Statewide Illinois Broadband Research (SIBR) and UC2B Anchors and Archives work: Sampling and questions asked

This is a brief update on the broadband research underway in the CI Lab, supervised by Kate Williams and Abdul Alkalimat. The Ford Foundation is funding the Statewide Illinois Broadband Research as well as similar work at the University of Michigan. The Community Informatics Initiative is funding the UC2B Anchors and Archives as part of a larger UC2B Evaluation managed by Jon Gant and funded by CII, Partnership for a Connected Illinois, and UC2B itself.
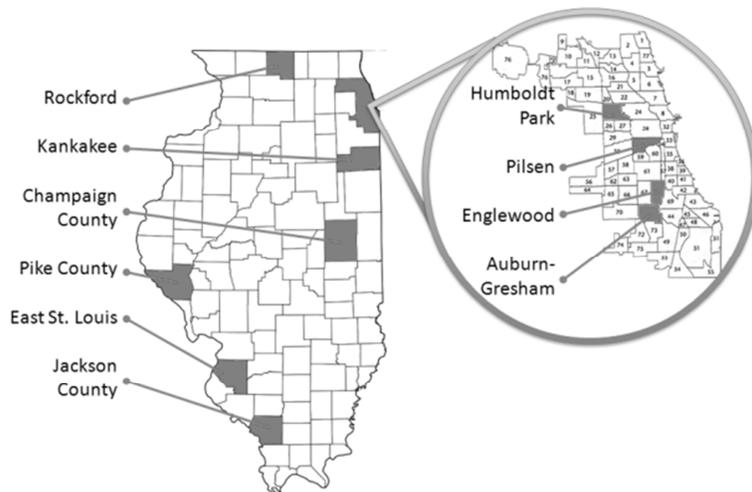
Questions asked

The overarching question we're asking is **what difference will broadband make**. Our approach to this, since broadband is just beginning to arrive in Illinois, is to ask **how local communities are using technology now and how they may use broadband**. We are collecting documents at all levels – international, national, state, and local, and our main data collection method is interview/questionnaire/internet speed measurement. The data collection tools are attached. The archives work is not treated in detail here, but collecting and organizing documents from and about UC2B is underway.

Sampling

SIBR is a project to study ten places in Illinois. The sampling rationale has two dimensions, the selection of places and the selection of people to interview. With regard to place:

- Each place has an active BTOP project
- Six downstate: two south, two central, two north; three with larger towns and three without
- Four in Chicago: predominantly Mexican-American, Puerto Rican, and two African American.

With regard to people, we identified 15 local institutions where we interview the director or the IT director. These are selected to be consistent across all the places and represent local government (2), large anchor social institutions (4), media (2), small anchor social institutions (3), ISP, business, the BTOP project, and the UI extension officer.

1. County	6. Community college	11. Community organization
2. City	7. Newspaper	12. Internet provider
3. Hospital	8. Community media	13. Chamber of Commerce
4. Public library	9. Church	14. Broadband project
5. School district	10. Labor union	15. University extension

Thus far we have completed 101 interviews, or 71% of our sample.

UC2B Anchors is a project to study the anchor social institutions in the locale of the UC2B project. Our sample is the population of these institutions that UC2B itself has identified:

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 293    distinct facilities
-161    secondary facilities of a multisite institution
 -11    facilities that are a private business or UIUC
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 121    distinct institutions
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Outreach and interviews are underway. Fifty have agreed to participate and data has been collection from 30 so far. Five have declined to participate. Outreach is underway with the remaining 66. The table at right shows the sector breakdown of the 121 organizations.

Attachments:
1. SIBR consent form
2. SIBR interview protocol with community institutions (includes speed test)
3. SIBR interview protocol with broadband projects (includes speed test)
4. SIBR questionnaire
5. UC2B Anchors consent form
6. UC2B Anchors interview protocol (includes speed test)
7. UC2B Anchors questionnaire

Social service organizations		38	31%
Senior serving	12		
Youth serving	6		
Other	20		
Religious organizations		33	27%
Government		31	26%
Cities or townships	9		
Fire	5		
Federal agencies	4		
Police	3		
Parks	2		
Mass transit	1		
Airport	1		
Emergency	1		
Health	1		
Housing	1		
Sanitation	1		
State agencies	1		
Unemployment	1		
Medical		7	6%
Private schools		5	4%
Libraries		4	3%
Public school systems		2	2%
Higher Education		1	1%
TOTAL		121	100%

1. SIBR consent form

In accord with federal rules about informed consent, this document explains what research we're doing, informs you of your rights, and asks for your voluntary consent to participate. You must be 18 or older to participate.

We are studying broadband in Illinois, specifically the current rollout of high speed internet in areas such as yours. We want to know how it's working and what difference it may be making locally. The research is led by Drs. Kate Williams and Abdul Alkalimat of the University of Illinois at Urbana Champaign Graduate School of Library and Information Science, with funding from Ford Foundation.

If you agree to participate in this research, you are helping to create a better understanding of how the United States is entering the digital age, at the community level. This document is to ask if I can interview you, audio record the interview, and give you a short paper survey afterwards. The expected time is 40-60 minutes.

The materials from this research will be used for a report to the funder, journal articles, and conference presentations. Your identity, participation, and answers will all be kept confidential, safeguarding your privacy. They will be shared only within the research team. Any information that is obtained in connection with this research that can be identified with you or any individual will remain confidential. The only document that will be retained with your name on it will be the signed consent form, and that will be part of the data kept confidential by the researchers.

No risks to this research are foreseen beyond those of daily life. Benefits of the research include the chance to share your knowledge and experience and contribute to scientific knowledge on the subject. At any point, you may choose not to answer any questions from the researcher. You also may discontinue participation in the research at any time without prejudice. The decision to participate, decline, or withdraw from participation will have no effect on your or anyone's future relations with the University of Illinois.

If you have any questions regarding the research, please ask. You can email or call the lead researchers collect at any time (katewill@illinois.edu or 217-244-9128). If you desire additional information about your rights as a participant, please feel free to contact the University of Illinois at Urbana Champaign's Institutional Review Board office at 217-333-2670 (collect calls accepted) or irb@illinois.edu. A copy of this document will be given to you.

☐ I understand the above and voluntarily agree to participate in this research.

☐ I consent to the audio recording of the interview.

Signature: _____

Printed name: _____

Date: _____

Name/email of field researcher: _____

2. SIBR interview protocol for community institutions including internet speed test

Date and start time of interview _____

Before we start, I'm going to pass you a consent form. University researchers always explain what they are doing and ask the consent of study participants.

- We're studying federal broadband projects in ten areas of Illinois, and what are the outcomes.
- The questions today aren't personal or invasive, but you can decline to answer any of them, and you can end the interview anytime if you choose.
- We'll keep your identity known only to the research team; our writeups will include only summary information or we will change details of the data to protect your identity.
- With your permission, we'll record this interview, and the recording will be kept secure as part of the research data, not shared outside the research team.
- We'd like to send you information about the broadband projects as we gather it, and then come back and talk with you again in a year or so. We'll ask you again then for your consent.
- This is all normal and as required for university research.

I'm going to give you a few minutes to read and consider it, and hopefully agree to participate. [Give them a form, wait quietly for them to look it over, hopefully check all three boxes and sign it. Then take the form back.]

Here's a blank copy of the form and my business card so that you have a record of this and can get in touch with us if you want.

[Having their permission, start the recording, and be sure it is working and getting power!!!]

These questions are mostly about the area's history and current experience with the internet and information technology generally – the local area, this organization, and yourself as an individual.

Local area

1. How has this community related to the information revolution or the digital revolution. Any particular events or milestones or projects in the last?
2. Tell me about when this local area – either your town or the whole county – got on the internet, and how its technology use has evolved since then.
3. If you remember, what year did all this happen? [ask for every key event mentioned, to help make a timeline]
4. Is there any fast internet here, internet hookup besides dialup? Who provides it?
5. Who are the top five IT leaders around here? [get name, organization, contact information if possible]
6. Do you think this community is digitally divided—some people use IT more than others? Does that divide go by geography? By type of person? How does it line up?

7. Would people in this area want to use high speed internet?
8. What role do you see the local library playing with this?
9. Any digital resources about the area that we might not know about?

Organization

10. Tell me about when your organization got on the internet and how your technology use has evolved since then.
11. If you remember, what year did all this happen? [ask for every key event mentioned, to help make a timeline]
12. Has there been any training for staff? What kind? How did that go?
13. Who provides your tech support? [name, organization, contact information]
14. What are the important things you do with it, now that you have internet?
15. What plans do you have in place for technology resources and uses in the future?
16. What would your organization like to do if it could (for instance, if it had better connectivity)?

Individual

17. Tell me about the first time you used information technology.
18. Tell me about when you got on the internet, how has your own technology use evolved over time.
19. If you remember, what year did all this happen? [ask for every key event mentioned, to help make a timeline]
20. Did you get any formal training? What kind? How did that go?
21. What are the important things you do with IT?
22. What would you like to do if you could (for instance, if you had better

connectivity)?

BTOP

23. What do you know about <BTOP project in this area>?
24. Is there anyone connected to it that you know by name? (get name, organization, contact information)
25. Have you read about it or been to any meetings that talked about it? Where?
26. Does your organization have any formal relationship to <the project>?

Additional questions for interviewees familiar with broadband projects

27. It hasn't been well known, but there have been various ways to participate in <BTOP, BIP, federal broadband projects, their local project> at the national, state and local level. So for instance, did you send in comments electronically? (If yes, ask what they had to say)
28. Just to expand on my earlier question, did you attend <u>any</u> kinds of meetings that talked about it, either online or in person? (If yes, ask what meetings)

29. Was your organization a partner on any proposals, even that weren't funded? If so, which proposals?
30. Is your organization a partner on the current project?
31. What organization, which individuals, are driving the local project?
32. How is the local project going to impact your organization's IT use as far as cost, speeds, and other aspects?
33. How is the local project going to impact your personal IT use as far as cost, speeds, and other aspects?
34. How is the local project going to impact the general community's IT use as far as cost, speeds, and other aspects?
35. What do you see that's going good with the local BTOP (BIP) project?
36. Any improvements you'd like to see?
37. Will the project end the digital divide in this community?
38. What do you think it will take to end the digital divide in this community?

OK, that's it for questions. Thanks a lot. To finish I'd just like to test the internet speed on a computer here, yours or some other, and give you a 5 minute survey.

Note down speed test results at two places:

Speedmatters.org   down _____ up _____

Speedtest.net   down _____ up _____

[work that out, give them time to do the survey, and if they are pressed then say you could stop back to pick it up]

3. SIBR interview protocol for BTOP projects including internet speed test

Date and start time of interview _____

Before we start, I'm going to pass you a consent form. University researchers always explain what they are doing and ask the consent of study participants.

- We're studying federal broadband projects in ten areas of Illinois, and what are the outcomes.
- The questions today aren't personal or invasive, but you can decline to answer any of them, and you can end the interview anytime if you choose.
- We'll keep your identity known only to the research team; our writeups will include only summary information or we will change details of the data to protect your identity.
- With your permission, we'll record this interview, and the recording will be kept secure as part of the research data, not shared outside the research team.
- We'd like to send you information about the broadband projects as we gather it, and then come back and talk with you again in a year or so. We'll ask you again then for your consent.
- This is all normal and as required for university research.

I'm going to give you a few minutes to read and consider it, and hopefully agree to participate. [Give them a form, wait quietly for them to look it over, hopefully check all three boxes and sign it. Then take the form back.]

Here's a blank copy of the form and my business card so that you have a record of this and can get in touch with us if you want.

[Having their permission, start the recording, and be sure it is working and getting power!!!]

These questions are mostly about the area's history and current experience with the internet, the broadband stimulus, information technology generally – the local area, this organization, and you as an individual.

Local area

1. How has this community related to the information revolution or the digital revolution. Any particular events or milestones or projects in the last?
2. Tell me about when this local area – either your town or the whole county – got on the internet, and how its technology use has evolved since then.
3. If you remember, what year did all this happen? [ask for every key event mentioned, to help make a timeline]
4. Is there any fast internet here, internet hookup besides dialup? Who provides it?
5. Who are the top five IT leaders around here? [get name, organization, contact information if possible]

6. Do you think this community is digitally divided—some people use IT more than others? Does that divide go by geography? By type of person? How does it line up?
7. Would people in this area want to use high speed internet?
8. What role do you see the local library playing with this?
9. Any digital resources about the area that we might not know about?

Organization

10. Tell me about when your organization got on the internet and how your technology use has evolved since then.
11. If you remember, what year did all this happen? [ask for every key event mentioned, to help make a timeline]
12. Has there been any training for staff? What kind? How did that go?
13. Who provides your tech support? [name, organization, contact information]
14. What are the important things you do with it, now that you have internet?
15. What plans do you have in place for technology resources and uses in the future?
16. What would your organization like to do if it could (for instance, if it had better connectivity)?

Individual

17. Tell me about the first time you used information technology.
18. Tell me about when you got on the internet, how has your own technology use evolved over time.
19. If you remember, what year did all this happen? [ask for every key event mentioned, to help make a timeline]
20. Did you get any formal training? What kind? How did that go?
21. What are the important things you do with IT?
22. What would you like to do if you could (for instance, if you had better connectivity)?

BTOP

23. How did <BTOP project in this area> get started?
24. Who were the people who got it started?
25. Who does the project relate to formally or informally in order to carry out the project? (names, organizations, contact information)
26. Are there any regular meetings of the project? Are any of them public? Where and when are the public meetings held? Any public communications on radio, tv, in print?
27. Of course there are stated goals in your public documents, but in your own words, what do you hope it achieves? Why is that important? How will you know whether it's done that?

OK, that's it for questions. Thanks a lot. To finish I'd just like to test the internet speed on a computer here, yours or some other, and give you a 5 minute survey.

Note down speed test results at two places:

Speedmatters.org down   _____ up _____

Speedtest.net down   _____ up _____

[work that out, give them time to do the survey, and if they are pressed then say you could stop back to pick it up]

4. SIBR questionnaire

Do you consider yourself a "netizen" (someone who uses the internet as part of their life)?   Y   N

If not, would you like to be one?   Y   N

In the past week, what did three to five things did you use a computer/the internet/digital tools for? Mention some more basic and some more unusual.

1   2   3

4   5

Check anything that you do:

talk on a cellphone .... ☐	read an online bulletin board .... ☐
text on a cellphone .... ☐	belong to an electronic discussion list.................. ☐
send/receive email on a cellphone .... ☐	post to a discussion list or bulletin board............ ☐
browse the web on a cellphone .... ☐	host or edit a discussion list or bulletin board ..... ☐
create documents on a computer .... ☐	post information on the Web in some other way, blogging for instance .... ☐
use a spreadsheet .... ☐	
use bookkeeping software .... ☐	use Wikipedia .... ☐
send/receive e-mail as part of a group activity.... ☐	add to or change a Wikipedia entry .... ☐
take digital photos .... ☐	talk over the Internet as you would on a telephone (like Skype) .... ☐
record digital audio .... ☐	
record digital video... ☐	use Linux or any open-source software................ ☐
share photos, audio or video or that you have made .... ☐	write a program .... ☐
	use online chat.. ☐
look for information on the Web .... ☐	use instant messaging .... ☐
use social network sites....................................... ☐	use wireless to connect to the Internet .... ☐
create or maintain web pages............................. ☐	

Circle any of the places you've used a computer in the last few months:

My own home	Public library computer	Wireless spots (which)?
A friend's home	Cybercafé computer	_____
A relative's home	Community computer lab	Anywhere else (where)?
My workplace		_____

If you get IT help from other people, think of three of them and describe them according to the questions below.

Helpers initials   1_____   2_____   3_____

Is he/she FAmily,
FRiend, Workmate,
or Acquaintance: FA   FR   W   A   FA   FR   W   A   FA   FR   W   A

Do you see each other Daily,
Weekly, Monthly, or
Less than monthly?   D   W   M   L   D   W   M   L   D   W   M   L

Do they help you as part of their Job,
or Voluntarily?   J   V   J   V   J   V

What is your occupation? _____

Are you male or female?   Male   Female

How old are you?   20-29   30-39   40-49   50-59   60-69   70-plus
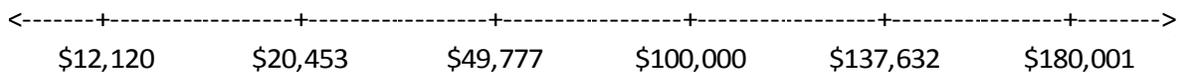
Do you have children at home?   Yes   No

What is your ethnicity? _____

How far did you go in school? (highest degree) _____

What field(s) did you study? _____

What schools did you graduate from (high school/town and all after)? _____

_____

Mark roughly where your household income sits on this range of US household incomes (not to scale):

        <-------+-----------------+----------------+-----------------+-----------------+----------------+-------->
          $12,120 $20,453 $49,777 $100,000 $137,632 $180,001

Are you originally from the local area, elsewhere in Illinois, or where? _____

_____

                                                                                                          Thank you!

5. UC2B Anchors consent form

In accord with rules about informed consent, this document explains what research we're doing, informs you of your rights, and asks for your voluntary consent to participate.

We are studying broadband in Champaign, Urbana and Savoy, specifically the current rollout of high speed internet. We want to know what difference it will make. Part of that is understanding the local "anchor social institutions" like yours, especially your use of technology. The research is led by Drs. Kate Williams and Abdul Alkalimat of the University of Illinois at Urbana Champaign Graduate School of Library and Information Science.

By participating in this research, you are helping to create a better understanding of how this town and the nation are entering the digital age, at the community level. This document is to ask if I can interview you, audio record the interview with your permission, give you a short survey afterwards, measure local internet speed and then later show my draft report to your director for his or her corrections/additions.

The materials from this research will be used for research presentation/publication. Your identity, participation, and answers will all be kept confidential by the research team, safeguarding your privacy. Any information that is obtained in connection with this research that can be identified with you or any individual will remain confidential. The only document that will be retained with your name on it will be the signed consent form, and that will be part of the data kept confidential by the researchers.

No risks to this research are foreseen beyond those of daily life. Benefits of the research include the chance to share your knowledge and experience and contribute to knowledge on the subject. At any point, you may choose not to answer any questions from the researcher. You also may discontinue participation in the research at any time without prejudice. The decision to participate, decline, or withdraw from participation will have no effect on your or anyone's grades at, status at, or future relations with the University of Illinois.

If you have any questions regarding the research, please ask. You can email or call the lead researchers collect at any time (katewill@illinois.edu or 217-244-9128). If you have any questions about your rights as a participant in this study or any concerns or complaints, please contact the University of Illinois Institutional Review Board at 217-333-2670 (collect calls will be accepted if you identify yourself as a research participant) or via email at irb@illinois.edu. A copy of this document will be given to you.

☐ I understand the above and voluntarily agree to participate in this research.

☐ I consent to the audio recording of the interview.

Signature: _____

Printed name: _____

Email: _____

Date: _____

Name/email of field researcher: _____

6.UC2B Anchors interview protocol including internet speed test

Remember in your various conversations with the institution to explain all parts of your field work with them:

1. To read annual reports and any other publications they can share. This can be done in their office; you won't need to take anything away.
2. To take a few photos: of your typical computing facilities for staff and, if any, for the public, and some photo that captures the unique work they do.
3. To ask questions (about half an hour of your time) and get recommendation for two others to interview as well, an IT person and an involved board member or volunteer. To measure internet speed.
4. To share their draft report with the director for corrections and additions.

And keep in mind and share when useful the research question and subquestions:
What difference will big broadband make in this town?"
What are the local non-profit and public institutions doing and planning to do?
What role does information technology play in that—past, present, projected, and possible?
Who is leading these institutions and what are their technology uses and interests?

Thank you for your time. This should take about 20-30 minutes. I have questions to talk over with you, a one page questionnaire, and a speed test to do on a nearby computer. First, this is a consent form explaining the study as in the letter we sent and letting you know your rights as a participant. The most important right is that although our questions are not high risk in any way, you don't have to answer every question and you can stop our conversation at any time. Also, I will share my draft write up with you for your corrections and additions before it's final.

[Give them time to read and sign. Give them a second copy to keep.]

[Explain about the photos and the annual report/document review, you may have already done this.]

My class is part of a study of UC2B, Big Broadband, and what difference it may make. I'm helping creating a portrait of the local area's nonprofit and public institutions and their leaders, focusing on information technology. This covers what you do and how you use technology, past, present, and projected. So, thanks.

1. What are the main general issues <site> is facing now – opportunities and challenges?

2. What are the main technology issues <site> is facing now – opportunities and challenges?

   [2a. For IT person: can you describe to me all the technology resources you have now? Let them know what you have in mind: number of desktops and laptops, software, other digital equipment, staff, budget, information systems in use, and other online or electronic resources, even any organizational entries on social network sites. Include the telephone system, online or paper forms, and any databases or data management systems for managing their patron/client contact, committee minutes or other work processes.]

3. What year did you start with <site> and how did <site> use information technology then?

4. How has this changed over time? Any key events or turning points? When were those?

5. How does <site> use information technology now?

6. What plans does <site> have for future technology uses, if any?

7. What have you heard so far about UC2B, the local big broadband project?

8. How many staff do you have and what or who is your tech support for them? (number of staff, number of tech support, in house or not, job titles)

9. Describe the digital skills of <site's> staff.

10. Describe the digital skills of <site's> clients/patrons.

Could you point me to who in your organization is the most involved with technology and who is the most involved board member or key volunteer. [Write down names/contact information]

OK, last things. This is our one page survey [hand to them]. And can I check your internet speed while you do it?

Speedmatters.org   down _____ up _____

Speedtest.net   down _____ up _____

[work that out, give them time to do the survey, thank them again and leave.]

7. UC2B Anchors questionnaire

Do you consider yourself a "netizen" (someone who uses the internet as part of their life)?   Y   N

If not, would you like to be one?   Y   N

In the past week, what did three to five things did you use a computer/the internet/digital tools for? Mention some more basic and some more unusual.

1   2   3

4   5

Check anything that you do:

talk on a cellphone .... ☐

text on a cellphone .... ☐

send/receive email on a cellphone .... ☐

browse the web on a cellphone .... ☐

create documents on a computer .... ☐

use a spreadsheet .... ☐

use bookkeeping software .... ☐

send/receive e-mail as part of a group activity.... ☐

take digital photos .... ☐

record digital audio .... ☐

record digital video .... ☐

share photos, audio or video or that you
have made .... ☐

look for information on the Web .... ☐

use social network sites .... ☐

create or maintain web pages .... ☐

read an online bulletin board .... ☐

belong to an electronic discussion list .... ☐

post to a discussion list or bulletin board .... ☐

host or edit a discussion list or bulletin board ..... ☐

post information on the Web in some other
way, blogging for instance .... ☐

use Wikipedia .... ☐

add to or change a Wikipedia entry .... ☐

talk over the Internet as you would on a
telephone (like Skype) .... ☐

use Linux or any open-source software .... ☐

write a program .... ☐

use online chat .... ☐

use instant messaging .... ☐

use wireless to connect to the Internet .... ☐

Circle any of the places you've used a computer in the last few months:

My own home   Public library computer   Wireless spots (which)?

A friend's home   Cybercafé computer   _____

A relative's home   Community computer lab   Anywhere else (where)?

My workplace   _____

If you get IT help from other people, think of three of them and describe them according to the questions below.

Helpers initials	1_____	2_____	3_____

Is he/she FAmily,
FRiend, Workmate,
or Acquaintance: FA   FR   W   A   FA   FR   W   A   FA   FR   W   A

Do you see each other Daily,
Weekly, Monthly, or
Less than monthly?   D   W   M   L   D   W   M   L   D   W   M   L

Do they help you as part of their Job,
or Voluntarily?   J   V   J   V   J   V

What is your occupation? _____

Are you male or female?   Male   Female

How old are you?   20-29   30-39   40-49   50-59   60-69   70-plus

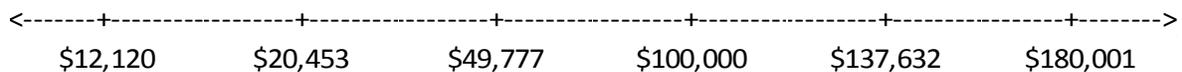Do you have children at home?   Yes   No

What is your ethnicity? _____

How far did you go in school? (highest degree) _____

What field(s) did you study? _____

What schools did you graduate from (high school/town and all after)? _____

_____

Mark roughly where your household income sits on this range of US household incomes (not to scale):

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<-------+----------------+----------------+----------------+----------------+----------------+------->
   $12,120        $20,453        $49,777        $100,000        $137,632        $180,001
```

Are you originally from the local area, elsewhere in Illinois, or where? _____

_____

Thank you!