

# RURAL CRAWFORD COUNTY INTERNET/BROADBAND SURVEY

**\*\*Please return by March 15, 2019 \*\***

Fill the “bubble” that corresponds to your selection with blue or black ink.

Like this: ● Not like this: (✓) (X) (✓)

The Federal Communications Commission (FCC) defines high-speed broadband Internet as a connection with a minimum download of 25 Mbps and 3 Mbps upload. The service we will ask you about will offer download at 25 Mbps and upload at 25 Mbps. If you have an Internet connection, please check your upload and download speed at: [www.speedtest.net](http://www.speedtest.net).

## 1. Currently in rural Crawford County:

Yes	No	Don't Know	N/A
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- |   |                       |                       |                       |                       |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| a) Do you subscribe to Internet service at your home, farm, or business?  | <input type="radio"/> | <input type="radio"/> |                       |                       |
| b) Is high-speed broadband Internet (at least 25 Mbps download/25 Mbps upload) available at your home, farm, or business? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| c) If high-speed broadband Internet (at least 25 Mbps download/25 Mbps upload) is available, do you subscribe to it?      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

## 2. If you do not subscribe to Internet service, why not? (• Mark all that apply)

- |   |   |   |
|---|---|---|
| <input type="radio"/> Not applicable          | <input type="radio"/> Service is too slow     | <input type="radio"/> Not available at my residence |
| <input type="radio"/> Would not use           | <input type="radio"/> Service is inconsistent | <input type="radio"/> Service is too expensive      |
| <input type="radio"/> Use in another location | <input type="radio"/> Other, specify: _____   |   |

## 3. Would you join a cooperative Internet service provider and subscribe to a reliable, high-speed broadband Internet service delivering a minimum of 25 Mbps download/25 Mbps upload for about \$49.95 per month if it was available at your Crawford Co. residence, farm, or business?

Yes	No
<input type="radio"/>	<input type="radio"/>

## 4. In terms of services from your high-speed broadband Internet provider, how important, to you, are the following:

	Very Important	Important	Slightly Important	Not at All Important
a) Email?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Phone service: Voice Over Internet Protocol (VOIP)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Internet technical support?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Assistance with an on-line business (e.g. website creation)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 5. How important is access to high-speed broadband Internet service (at least 25 Mbps download and 25 Mbps upload) to you in terms of:

	Very Important	Important	Slightly Important	Not at All Important
a) Working from home/telecommuting?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Starting, moving or growing a home-based business?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Accessing educational resources (K-12, post-secondary, continuing education, etc.)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Accessing on-line adult education/technical training?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Accessing medical information/services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) Improving the management of my farm/business (access market info, work w/lenders, file taxes, etc.)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g) Accessing entertainment (TV, movies, sports, etc.)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h) Accessing financial information (e.g. banking)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i) Maintaining contact with family and friends?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**If you currently subscribe to Internet service at your rural Crawford County residence, farm, or business please CONTINUE to the next question in the survey. If not, please GO TO Question 12. Thank you.**

**6. How is your home Internet service delivered to your home? (• Mark all that apply)**

Don't Know	DSL	Cell Service	Cable	Fiber Optic	Satellite	Dial-up	Fixed Wireless
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**7. What is your monthly cost for your current Internet service (if part of a bundle, please indicate total cost of the bundle)?**

\$40 or less	\$41 to \$70	\$71 to \$100	\$101 to \$200	\$201 or more	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**8. What services are included in the monthly cost noted in the previous question? (• Mark all that apply)**

Internet	Cable/Satellite TV	Landline Phone	Mobile Phone	Leased Equipment	Other (specify):
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**9. How satisfied are you with your current Internet service?**

Very Dissatisfied	Dissatisfied	No Opinion /NA	Satisfied	Very Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**10. If you are dissatisfied or very dissatisfied with your Internet service, why? (• Mark all that apply)**

<input type="radio"/> Not applicable	<input type="radio"/> Service is inconsistent	<input type="radio"/> Service is too expensive	<input type="radio"/> Other (specify):
<input type="radio"/> Service is too slow	<input type="radio"/> Poor customer service	<input type="radio"/> Data caps too low	

**11. Who is your current Internet service provider at your rural Crawford County residence, farm, or business? (• Mark all that apply)**

Not applicable	Century Link	US Cellular	Verizon	Hughes Net	Viasat	WI-Connect	Excede	Cable Provider	Other (specify):
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**12. As you think about rural Crawford County, how important do you think access to high-speed broadband Internet service (at least 25 Mbps download and 25 Mbps upload) is with respect to:**

	Very Important	Important	Slightly Important	Not at All Important
a) Retaining our kids after they graduate from high school?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Retaining/Expanding existing businesses?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Attracting new businesses?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Attracting new families to live here?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Attracting young adults (18 – 35 years old) to move here?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) Allowing seniors to remain independent in their homes?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g) Overall quality of life in Crawford County?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**13. With respect to children in your family, would the availability of high-speed Internet increase the likelihood of them staying in or returning to Crawford County after high school/college graduation? (Check all that apply, if you have more than 1 current/former high school/college student)**

	Significant Increase	Slight Increase	No Increase	Not Applicable
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you are already a full-time Crawford County resident, go to question 15.If you are not currently a full-time Crawford County resident, please answer question 14a – 14c.

**14. As a non-full-time resident of Crawford County, if you had Internet access with at least 25 Mbps download/25 Mbps upload at your property here:**

	Yes	Maybe	No
a. Would you spend more days/year at your Crawford County property with friends/family?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
a. 1. If "Yes" or "Maybe" about how many more days/year? _____ days			
b. Would you consider moving to Crawford County on a full-time basis?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Would you consider relocating an existing business, or starting a business, here?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### **INFORMED CONSENT**

**15. In order to identify areas that are underserved, we would like to use your address to create maps as part of a broadband expansion grant application. Do we have your permission to use your data in this way? Also, are you interested in receiving information from 3C Cooperative?**

Yes, mapping <input type="radio"/>	No, mapping <input type="radio"/>	Yes, info on 3C Co-op <input type="radio"/>	No, info on 3C Co-op <input type="radio"/>
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### **DEMOGRAPHICS (for statistical purposes only)**

**16. What is your gender?**

Male <input type="radio"/>	Female <input type="radio"/>	Other <input type="radio"/>
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**17. What is your age?**

18-24 <input type="radio"/>	25-34 <input type="radio"/>	35-44 <input type="radio"/>	45-54 <input type="radio"/>	55-64 <input type="radio"/>	65 and older <input type="radio"/>
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**18. In your household, how many are:**

	0	1	2	3	4+
Under 18 years of age	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18 – 34 years of age	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35 – 64 years of age	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
65 or older	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**19. What is the highest level of education you have completed?**

No High School or GED <input type="radio"/>	High School or GED <input type="radio"/>	Some Tech or College <input type="radio"/>	2-Yr/ Associate Degree <input type="radio"/>	Bachelor's Degree <input type="radio"/>	Professional or Graduate Degree <input type="radio"/>
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**20. What is your household's annual income range?**

Prefer not to say <input type="radio"/>	Less than \$15,000 <input type="radio"/>	\$15,000 - \$24,999 <input type="radio"/>	\$25,000 – \$49,999 <input type="radio"/>	\$50,000 – \$74,999 <input type="radio"/>	\$75,000 – \$99,999 <input type="radio"/>	\$100,000+ <input type="radio"/>
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**21. Please use the space below to add any comments about broadband Internet service in rural Crawford County.**

**Thank you! Please return your completed survey in the postage-paid envelope provided by March 15, 2019 to:  
Survey Research Center, 124 Regional Development Institute  
University of Wisconsin – River Falls  
410 S. 3rd St.  
River Falls, WI 54022-9989**