNOW (SKIPTO Q5)
9. REFUSED (SKIPTO Q5)

Q4a. And what is the name of the provider?

1. AT&T
2. CHARTER
3. VERIZON
4. AOL
5. TIME WARNER
6. OTHER (SPECIFY) _____
8. DON'T KNOW
9. REFUSED

Q5. Approximately how many hours per week do you spend using the Internet?

INTERVIEWER: STRESS THE WORD "INTERNET" TO DISTINGUISH FROM TOTAL COMPUTER USE

1. 5 hours or less
2. 6-10 hours
3. 11-15 hours
4. 16-20 hours
5. More than 20 hours per week

6. DON'T USE AT ALL (SKIPTO Q10)
8. DON'T KNOW
9. REFUSED

IF EMAIL IS CHECKED ON Q3...CONTINUE TO Q6. IF EMAIL IS NOT CHECKED, SKIPTO Q7

Q6. When using the Internet for email, who do you email? Is it...

(SELECT ALL THAT APPLY) (READ CATEGORIES)

- Family
- Friends
- Business associates
- Teachers
- Anyone else (specify) _____
- DON'T KNOW
- REFUSED

IF CHATTING/SOCIAL NETWORKING IS CHECKED ON Q3...CONTINUE TO Q7. IF IT IS NOT CHECKED, SKIPTO Q8.

Q7. When using the Internet for social networking, what do you use it for?

(SELECT ALL THAT APPLY) (DO NOT READ CATEGORIES)

- Instant Messaging
- Facebook
- MySpace
- Blogging
- Twitter
- Any other social networks (specify) _____
- DON'T KNOW
- REFUSED

Q8. Has your ability to stay connected with family and friends gotten better, worse, or stayed the same since you started using the Internet?

1. BETTER
2. WORSE
3. STAYED THE SAME
8. DON'T KNOW
9. REFUSED

Q9. How much experience do you have accessing the internet? Please tell me on a scale from 1 to 5 where 1 is "no experience" and 5 is "a lot of experience".

1. No experience
- 2.
- 3.

- 4.
- 5. A lot of experience
- 8. DON'T KNOW
- 9. REFUSED

Q10. Other than the Digital Inclusion Training, have you received any additional computer training from other sources?

- 1. YES
- 2. NO (SKIPTO Q11)
- 3. NO, BUT I NEED SOME (SKIPTO Q11)
- 8. DON'T KNOW (SKIPTO Q11)
- 9. REFUSED (SKIPTO Q11)

Q10a. Where did you receive this training? **(SELECT ALL THAT APPLY)**

- Victoria Elementary
- Highland Elementary
- Educational Operations Center
- Riverside Library
- Riverside Community Center
- Salvation Army
- Wells Middle School
- Notre Vista High School
- Sherman Indian High School
- Smooth Transitions
- His/Her School
- Other (Specify) _____
- 88. DON'T KNOW
- 99. REFUSED

Q11. Are you currently employed?

- 1. YES (SKIPTO Q12)
- 2. NO
- 8. DON'T KNOW
- 9. REFUSED (SKIPTO Q12)

Q11a. Are you currently looking for a job?

- 1. YES (CONTINUE)
- 2. NO (SKIPTO Q12)

Q11b. Are you using the internet to help you find a job?

- 1. YES
- 2. NO

8. DON'T KNOW
9. REFUSED

Q12: I'm going to read you several statements about the SmartRiverside Digital Inclusion Program. For each statement please tell me if it is true for you.

(For each statement below, use the following categories)

1. TRUE
2. SOMEWHAT TRUE
3. NOT TRUE
4. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

Q12a. The training I received from the Digital Inclusion Program has been extremely helpful.

IF Q11 > 1 (SKIPTO Q12E)

Q12b. The Internet helped me find a job.

Q12c. Using the Internet has improved my performance at work.

Q12d. Using the Internet has increased my earnings.

Q12e. I have become a more educated person because of the Internet.

Q12f. The Internet improved the quality of my life.

Q12g. I find using computers frustrating.

Q12h. I am good at using computers.

Q13. Are there any children under the age of 18 living in the household?

1. YES
2. NO (SKIPTO Q14)
8. DON'T KNOW (SKIPTO Q14)
9. REFUSED (SKIPTO Q14)

Q13a. Do any of these children use a computer?

1. YES
2. NO (SKIPTO Q14)
8. DON'T KNOW (SKIPTO Q14)
9. REFUSED (SKIPTO Q14)

Q13b. Have the children's' grades gone up since they started using the computer?

1. YES
2. NO
3. NO, THEY'VE GONE DOWN
4. SOME CHILDREN HAVE, SOME HAVEN'T
8. DON'T KNOW
9. REFUSED

Q14. Are there any other adults in the household that use a computer?

1. YES
2. NO (SKIPTO Q15)
8. DON'T KNOW (SKIPTO Q15)
9. REFUSED (SKIPTO Q15)

Q14a. What do they use the computer for? (**DO NOT READ**)
(**SELECT ALL THAT APPLY**)

- WORK RELATED
- CALCULATOR
- FINANCIAL/SPREADSHEETS
- ON-LINE EDUCATION
- PLAY GAMES
- SURF THE INTERNET
- SCHOOLWORK/HOMEWORK
- PERSONAL WORD PROCESSING OR TYPING DOCUMENTS
- OTHER (SPECIFY) _____
- DON'T KNOW
- REFUSED

Q15. Overall, how satisfied are you with the SmartRiverside Digital Inclusion Program?
Would you say that you are...

1. Very Satisfied
2. Somewhat Satisfied
3. NEITHER SATISFIED NOR DISSATISFIED (**DO NOT READ**)
4. Somewhat Dissatisfied
5. Very Dissatisfied
8. DON'T KNOW
9. REFUSED

Q15a. What did you like best about the program? (Open-ended question) _____

Q15b. What did you like least? (Open-ended question) _____

Q15c. Is there any training that you would have liked to receive from the Digital Inclusion Program that you didn't get?

1. YES (SPECIFY) _____
2. NO
8. DON'T KNOW
9. REFUSED

Q16. What advice would you offer SmartRiverside to improve the program?

DEMOG And finally I'd like to ask a few questions about you and your background...

D1. What is your current marital status?

1. Married
2. Single
3. Widowed
4. Divorced
5. Separated
6. OTHER (specify) _____
8. DON'T KNOW
9. REFUSED

D2. How long have you lived in Riverside?

1. Less than 1 year
2. 1-3 years
3. 4-6 years
4. 7-10 years
5. 11-20 years
6. Over 20 years
7. NO LONGER LIVING IN RIVERSIDE
8. DON'T KNOW
9. REFUSED

D3. What was the last grade of school that you completed?

1. Some elementary school
2. Completed elementary school
3. Some middle school
4. Completed middle school
5. Some high school
6. Completed high school
7. Some college/technical degree
8. Completed college
9. Graduate studies or degree
10. Post graduate studies or advanced degree
88. DON'T KNOW
99. REFUSED

D4. Are you currently enrolled in school?

1. YES
2. NO (SKIPTO D6)
8. DON'T KNOW (SKIPTO D6)
9. REFUSED (SKIPTO D6)

D5. What type of school or program are you enrolled in?

1. Elementary School
2. Middle School
3. High School
4. College (Specify) _____
5. Other (Specify) _____
8. DON'T KNOW
9. REFUSED

IF Q11 > 1, SKIPTO D7

D6. Earlier you said you were employed. What is your current Occupation?

1. CHILD CARE/CARE GIVER
2. BOOKKEEPER/CASHIER/COLLECTOR
3. TEACHER/INSTRUCTOR
4. COUNTY EMPLOYEE/SS SERVICE
5. RETAIL/CUSTOMER SERVICE
6. GENERAL LABOR
7. MANUFACTURING/INDUSTRIAL/TECHNICIAN
8. CLERK/SECRETARY
9. DRIVER – BUS/TRUCK/FORKLIFT
10. HEALTH CARE/NURSE
11. COUNSELOR/THERAPIST
12. SECURITY GUARD
13. CATERER/COOK/CHEF
14. COSMETOLOGY
15. JANITOR/HOUSECLEANER
16. REAL ESTATE AGENT
17. MUSICIAN
18. FIREFIGHTER
19. OTHER (SPECIFY) _____
88. DON'T KNOW
99. REFUSED

D7. What was your age at your last birthday? _____

D8. How would you describe your race or ethnicity? (**SELECT ALL THAT APPLY**)

- White/Caucasian
- Black/African-American

- Asian
- Native Hawaiian/Other Pacific Islander
- American Indian/Alaskan Native
- Hispanic/Latino
- Other (Specify) _____
- DON'T KNOW
- REFUSED

D9. What is your primary language?

1. English
2. Spanish
3. Other (Specify) _____
8. DON'T KNOW
9. REFUSED

D10. What is your zip code?

1. ZIP (SPECIFY) _____
99998. DON'T KNOW

D11. Which of the following categories best describes your total household or family income before taxes, from all sources, for 2010? Let me know when I get to the correct category.

1. Under \$10,000
2. \$10,001 to \$25,000
3. \$25,001 to \$45,000
4. Over \$45,000
88. DON'T KNOW
99. REFUSED

END: Well, that's it. Thank you very much for your time - we appreciate it. Please allow us 5 business days to inform SmartRiverside of your participation before picking up your wireless device.

INTERVIEWER QUESTIONS

GENDER The respondent was...

1. Male
2. Female
3. Couldn't tell

COOP How cooperative was the respondent?

1. Cooperative
2. Uncooperative
3. Very Uncooperative

UNDSTD How well did the respondent understand the questions?

1. Very easily

2. Easily
3. Some difficulty
4. Great deal of difficulty

LNG In what language was the interview conducted?

1. English
2. Spanish

NAME Interviewer name?

SmartRiverside Telephone Survey
Child Graduates of the Program

SHELLO Hello, I am calling from the Institute of Applied Research at Cal State San Bernardino. The Director of the SmartRiverside Digital Inclusion Program has asked us to interview graduates of the program. May I please speak with the parent of [INSERT NAME]?

1. CONTINUE
2. DISPOSITION SCREEN

SHELLO2 (USED ONLY TO COMPLETE A SURVEY ALREADY STARTED)

Have I reached [READ PHONE NUMBER]? Hello, this is _____, calling from the Institute of Applied Research at CSU San Bernardino. Recently, we started an interview with [NAME OF PERSON] and I'm calling back to complete that interview. Is that person available?

VERIFY Is [INSERT NAME] at home?

1. Yes [SKIP TO INTRO1]
2. No [CONTINUE]
8. DON'T KNOW/NO RESPONSE
9. REFUSED

CALLBK Is there a better time I could call back to reach [INSERT NAME]?

1. Yes [SKIP TO APPT]
2. No [ENDQUEST]

SPAN INTERVIEWER: PLEASE CODE WHICH LANGUAGE THE INTERVIEW WILL BE CONDUCTED IN:

1. ENGLISH
2. SPANISH

INTRO1 As a parent/guardian of a graduate of the Digital Inclusion Program, you have been selected to participate in an evaluation of the program. To thank you for your help, you will receive a new free wireless access device that will improve the range and reliability of your internet connection. Once you complete this survey you can go down to the SmartRiverside Office to receive this device.

We would like to conduct this survey online. May we have your email address so that we can send you a link to the survey?

1. YES (RECORD EMAIL ADDRESS) _____
2. NO / DON'T HAVE EMAIL ADDRESS [CONT TO INTRO 2]

[INTERVIEWER: PLEASE READ BACK THE EMAIL ADDRESS TO VERIFY IT IS CORRECT]

END Thank you. You should receive a link to the survey within the next couple of days. If possible, you may want to have your son/daughter with you when you complete the survey in case he/she is needed to answer some of the questions.

ENDQUEST

INTRO2 Okay, we can also do the survey by phone. It takes about 10 minutes to complete. Your responses will remain completely confidential, and of course, you are free to decline to answer any particular survey question.

I should also mention that this call may be monitored by my supervisor for quality control purposes only. Is it alright to ask you these questions now?

1. Yes [SKIPTO BEGIN]
2. No [CONTINUE TO APPT]

APPT Is it possible to make an appointment to ask you the survey questions at a more convenient time?

1. Yes (SPECIFY) _____
2. No [ENDQUEST]

BEGIN Now I'm going to ask you some general questions about the Digital Inclusion Program. If your son/daughter is available it may help if he/she could be with you to answer some of the questions.

[INTERVIEWERS: PRESS ANY KEY TO CONTINUE]

GENDER First I'd like to find out if the graduate of the program is male or female.

1. MALE
2. FEMALE
9. REFUSED

D7. What was your son/daughter's age at his/her last birthday? _____

Q1. Do you still have the computer that you received from the SmartRiverside Digital Inclusion Program?

1. YES
2. NO (SKIPTO Q2a)
8. DON'T KNOW (SKIPTO Q2a)
9. REFUSED (SKIPTO Q2a)

Q2. Is the computer in working condition?

1. YES (SKIPTO Q3)
2. WORKING, BUT HAS PROBLEMS (SLOW...) (SKIPTO Q3)
3. NO (CONTINUE)
8. DON'T KNOW (CONTINUE)
9. REFUSED (SKIPTO Q3)

INTERVIEWER: IF THEY SAY 2 ABOVE, LET THEM KNOW THEY CAN SWAP THE COMPUTER FOR A NEW ONE...CONTACT SMARTRIVERSIDE

Q2a. Do you currently have a computer?

1. YES
2. NO (SKIPTO Q10)
8. DON'T KNOW (SKIPTO Q10)
9. REFUSED (SKIPTO Q10)

Q3. For what reason(s) does he/she use the computer? **(DO NOT READ)**

(SELECT ALL THAT APPLY)

- E-MAIL
- CHAT/SOCIAL NETWORKING
- WORK RELATED
- SURF THE INTERNET
- MAKING PURCHASES/SHOPPING
- SCHOOLWORK/HOMEWORK
- ONLINE EDUCATION
- RESEARCH AND INFORMATION
- ACCOUNTING/FINANCIAL/PAYING BILLS
- STAYING CONNECTED TO FAMILY AND FRIENDS
- PERSONAL WORD PROCESSING OR TYPING DOCUMENTS
- ENTERTAINMENT, ENJOYMENT AND FUN
- OTHER PURPOSES (SPECIFY) _____
- DO NOT USE A COMPUTER
- DON'T KNOW
- REFUSED

Q4. Does your household use the city's free WiFi access or do you use another service provider?

1. The city's free WiFi access (SKIPTO Q5)
2. Another provider
8. DON'T KNOW (SKIPTO Q5)
9. REFUSED (SKIPTO Q5)

Q4a. And what is the name of the provider?

1. AT&T
2. CHARTER
3. VERIZON
4. AOL
5. TIME WARNER
6. OTHER (SPECIFY) _____
8. DON'T KNOW
9. REFUSED

Q5. Approximately how many hours per week does he/she spend using the Internet?
INTERVIEWER: STRESS THE WORD "INTERNET" TO DISTINGUISH FROM TOTAL COMPUTER USE

1. 5 hours or less
2. 6-10 hours
3. 11-15 hours
4. 16-20 hours
5. More than 20 hours per week
6. DON'T USE AT ALL **(SKIPTO Q10)**
8. DON'T KNOW
9. REFUSED

IF EMAIL IS CHECKED ON Q3...CONTINUE TO Q6. IF EMAIL IS NOT CHECKED, SKIPTO Q7

Q6. When using the Internet for email, who does he/she email? Is it...
(SELECT ALL THAT APPLY) (READ CATEGORIES)

- Family
- Friends
- Business Associates
- Teachers
- Anyone else (specify) _____
- DON'T KNOW
- REFUSED

IF CHATTING/SOCIAL NETWORKING IS CHECKED ON Q3...CONTINUE TO Q7. IF IT IS NOT CHECKED, SKIPTO Q8.

Q7. When using the Internet for social networking, what does he/she use it for?
(SELECT ALL THAT APPLY) (DO NOT READ CATEGORIES)

- Instant Messaging
- Facebook
- MySpace
- Blogging
- Twitter
- Any other social networks (specify) _____
- DON'T KNOW
- REFUSED

Q8. Has his/her ability to stay connected with family and friends gotten better, worse, or stayed the same since he/she started using the Internet?

1. BETTER
2. WORSE
3. STAYED THE SAME
8. DON'T KNOW
9. REFUSED

Q9. How much experience does he/she have accessing the internet? Please tell me on a scale from 1 to 5 where 1 is “no experience” and 5 is “a lot of experience”.

1. No experience
- 2.
- 3.
- 4.
5. A lot of experience
8. DON'T KNOW
9. REFUSED

Q10. Other than the Digital Inclusion Training, has he/she received any additional computer training from other sources?

1. YES
2. NO (SKIPTO Q12)
3. NO, BUT HE/SHE NEEDS SOME (SKIPTO Q12)
8. DON'T KNOW (SKIPTO Q12)
9. REFUSED (SKIPTO Q12)

Q10a. Where did he/she receive this training? (**SELECT ALL THAT APPLY**)

- Victoria Elementary
- Highland Elementary
- Educational Operations Center
- Riverside Library
- Riverside Community Center
- Salvation Army
- Wells Middle School
- Notre Vista High School
- Sherman Indian High School
- Smooth Transitions
- His/her school
- Other (Specify) _____
- DON'T KNOW
- REFUSED

Q12: I'm going to read you several statements about the SmartRiverside Digital Inclusion Program. For each statement please tell me if it is true for him/her.

(For each statement below, use the following categories)

1. TRUE
2. SOMEWHAT TRUE
3. NOT TRUE
4. NOT APPLICABLE
8. DON'T KNOW
9. REFUSED

Q12a. The training he/she received from the Digital Inclusion Program has been extremely helpful.

IF CHILD IS 16 OR 17, ASK Q12b, IF UNDER 16, SKIPTO Q12e.

Q12b. The Internet helped him/her find a job.

Q12e. He/she has become a more educated person because of the Internet.

Q12f. The Internet improved the quality of his/her life.

Q12g. He/she finds using computers frustrating.

Q12h. He/she is good at using computers.

Q13. Are there any other children under the age of 18 living in the household?

1. YES
2. NO (SKIPTO Q14)
8. DON'T KNOW (SKIPTO Q14)
9. REFUSED (SKIPTO Q14)

Q13a. Do any of these children use a computer?

1. YES
2. NO (SKIPTO Q14)
8. DON'T KNOW (SKIPTO Q14)
9. REFUSED (SKIPTO Q14)

Q13b. Have the children's grades gone up since they started using the computer?

1. YES
2. NO
3. NO, THEY'VE GONE DOWN
4. SOME CHILDREN HAVE, SOME HAVEN'T
8. DON'T KNOW
9. REFUSED

Q14. Are there any other adults in the household that use a computer?

1. YES
2. NO (SKIPTO Q15)
8. DON'T KNOW (SKIPTO Q15)
9. REFUSED (SKIPTO Q15)

Q14a. What do they use the computer for? (**DO NOT READ**)

(SELECT ALL THAT APPLY)

- WORK RELATED
- CALCULATOR
- FINANCIAL/SPREADSHEETS
- ON-LINE EDUCATION
- PLAY GAMES
- SURF THE INTERNET
- SCHOOLWORK/HOMEWORK

- PERSONAL WORD PROCESSING OR TYPING DOCUMENTS
- OTHER (SPECIFY) _____
- DON'T KNOW
- REFUSED

Q15. Overall, how satisfied is he/she with the SmartRiverside Digital Inclusion Program?
Would you say that he/she is...

1. Very Satisfied
2. Somewhat Satisfied
3. NEITHER SATISFIED NOR DISSATISFIED (**DO NOT READ**)
4. Somewhat Dissatisfied
5. Very Dissatisfied
8. DON'T KNOW
9. REFUSED

Q15a. What did he/she like best about the program? (Open-ended question) _____

Q15b. What did he/she like least? (Open-ended question) _____

Q15c. Is there any training that he/she would have liked to receive from the Digital Inclusion Program that he/she didn't get?

1. YES (SPECIFY) _____
2. NO
8. DON'T KNOW
9. REFUSED

Q16. What advice would you or your child offer SmartRiverside to improve the program?

DEMOG And finally I'd like to ask you a few background questions about your child...

D3. What was the last grade of school that he/she completed?

1. Some elementary school
2. Completed elementary school
3. Some middle school
4. Completed middle school
5. Some high school
6. Completed high school
7. Some college/technical degree
8. Completed college
9. Graduate studies or degree
10. Post graduate studies or advanced degree
88. DON'T KNOW
99. REFUSED

D4. Is he/she currently enrolled in school?

1. YES
2. NO (SKIPTO D8)
8. DON'T KNOW (SKIPTO D8)
9. REFUSED (SKIPTO D8)

D5. What type of school or program is he/she enrolled in?

1. Elementary School
2. Middle School
3. High School
4. College (Specify) _____
5. Other (Specify) _____
8. DON'T KNOW
9. REFUSED

D8. How would you describe his/her race or ethnicity? (**SELECT ALL THAT APPLY**)

- White/Caucasian
- Black/African-American
- Asian
- Native Hawaiian/Other Pacific Islander
- American Indian/Alaskan Native
- Hispanic/Latino
- Other (Specify) _____
- DON'T KNOW
- REFUSED

D9. What is his/her primary language?

1. English
2. Spanish
3. Other (Specify) _____
8. DON'T KNOW
9. REFUSED

D10. What is your zip code?

1. ZIP (SPECIFY) _____
99998. DON'T KNOW

D11. Which of the following categories best describes your total household or family income before taxes, from all sources, for 2010? Let me know when I get to the correct category.

1. Under \$10,000
2. \$10,001 to \$25,000
3. \$25,001 to \$45,000
4. Over \$45,000
88. DON'T KNOW

99. REFUSED

END: Well, that's it. Thank you very much for your time - we appreciate it. Please allow us 5 business days to inform SmartRiverside of your participation before picking up your wireless device.

INTERVIEWER QUESTIONS

GENDER The respondent was...

1. Male
2. Female
3. Couldn't tell

COOP How cooperative was the respondent?

1. Cooperative
2. Uncooperative
3. Very Uncooperative

UNDSTD How well did the respondent understand the questions?

1. Very easily
2. Easily
3. Some difficulty
4. Great deal of difficulty

LNG In what language was the interview conducted?

2. English
2. Spanish

NAME Interviewer name?

SmartRiverside Online Survey
Adult Graduate

The Institute of Applied Research at California State University, San Bernardino is conducting an evaluation of the SmartRiverside Digital Inclusion Program.

As a graduate of this program, you have been selected to participate in this survey, and your answers may be used by SmartRiverside to improve the Digital Inclusion Program. This survey takes about 5-7 minutes to fill out. Your responses will remain completely confidential and your name will not be attached to your answers. And of course, you are free to decline to answer any particular survey question.

To thank you for your help, you will receive a new free wireless access device, that will improve the range and reliability of your internet connection. Once you complete this online survey you can go down to the SmartRiverside Office to receive this device.

- Q1. Do you still have the computer that you received from SmartRiverside?
 Yes No (**SKIPTO Q3**) Don't Know (**SKIPTO Q3**)

- Q2. Is the computer in working condition?
 Yes (**SKIPTO Q3**)
 No
 Still working, but has problems (**SKIPTO Q3**)
 Don't Know

NOTE: IF THE COMPUTER YOU RECEIVED FROM SMARTRIVERSIDE IS NOT WORKING OR IS HAVING PROBLEMS, YOU MAY CONTACT WILLIE OR JESSE AT 951-782-0849 TO GET A NEW ONE.

- Q2a. Do you currently have a computer?
 Yes
 No (**SKIPTO Q10**)
 Don't Know (**SKIPTO Q10**)

- Q3. For what reason(s) do you use the computer? (**CHECK ALL THAT APPLY**)
- | | |
|---|---|
| <input type="checkbox"/> E-mail | <input type="checkbox"/> Research and Information |
| <input type="checkbox"/> Chatting/Social Networking | <input type="checkbox"/> Accounting/Financial/Paying Bills |
| <input type="checkbox"/> Work Related | <input type="checkbox"/> Staying connected with family/friends |
| <input type="checkbox"/> Surf the Internet | <input type="checkbox"/> Personal word processing or typing documents |
| <input type="checkbox"/> Making Purchases/Shopping | <input type="checkbox"/> Entertainment/Enjoyment/Fun |
| <input type="checkbox"/> Schoolwork/homework | <input type="checkbox"/> Don't use a computer |
| <input type="checkbox"/> On-line education | <input type="checkbox"/> Don't Know |
| | <input type="checkbox"/> Other Purposes (specify) _____ |

Q4. Do you use the city's free WiFi access or do you use another service provider?

The city's free WiFi access (**SKIPTO Q5**)

Another provider

Don't Know (**SKIPTO Q5**)

Q4a. And what is the name of the provider?

AT&T Charter Verizon AOL

Time Warner Don't Know

Other (Specify) _____

Q5. Approximately how many hours per week do you spend using the Internet?

More than 20 hours per week

16-20 hours

11-15 hours

6-10 hours

5 hours or less per week

Don't use it at all (**SKIPTO Q10**)

Don't Know

Q6. When using the Internet for email, who do you email? (**CHECK ALL THAT APPLY**)

Family

Friends

Business associates

Anyone else (specify) _____

Q7. When using the Internet for social networking, what do you use it for?

(**CHECK ALL THAT APPLY**)

Instant Messaging

Facebook

MySpace

Blogging

Twitter

Any other social networks (specify) _____

Q8. Has your ability to stay connected with family and friends gotten better, worse, or stayed the same since you started using the Internet?

Better

Worse

Stayed the same

Don't Know

Q9. How much experience do you have accessing the Internet? Please rate on a scale from 1 to 5 where 1 is "no experience" and 5 is "a lot of experience".

1. No Experience

2.

3.

4.

5. A lot of Experience

8. Don't Know

Q10. Other than the Digital Inclusion Training, have you received any additional computer or internet training from other sources?

- Yes
- No **(SKIPTO Q11)**
- Don't Know **(SKIPTO Q11)**

Q10a. Where did you receive this training? **(CHECK ALL THAT APPLY)**

- Victoria Elementary
- Highland Elementary
- Educational Operations Center
- Riverside Library
- Riverside Community Center
- Salvation Army
- Wells Middle School
- Notre Vista High School
- Sherman Indian High School
- Smooth Transitions
- Other (Specify) _____
- DON'T KNOW
- REFUSED

Q11. Are you currently employed?

- Yes
- No **(SKIPTO Q11a)**
- Don't Know **(SKIPTO Q11a)**

D6. What is your current Occupation?

- | | |
|--|--|
| <input type="checkbox"/> Child Care/Care Giver | <input type="checkbox"/> Counselor/Therapist |
| <input type="checkbox"/> Bookkeeper/Cashier/Collector | <input type="checkbox"/> Police/Security Guard |
| <input type="checkbox"/> Teacher/Instructor | <input type="checkbox"/> Caterer/Cook/Chef |
| <input type="checkbox"/> County Employee/SS Service | <input type="checkbox"/> Cosmetology |
| <input type="checkbox"/> Retail/Customer Service | <input type="checkbox"/> Janitor/Housecleaner |
| <input type="checkbox"/> General Labor | <input type="checkbox"/> Real Estate Agent |
| <input type="checkbox"/> Manufacturing/Industrial/Technician | <input type="checkbox"/> Musician |
| <input type="checkbox"/> Clerk/Secretary | <input type="checkbox"/> Firefighter |
| <input type="checkbox"/> Driver – Bus/Truck/Forklift | <input type="checkbox"/> Judge/Lawyer |
| <input type="checkbox"/> Health Care/Nurse/Doctor | <input type="checkbox"/> Other (Specify) _____ |

Q11a. Are you currently looking for a job?

- Yes
- No **(SKIPTO Q12)**

Q11b. Are you using the Internet to help you find a job?

- Yes
 No

Please indicate whether each of the following statements is true, somewhat true or not true for you.

		True	Somewhat True	Not True	Not Applicable
Q12a.	The training I received from the Digital Inclusion Program has been extremely helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q12b.	The Internet helped me find a job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q12c.	Using the Internet has improved my performance at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q12d.	Using the Internet has increased my earnings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q12e.	I have become a more educated person because of the Internet.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q12f.	The Internet has improved the quality of my life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q12g.	I find using computers frustrating.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q12h.	I am good at using computers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q13. Are there any children under the age of 18 living in the household?

- Yes No **(SKIPTO Q14)** Don't Know **(SKIPTO Q14)**

Q13a. Do any of these children use a computer?

- Yes No **(SKIPTO Q14)** Don't Know **(SKIPTO Q14)**

Q13b. Have the childrens' grades gone up since they started using the computer?

- Yes
 No
 No, they've gone down
 Some children have, some haven't
 Don't Know

Q14. Are there any other adults living in the household that use a computer?
 Yes No (SKIPTO Q15) Don't Know (SKIPTO Q15)

Q14a. What do they use the computer for? (CHECK ALL THAT APPLY)

- | | |
|---|--|
| <input type="checkbox"/> Work Related | <input type="checkbox"/> Surf the Internet |
| <input type="checkbox"/> Calculator | <input type="checkbox"/> Schoolwork/homework |
| <input type="checkbox"/> Financial/Spreadsheets | <input type="checkbox"/> Personal Word Processing/Typing Documents |
| <input type="checkbox"/> On-Line Education | <input type="checkbox"/> Other Purpose (Specify) _____ |
| <input type="checkbox"/> Play Games | <input type="checkbox"/> Don't Know |

Q15. Overall, how satisfied are you with the SmartRiverside Digital Inclusion Program?

- Very Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Very Dissatisfied

Q15a. What did you like best about the program? _____

Q15b. What did you like least? _____

Q15c. Is there any training that you would have liked to receive from the Digital Inclusion Program that you didn't get?

- 1. YES (SPECIFY) _____
- 2. NO
- 8. DON'T KNOW
- 9. REFUSED

Q16. What advice would you offer SmartRiverside to improve the program?

DEMOGRAPHICS:

The following questions are about you and your background...

D1. What is your current marital status?

- Married Single Widowed Divorced Separated
- Other (specify) _____

D1a. What is your gender?

- Male
- Female

D2. How long have you lived in Riverside?

- Less than 1 year
- 1-3 years
- 4-6 years
- 7-10 years
- 11-20 years
- Over 20 years
- No Longer Living in Riverside

D3. What was the last grade of school that you completed?

- Some elementary school
- Completed elementary school
- Some middle school
- Completed middle school
- Some high school
- Completed high school
- Some college/technical degree
- Completed college
- Graduate studies or degree
- Post graduate studies or advanced degree

D4. Are you currently enrolled in school?

- Yes
- No (**SKIPTO D7**)

D5. What type of school or program are you enrolled in?

- Elementary School
- Middle School
- High School
- College (Specify) _____
- Other (Specify) _____

D7. What was your age at your last birthday? _____

D8. How would you describe your race or ethnicity? (**SELECT ALL THAT APPLY**)

- White/Caucasian
- Black/African-American
- Asian
- Native Hawaiian/Other Pacific Islander
- American Indian/Alaskan Native
- Hispanic/Latino
- Other (Specify) _____

D9. What is your primary language?

- English
- Spanish
- Other (Specify) _____

D10. What is your zip code? _____

D11. Which of the following categories best describes your total household or family income before taxes, from all sources, for 2010? Let me know when I get to the correct category.

- Under \$10,000
- \$10,001 to \$25,000
- \$25,001 to \$45,000
- Over \$45,000
- Don't Know

SmartRiverside Online Survey
Child Graduate

The Institute of Applied Research at California State University, San Bernardino is conducting an evaluation of the SmartRiverside Digital Inclusion Program.

As the parent/guardian of a graduate of this program, you have been selected to participate in this survey, and your answers may be used by SmartRiverside to improve the Digital Inclusion Program. This survey takes about 5-7 minutes to fill out. Your responses will remain completely confidential and your name will not be attached to your answers. And of course, you are free to decline to answer any particular survey question. If your son/daughter is available it may help if he/she could be with you to answer some of the questions.

To thank you for your help, you will receive a new free wireless access device, that will improve the range and reliability of your internet connection. Once you complete this online survey you can go down to the SmartRiverside Office to receive this device.

- Q1. Do you still have the computer that you received from SmartRiverside?
 Yes No (**SKIPTO Q3**) Don't Know (**SKIPTO Q3**)

- Q2. Is the computer in working condition?
 Yes (**SKIPTO Q3**)
 No
 Still working, but has problems (**SKIPTO Q3**)
 Don't Know

NOTE: IF THE COMPUTER YOU RECEIVED FROM SMARTRIVERSIDE IS NOT WORKING OR IS HAVING PROBLEMS, YOU MAY CONTACT WILLIE OR JESSE AT 951-782-0849 TO GET A NEW ONE.

- Q2a. Do you currently have a computer?
 Yes
 No (**SKIPTO Q10**)
 Don't Know (**SKIPTO Q10**)

- Q3. For what reason(s) does he/she use the computer? (**CHECK ALL THAT APPLY**)
- | | |
|---|---|
| <input type="checkbox"/> E-mail | <input type="checkbox"/> Research and Information |
| <input type="checkbox"/> Chatting/Social Networking | <input type="checkbox"/> Accounting/Financial/Paying Bills |
| <input type="checkbox"/> Work Related | <input type="checkbox"/> Staying connected with family/friends |
| <input type="checkbox"/> Surf the Internet | <input type="checkbox"/> Personal word processing or typing documents |
| <input type="checkbox"/> Making Purchases/Shopping | <input type="checkbox"/> Entertainment/Enjoyment/Fun |
| <input type="checkbox"/> Schoolwork/homework | <input type="checkbox"/> Don't use a computer |
| <input type="checkbox"/> On-line education | <input type="checkbox"/> Don't Know |
| | <input type="checkbox"/> Other Purposes (specify) _____ |

Q4. Does your household use the city's free WiFi access or do you use another service provider?

The city's free WiFi access (**SKIPTO Q5**)

Another provider

Don't Know (**SKIPTO Q5**)

Q4a. And what is the name of the provider?

AT&T Charter Verizon AOL

Time Warner Don't Know

Other (Specify) _____

Q5. Approximately how many hours per week does he/she spend using the Internet?

More than 20 hours per week

16-20 hours

11-15 hours

6-10 hours

5 hours or less per week

Don't use it at all (**SKIPTO Q10**)

Don't Know

Q6. When using the Internet for email, who does he/she email? (**CHECK ALL THAT APPLY**)

Family Friends Business associates Anyone else (specify) _____

Q7. When using the Internet for social networking, what does he/she use it for?

(**CHECK ALL THAT APPLY**)

Instant Messaging Facebook MySpace Blogging

Twitter Any other social networks (specify) _____

Q8. Has his/her ability to stay connected with family and friends gotten better, worse, or stayed the same since you started using the Internet?

Better

Worse

Stayed the same

Don't Know

Q9. How much experience does he/she have accessing the Internet? Please rate on a scale from 1 to 5 where 1 is "no experience" and 5 is "a lot of experience".

1. No Experience

2.

3.

4.

5. A lot of Experience

6. Don't Know

Q10. Other than the Digital Inclusion Training, has he/she received any additional computer or internet training from other sources?

- Yes
 No (SKIPTO Q11)
 Don't Know (SKIPTO Q11)

Q10a. Where did he/she receive this training?
(CHECK ALL THAT APPLY)

- Victoria Elementary
 Highland Elementary
 Educational Operations Center
 Riverside Library
 Riverside Community Center
 Salvation Army
 Wells Middle School
 Notre Vista High School
 Sherman Indian High School
 Smooth Transitions
 Other (Specify) _____
 88. DON'T KNOW
 99. REFUSED

Please indicate whether each of the following statements is true, somewhat true or not true for you.

		True	Somewhat True	Not True	Not Applicable
Q12a.	The training I received from the Digital Inclusion Program has been extremely helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q12b.	The Internet helped me find a job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q12c.	Using the Internet has improved my performance at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q12d.	Using the Internet has increased my earnings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q12e.	I have become a more educated person because of the Internet.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q12f.	The Internet has improved the quality of my life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12g. I find using computers frustrating.

Q12h. I am good at using computers.

Q13. Are there any other children under the age of 18 living in the household?
 Yes No (**SKIPTO Q14**) Don't Know (**SKIPTO Q14**)

Q13a. Do any of these children use a computer?
 Yes No (**SKIPTO Q14**) Don't Know (**SKIPTO Q14**)

Q13b. Have the children's grades gone up since they started using the computer?
 Yes
 No
 No, they've gone down
 Some children have, some haven't
 Don't Know

Q14. Are there any other adults living in the household that use a computer?
 Yes No (**SKIPTO Q15**) Don't Know (**SKIPTO Q15**)

Q14a. What do they use the computer for? (**CHECK ALL THAT APPLY**)
 Work Related Surf the Internet
 Calculator Schoolwork/homework
 Financial/Spreadsheets Personal Word Processing/Typing Documents
 On-Line Education Other Purpose (Specify) _____
 Play Games Don't Know

Q15. Overall, how satisfied is he/she with the SmartRiverside Digital Inclusion Program?
 Very Satisfied
 Somewhat Satisfied
 Neither Satisfied nor Dissatisfied
 Somewhat Dissatisfied
 Very Dissatisfied

Q15a. What did he/she like best about the program? _____

Q15b. What did he/she like least? _____

Q15c. Is there any training that your child would have liked to receive from the Digital Inclusion Program that he/she didn't get?

1. YES (SPECIFY) _____
2. NO
8. DON'T KNOW
9. REFUSED

Q16. What advice would you or your child offer SmartRiverside to improve the program?

DEMOGRAPHICS:

The following questions are about your child and his/her background...

D1a. What is your gender?

- Male
- Female

D1b. And what is your child's gender?

- Male
- Female

D3. What was the last grade of school that he/she completed?

- Some elementary school
- Completed elementary school
- Some middle school
- Completed middle school
- Some high school
- Completed high school
- Some college/technical degree
- Completed college
- Graduate studies or degree
- Post graduate studies or advanced degree

D4. Is he/she currently enrolled in school?

- Yes
- No (**SKIPTO D7**)

D5. What type of school or program is he/she enrolled in?

- Elementary School
- Middle School
- High School
- College (Specify) _____
- Other (Specify) _____

D7. What was his/her age at his/her last birthday? _____

D8. How would you describe his/her race or ethnicity? **(SELECT ALL THAT APPLY)**

White/Caucasian

Black/African-American

Asian

Native Hawaiian/Other Pacific Islander

American Indian/Alaskan Native

Hispanic/Latino

Other (Specify) _____

D9. What is his/her primary language?

English

Spanish

Other (Specify) _____

D10. What is your zip code? _____

D11. Which of the following categories best describes your total household or family income before taxes, from all sources, for 2010? Let me know when I get to the correct category.

Under \$10,000

\$10,001 to \$25,000

\$25,001 to \$45,000

Over \$45,000

Don't Know

Appendix B: Data Display