Southwest Michigan Broadband Assessment Survey

Berrien/Cass/Van Buren Counties
July 2013

Please print to complete. There is mail and fax information on the last page. Or, to take the survey online, please go to www.surveymonkey.com/s/SWMIBroadbandSurvey.

1. What is your first and last name? _____

2. What township, village, city, organization, or business do you work for?

    _____

3. In what County: (circle one)
- Berrien
- Cass
- Van Buren

Southwest Michigan Broadband Survey

Broadband Access

4. Does your county/township/village/city/organization or business currently have access to and use broadband (high speed internet) to support its operation? (circle one)
    - Yes
    - No

    Other (please specify)

5. Does your county/township/village/city/organization or business have its own website(s)? If so, please provide the internet address (URL): (circle one)
    - Yes
    - No

    www._____.___

6. Who is your current broadband provider? (ie. Comcast, AT&T, etc.)

Digital Literacy

7. Does your township/village/city/organization or business provide any kind of **education or training** on the use of **computers and/or the internet** that is available to people **outside** of your organization (non-employees)? If so, please provide any details you can (name of program, when and where offered, number of "students", costs, etc.). (circle one)
    - Yes
    - No

    Public Computer Facilities (please specify):

8. Are you aware of or do you use any such education or training provided by other organizations in your community? If so, please identify: (circle one)
    - Yes
    - No

    If so, please identify:

Public Computer Centers

9. Does your county/township/village/city/organization or business offer any **internet-connected computers** that are available for **general public use**? If so, please indicate how many computers, where they are located and what hours are they available during the week.(circle one)
    - Yes
    - No

    If so please indicate, location, hours, availability and please specify:

10. Are you aware of or do you use any such **publicly accessible, internet-connected computers** in your community provided by other organizations? (circle one)
    - Yes
    - No

    If so, please identify:

Support for Residents with Special Needs

11. Does your organization or business provide any kind of assistance to residents with special needs (low-income residents, minorities, tribes, seniors, disabled, children, etc.) that **help them acquire, develop skills and learn to use computers and/or the internet**? If so, please describe the type of assistance provided and the special needs groups involved. (circle one)
    - Yes
    - No

    Special Needs Programs for Technology (please specify):

12. Are you aware of other organizations that support broadband access for residents with special needs in your community? (circle one)
    - Yes
    - No

    If so, please identify:

Economic Development use of broadband

13.   What internet-based services or applications exist in your community that you or your organization use related to **Economic Development** concerns (tourism, chamber of commerce, economic development alliance, downtown development authority, small business support organizations, etc.)? Please identify the application(s) and the website(s) to access it, if known.

Examples might be a website for local tourist attractions, online job search, small business support webinars, online directory of broadband hotspots or wireless connectivity, Main Street or downtown area business directory, chamber of commerce online schedule of events, business social media sites, etc.

14.   Does your county/township/village/city/organization or business provide any kind of communication (newsletters, articles, seminars, etc.) that **promotes the value and use of the internet** for the benefit of businesses or residents in your community? If so, please describe the type of communication, how often it is used and to whom within your community it is distributed. (circle one)
- Yes
- No

Broadband Awareness Tool (please specify):

15.   Are you aware of any other such **"broadband awareness"** communications provided by other organizations in your community? (circle one)
- Yes
- No

If so, please identify:

Education use of broadband

16. What internet-based services or applications exist in your community that you or your organization use related to **Education** (K-12 schools, colleges, libraries, specialized education, etc.)? Please identify the application(s) and the website(s) to access it, if known.

    Examples might be accessing student grades and records, taking online GED classes, participating in skills development webinars, online digital literacy programs, online library card catalogs, college search tools, etc.).

Government use of broadband

17. What internet-based services or applications exist in your community that you or your organization use related to **Government** (local government authorities, public safety, emergency services, environment, etc.)? Please identify the application(s) and the website(s) to access it, if known.

    Examples might be accessing local tax records online, online applications for permits, online access to zoning and other ordinances, demographic records, property assessments, online newsletters/meeting minutes, other online services and applications, etc.

Healthcare use of broadband

18. What internet-based services or applications exist in your community that you or your organization use related to **Healthcare** concerns (hospitals, doctor/dentist offices, medical centers, nursing homes, assisted living facilities, pharmacies, etc.)? Please identify the application(s) and the website(s) to access it, if known.

   Examples might be appointment scheduling, accessing medical records, online maps/directions, accessing emergency services, online patient monitoring, online directory of healthcare providers, etc.

Thank you for taking the time to complete this survey!

For more information on this project, visit us at
www.swmpc.org/broadband.asp

Have a great day!

Please print this and mail the completed survey to:
Southwest Michigan Planning Commission
185 East Main Street. Suite 701
Benton Harbor, MI 49022

Or fax it to: 269-925-0288