

**Central Oregon Telecommunications Survey
Ci3 Instrument**

CATION

Q:HELLO1

T:

Hello, May I please speak to _____?

PRESS 1 TO CONTINUE

T14:

This is _____ calling from the University of Oregon Survey
Research

Laboratory. I'm calling to complete a survey we started
previously.

1 R OR SOMEONE WHO KNOWS THEM IS ON LINE
CTRL/END NO, SCHEDULE CALLBACK

I:

Key 1

Q:HELLO2

T:

(Hello.) This is _____ calling from the University of Oregon
Survey Research Laboratory. You should have received a phone call
or e-mail in the last week or two from the Central Oregon
Telecommunications Task Force telling you that you were selected
to take part in an 8-minute survey to find out what you think
about telecommunications issues for businesses and organizations
in Central Oregon. I want to assure you I am not selling a thing
and your answers are completely voluntary and confidential.

PROBE: Telecommunications issues have to do with computers,
telephone, television, the Internet and the World Wide Web.

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 local newspaper.)

PRESS 1 TO CONTINUE

I:

Key 1

Q:HELLO3

T:

Do you have any questions about the phone call/e-mail or the
survey before we begin?

PROBE: Is there somebody else in your organization who knows about telecommunications issues that I could speak with? IF YES, GET CONTACT INFORMATION.

1 NO QUESTIONS OR QUESTIONS ANSWERED
HAS QUESTIONS ---> REFER TO INTERVIEWER INSTRUCTIONS

I:
Key 1

Q:COOPERAT

T:
We appreciate your cooperation.

1 OK TO CONTINUE
CTRL/END NO, SCHEDULE CALLBACK OR REFUSED

I:
Key 1

Q:COUNTY

T:
First, is your (business's/organization's) main address in Deschutes, Crook or Jefferson County?

1 DESCHUTES
2 CROOK
3 JEFFERSON
4 NONE OF THE ABOVE -----> SKIP TO NOQAL

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1-4, 7-9
If (ans > 3) skipto NOQAL
QAL NOQAL

Q:COMPNUM

T:
How many computers do you have (in your (business/organization))?

NOTE: ONLY INCLUDE WORKING COMPUTERS

ENTER EXACT NUMBER, 0-996+

996 996 OR MORE

997 REFUSED
998 DON'T KNOW
999 NO ANSWER

I:
num 0 999 3 0 20 10

IF (ANS = 0) SKIPTO PHONE1
IF (ANS = 1) SKIPTO COMPWWW

Q:COMP2

T:
Are any of your (business's/organization's) computers connected together with a local area network?

- 1 YES
- 2 NO

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:
Key 1,2, 7-9

Q:COMPWWW

T:
Can computers in your (business/organization) be used 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 PHONE1

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:
Key 1-4, 7-9
IF (Ans = 2) skipto WHYNOT
If (ANS = 3) skipto WHYNOT
If (ANS > 3) skipto PHONE1

Q:ISP

T:
Who is your (business's/organization's) Internet service provider (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 INTERNET
5 COMPUSERVE
6 CRESTVIEW CABLE 17 TRANSPORT LOGIC
7 EAGLESLAIR 18 UNICOM
8 ED-NET (OR OREGON ED-NET) 19 THIS BUSINESS/ORGANIZATION
9 EMPIRENET 20 OTHER
10 KMX CORPORATION
11 MADRASNET 97 REFUSED
12 MICROSOFT NETWORK 98 DON'T KNOW
13 MTJEFF NET 99 NO ANSWER
14 MCI
15 OUTLAWNET
16 PALMAIN COMMUNICATIONS

I:
num 1 99 2 0 21 10
IF (Ans > 20)
 IF (Ans < 97) reask
Endif

Q:ISPQUAL

T:
How would you rate the quality of your
(business's/organization's) Internet service - excellent, good,
fair or poor?

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

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1-4, 7-9
If (ans > 2) skipto ISPQUALB

Q:ISPQUALA

T:
If there is one thing you could change or improve about your
(business's/organization's) Internet service, what would it be?

OPEN-ENDED

SKIPTO MODEM1

TYPE EXACT RESPONSE BELOW

I:
opn 13 5 22 60 m n
skipto MODEM1

Q:ISPQUALB

T:

If there is one thing you could change or improve about your (business's/organization's) Internet service, what would it be?

OPEN-ENDED

TYPE EXACT RESPONSE BELOW

I:

opn 13 5 22 60 m n

Q:MODEM1

T:

At your (business/organization), do you connect to the Internet or World Wide Web with a telephone dial-up modem, a cable modem, a direct network connection, or something else?

- 1 TELEPHONE MODEM
- 2 CABLE MODEM --> SKIPTO MODEM3
- 3 T1/DSL (DIRECT NETWORK CONNECTION) --> SKIPTO MODEM3
- 4 SOMETHING ELSE

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-4, 7-9

IF (Ans = 3) skipto MODEM3

IF (ANS = 2) skipto MODEM3

IF (ANS > 4) SKIPTO moDEM3

Q:MODEM2

T:

What is your ((business's/organization's) telephone) modem speed?

PROBE: What is the speed of your Internet connection?

PROBE FROM LIST

- 1 14.4K
- 2 28.8K
- 3 56K
- 4 T1/DSL (DIRECT NETWORK CONNECTION)
- 5 OTHER

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-5, 7-9

Q:MODEM3

T:

Does your (business/organization) have plans to upgrade its modem(s) or network connections within the next 12 months?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2, 7-9

Q:WWWSITE1

T:

Does your (business/organization) have its own World Wide Web site?

1 YES

2 NO --> SKIPTO WWWDO1

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2, 7-9

IF (ANS <> 1) SKIPTO wwwdo1

Q:WWWSITE2

T:

Was your (business's/organization's) World Wide Web site created by an employee, or was it contracted out for someone else to create?

1 EMPLOYEE

2 CONTRACTED OUT

3 IF VOLUNTEERED: BOTH EMPLOYEE AND CONTRACTED OUT

4 IF VOLUNTEERED: WWW SITE IS NOT MAINTAINED

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-4, 7-9

Q:WWWSITE3

T:

Is your (business's/organization's) World Wide Web site updated and maintained by an employee, or is maintenance contracted out to someone else?

- 1 EMPLOYEE
- 2 CONTRACTED OUT
- 3 IF VOLUNTEERED: BOTH EMPLOYEE AND CONTRACTED OUT
- 4 IF VOLUNTEERED: WWW SITE IS NOT MAINTAINED

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-4, 7-9

Q:WWWDO1

T:

I am going to read you a list of things that (businesses/organizations) can use the World Wide Web and the Internet for. For each one, please tell me if your (business/organization) has 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 selling services or products.

PROBE: Has your (business/organization) 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

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-3, 7-9

Q:WWWDO2

T:

What about buying services or products from other companies?

PROBE: Has your (business/organization) 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

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:
Key 1-3, 7-9

Q:WWWDO3

T:
(What about) providing information to your (customers/clients)?

PROBE: Has your (business/organization) 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

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:
Key 1-3, 7-9

Q:WWWDO4

T:
(What about) allowing (customers/clients) to send you messages?

PROBE: Has your (business/organization) 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

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:
Key 1-3, 7-9

Q:WWWDO5

T:
(What about) making travel arrangements for your employees (such as, buying airline tickets, reserving a hotel room, or renting a car)?

PROBE: Has your (business/organization) 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

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-3, 7-9

Q:WWWDO6

T:

(What about) filing taxes or checking financial information important to your business, such as on-line banking, the stock market, or the value of employees' stocks or retirement funds?

PROBE: Has your (business/organization) 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

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-3, 7-9

Q:WWWDO7

T:

(What about) registering employees for college classes?

PROBE: Has your (business/organization) 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

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-3, 7-9

Q:WWWDO8

T:

(What about) employees taking college classes for credit?

PROBE: Has your (business/organization) 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

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-3, 7-9

Q:WWWDO9

T:

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

PROBE: Has your (business/organization) 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

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-3, 7-9

Q:WWIMPORT

T:

How important is the World Wide Web and the Internet to your (business/organization) these days - very important, somewhat important, not very important, or not at all important?

- 1 VERY IMPORTANT
- 2 SOMEWHAT IMPORTANT
- 3 NOT VERY IMPORTANT
- 4 NOT AT ALL IMPORTANT

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-4, 7-9

Q:COMPSEC1

T:

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

1 VERY CONCERNED
2 SOMEWHAT CONCERNED
3 NOT CONCERNED

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:

Key 1-3, 7-9

Q:COMPSEC2

T:

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

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:

Key 1-3, 7-9

Q:COMPSEC3

T:

How concerned are you about employees using the World Wide Web for things they shouldn't during work hours?

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

1 VERY CONCERNED
2 SOMEWHAT CONCERNED
3 NOT CONCERNED

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:

Key 1-3, 7-9

Q:WWWBEST

T:

In your opinion, what is the one most positive quality of the World Wide Web and the Internet for your (business/organization)?

OPEN-ENDED

TYPE EXACT RESPONSE BELOW

I:

opn 13 5 22 60 m n

Q:WWWWORST

T:

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

OPEN-ENDED

TYPE EXACT RESPONSE BELOW

I:

opn 13 5 22 60 m n

Q:EMPLOY2

T:

Can employees of your (business/organization) telecommute from home to work ((for example) if they have a sick child, the weather is bad, or if they need 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 your employees had (this equipment/a computer, modem, or fax) at home, could they telecommute?

1 YES

2 NO

3 IF VOLUNTEERED: JOB DUTIES DO NOT ALLOW TELECOMMUTING

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-3, 7-9

skipto PHONE1

Q:WHYNOT

T:

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

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

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

1 COST --> SKIPTO WWWPLAN

2 HAVE WWW AT ANOTHER BUSINESS LOCATION --> SKIPTO WWWPLAN

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

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

5 FEAR OF ANY TYPE --> SKIPTO WWWPLAN

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

WWWPLAN

7 OTHER - SPECIFY

97 REFUSED

98 DON'T KNOW

99 NO ANSWER

I:

num 1 99 2 0 20 10

IF (ANS > 7)

 If (ANS < 97) reask

EndIf

IF (ans <> 7) skipto WWWPLAN

Q:WHYNOTA

T:

OTHER - SPECIFY

OPEN-ENDED

TYPE EXACT RESPONSE BELOW

I:

opn 13 5 22 60 m n

Q:WWWPLAN

T:

Does your (business/organization) have plans to connect to the World Wide Web in the next 12 months?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:
Key 1,2, 7-9

Q:PHONE1

T:
Who provides your (business's/organization's) local telephone service?

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

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:
Key 1-5, 7-9

Q:PHONE2

T:
Who provides your (business's/organization's) long distance telephone service?

- 1 ATT
- 2 MCI
- 3 SHARED COMMUNICATIONS
- 4 SPRINT
- 5 UNICOM
- 6 USWEST
- 7 OTHER

- 97 REFUSED
- 98 DON'T KNOW
- 99 NO ANSWER

I:
num 1 99 2 0 20 10
if (ans > 7)
 if (ans < 97) reask
endif

Q:PHONUM1

T:
How many telephone lines does your (business/organization) have at this location, including cell phones?

PROBE: Is that ___ separate telephone numbers?

ENTER EXACT NUMBER 1-96+

96 96 OR MORE

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
num 1 99 2 0 20 10

IF (ANS = 1) SKIPTO PHONADD1

Q:PHONUM2

T:
How many of these telephone lines are cell phone numbers?
ENTER EXACT NUMBER 0-96+

96 96 OR MORE

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
num 0 99 2 0 20 10

Q:PHONADD1

T:
Is your (business/organization) planning to add more telephone
lines in the next 12 months?

NOTE: INCLUDE CELL PHONES

1 YES
2 NO --> SKIPTO PHONFEA1

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1,2, 7-9
If (ans <> 1) skipto PHONFEA1

Q:PHONADD2

T:
How many cell phone numbers are you planning to add (in the next
12 months)?

ENTER EXACT NUMBER 0-96+

96 96 OR MORE

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
num 0 99 2 0 20 10

Q:PHONADD3

T:
How many regular phone numbers are you planning to add (in the next 12 months)?

ENTER EXACT NUMBER 0-96+

96 96 OR MORE

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
num 0 99 2 0 20 10

Q:PHONFEA1

T:
I am going to read you a list of features that some (businesses/organizations) have on their telephone systems. For each one, please tell me if your (business/organization) already has this feature, if you don't have it but would like to, or if you are not interested (in this service). The first one is voice mail.

PROBE: Does your (business/organization) have this service already, do you not have it but would you like to, or are you not interested?

1 HAVE THIS PHONE FEATURE
2 DON'T HAVE IT BUT WANT IT
3 NOT INTERESTED
4 IF VOLUNTEERED: SOME PHONES HAVE IT, SOME DON'T

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1-4, 7-9

Q:PHONFEA2

T:
(Does the phone system in your (business/organization) (at this location) have) conference calling?

PROBE: Can you arrange to speak to more than one person at a time?

PROBE: Does your (business/organization) have this service already, do you not have it but would you like to, or are you not interested?

- 1 HAVE THIS PHONE FEATURE
- 2 DON'T HAVE IT BUT WANT IT
- 3 NOT INTERESTED
- 4 IF VOLUNTEERED: SOME PHONES HAVE IT, SOME DON'T

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:
Key 1-4, 7-9

Q:PHONFEA3

T:
(Does the phone system in your (business/organization) (at this location) have) call forwarding?

PROBE: Can you automatically have calls to one line ring at another phone?

PROBE: Does your (business/organization) have this service already, do you not have it but would you like to, or are you not interested?

- 1 HAVE THIS PHONE FEATURE
- 2 DON'T HAVE IT BUT WANT IT
- 3 NOT INTERESTED
- 4 IF VOLUNTEERED: SOME PHONES HAVE IT, SOME DON'T

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:
Key 1-4, 7-9

Q:PHON800

T:
(Does your (business/organization) have) an 800 number?

PROBE: Does your business have this service already, do you not have it but would you like to, or are you not interested?

- 1 HAVE THIS PHONE FEATURE
- 2 DON'T HAVE IT BUT WANT IT
- 3 NOT INTERESTED

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-3, 7-9

If (PHONUM2 = 0) PHONFEA6 = 3

If (PHONUM2 = 0) skipto PAGER1

C:IF PHONUM2=0, CODE PHONFEA6=3 AND SKIPTO PAGER1

Q:PHONFE6

T:

Do your (business's/organization's) cell phones (also) have features such as voice mail, caller ID, call waiting and call forwarding?

- 1 YES
- 2 IF VOLUNTEERED: PARTIAL YES
- 3 NO

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-3, 7-9

PHONFEA6 = ans

Q:PAGER1

T:

Does your (business/organization) provide pagers to any of its employees (for business purposes)?

- 1 YES
- 2 NO--> SKIPTO FAX1

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1,2, 7-9

If (ans <> 1) skipto FAX1

Q:PAGER2

T:

How many pagers does your (business/organization) provide (to employees)?

ENTER EXACT NUMBER 1-96+

96 96 OR MORE

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
num 1 99 2 0 20 10

Q:FAX1

T:
Can you send a fax from your (business/organization)?

1 YES
2 NO --> SKIPTO FAX3

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1,2, 7-9
IF (Ans <> 1) skipto FAX3

Q:FAX2

T:
On how many telephone lines can you send a fax?

ENTER EXACT NUMBER 1-6+

6 6 OR MORE
7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1-9

Q:FAX3

T:
Are you planning to add (a fax line/any more fax lines) in the next 12 months?

1 YES
2 NO --> SKIPTO PHONQ1

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1,2, 7-9
IF (ans <> 1) skipto PHONQ1

Q:FAX3A

T:

How many fax lines are you planning to add?

ENTER EXACT NUMBER 1-6+

6 6 OR MORE

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-9

Q:PHONQ1

T:

How would you rate the quality of your local telephone service -
(is it) excellent, good, fair or poor?

1 EXCELLENT

2 GOOD

3 FAIR --> SKIPTO PHONQ1B

4 POOR --> SKIPTO PHONQ1B

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-4, 7-9

IF (ans = 3) skipto PHONQ1B

IF (ans = 4) skipto PHONQ1B

IF (ans > 6) skipto TELCONF1

Q:PHONQ1A

T:

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

OPEN-ENDED

SKIPTO PHONQ2

TYPE EXACT RESPONSE BELOW

I:

opn 13 5 22 60 m n

Skipto PHONQ2

Q:PHONQ1B

T:

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

OPEN-ENDED

TYPE EXACT RESPONSE BELOW

I:

opn 13 5 22 60 m n

Q:PHONQ2

T:

How would you rate the quality of your long distance telephone service - (is it) excellent, good, fair or poor?

1 EXCELLENT

2 GOOD

3 FAIR --> SKIPTO PHONQ2B

4 POOR --> SKIPTO PHONQ2B

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-4, 7-9

if (ans = 3) skipto phonq2b

if (ans = 4) skipto phonq2b

if (ans > 4) skipto TELCONF1

Q:PHONQ2A

T:

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

OPEN-ENDED

SKIPTO TELCONF1

I:

opn 13 5 22 60 m n

skipto telconf1

Q:PHONQ2B

T:

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

OPEN-ENDED

I:

opn 13 5 22 60 m n

Q:TELCONF1

T:

Does your company use video teleconferencing in your location?

NOTE: THIS SHOULD BE ON LOCATION, NOT AT ANOTHER SITE?

- 1 YES --> SKIPTO IMPROVE
- 2 NO

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1,2, 7-9

IF (ans < 2) skipto IMPROVE

Q:TELCONF2

T:

Do you plan to add video teleconferencing in the next 12 months?

- 1 YES
- 2 NO

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1,2, 7-9

Q:IMPROVE

T:

How important do you think it is for your (business/organization) to improve its telecommunications capacity - (is it) very important, somewhat important, not very important, or not at all important?

PROBE: Telecommunications issues have to do with computers, telephone, television, the Internet and the World Wide Web.

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.)

- 1 VERY IMPORTANT
- 2 SOMEWHAT IMPORTANT
- 3 NOT VERY IMPORTANT
- 4 NOT AT ALL IMPORTANT
- 5 IF VOLUNTEERED: OTHER

- 7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-5, 7-9

Q:COST

T:

Improving telecommunications capacity costs money, of course. For the right products, would you say that money at your (business/organization) is readily available, that money is tight but you could afford the right products, that money is very scarce and you probably could not afford the right products, or that no money at all is available?

PROBE: Telecommunications issues have to do with computers, telephone, television, the Internet and the World Wide Web.

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.)

1 MONEY READILY AVAILABLE 7 REFUSED
2 MONEY TIGHT BUT COULD AFFORD 8 DON'T KNOW
3 MONEY VERY SCARCE 9 NO ANSWER
4 NO MONEY AVAILABLE

I:

Key 1-4, 7-9

Q:COMPLRN

T:

Do you think the computer training opportunities in your area are excellent, good, fair or poor?

1 EXCELLENT
2 GOOD
3 FAIR
4 POOR
5 IF VOLUNTEERED: NO TRAINING OPPORTUNITIES IN AREA

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:

Key 1-5, 7-9

Q:EXPER

T:

I would like to end the survey by asking a few questions about you and your office. First, for how many years have you worked at this organization (in any capacity) (altogether)?

CODE ACTUAL NUMBER OF YEARS

45 45 OR MORE

97 REFUSED

98 DON'T KNOW

99 NO ANSWER

I:

num 1 99 2 0 20 10

IF (ans > 45)

if (ans < 97) reask

endif

Q:FIRM1

T:

Is your (business/organization) part of a nationwide organization?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2, 7-9

Q:FIRM2

T:

How many people work there (in your (business/organization)), half-time or more, including yourself (at this point in time)?

PROBE FROM LIST

1 0-4 EMPLOYEES

2 5-9 EMPLOYEES

3 10-19 EMPLOYEES

4 20-49 EMPLOYEES

5 50-99 EMPLOYEES

6 100-249 EMPLOYEES

7 250-499 EMPLOYEES

8 500-999 EMPLOYEES

9 1000 OR MORE EMPLOYEES

97 REFUSED

98 DON'T KNOW

99 NO ANSWER

I:

num 1 99 2 0 20 10
If (ANS > 9)
 If (ANS < 97) reask
EndIf

Q:INDUST1

T:
INDUST1
What kind of business or industry is your
(business/organization) in?

PROBE: What do you do or make there?
PROBE FROM LIST: Is that

- 1 BUSINESS -->SKIPTO ZIPCODE
- 2 GOVERNMENT - FEDERAL/STATE/LOCAL -->SKIPTO ZIPCODE
- 3 EDUCATION -->SKIPTO ZIPCODE
- 4 HEALTH CARE -->SKIPTO ZIPCODE
- 5 OTHER NONPROFIT ORGANIZATIONS
 THAT DON'T FIT IN ANY OF THE ABOVE CATEGORIES
 (E.G., SOCIAL SERVICES, UNITED WAY ORGANIZATIONS) -->SKIPTO ZIPCODE
- 6 OTHER/UNSURE HOW TO CODE

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:
key 1-9
if (ans <> 6) skipto ZIPCODE

Q:INDUST1A

T:
OTHER SPECIFY, OPEN-ENDED

TYPE EXACT RESPONSE BELOW

I:
opn 13 5 22 60 m n

Q:ZIPCODE

T:
What is your company's zip code (at your location)?

ENTER EXACT NUMBER, 977__

- 997 REFUSED
- 998 DON'T KNOW
- 999 NO ANSWER

I:
num 0 999 3 0 20 10

```
if (ans > 99)
  if (ans < 997) reask
endif
```

Q:GOODBYE

T:
That's the end of the survey! On behalf of Central Oregon
Telecommunications Task Force, I'd like to thank you for your
time and cooperation.

PRESS 1

I:
Key 1

Q:INTID

T:
PLEASE ENTER YOUR ID NUMBER

I:
num 1 500 3 0 20 10

CPL
DISPOS = 26
ENDQUEST
Q:NOQAL

T:
I'm sorry to have bothered you. We can only speak with
businesses located in Jefferson, Crook or Deschutes Counties.
Good-bye.

I:

Key
DISPOS = 22