

Community Digital Needs Survey

[Name of Nation] | [Lead office]

About this survey: please read first

We are asking households about internet service, devices, and computer skills so the Tribe can plan free help, classes, and better service. This survey is voluntary. You can skip any question or stop at any time. Please do not write your name. The Tribe owns your answers. They will be kept locked at [place], and only [roles] will see them. We will share only totals, such as "40 households want classes," never your answers on their own. Paper forms will be shredded by [date]. Questions? Call [name] at [phone].

☐ I have read this and agree to answer.

One survey per household, please. Any adult in the home can answer for the household. Large-print, read-aloud, and [language] versions are available at [place].

Part A. Internet at home

1. Which part of our community do you live in?

- ☐ [Area 1] ☐ [Area 2] ☐ [Area 3] ☐ Outlying or ranch road
☐ Off the reservation

2. Does your home have internet service, not counting data on a cell phone?

- ☐ Yes ☐ No ☐ Not sure

3. If yes, what kind of internet service is it? Check all that apply.

- ☐ Fiber or cable ☐ Fixed wireless (an antenna on the house)
☐ Satellite ☐ Phone line (DSL) ☐ Mobile hotspot ☐ Not sure

4. About how much does your household pay each month for home internet?

- ☐ Nothing ☐ Under \$25 ☐ \$25 to \$49 ☐ \$50 to \$74
☐ \$75 to \$99 ☐ \$100 or more ☐ Not sure

5. How well does your home internet work for what your household needs?

- ☐ Works well ☐ Works some of the time ☐ Hardly ever works
☐ We do not have it

6. If you do not have home internet, what are the reasons? Check all that apply.

- ☐ It costs too much ☐ No service where I live
☐ We use phone data instead ☐ Do not need it
☐ Worried about privacy or safety ☐ Do not know how to sign up
☐ Owe a past bill ☐ Other: _____

7. Does anyone in your household get Lifeline, a discount on phone or internet service?

- ☐ Yes ☐ No ☐ Never heard of it ☐ Not sure

Part B. Devices

8. Which of these work in your household right now? Check all that apply.

- ☐ Smartphone ☐ Basic cell phone ☐ Tablet ☐ Laptop
☐ Desktop computer ☐ None of these

9. Are there enough devices for everyone who needs one for school, work, or health care?

- ☐ Yes ☐ We share, and it is hard ☐ No

10. Does your cell phone plan run out of data before the end of the month?

☐ Often ☐ Sometimes ☐ Never ☐ No data plan

Part C. Who goes online

11. How many people live in your home?

Under 18: _____ 18 to 64: _____ 65 and older: _____

12. What does your household use the internet for? Check all that apply.

☐ School ☐ Work or job search ☐ Health care or telehealth
☐ Tribal services ☐ Banking or bills ☐ Family and friends
☐ News, culture, or language ☐ Shopping ☐ We do not use it

13. Is there anyone in your home who would like to go online but cannot?

If yes, who? ☐ Elder ☐ Adult ☐ Child or teen
☐ Person with a disability

☐ Yes ☐ No

Part D. Skills and confidence

14. How comfortable do you feel doing these things? Check one box in each row.

Task	Comfortable	A little	Not yet
Send and read email	☐	☐	☐
Join a video call	☐	☐	☐
Fill out a form online	☐	☐	☐
Spot a scam message or call	☐	☐	☐
Make a strong password	☐	☐	☐

Task	Comfortable	A little	Not yet
Use a health or telehealth app	☐	☐	☐

15. When you need help with a phone or computer, who do you usually ask? Check all that apply.

- ☐ Family ☐ Friends ☐ Library or tribal office ☐ A store
☐ No one ☐ Other: _____

Part E. Help and classes

16. Would you or someone in your household take a free class?

- ☐ Yes ☐ Maybe ☐ No

17. Which topics interest you? Check all that apply.

- ☐ Phone basics ☐ Computer basics ☐ Email ☐ Staying safe online
☐ Telehealth ☐ Job search ☐ School websites
☐ Tribal services online ☐ Language and culture resources
☐ Other: _____

18. What times and places work best for you?

- ☐ Weekday morning ☐ Weekday afternoon ☐ Weekday evening
☐ Weekend ☐ Senior center ☐ Library ☐ Tribal office ☐ School
☐ Home visit

19. What would make it easier to come? Check all that apply.

- ☐ Childcare ☐ A ride ☐ A meal ☐ Large print
☐ An interpreter or [language] speaker ☐ An accessible room
☐ Nothing, I can come

20. What help would your household like? Check all that apply.

- ☐ Signing up for low-cost internet or Lifeline ☐ Getting a device
- ☐ Fixing a device ☐ One-on-one help from a helper ☐ A class
- ☐ No help needed

Part F. About your household (optional)

21. Does your household include any of these? Check all that apply. You may skip this question.

- ☐ Elder (65 or older) ☐ Veteran ☐ Person with a disability
- ☐ Fluent speaker of our language ☐ Student
- ☐ Gets public or tribal assistance ☐ Prefer not to say

22. Is there anything else you want us to know about internet, devices, or getting help?

Thank you. Please return this survey to [place] by [date], or call [phone] to answer by phone. Your answers help shape free help and classes for our community.