

HUB NAME:



Survey on the support you received to do more online

Please answer a few questions to help us understand your experience of the support you've received recently to do more online. Thank you for your help with this research.

About you

Q1. In what year were you born? (eg 1980)

Q2. What is your ethnic group or background? (please tick one option)

- ☐ Arab
 ☐ White
☐ Asian / Asian British
 ☐ Another ethnic group
☐ Black / African / Caribbean / Black British
 ☐ Prefer not to say
☐ Mixed / multiple ethnic groups

Q3. What is the first part of your postcode? (eg LA2 or SW14)

The support you received

Q4. What support have you received from this organisation to do more online?

(please tick all that apply)

- ☐ Received free SIM and / or data voucher
 - ☐ Received free personal device eg smartphone, tablet or laptop
 - ☐ Registered on or used Learn My Way
 - ☐ Used AI Gateway
 - ☐ Other support with using the internet

The impact of the support

Since receiving this support, do you **agree** or **disagree** with the following...
(tick one option per question)



Agree



Disagree



Not sure

Q5. ... I own or have regular access to a device (smartphone, tablet, laptop) that meets my needs			
Q6. ... I own or have regular access to a mobile and / or broadband connection that meets my needs			
Q7. ... I have the knowledge and skills to do most things I need to online			
Q8. ... I am confident to do most things I need to online			
Q9. ... If I needed help to do things online I would know how to get support			
Q10. ... I feel able to stay safe online			

Q11. Since receiving this support, which of the following applies to you? (Tick **one**)

☐ I go online as much as I want

☐ I go online but want to go online more

☐ I do not go online and don't want to go online

☐ I do not go online but want to go online

Any other feedback?