

Technology use survey

Answer for yourself, about the devices and internet you use now. You do not need to write your name.

Group or place

Date

For each statement, tick one box from 1 (strongly disagree) to 5 (strongly agree).

1 Which of these devices have you used in the past seven days? (tick all that apply)

☐ Smartphone ☐ Laptop ☐ Desktop ☐ Tablet ☐ Smartwatch ☐ Smart TV ☐ Smart speaker

2 Which device do you use most often to go online?

☐ Smartphone ☐ Laptop or desktop ☐ Tablet ☐ Smart TV or console ☐ I rarely go online

3 At home, do you go online with home broadband (cable, fiber, DSL or satellite), with your phone data, or both?

☐ Broadband ☐ Phone data only ☐ Both ☐ Neither

4 In the past six months, which of these have you done online? (tick all that apply)

☐ Email ☐ Messaging ☐ Video calls ☐ Banking ☐ Shopping ☐ Social media

☐ Government services

STATEMENT	STRONGLY DISAGREE					STRONGLY AGREE				
5 My internet connection is good enough for everything I need to do online.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
6 The cost of my internet service is manageable.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
7 I can set up a new app on my phone without help.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
8 I know where to get help when a device or app stops working.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
9 I can tell when an email, text or website is a scam.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
10 Technology makes my everyday life easier.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
11 What gets in the way most when you use technology?										
☐ Cost ☐ Slow internet ☐ Know-how ☐ Privacy worries ☐ Nothing much										

12 What is one thing you would like to do with technology that you cannot do yet?

Optional questions (1 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Home internet and devices

13 What kind of internet service do you have at home?

☐ Cable or fiber ☐ DSL ☐ Satellite ☐ Wireless or hotspot ☐ None ☐ Not sure

14 In the past six months, how often did your home internet cut out or slow right down?

☐ Never ☐ Once or twice ☐ About monthly ☐ Weekly ☐ Most days

15 In the past six months, did your home lose internet for a while because the bill was hard to pay?

☐ Yes ☐ No ☐ Prefer not to say

16 If nobody in your home has home internet, what are the reasons? (tick all that apply)

☐ Too expensive ☐ Not needed ☐ Not available here ☐ No suitable device ☐ Privacy or safety
☐ I go online elsewhere

17 How many working laptop or desktop computers are in your home?

☐ None ☐ One ☐ Two ☐ Three or more

18 Where else do you go online when you need to?

☐ Work ☐ School ☐ Library ☐ Cafe or store ☐ Nowhere else

Digital skills check

STATEMENT	NOT AT ALL CONFIDENT					EXTREMELY CONFIDENT				
19 How confident are you joining a video call?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
20 How confident are you filling in an online form?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
21 How confident are you setting who sees your posts?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
22 How confident are you installing device updates?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
23 How confident are you checking a website is genuine?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
24 How confident are you backing up photos and files?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
25 How confident are you paying bills online?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					

Thank you. Your answers are anonymous.

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Optional questions (2 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Learning and getting help

26 When you get a new device or app, how do you usually learn to use it?

- ☐ Work it out myself ☐ Ask family or friends ☐ Online videos ☐ A class ☐ Store or helpline

27 When something stops working, who do you turn to first?

- ☐ Family or friends ☐ An online search ☐ The store or maker ☐ IT at work or school ☐ No one

28 Would you come to a free session to build your tech skills?

- ☐ Yes, in person ☐ Yes, online ☐ Maybe ☐ No

29 Which of these would you most like help with? (tick all that apply)

- ☐ Video calls ☐ Staying safe ☐ AI tools ☐ Photos and files ☐ Online forms ☐ Spreadsheets

30 Think of the last time technology got in your way. What happened?

Buying and replacing devices

31 How long do you usually keep a phone before you replace it?

- ☐ Under 2 years ☐ 2 to 3 years ☐ 4 to 5 years ☐ Over 5 years

32 What usually makes you replace a phone or laptop?

- ☐ It breaks ☐ It gets slow ☐ Battery wears out ☐ New features ☐ A deal or trade-in

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Optional questions (3 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Buying and replacing devices (continued)

33 What matters most when you choose a new phone or laptop? (tick all that apply)

- ☐ Price ☐ Battery life ☐ Camera ☐ Brand ☐ Storage ☐ Repairs and support

34 What happened to your last phone when you replaced it?

- ☐ Still at home ☐ Given away ☐ Sold or traded in ☐ Recycled ☐ Thrown away

35 How likely are you to buy a refurbished device next time?

- ☐ Very likely ☐ Likely ☐ Not sure ☐ Unlikely ☐ Very unlikely

About you (optional)

36 How old are you?

- ☐ Under 18 ☐ 18 to 29 ☐ 30 to 49 ☐ 50 to 64 ☐ 65 or older

37 Which best describes where you live?

- ☐ City ☐ Suburb ☐ Small town ☐ Rural area

38 How many people live in your home, including you?

- ☐ 1 ☐ 2 ☐ 3 or 4 ☐ 5 or more

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