**Connectivity Survey for Families**

**Introduction:** This connectivity survey is a tool created for LEAs to gather valuable data from families. The survey serves to quantify and qualify the connectivity gap, identify the specific students in need of broadband and/or devices, understand the current technologies in use, and to provide insights that help you develop both immediate and medium-term solutions. These sample questions can be used as-is, in addition to your own connectivity questions, or as an example while you create your own survey.

**Section 1: Student Information**

* Total number of students attending <insert district> in the home? *(dropdown)*
  + 0-10

*[If 0, terminate]*

* Home Address *(separate fields for street address, apartment number, zip code, etc.):*
* (Repeat information below for each child)
* Student Name: First, Middle, Last
* Student ID *(restrict to current # of digits; numbers only)*:
* Grade level *(dropdown)*: PK-12
* Attending School Name *(dropdown):*

**Section 2: Internet Service**

1. Which best describes your internet connectivity? *(button)*
   1. I access the internet at home through a fixed connection (e.g., DSL, fiber, cable, etc.), satellite, fixed wireless, or hotspot.
   2. I access the internet primarily through my phone.
   3. I access the internet in public spaces (e.g., library, businesses).
   4. I do not have internet connectivity.

*[If answered “a: I access the internet at home,” to Question 1, skip to question 5]*

1. What of the following best describes the reason you do not subscribe to internet service? Select the most important reason. *(button)*
   1. Service is not available (availability)
   2. Service is too expensive (affordability)
   3. Do not see a need for internet service (e.g., not relevant for my family’s needs, reliable internet outside of home, smartphone used to access the internet)
   4. Do not want internet service (e.g., data privacy concerns, don’t want kids to have too much screen time, don’t want kids exposed to bullying and/or online content, installation is inconvenient)
   5. Do not know how to subscribe to internet service (e.g., it is confusing, information is unavailable in appropriate language)
   6. Cannot subscribe to internet service (e.g., don’t have a social security number, don’t have bank account or access to credit, outstanding bills with the internet provider, move around too much)
   7. Other (please describe)

*[If answers “e. Do not know how to subscribe to internet service,” continue to question 3]*

1. What is the most confusing or difficult part of ~~subscribing to~~ internet service?
   1. Knowing how internet service works
   2. Selecting the best internet service plan for my family
   3. Knowing which carriers or internet service providers are preferable
   4. Installation
   5. Using the internet service in the home
   6. Troubleshooting service interruptions
2. Have you subscribed to at-home internet service in the past? *(button)*
   1. Yes
   2. No
3. Does the school district pay or subsidize your at-home internet connectivity? (e.g., school-provided hotspot or subsidized fixed internet connection).
   1. Yes, the school districts helps me connect to the internet at home.
   2. No, the school district does not help my student connect to the internet at home.
4. Where do you spend most of your time connecting to the internet? *(button)*
   1. Home
   2. Friend or family member’s home
   3. School
   4. Work
   5. Public library
   6. Public transit
   7. Church
   8. Community center
   9. Other (please list)

*[If answered b, c, or d to Question 1, skip to Question 13]*

1. What type of internet service is provided in your home? *(button)*
   1. Wired connection (Cable, Fiber, DSL, etc.)
   2. Satellite
   3. Wireless connection through a mobile device and mobile provider (Hotspot, LTE)
   4. An internet connection at location that is not in your home (e.g. wireless provided within apartment building)
   5. Other (please list)
   6. Not sure
2. OPTIONAL: What is the internet download speed in your home? If unsure, please see <https://www.speedtest.net/> to test the speed at your household. *(button)*
   1. 0 – 10 Mbps
   2. 11-25 Mbps
   3. 25-50 Mbps
   4. 50-100 Mbps
   5. 100+ Mbps
   6. Not sure
3. Which of the following activities do you perform in your home with ease? *(Yes/No)*
   1. Surf the web (e.g., check email, read the news)
   2. Browse social media
   3. Download pictures and videos
   4. Watch Netflix and use other streaming services
   5. Participate in live videoconferencing
   6. Play online, live video games (e.g., Fortnite, Call of Duty, League of Legends)
4. How many people in your household are typically using the internet at once?
   1. 1-2
   2. 3-4
   3. 5-6
   4. 7+
5. OPTIONAL: How much do you pay, per month, for your internet service?
   1. (fill in blank)

[Customize the list of ISPs below based upon those that serve your area]

1. OPTIONAL: Who is your current internet service provider (ISP) to your home? *(button)*
   1. AT&T
   2. Spectrum
   3. Frontier
   4. Cable One
   5. Grande Communications
   6. Suddenlink
   7. Viasat
   8. HughesNet
   9. Rise Broadband
   10. Nextlink
   11. Not sure
   12. Other (if other, please fill in your service provider)
2. Do you currently have a smart phone with a data plan? *(button)*
   1. Yes
   2. No

*[If answered no, skip to section 4 devices section and continue]*

1. Do you use your smart phone as a hotspot to provide Wi-Fi to other devices?
   1. Yes
   2. No

*[If answered “b. No,” to Question 13, skip to question 17]*

1. What amount of data does your cellular data plan provide per month? *(button)*
   1. 0- 5 GB
   2. 6-10 GB
   3. 10-20 GB
   4. 20+ GB
   5. Unlimited
   6. Not sure
   7. Other (if other, please fill in estimated amount)
2. OPTIONAL: Who is your current phone carrier? *(button)*
   1. AT&T
   2. Verizon
   3. T-Mobile
   4. Sprint
   5. Cricket
   6. Metro PCS
   7. Boost mobile
   8. Not sure
   9. Other (please list)

**Permission**

1. <INSERT DISTRICT NAME> is exploring partnerships with local Internet Service Providers and/or phone carriers to provide internet services for you through vouchers or other means. **Do we have permission to share basic demographic data (e.g., name, contact information, and address) with an Internet Service Provider (ISP) and/or phone carrier?** *(button)*
   1. Yes
   2. No

**Section 3: Devices**

1. Does your child have access to a learning device (defined as laptop, Chromebook, or tablet) at home? *(button)*
   1. Yes, student has a dedicated learning device to use at any time during the day.
   2. No, student shares a learning device.
   3. No, student does not have a learning device.
2. Please list how many of the following devices are active, functioning, and available for your child to use for learning? Include the devices received from <INSERT ISD NAME HERE>. Select all that apply. *(fill-in)*
   1. Desktop computer
   2. Laptop (e.g., MacBook)
   3. Chromebook
   4. Tablet (e.g., iPad, Kindle)
   5. Smartphone
   6. Other (please specify)
   7. No devices in the home
3. How many students in grades X and above do not have a dedicated device? *(dropdown)*
   1. 1-10
4. How many of the devices in your household are provided by the school district? *(dropdown)*
   1. 1-10