

Central Oregon Household Telecommunications Surveys

Note: This is a facsimile of the survey that will be programmed into OSRL's computer-aided telephone interviewing system (CATI). Variable names, interviewer instructions, and answer categories are indicated in capital letters and are not read aloud. All survey questions are allowed "don't know," "refuse" and "no answer" responses, but to save space, these are not presented. Words and phrases in parentheses are read at the interviewers' discretion.

HELLO

Hello, this is _____ calling from the University of Oregon Survey Research Laboratory. The Central Oregon Telecommunications Task Force has asked us to conduct an 8-minute survey to find out what you think about telecommunications issues in Central Oregon. I want to assure you I am not selling a thing and your answers are completely voluntary and anonymous. Please don't even tell me your name. Do you have any questions about the survey before we begin?

PROBE: Central Oregon Telecommunications Task Force is a group of experts from public and private organizations who have come together to try to improve telecommunications in Central Oregon, in order to attract new businesses and to improve electronic communication between Central Oregon and other areas. (The Task Force is sometimes called COTEL. You may have read about it in the Bend Bulletin newspaper.)

PROBE: Telecommunications issues have to do with computers, telephone, television, the Internet and the World Wide Web (for households, business, and schools in your community).

1 NO QUESTIONS OR QUESTIONS ANSWERED

HAS QUESTIONS ---> REFER TO INTERVIEWER INSTRUCTIONS

COOPERAT

We appreciate your cooperation. (I'd like to begin the survey now.)

1 OK

CTRL/END NO, SCHEDULE CALLBACK OR REFUSED

COUNTY

First, which county do you live in – (Deschutes, Crook or Jefferson (County))?

1 DESCHUTES

2 CROOK

3 JEFFERSON

4 NONE OF THE ABOVE -----> SKIP TO NOQAL

COMPUTER

Do you have a personal computer in your home?

1 YES

2 NO ---> SKIPTO COMSKIL1

COMPWWW

Can you use your home computer for electronic mail or to connect to the World Wide Web or the Internet?

1 YES

2 NO --> SKIPTO WHYNOT

3 IF VOLUNTEERED: YES, BUT NEVER HAVE USED IT --> SKIPTO WHYNOT

4 NEVER HEARD OF WWW OR INTERNET--> SKIPTO TV1

ISP

Through what business or organization is your Internet service provided (which allows you to send and receive electronic mail or connect to the World Wide Web)?

1 AOL

2 BEND CABLE

3 BEND NET

4 COINET – CENTRAL OREGON NET

5 COMPUSERVE

6 EAGLESLAIR

7 EMPIRENET

8 MADRASNET

9 MTJEFF NET

10 MCI

- 11 OUTLAWNET
- 12 THRU R'S JOB OR COLLEGE
- 13 OTHER

ISPQUAL

How would you rate the quality of your Internet service – excellent, good, fair or poor?

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR --> SKIPTO ISPQUALB
- 4 POOR --> SKIPTO ISPQUALB

ISPQUALA

If there is one thing you could change or improve about your Internet service, what would it be?

OPEN-ENDED
SKIPTO ISPCOST1

ISPQUALB

If there is one thing you could change or improve about your Internet service, what would it be?

OPEN-ENDED

ISPCOST1

How much do you spend per month for your Internet service, excluding telephone costs?

OPEN-ENDED NUMBER, INCLUDING ZERO

ISPCOST2

Would you be willing to pay more for better Internet service?

PROBE: By better service, you might consider fewer busy signals and faster transmission speed.

- 1 YES
- 2 IF VOLUNTEERED: IT DEPENDS
- 3 NO --> SKIPTO ISPHRS

ISPCOST3

In addition to your current monthly Internet service bill, what is the most you would you be willing to pay for better Internet service - \$10, \$20, \$30, or more than \$30 (per month, in addition to your current bill)?

- 1 \$10
- 2 \$20
- 3 \$30
- 4 \$>30

ISPHRS

How many hours per day, approximately, is someone in your home connected to the Internet or World Wide Web?

PROBE: On average, how many hours per day (is someone in your home connected to the Internet or World Wide Web)?

ENTER EXACT NUMBER; IF LESS THAN ONE HOUR, CODE ZERO

ISPUSERS

What members of your household use the computer in your home to connect to the Internet or World Wide Web?

PROBE FROM LIST, PRESS ENTER TO SELECT ALL THAT APPLY

- 1 ADULTS OVER AGE 30
- 2 YOUNG ADULTS AGE 18-29
- 3 TEENAGER(S)
- 4 PRE-TEENAGER(S) OR YOUNGER CHILD(REN)

MODEM1

Do you have a telephone modem or cable modem (in your home)?

- 1 TELEPHONE MODEM
- 2 CABLE MODEM --> SKIPTO MODEM3
- 3 T1DSL (DIRECT NETWORK CONNECTION) --> SKIPTO MODEM3

KNOW1

Have you ever heard of a cable modem (before this survey)?

1 YES

2 NO

MODEM2

What is your (telephone) modem's speed?

PROBE: What is the speed of your Internet connection?

PROBE FROM LIST

1 14.4K

2 28.8K

3 56K

4 T1DSL (DIRECT NETWORK CONNECTION)

MODEM3

Do you have plans to upgrade your modem within the next 12 months?

1 YES

2 NO

SKIPTO COMSKIL1

WHYNOT

What is the one most important reason why you don't have to access to the Internet and the World Wide Web (in your home)?

PROBE: Which *one* reason is most important to you?

INTERVIEWER: CHOOSE THE ANSWER CATEGORY THAT BEST FITS R'S ANSWER

1 COST --> SKIPTO COMSKIL1

2 HAVE WWW AT WORK --> SKIPTO COMSKIL1

3 USE WWW IN PUBLIC PLACES (LIKE LIBRARY) --> SKIPTO COMSKIL1

4 SEE NO VALUE, NOT INTERESTED --> SKIPTO COMSKIL1

5 FEAR RELATED TO CHILDREN IN HOME --> SKIPTO COMSKIL1

5 FEAR – OTHER --> SKIPTO COMSKIL1

6 LACK OF SKILL, DON'T KNOW HOW TO SET UP OR USE --> SKIPTO COMSKIL1

7 OTHER – SPECIFY

WHYNOTA

OTHER – SPECIFY

OPEN-ENDED

COMSKIL1

Do you know how to use a computer to create or edit documents or graphics, or to analyze data?

1 YES

2 IF VOLUNTEERED: YES, A LITTLE

3 NO

COMSKIL2

How important is it to you to become more skilled with computers -- is it very important, somewhat important, not very important, or not at all important (to you)?

1 VERY IMPORTANT

2 SOMEWHAT IMPORTANT

3 NOT VERY IMPORTANT

4 NOT AT ALL IMPORTANT

WWWJOB1

Do you have a job, or do you do volunteer work, that makes it possible for you to access the Internet and World Wide Web?

1 YES

2 NO ---> SKIPTO WWWPUB1

3 NEVER HEARD OF WWW --> SKIPTO TV1

WWWJOB2

How often do you use computers on the job (or in volunteer work) to connect to the Internet and World Wide Web – every day, several days per week, once a week, or less than once a week?

PROBE: Even if it is not part of your (job/volunteer work) duties, how often do you connect to the Internet and World Wide Web?

PROBE: every day, several days per week, once a week, or less than once a week?

- 1 EVERY DAY
- 2 SEVERAL DAYS PER WEEK
- 3 ONCE PER WEEK
- 4 LESS THAN ONCE PER WEEK
- 5 IF VOLUNTEERED: NEVER

WWWPUB1

How often do you use computers in public places, such as the library, school, college campuses, hospitals, stores, malls, or airports - often, sometimes, rarely, or never?

PROBE: Do not count work for your job of volunteer work if it is in a public place.

- 1 OFTEN
- 2 SOMETIMES
- 3 RARELY ---> SKIPTO WWWDO1
- 4 NEVER ---> SKIPTO WWWDO1

WWWPUB2

What one place do you use public computers the most?

PROBE: ... the library, school, college campuses, hospitals, stores, malls, airports, or someplace else?

- 1 LIBRARY --> SKIPTO WWWDO1
- 2 SCHOOL/COLLEGES --> SKIPTO WWWDO1
- 3 HOSPITAL --> SKIPTO WWWDO1
- 4 STORES/MALLS --> SKIPTO WWWDO1
- 5 AIRPORTS --> SKIPTO WWWDO1
- 6 OTHER --> SPECIFY

WWWPUB2A

OTHER PUBLIC PLACE – SPECIFY

OPEN-ENDED

WWWDO1

How often do you buy things using the World Wide Web – often, sometimes, rarely, or never?

- 1 OFTEN
- 2 SOMETIMES
- 3 RARELY
- 4 NEVER

WWWDO2

I am going to read you a list of things the World Wide Web can be used for. For each one, please tell me if you have used the World Wide Web for this purpose already, if you would like to be able to use it for this purpose, or if you are not interested (in using the World Wide Web for this purpose). The first one is shopping for groceries and household goods.

PROBE: Have you used the World Wide Web for this purpose already, would you like to be able to use it for this purpose, or are you not interested?

- 1 USE WWW ALREADY FOR THIS
- 2 INTERESTED IN USING
- 3 NOT INTERESTED
- 4 NEVER HEARD OF WWW --> SKIPTO TV1

WWWDO3

What about shopping for clothes?

PROBE: Have you used the World Wide Web for this purpose already, would you like to be able to use it for this purpose, or are you not interested?

- 1 USE WWW ALREADY FOR THIS
- 2 INTERESTED IN USING
- 3 NOT INTERESTED

WWWDO4

(What about) shopping for cars, trucks, or other vehicles?

PROBE: Have you used the World Wide Web for this purpose already, would you like to be able to use it for this purpose, or are you not interested?

- 1 USE WWW ALREADY FOR THIS
- 2 INTERESTED IN USING
- 3 NOT INTERESTED

WWWDO5

(What about) registering a car, truck, or other vehicle at the Oregon Department of Motor Vehicles?

PROBE: Have you used the World Wide Web for this purpose already, would you like to be able to use it for this purpose, or are you not interested?

NOTE: THIS IS NOT POSSIBLE IN OREGON YET, BUT MAY BE IN OTHER STATES

- 1 USE WWW ALREADY FOR THIS
- 2 INTERESTED IN USING
- 3 NOT INTERESTED

WWWDO6

(What about) buying airline tickets, reserving a hotel room, renting a car, reserving a campground space, or making other kinds of travel arrangements?

PROBE: Have you used the World Wide Web for this purpose already, would you like to be able to use it for this purpose, or are you not interested?

- 1 USE WWW ALREADY FOR THIS
- 2 INTERESTED IN USING
- 3 NOT INTERESTED

WWWDO7

(What about) checking financial information, such as on-line banking, the stock market, or the value of your stocks or retirement funds?

PROBE: Have you used the World Wide Web for this purpose already, would you like to be able to use it for this purpose, or are you not interested?

- 1 USE WWW ALREADY FOR THIS
- 2 INTERESTED IN USING
- 3 NOT INTERESTED

WWWDO8

(What about) registering for college classes?

PROBE: Have you used the World Wide Web for this purpose already, would you like to be able to use it for this purpose, or are you not interested?

- 1 USE WWW ALREADY FOR THIS
- 2 INTERESTED IN USING
- 3 NOT INTERESTED

WWWDO9

What about) taking college classes for credit?

PROBE: Have you used the World Wide Web for this purpose already, would you like to be able to use it for this purpose, or are you not interested?

- 1 USE WWW ALREADY FOR THIS
- 2 INTERESTED IN USING
- 3 NOT INTERESTED

WWWDO10

(What about) learning new skills for a job or on-the-job training?

PROBE: Have you used the World Wide Web for this purpose already, would you like to be able to use it for this purpose, or are you not interested?

- 1 USE WWW ALREADY FOR THIS
- 2 INTERESTED IN USING
- 3 NOT INTERESTED

WWWDO11

(What about) entertainment, such as watching TV or movies, listening to music, or downloading music?

PROBE: Have you used the World Wide Web for this purpose already, would you like to be able to use it for this purpose, or are you not interested?

- 1 USE WWW ALREADY FOR THIS
- 2 INTERESTED IN USING
- 3 NOT INTERESTED

WWWDO12

(What about) reading or listening to public speeches and lectures?

PROBE: Have you used the World Wide Web for this purpose already, would you like to be able to use it for this purpose, or are you not interested?

- 1 USE WWW ALREADY FOR THIS
- 2 INTERESTED IN USING
- 3 NOT INTERESTED

WWWDO13

(What about) reserving tickets (for concerts, sport events, plays, dances, art exhibits, museums, or other events)?

PROBE: Have you used the World Wide Web for this purpose already, would you like to be able to use it for this purpose, or are you not interested?

- 1 USE WWW ALREADY FOR THIS
- 2 INTERESTED IN USING
- 3 NOT INTERESTED

WWWDO14

(What about) signing up for classes or sports at community parks and recreation?

PROBE: Have you used the World Wide Web for this purpose already, would you like to be able to use it for this purpose, or are you not interested?

- 1 USE WWW ALREADY FOR THIS
- 2 INTERESTED IN USING
- 3 NOT INTERESTED

WWWDO15

(What about) reading or listening to the news?

PROBE: Have you used the World Wide Web for this purpose already, would you like to be able to use it for this purpose, or are you not interested?

- 1 USE WWW ALREADY FOR THIS
- 2 INTERESTED IN USING
- 3 NOT INTERESTED

WWWDO16

(What about) getting medical information or information on drugs and treatments?

PROBE: Have you used the World Wide Web for this purpose already, would you like to be able to use it for this purpose, or are you not interested?

- 1 USE WWW ALREADY FOR THIS
- 2 INTERESTED IN USING
- 3 NOT INTERESTED

WWWDO17

(What about) learning to create your own World Wide Web page?

PROBE: Have you used the World Wide Web for this purpose already, would you like to be able to use it for this purpose, or are you not interested?

- 1 USE WWW ALREADY FOR THIS
- 2 INTERESTED IN USING
- 3 NOT INTERESTED

COMPSEC1

How concerned are you about the security of buying things on the World Wide Web – are you very concerned, somewhat concerned, or not concerned?

- 1 VERY CONCERNED
- 2 SOMEWHAT CONCERNED
- 3 NOT CONCERNED

COMPSEC2

How concerned are you about the security of electronic mail on the Internet?

PROBE: Are you very concerned, somewhat concerned, or not concerned?

- 1 VERY CONCERNED
- 2 SOMEWHAT CONCERNED
- 3 NOT CONCERNED

COMPSEC3

How concerned are you about children finding things they shouldn't see on the World Wide Web?

PROBE: Are you very concerned, somewhat concerned, or not concerned?

- 1 VERY CONCERNED
- 2 SOMEWHAT CONCERNED
- 3 NOT CONCERNED

WWWBEST

In your opinion, what is the one most positive quality of the World Wide Web and the Internet?

OPEN-ENDED

WWWWORST

(In your opinion,) what is the one greatest problem or risk (of the World Wide Web and the Internet)?

OPEN-ENDED

TV1

Now I need to ask you some questions about television and telephones in your household. Do you have a television in your home?

- 1 YES
- 2 NO --> SKIPTO PHONE

TV2

Do you have cable (for you television(s))?

- 1 YES
- 2 NO --> SKIPTO PHONE

TV2A

Do you have a hard wire cable into your house, or is it wireless (by any type of dish, like a satellite dish)?

- 1 HARD WIRE
- 2 WIRELESS
- 3 BOTH

PHONE

Who provides your local telephone service?

- 1 USWEST
- 2 SHARED COMMUNICATIONS
- 3 UNICOMM
- 4 OTHER
- 5 MORE THAN ONE PROVIDER

PHONQAL

How would you rate the quality of your telephone service – excellent, good, fair or poor?

1 EXCELLENT

2 GOOD

3 FAIR --> SKIPTO PHONQALB

4 POOR --> SKIPTO PHONQALB

PHONQALA

If there is one thing you could change or improve about your telephone service, what would it be?

OPEN-ENDED

SKIPTO PHONE1

PHONQALB

If there is one thing you could change or improve about your telephone service, what would it be?

OPEN-ENDED

PHONE1

How many telephone lines do you have for your household, including cell phones?

PROBE: Is that ___ separate telephone numbers?

ENTER EXACT NUMBER

IF PHONE1>1, SKIPTO PHONE2

PHONE1A

Are you planning to add a second telephone line in your home in the next 12 months?

NOTE: INCLUDE CELL PHONES

1 YES

2 NO --> SKIPTO PHONE5

PHONE1B

In addition to your current monthly phone bill, what is the most you would you be willing to pay for a second telephone line - \$10, \$20, \$30, or more than \$30 (per month)?

1 \$10

2 \$20

3 \$30

4 \$>30

SKIPTO PHONE5

PHONE2

Are any of these telephone lines cell phone numbers?

1 YES

2 NO --> SKIPTO PHONE3

PHONE2A

Is a cell phone number the main telephone number for your household?

1 YES

2 NO

PHONE3

Are any of your telephone lines dedicated mainly for computer use?

1 YES

2 NO

PHONE4

Are any of your household telephone lines dedicated for home business use?

1 YES

2 NO

PHONE5

Does your household have a voice mail service?

PROBE: Do not count answering machines or message machines in your home.

1 YES

2 NO

PHONE6

Do you have call waiting on (any of) your telephone(s)?

PROBE: Call waiting is a special service that allows you to answer two calls at once.

1 YES

2 NO

PHONE7

Do you have caller ID (for (any of) your telephone(s))?

PROBE: Caller ID is a special service that allows you to tell who is calling you.

1 YES

2 NO

PHONE8

Does your household have an 800 number for collect calls?

PROBE: This is not the same as free 800 numbers that many businesses have. It is a special service for homes.

1 YES

2 NO

PAGER

Does anyone in your household have a pager?

1 YES

2 NO

FAX

Can you send a fax from your home?

1 YES

2 NO

PHONBILL

How much do you usually spend each month on your telephone bill, for both local and long-distance service?

ENTER EXACT NUMBER

KNOW2

Did you know that people can place long distance telephone calls on the Internet?

1 YES

2 NO

KNOW3

Have you ever heard of a digital subscriber telephone line?

1 YES

2 NO

AGE

I need to end the survey with a few questions about you. First, how old are you?

ENTER EXACT AGE, NO PARTIAL YEARS

SEX

(This may sound silly, but) Are you male or female?

1 MALE

2 FEMALE

RACE

What is your race?

PROBE FROM LIST: Are you...

- 1 WHITE/CAUCASIAN
- 2 BLACK/AFRICAN AMERICAN
- 3 ASIAN/PACIFIC ISLANDER
- 4 AMERICAN INDIAN
- 5 ALASKA NATIVE (ESKIMO, ALEUT, INUIT)
- 6 HISPANIC, CHICANO, LATIN AMERICAN, MEXICAN
- 7 (IF VOLUNTEERED) MIXED RACE

OWN

Do you own or rent your home?

- 1 OWN
- 2 RENT
- 3 IF VOLUNTEERED: SOMETHING ELSE

EDUC

What is the highest level of education you have completed?

- 1 LESS THAN HIGH SCHOOL DIPLOMA/GED
- 2 HIGH SCHOOL DIPLOMAS/GED
- 3 SOME COLLEGE, NO DEGREE
- 4 BACHELORS DEGREE
- 5 MASTERS DEGREE
- 6 DOCTORATE OR PROFESSIONAL DEGREE

EMPLOY1

Are you currently working for pay, either full time or part time?

IF NO, PROBE: Are you retired, looking for work, keeping house, taking classes, disabled, or something else?

- 1 EMPLOYED
- 2 RETIRED --> SKIPTO ZIPCODE
- 3 LOOKING FOR WORK --> SKIPTO ZIPCODE
- 4 KEEPING HOUSE --> SKIPTO ZIPCODE
- 5 TAKING CLASSES --> SKIPTO ZIPCODE
- 6 DISABLED --> SKIPTO ZIPCODE
- 7 VOLUNTEER WORK --> SKIPTO ZIPCODE
- 8 OTHER --> SKIPTO ZIPCODE

EMPLOY2

Could you telecommute from home to work ((for example) if you had a sick child, the weather was bad, or if you needed a stretch of uninterrupted time to complete a special project)?

PROBE: Telecommuting involves using a computer, modem, telephone or fax machine to communicate between home and work.

PROBE: If you had (this equipment/a computer, modem, or fax) at home, could you telecommute for your job?

- 1 YES
- 2 NO
- 3 IF VOLUNTEERED: JOB DUTIES DO NOT ALLOW TELECOMMUTING

EMPLOY3

Do you or someone else operate a business from your home?

- 1 YES
- 2 NO

ZIPCODE

What is your zip code?

ENTER EXACT NUMBER

HHNUM

How many people live in your home, half-time or more, at this point in time, including yourself?

NOTE: INCLUDE EVERYONE WHO USUALLY LIVES THERE HALF TIME OR MORE, INCLUDING: FAMILY, BOARDERS, ROOMMATES, FOSTER CHILDREN, LIVE-IN EMPLOYEES, NEWBORN BABIES STILL IN THE HOSPITAL, PERSONS WITH NO OTHER HOME WHO STAY THERE, CHILDREN AT BOARDING SCHOOL, PERSONS TEMPORARILY AWAY (ON BUSINESS, VACATION, MILITARY SERVICE, OR IN A GENERAL HOSPITAL).

ENTER EXACT NUMBER 01-20

HHKIDS

How many children age 17 and younger live in your home?

NOTE: INCLUDE CHILDREN OF NON-CUSTODIAL PARENTS IF THEY VISIT FREQUENTLY.

ENTER EXACT NUMBER, ZERO TO SIX OR MORE

6 SIX OR MORE

INCOME4

Is your total annual household income, from all sources, before taxes, over or under \$35,000?

PROBE: Include money from jobs (wages, salary, tips, bonuses), interest, dividends, child support, alimony, welfare, social security, disability and retirement payments, net income from a business, farm or rent, or any other money income received by members of your family. Do not include lump-sum payments, such as money from an inheritance or sale of a home.

1 OVER \$35,000 ---> SKIPTO INCOME3

2 UNDER \$35,000

if (ANS <> 2) skipto INCOME3

INCOME2

Is it over or under \$25,000?

PROBE: Is your total annual household income, from all sources, before taxes, over or under \$25,000?

1 OVER \$25,000 ---> SKIPTO ENDING

2 UNDER \$25,000

if (ANS <> 2) skipto ending

INCOME1

Is it over or under \$15,000?

1 OVER \$15,000---> ENDING

2 UNDER \$15,000---> ENDING

skipto ENDING

INCOME3

Is it over or under \$50,000?

1 OVER \$50,000

2 UNDER \$50,000---> SKIPTO ENDING

if (ans <> 1) skipto ENDING

INCOME5

Is it over or under \$75,000

1 OVER \$75,000

2 UNDER \$75,000

ENDING1

That is the end of the survey. Is there anything you would like to add about telecommunications issues in Central Oregon?

OPEN-ENDED

ENDING2

On behalf of the Central Oregon Telecommunications Task Force, I thank you sincerely for your time and opinions on these questions. Have a nice (day/evening). Good-bye.

NOQAL

I'm sorry to have bothered you. We can only interview people who live in Deschutes, Crook or Jefferson County. Good-bye.