

**Q1: About how often do you use the internet or email?**

Almost constantly	50%
Several times every day	40%
About once a day	7%
Several times a week	2%
Once a week or less	1%
I do not use the internet	0%

**Q2: Do you have a device that connects to the internet, like a smartphone, tablet, laptop or desktop computer? [All that apply]**

Smartphone	91%
Tablet	55%
Laptop computer	79%
Desktop computer	47%
None of these	1%

**Q3: Do you subscribe to dial-up internet service at home, or do you subscribe to a high-speed broadband service such as DSL, cable, or fiber optic service or do you not have any access to internet at home?**

Dial-up internet	11%
High speed broadband	60%
No internet access	1%
Both dial-up and high-speed	19%
Access internet on mobile phone or tablet only	5%
Don't know	4%
Refused	1%

**Q4: Do you know if your broadband service is DSL, cable, fiber optic, or something else?**

DSL	21%
Cable	35%
Fiber Optic	39%
Something Else	1%
Don't know	5%
Refused	0%

**Q5: How would you rate your access to reliable, high-speed internet?**

My access to reliable, high-speed internet is excellent	45%
My access is adequate	38%
My access could be better	12%
My access is poor	2%
I have no access to reliable, high-speed internet	1%
Not sure / don't know	2%

**Q6: [If Q3=dial-up, none, or phone/tablet only]Here are some barriers to access to high-speed internet at home. How much of a barrier or problem are each of the following to you personally?**

**Q6a. Affordability / cost of the service**

Big problem/barrier	25%
Somewhat a problem/barrier	28%
Not really a problem/barrier	19%
Not a problem/barrier at all	28%

**Q6b. Computer and digital literacy / tech skills**

Big problem/barrier	21%
Somewhat a problem/barrier	25%
Not really a problem/barrier	24%
Not a problem/barrier at all	31%

**Q6c. Language barriers**

Big problem/barrier	17%
Somewhat a problem/barrier	24%
Not really a problem/barrier	23%
Not a problem/barrier at all	36%

**Q6d. High-speed is not available (no infrastructure for high-speed internet where I live)**

Big problem/barrier	20%
Somewhat a problem/barrier	24%
Not really a problem/barrier	24%
Not a problem/barrier at all	32%

**Q6e. No access to a device or not enough devices in my household**

Big problem/barrier	19%
Somewhat a problem/barrier	26%
Not really a problem/barrier	23%
Not a problem/barrier at all	31%

**Q7: [If any Q6a.-Q6e=somewhat or big problem] How much would the following programs and benefits help you to gain access to high-speed internet?**

**Q7a. Classes to gain computer literacy**

Would help a great deal	36%
Would help somewhat	53%
Would not help	11%

**Q7b. Asian language translations for websites**

Would help a great deal	43%
Would help somewhat	44%
Would not help	14%

**Q7c. Technical assistance in setting up and fixing devices**

Would help a great deal	45%
Would help somewhat	47%
Would not help	8%

**Q7d. Subsidized and/or discounted internet services**

Would help a great deal	52%
Would help somewhat	43%
Would not help	5%

**Q7e. Subsidized and/or discounted devices to use to connect to internet**

Would help a great deal	53%
Would help somewhat	39%
Would not help	8%

**Q7f. Infrastructure to make high speed internet service available**

Would help a great deal	49%
Would help somewhat	42%
Would not help	9%

**Q8: Have you heard of government programs like Lifeline and the Emergency Broadband Benefit that offer discounts for cellphone and broadband internet services for eligible households?**

Yes	53%
No	40%
Not sure / don't know	8%

**Q9: [If Q8=yes] Have you signed up for these benefits?**

Yes	65%
No	34%
Not sure / don't know	1%

**Q10: [If Q9=no] Which of these are key reasons why you have not signed up for these benefits?  
[All that apply]**

I am not eligible	30%
I don't know if I am eligible	36%
I have not had time to find out about it	26%
Broadband internet is still too expensive, even with	9%
I do not have access to the internet to sign up	6%
I am unable to complete the application without assistance	12%
Something else	2%

**Q11: [If Q8=no] Would you be interested in these benefits if your household were eligible?**

Yes	61%
No	25%
Not sure / don't know	14%

**Q12: What is the highest priority for you in terms of your internet access?**

Affordability of devices like smart phones, tablets, computers	19%
Access and affordability to reliable, high-speed broadband internet	37%
Access and affordability to even higher internet speeds	24%
Learning how to use new technologies, including apps and programs	15%
Don't know	4%
Refused	2%

**Q13: People value internet access for many different reasons. How important are each the following uses of the internet to you personally?**

**Q13a. Communicating with others via email, text, or other messaging services**

Absolutely critical	36%
Very important	40%
Somewhat important	15%
Not that important	3%
Not important at all	2%
Not sure / don't know	4%

**Q13b. Getting information, news, research about the world and current events**

Absolutely critical	26%
Very important	44%
Somewhat important	20%
Not that important	4%
Not important at all	3%
Not sure / don't know	4%

**Q13c. Shopping, selling, or researching products and services**

Absolutely critical	22%
Very important	43%
Somewhat important	22%
Not that important	6%
Not important at all	3%
Not sure / don't know	4%

**Q13d. Using video calling or online conferencing services like Zoom or Webex for work or school (and other work/school related uses)**

Absolutely critical	28%
Very important	38%
Somewhat important	20%
Not that important	7%
Not important at all	4%
Not sure / don't know	4%

**Q13e. Accessing economic opportunities like getting online job training, finding job postings and applications**

Absolutely critical	23%
Very important	39%
Somewhat important	21%
Not that important	7%
Not important at all	6%
Not sure / don't know	4%

**Q13f. Managing finances like banking, paying bills, making investments**

Absolutely critical	38%
Very important	36%
Somewhat important	15%
Not that important	3%
Not important at all	3%
Not sure / don't know	4%

**Q13g. Using online health (telehealth) services**

Absolutely critical	23%
Very important	37%
Somewhat important	24%
Not that important	8%
Not important at all	3%
Not sure / don't know	4%

**Q13h. Getting informed and involved on issues affecting my community**

Absolutely critical	19%
Very important	40%
Somewhat important	27%
Not that important	7%
Not important at all	3%
Not sure / don't know	4%

**Q13i. Finding and accessing information and services in Asian languages**

Absolutely critical	18%
Very important	33%
Somewhat important	24%
Not that important	12%
Not important at all	10%
Not sure / don't know	4%

**Q13j. Entertainment like online movies, music, other video/audio content**

Absolutely critical	23%
Very important	41%
Somewhat important	23%
Not that important	6%
Not important at all	3%
Not sure / don't know	4%

**Q14: Some people are very skilled at navigating and accessing things on the internet while others are less confident with the technology and terms involved. How about you? For each of the following, please tell us if you are very comfortable, pretty comfortable, not too confident, or not at all confident when using the internet:**

**Q14a. Communicating with others via email, text, or other messaging services**

Very confident	48%
Pretty confident	37%
Not too confident	8%
Not confident at all at all	2%
Not sure / don't know	4%

**Q14b. Getting information, news, research about the world and current events**

Very confident	40%
Pretty confident	44%
Not too confident	9%
Not confident at all at all	3%
Not sure / don't know	4%

**Q14c. Shopping, selling, or researching products and services**

Very confident	40%
Pretty confident	42%
Not too confident	11%
Not confident at all at all	3%
Not sure / don't know	5%

**Q14d. Using video calling or online conferencing services like Zoom or Webex for work or school (and other work/school related uses)**

Very confident	37%
Pretty confident	43%
Not too confident	12%
Not confident at all at all	3%
Not sure / don't know	5%

**Q14e. Accessing economic opportunities like getting online job training, finding job postings and applications**

Very confident	36%
Pretty confident	41%
Not too confident	14%
Not confident at all at all	4%
Not sure / don't know	6%

**Q14f. Managing finances like banking, paying bills, making investments**

Very confident	42%
Pretty confident	40%
Not too confident	9%
Not confident at all at all	3%
Not sure / don't know	5%

**Q14g. Using online health (telehealth) services**

Very confident	34%
Pretty confident	40%
Not too confident	16%
Not confident at all at all	4%
Not sure / don't know	6%

**Q14h. Getting informed and involved on issues affecting my community**

Very confident	34%
Pretty confident	45%
Not too confident	12%
Not confident at all at all	3%
Not sure / don't know	6%

**Q14i. Finding and accessing information and services in Asian languages**

Very confident	29%
Pretty confident	42%
Not too confident	17%
Not confident at all at all	6%
Not sure / don't know	7%

**Q14j. Entertainment like online movies, music, other video/audio content**

Very confident	41%
Pretty confident	41%
Not too confident	11%
Not confident at all at all	3%
Not sure / don't know	5%



**PARTICIPANT DEMOGRAPHICS**

**Age**

18 to 34	30%
35 to 49	27%
50 to 59	18%
60 years or above	26%

**Gender**

Male	49%
Female	51%
Non-binary	0%
None of these	0%

**Nativity**

United States	45%
Other country	55%

**Asian Origin**

Chinese, except Taiwanese	14%
Asian Indian	14%
Filipino	14%
Vietnamese	14%
Korean	14%
Southeast Asian (Hmong, Lao, Thai)	14%
Pacific Islander	14%

**Community type**

Rural	9%
Small town or small city	16%
Small suburb of smaller town or city	20%
Large suburb of a large city	29%
Large city or urban area	26%

**[If U.S. Born] Parent nativity**

Both born in the United States	28%
Both born outside the United States	52%
One born in the U.S., one born in another country	18%
Don't know	1%
Prefer not to say	1%

**[If foreign born] Years in the United States**

Less than 5 years	8%
5 to 10 years	20%
11 to 15 years	16%
16 to 20 years	13%
More than 20 years	41%

**Educational attainment**

Some school, no high school degree	2%
High school graduate or GED degree	12%
Some college / technical school	18%
Completed Associates' degree	13%
Completed college	39%
Some graduate or professional school	6%
Graduate or professional degree	10%

**English-speaking ability**

Speak English very well	64%
Speak English pretty well	33%
Speak just a little English	3%
Do not speak English at all	0%

**Current employment status [All that apply]**

Working full-time	51%
Working part-time	14%
Self-employed	5%
Unemployed	3%
Student	4%
Homemaker	6%
Retired	18%
Permanently disabled	1%
Other	0%

**Do you live alone, or do you live with a spouse, partner, friends, or family?**

Live alone	22%
Live with others	78%

**Household income**

Less than \$20,000	7%
\$20,000 to \$39,999	17%
\$40,000 to \$59,999	21%
\$60,000 to \$79,999	22%
\$80,000 to \$99,999	16%
\$100,000 to \$150,000	12%
More than \$150,000	6%