NEBRASKA DIGITAL ACCESS AND SKILLS SURVEY

A RESEARCH REPORT

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Executive Summary

The Nebraska Information Technology Commission (NITC)/Office of the CIO was awarded a grant from the Department of Commerce's National Telecommunications and Information Administration (NTIA) for developing a plan to ensure Nebraskans have internet connectivity, devices such as laptops and smartphones, and the skills to meaningful use internet technologies. As part of this planning effort, NITC conducted a digital equity survey to better understand and address the digital needs of Nebraskans. The University of Nebraska-Lincoln conducted the survey for the Commission. The survey included questions about Nebraskans' current use of technology, their satisfaction with the quality of their home Internet connection, and their confidence in their internet skills. Some of the findings include:

Only three percent of the respondents report not having an internet service subscription at home. Just over one-half (52%) have a cellular data plan for a smartphone or other mobile device like a hotspot. Just under four in ten (38%) subscribe to a cable internet service and just under three in ten (28%) have a fiber optic internet connection.

- ✓ More higher income households have fiber optic service for their home internet. Almost four in ten respondents with the highest incomes have a fiber connection (39%), compared to under two in ten respondents with incomes under $25,000 (17%).

Just over one-half (58%) of the respondents pay between $40 and $80 per month for their internet service, excluding the costs of any other services in their bundle. Twelve percent pay less than $40 per month and 13 percent pay $100 or more.

Many respondents (41%) report that it is either very or somewhat difficult to fit their monthly internet bill into their household's budget.

- ✓ Almost six in ten respondents with the lowest household incomes (58%) report having at least some difficulty fitting their internet bill into their budget. In comparison, just under three in ten respondents with the highest household incomes (27%) have at least some difficulty fitting their bill into their budget.
- ✓ Just over one-half (52%) of Hispanic respondents say they have at least some difficulty fitting their internet bill into their budget. Similarly, just over one-half (51%) of African American respondents report having at least some difficulty fitting their internet bill into their budget. Veterans are more likely than non-veterans to report having at least some difficulty fitting their internet bill into their budget.

Most respondents report being at least somewhat satisfied with the quality of their home internet connection for doing the online activities that are important to them. Just under four in ten (39%) are very satisfied and just over four in ten (43%) are somewhat satisfied.

When asked if they have used the internet to search for various public resources and services in the past year, most respondents have searched for information about government services or resources (67%) or recreational or tourist information (60%). Many have also searched for information about public health issues (48%), official government statistics or documents (39%), or applying for or managing government benefits (33%).

Most respondents are very confident they could use email (72%), shop online (63%), use social media (61%), access online banking or financial services (59%), use a word processing application to create a document (54%), and search for and apply for jobs using the Internet (53%).

- ✓ Non-Hispanic respondents are more confident than Hispanic respondents in accessing online banking or financial services, using email, using social media, and online shopping. Just over six in ten non-Hispanic respondents (63%) are very confident in accessing online banking, compared to just over one-third (35%) of Hispanic respondents.

Most respondents are very or somewhat concerned about internet privacy and security. Just over four in ten (41%) are very concerned and just under one-half (45%) are somewhat concerned.

Most respondents are at least somewhat confident in doing all the security or privacy tasks listed: using strong passwords (88%), keeping their devices updated with the latest software updates (86%), identifying phishing attempts (73%), configuring privacy and security settings in apps and software (69%) and using a password manager (67%).

Many respondents say they've had a cell phone (37%) or laptop computer (28%) fail to function properly for them in the past six months. Almost four in ten (38%) say they haven't had any technology devices fail in the past six months. Many fixed the problem themselves (46%) or contacted user support for help (32%).

- ✓ Respondents with lower household incomes had higher rates of failure for cell phones as compared to respondents with higher household incomes. Almost one-half (48%) of respondents with incomes under $25,000 have had a cell phone fail to function in the past six months.

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Introduction

The Nebraska Information Technology Commission (NITC)/Office of the CIO was awarded a grant from the Department of Commerce's National Telecommunications and Information Administration (NTIA) for developing a plan to ensure Nebraskans have internet connectivity, devices such as laptops and smartphones, and the skills to meaningful use internet technologies. As part of this planning effort, NITC conducted a digital equity survey to better understand and address the digital needs of Nebraskans. The University of Nebraska-Lincoln conducted the survey for the Commission. The survey included questions about Nebraskans' current use of technology, their satisfaction with the quality of their home Internet connection, and their confidence in their internet skills. This report details 1,524 responses to the survey.

Survey Methodology

Nebraskans were surveyed about their current use of technology, their satisfaction with the quality of their home internet connection, and their confidence in their internet skills through an online survey conducted in September 2023 by the University of Nebraska-Lincoln Department of Agricultural Economics. A state digital equity survey template served as the basis for the survey instrument with the addition of questions regarding privacy and security.

The online survey was marketed using two recruitment methods - Qualtrics Panels and with the assistance of partner organizations across the state. Qualtrics collected 1,092 responses from Nebraskans using their panel service. They were requested to provide an oversample of minority respondents. The remaining 432 completes were from the marketing done by partner organizations. The survey was available in both English and Spanish. A total of 44 Spanish surveys were completed.

Appendix Table 1 shows demographic data from this study and similar data based on the entire population of Nebraska (using the latest available data from the 2017 - 2021 American Community Survey or the 2020 U.S. Census). As can be seen from the table, there are some marked differences between some of the demographic variables in our sample compared to the Census data. In addition, since a random sampling frame was not used, we suggest the reader use caution in generalizing our data to all Nebraskans. However, given the large number of respondents we feel the data provide useful insights into opinions of Nebraskans on the various issues presented in this report.

The data presented throughout this paper are weighted to correct for the oversampling of minority respondents as well as to adjust the sample to match the age and gender distribution in Nebraska (using U.S. Census data). The margin of error for the results based on the entire sample is plus or minus three percentage points.

In addition to the statewide results, data for various covered populations determined by NTIA will be analyzed. These include rural residents, older adults, members of ethnic

or racial minorities, members of low-income households, and veterans.

Respondent Profile

The average age of respondents is 48 years. Seventy-eight percent live within the city limits of a town or village. Ninety-six percent have attained at least a high school diploma.

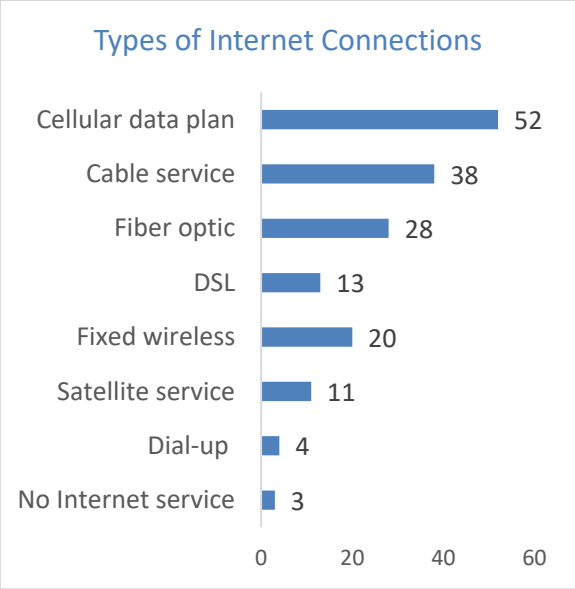
Forty-four percent of the respondents report their total household income from all sources, before taxes, as below $50,000. Thirty-six percent report incomes over $75,000. Fourteen percent are of Hispanic ethnicity.

Just under one-half (48%) report living in a metropolitan county. Forty percent live in or near a community with a population of 20,000 or more. Ten percent report being a veteran.

Nebraskans' Technology Use

Internet Access at Home

Only three percent of the respondents report not having an internet service subscription at home. Just over one-half (52%) have a cellular data plan for a smartphone or other mobile device like a hotspot. Just under four in ten (38%) subscribe to a cable internet service and just under three in ten (28%) have a fiber optic internet connection. Various subgroups of the population use different



technologies to subscribe to internet service at their home.

Metropolitan or Nonmetropolitan

For respondents living in metropolitan counties, just over one-half (52%) have a cellular data plan and just under one-half (48%) use a cable service. Just over two in ten (23%) have a fiber optic connection.

Just over one-half of respondents living in nonmetropolitan counties (53%) have a cellular data plan and approximately one-third (32%) have a fiber optic service. Just under three in ten (29%) use a cable service and just over two in ten (22%) use a fixed wireless service.

Household Income

More higher income households have fiber optic service for their home internet. Almost four in ten respondents with the highest incomes have a fiber connection (39%), compared to under two in ten

respondents with incomes under $25,000 (17%).

Age

Younger respondents are more likely than older respondents to have a cellular data plan. Approximately two-thirds of persons aged 19 to 39 have a cellular data plan, compared to approximately one-third of persons aged 65 and older. More younger respondents report using a fixed wireless service.

Ethnicity

More Hispanic respondents use a cellular data plan than do non-Hispanic respondents. They also have higher rates of using DSL, fixed wireless service, and satellite service.

Race

More minority respondents use a cellular data plan than white respondents. Just over three-quarters of Native American respondents have a cellular data plan. Asian respondents have the highest rates of having a fiber optic connection. Just over one-half (56%) of Asian respondents have fiber optic service. More Asian respondents also use DSL and satellite service.

Veterans

More veterans than non-veterans use either a fixed wireless service or satellite service. More veterans also use a dial-up service as compared to non-veterans.

Bundled Internet Service

Equal proportions of respondents have their home internet service bundled with other services such as telephone or television as those who do not. One-half (50%) have their home internet service bundled and one-half (50%) do not.

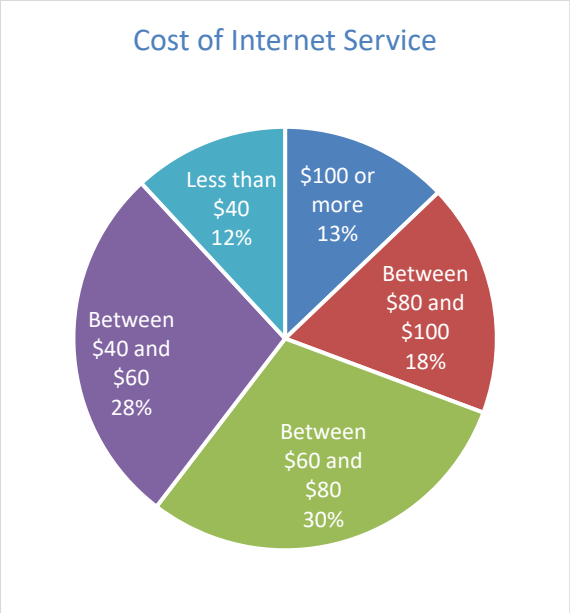
Respondents in nonmetropolitan counties are more likely than respondents in metropolitan counties to have their home internet service bundled with other services. Just over one-half (54%) of respondents living in nonmetropolitan counties have a bundled service, compared to less than one-half (45%) of respondents living in metropolitan counties.

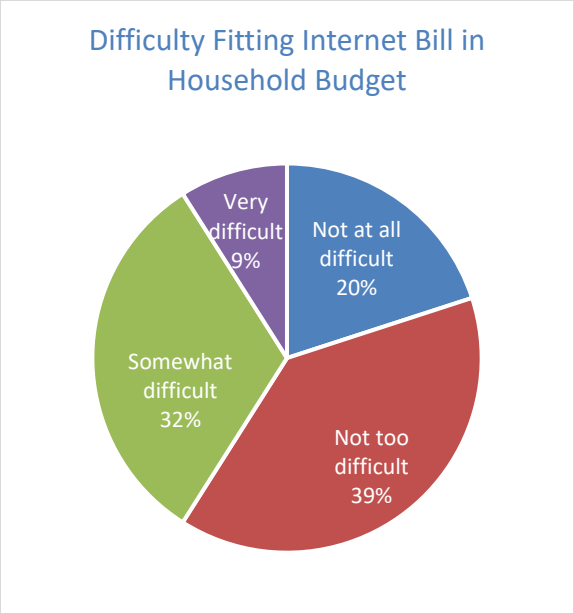
Younger respondents are more likely than older respondents to have a bundled Internet service. Other groups most likely to have a bundled internet service include Hispanic respondents, Native American respondents, African American respondents, respondents of more than one race, and veterans.

Cost of Internet Service

Just over one-half (58%) of the respondents pay between $40 and $80 per month for their internet service, excluding the costs of any other services in their bundle. Twelve percent pay less than $40 per month and 13 percent pay $100 or more.

Respondents living in metropolitan counties report paying less for their internet service as compared to respondents living in nonmetropolitan counties. Fourteen





percent of respondents in metropolitan counties pay less than $40 per month, compared to nine percent of the respondents living in nonmetropolitan counties. Respondents with lower household incomes and older respondents are the other groups most likely to pay less for their home internet service.

Many respondents (41%) report that it is either very or somewhat difficult to fit their monthly internet bill into their household's budget.

Respondents in nonmetropolitan counties are more likely than respondents in metropolitan counties to report having at least some difficulty fitting their monthly internet bill into their household budget. Just under one-half (45%) of respondents living in nonmetropolitan counties said they have at least some difficulty fitting their internet bill in their budget, compared to just under four in ten respondents living in metropolitan counties (39%).

Almost six in ten respondents with the lowest household incomes (58%) report having at least some difficulty fitting their internet bill into their budget. In comparison, just under three in ten respondents with the highest household incomes (27%) have at least some difficulty fitting their bill into their budget.

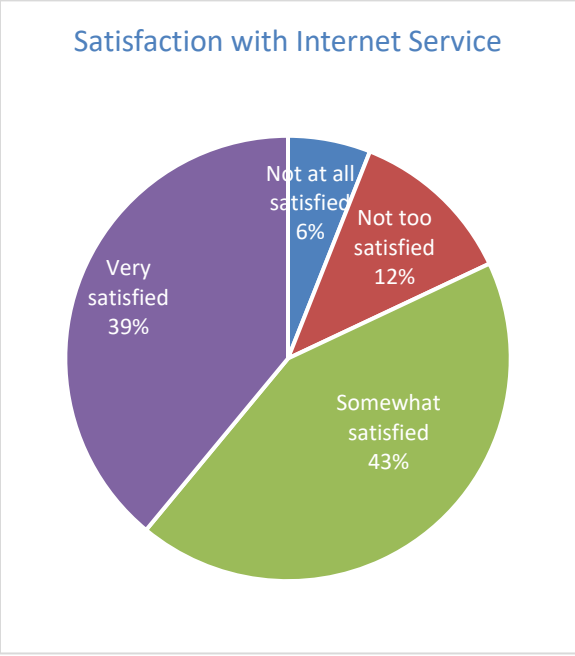
Just over one-half (52%) of Hispanic respondents say they have at least some difficulty fitting their internet bill into their budget. Similarly, just over one-half (51%) of African American respondents report having at least some difficulty fitting their internet bill into their budget. Veterans are more likely than non-veterans to report having at least some difficulty fitting their internet bill into their budget.

When respondents were asked at what monthly price they would consider a home

broadband subscription too expensive to consider, the average price given was $100. Respondents with lower household incomes had an average price of $91. When comparing age groups, respondents aged 50 to 64 had the lowest average price of $92. Non-Hispanic respondents had a lower average price than did Hispanic respondents ($98 compared to $114).

Satisfaction with Internet Service

Most respondents report being at least somewhat satisfied with the quality of their home internet connection for doing the online activities that are important to them. Just under four in ten (39%) are very satisfied and just over four in ten (43%) are somewhat satisfied.



Respondents living in metropolitan counties are more satisfied than respondents living in nonmetropolitan counties. Almost nine in ten (85%) of metropolitan respondents are at least somewhat satisfied with their internet service, compared to 79 percent of nonmetropolitan respondents.

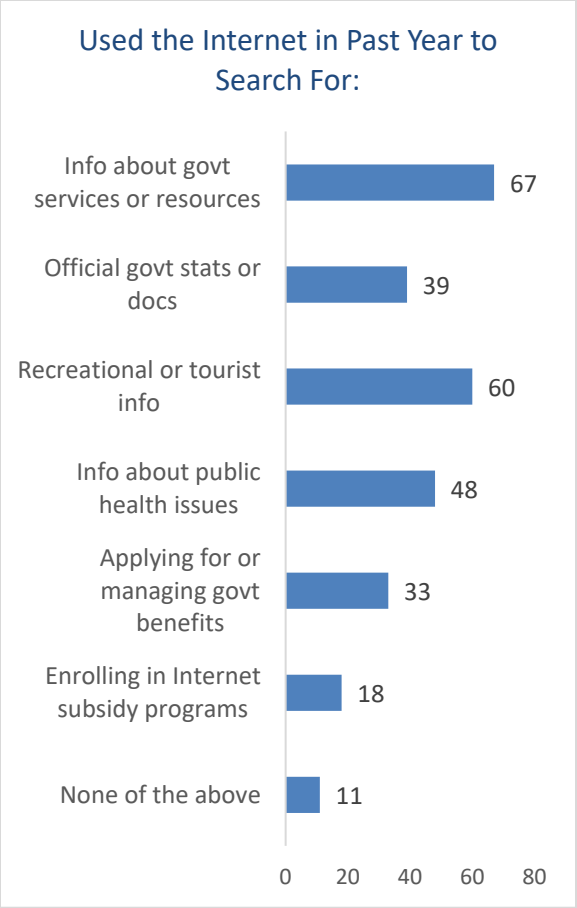
Other groups most likely to be satisfied with their internet service include younger respondents and Hispanic respondents.

Accessibility of Public Resources and Services

When asked if they have used the internet to search for various public resources and services in the past year, most respondents have searched for information about government services or resources (67%) or recreational or tourist information (60%). Many have also searched for information about public health issues (48%), official government statistics or documents (39%), or applying for or managing government benefits (33%).

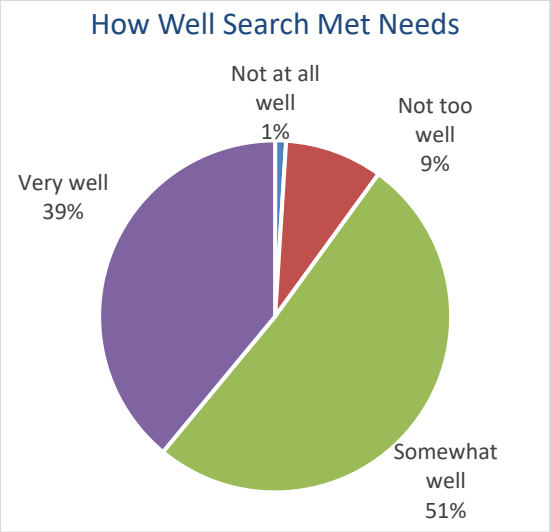
Respondents with higher household incomes are more likely than respondents with lower incomes to have searched for information about government services or resources, official government statistics or documents, recreational or tourist information, and information about public health issues. Respondents with lower household incomes are more likely to have searched for applying for or managing government benefits and enrolling in internet subsidy programs.

Non-Hispanic respondents are more likely than Hispanic respondents to have



searched for information about government services or resources as well as recreational or tourist information. Hispanic respondents are more likely to have searched for enrolling in internet subsidy programs.

Most of the respondents said their internet search for government information met their needs at least somewhat well. Just under four in ten (39%) said their search met their needs very well and just over one-half (51%) said it met their needs somewhat well.



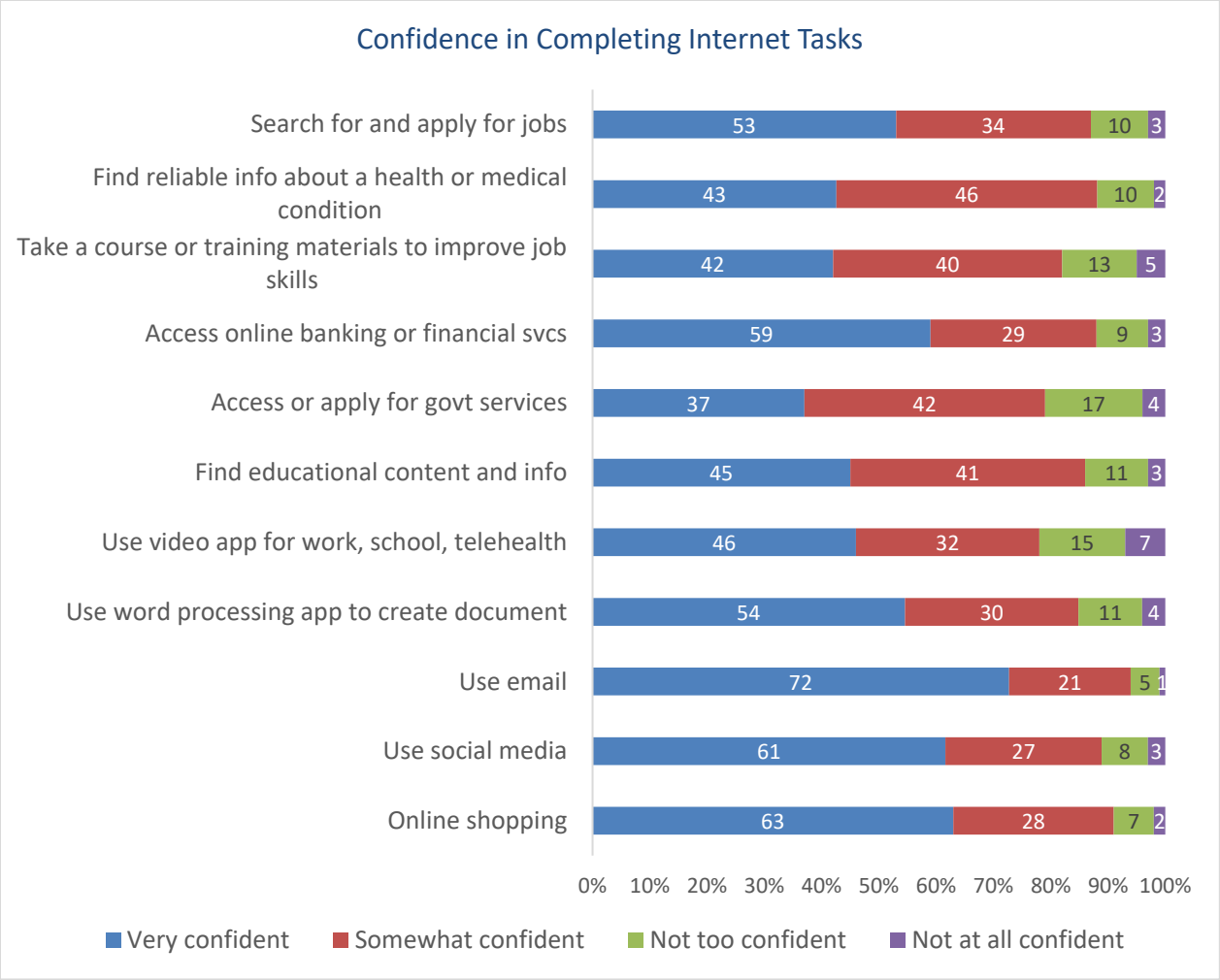
Digital Literacy

Confidence in Completing Internet Tasks

Most respondents are very confident they could use email (72%), shop online (63%), use social media (61%), access online banking or financial services (59%), use a word processing application to create a document (54%), and search for and apply for jobs using the Internet (53%).

Metropolitan respondents are more confident than the nonmetropolitan respondents in accessing online banking or financial services, using video applications, using email, using social media, and online shopping.

Respondents with higher household incomes are more confident than respondents with lower household incomes



in doing all the internet tasks listed. As an example, just over seven in ten respondents with the highest household incomes are very confident in using a word processing application to create a document, compared to four in ten respondents with the lowest household incomes.

When comparing responses by age groups, respondents aged 30 to 49 are the most confident in searching for and applying for jobs. Respondents aged 30 to 64 are the most confident in finding reliable information about a health or medical condition, taking a course or training materials to improve their job skills, accessing or applying for government services, finding educational content and information, using social media, and online shopping.

Respondents aged 40 to 64 are the age group most confident in accessing online banking or financial services and using email. Respondents aged 40 to 49 are the group most confident in using a video application and using a word processing application to create a document.

Non-Hispanic respondents are more confident than Hispanic respondents in

accessing online banking or financial services, using email, using social media, and online shopping. Just over six in ten non-Hispanic respondents (63%) are very confident in accessing online banking, compared to just over one-third (35%) of Hispanic respondents.

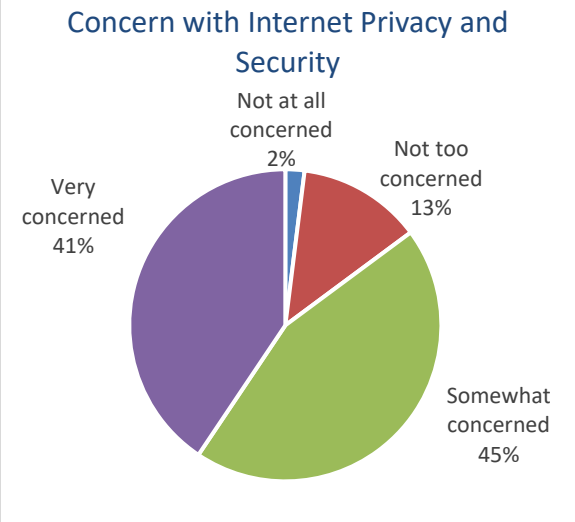
Native American respondents are the racial group most confident in searching and applying for jobs. White respondents are the group most confident in accessing online banking or financial services. Asian and Native American respondents are the racial group most confident in using email.

Nonveterans are more confident than veterans in completing all the tasks listed. As an example, over six in ten nonveterans (63%) are very confident in accessing online banking or financial services, compared to approximately one-third of veterans (34%).

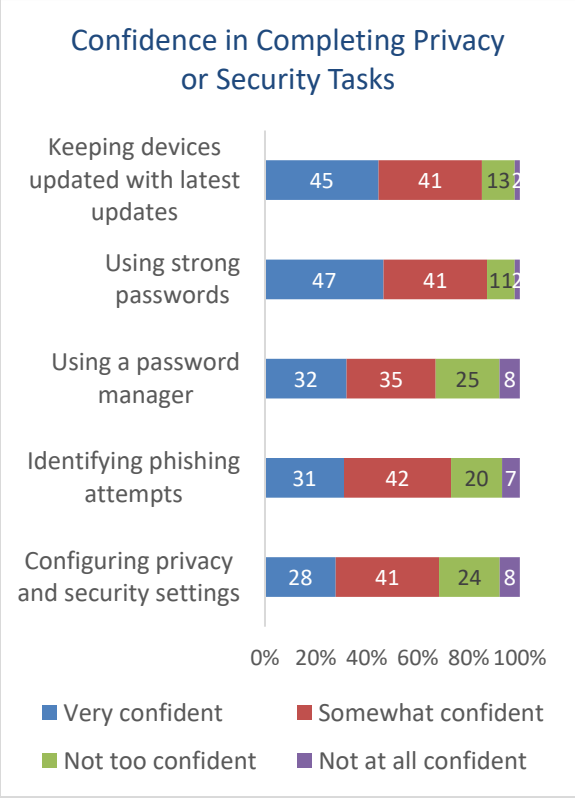
Concern about Internet Privacy and Security

Most respondents are very or somewhat concerned about internet privacy and security. Just over four in ten (41%) are very concerned and just under one-half (45%) are somewhat concerned.

Most respondents are at least somewhat confident in doing all the security or privacy tasks listed: using strong passwords (88%), keeping their devices updated with the latest software updates (86%), identifying phishing attempts (73%), configuring privacy and security settings in apps and



software (69%) and using a password manager (67%).



In general, respondents with higher household incomes are more confident than respondents with lower household incomes in completing most of the privacy

or security tasks listed.

When comparing responses by age groups, respondents in their 30's are the group most confident in their ability to keep their devices updated with the latest software updates, using a password manager, and configuring privacy and security settings in apps and software. Respondents aged 19 to 49 are the groups most confident in identifying phishing attempts.

Non-Hispanic respondents are more confident than Hispanic respondents in using strong passwords.

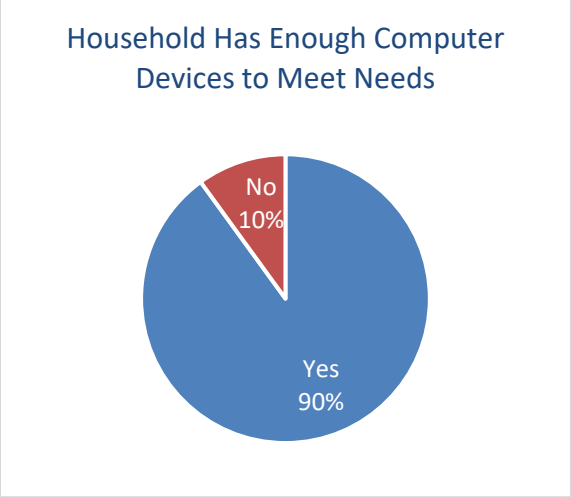
Respondents of more than one race are *less* confident than other racial groups in using strong passwords. White respondents are the racial group *least* confident in configuring privacy and security settings in apps and software.

Nonveterans are more confident than veterans in using strong passwords and identifying phishing attempts.

Adequacy of Household Computer Devices

Most respondents (90%) say their household has enough computer devices available to meet the needs of those living in their home.

Respondents with higher household incomes are more likely than respondents with lower household incomes to say their household has enough computer devices to meet the needs of those living in their

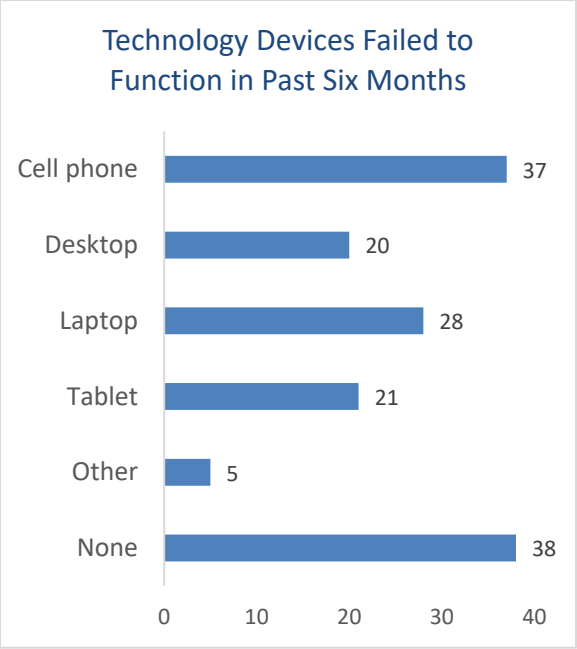


home. Over nine in ten respondents with household incomes of $100,000 or more (95%) say they have enough computer devices, compared to just over eight in ten respondents with incomes under $25,000 (81%).

Respondents of more than one race are *less* likely than respondents of other races to say they have enough computer devices. Just over three-quarters (77%) of respondents of more than one race say they have enough devices, compared to 93 percent of Asian respondents.

Many respondents say they've had a cell phone (37%) or laptop computer (28%) fail to function properly for them in the past six months. Almost four in ten (38%) say they haven't had any technology devices fail in the past six months.

Respondents in nonmetropolitan counties report higher rates of having a cell phone fail to function for them in the past six months. Just over four in ten (43%) of nonmetropolitan respondents have had a



cell phone fail, compared to three in ten respondents in metropolitan counties (30%). They also are more likely to have had desktops, laptops, and tablets fail during the past six months.

Respondents with lower household incomes had higher rates of failure for cell phones as compared to respondents with higher household incomes. Almost one-half (48%) of respondents with incomes under $25,000 have had a cell phone fail to function in the past six months. Respondents with higher incomes are more likely than respondents with lower incomes to have a laptop fail.

Younger respondents are more likely than older respondents to have had a cell phone, desktop, laptop, or tablet fail during the past six months. Just over one-half (52%) of the oldest respondents say they have not had a technology device fail to function for them during the past six months.

Hispanic respondents are more likely than non-Hispanic respondents to have had a cell phone, desktop, laptop, or tablet fail in the past six months. Almost one-half (49%) of Hispanic respondents have had a cell phone fail during the past six months, compared to just over one-third (35%) of non-Hispanic respondents.

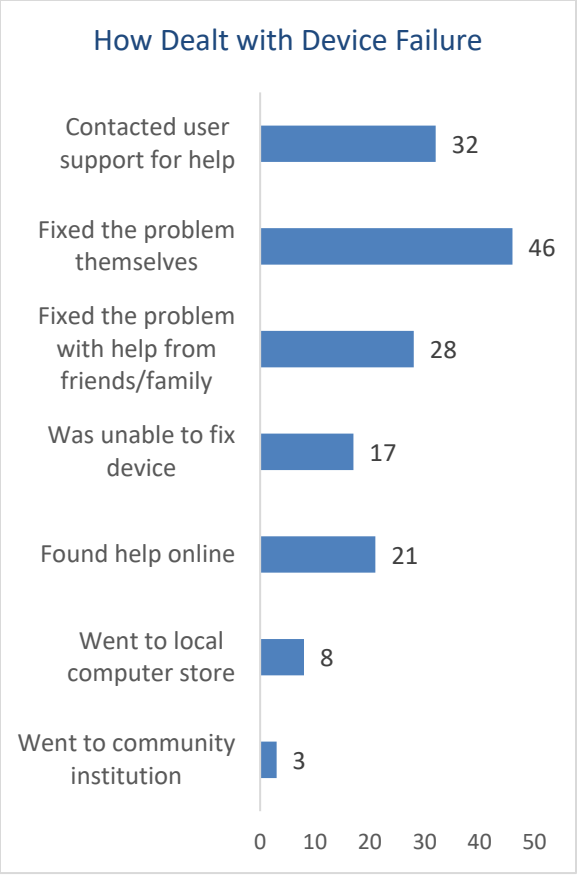
Respondents of minority races report higher rates of failure for most technology devices. One-half (50%) of African American respondents have had a cell phone fail during the past six months. One-half (50%) of Asian respondents have had a desktop fail. Almost one-half (48%) of both Asian respondents and respondents of more than one race have had a laptop fail.

Veterans have had more technology devices fail for them as compared to nonveterans. Almost one-half (49%) of veterans have had a cell phone fail, compared to 36 percent of nonveterans. Just over one-third of veterans have had either a desktop or laptop fail to function during the past six months.

If respondents had devices fail, they were asked how they deal with the problem. Many fixed the problem themselves (46%) or contacted user support for help (32%).

Respondents with higher household incomes are more likely than respondents with lower incomes to have fixed the problem themselves or found help online.

Respondents aged 40 to 49 are the age group most likely to have fixed the problem



themselves. Younger respondents are more likely than older respondents to have found help online.

Non-Hispanic respondents are more likely than Hispanic respondents to have fixed the problem themselves. Hispanic respondents are more likely to have found help online or went to a local computer store.

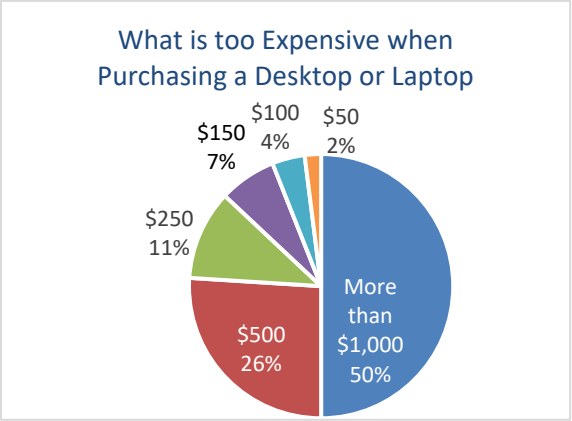
Both Native American respondents and respondents of more than one race were more likely to say they were unable to fix one or more of their devices. Asian respondents were most likely to have fixed the problem with the help of family or friends.

Veteran respondents are more likely than nonveterans to have contacted user support for help, while nonveterans are more likely to have fixed the problem themselves.

Finally, respondents were asked at what cost they would consider a desktop or laptop computer too expensive. One-half (50%) of respondents say more than $1,000 would be considered too expensive. Just over one-quarter (26%) say $500 would be too expensive.

Respondents with lower household incomes are more likely than respondents with higher incomes to report prices under $500 as being too expensive. Just over two-thirds (68%) of respondents with the highest household incomes appear willing to pay up to $1,000 for a desktop or laptop, compared to just over one-quarter (27%) of respondents with the lowest incomes.

The other groups most likely to report prices lower than $1,000 as being too expensive include younger respondents, Hispanic respondents, African American respondents, Native American respondents, respondents of more than one race, and veterans.



Appendix Table 1. *Demographic Profile of Respondents[1] Compared to 2017 – 2021 American Community Survey 5-Year Average for Nebraska**

	Respondents	***2017 - 2021 ACS***
Age: [2]		
20 - 39	37%	37%
40 - 64	41%	41%
65 and over	22%	22%
Gender: [3]		
Female	50%	50%
Male	50%	50%
Education: [4]		
Less than high school graduate	4%	8%
High school diploma (or equiv.)	16%	26%
Some college or associate degree	36%	35%
Bachelors degree	44%	32%
Household Income: [5]		
Less than $25,000	18%	16%
$25,000 - $49,999	26%	21%
$50,000 - $74,999	20%	19%
$75,000 - $99,999	16%	14%
$100,000 or more	20%	30%
Ethnicity: [6]		
Hispanic or Latino	14%	12%

[1] Data from the survey have been weighted by age, gender, and race.

[2] 2017-2021 American Community Survey universe is population 20 years of age and over.

[3] 2017-2021 American Community Survey universe is population 20 years of age and over.

[4] 2017-2021 American Community Survey universe is population 18 years of age and over.

[5] 2017-2021 American Community Survey universe is all households.

[6] 2017-2021 American Community Survey universe is entire population.

*Comparison numbers are estimates taken from the American Community Survey five-year sample and may reflect significant margins of error for areas with relatively small populations.

Appendix Table 2. *Home Internet Service by Covered Populations*

	Do you or any member of your household subscribe to internet service in your home using any of the following technologies?							
	Cellular data plan	*Cable service*	*Fiber optic service*	*DSL*	*Fixed wireless*	*Satellite service*	*Dial-up*	*No Internet*
				Percentages				
Total	52	38	28	13	20	11	4	3
Metro/Nonmetro County				(n = 1395)				
Metropolitan County	52	48	23	12	18	6	3	3
Nonmetropolitan County	53	29	32	15	22	14	5	3
Income Level				(n = 1392)				
Under $25,000	53	34	17	11	17	6	3	7
$25,000 - $49,999	44	42	22	11	21	9	4	2
$50,000 - $74,999	55	41	29	8	20	10	4	3
$75,000 - $99,999	54	38	36	20	20	15	6	1
$100,000 and over	57	36	39	19	20	11	4	2
Age				(n = 1409)				
19 – 29	65	37	27	16	26	13	8	4
30 – 39	66	38	37	17	25	14	8	3
40 – 49	58	44	29	12	18	6	1	2
50 – 64	45	32	28	15	19	11	1	2
65 and older	34	41	20	9	14	8	4	3
Ethnicity				(n = 1400)				
Hispanic or Latino	64	43	27	24	34	18	12	5
Not Hispanic or Latino	50	37	28	12	18	9	3	2
Race				(n = 1407)				
White only	51	37	28	13	19	10	4	3
African American only	64	45	20	11	25	11	6	9
Asian only	55	33	56	34	17	22	10	0
Native American only	77	34	13	3	36	12	4	0
More than one race	61	54	15	19	33	9	5	2
Education Level				(n = 1408)				
Less than HS graduate	49	26	20	9	21	8	4	11
High school graduate	51	37	22	11	20	10	3	6
Some college	54	41	24	9	20	12	4	2
Bachelors or higher	52	37	34	18	21	10	5	1
Veteran				(n = 1394)				
Veteran	52	38	27	17	27	18	11	6
Nonveteran	53	38	28	13	19	10	3	3
Disabilities/Difficulties				(n = 1409)				
None selected	52	34	30	13	17	10	2	2
At least one selected	53	41	26	14	23	11	6	3

Appendix Table 3. *Bundled Home Internet Service by Covered Populations*

	Thinking about your home internet service, is the service bundled with other services such as telephone or television?		
	Yes	*No*	*Significance*
	Percentages		
Total	50	50	
Metro/Nonmetro County	(n = 1366)		
Metropolitan County	45	55	$\chi^2 = 12.81$*
Nonmetropolitan County	54	46	(.000)
Income Level	(n = 1361)		
Under $25,000	47	53	
$25,000 - $49,999	54	46	
$50,000 - $74,999	48	53	
$75,000 - $99,999	56	44	$\chi^2 = 8.48$
$100,000 and over	46	54	(.076)
Age	(n = 1380)		
19 - 29	60	40	
30 - 39	50	50	
40 - 49	43	57	$\chi^2 = 23.96$*
50 - 64	43	58	(.000)
65 and older	54	46	
Ethnicity	(n = 1370)		
Hispanic or Latino	77	23	$\chi^2 = 63.70$*
Not Hispanic or Latino	45	55	(.000)
Race	(n = 1376)		
White only	48	52	
African American only	67	33	
Asian only	43	58	$\chi^2 = 16.12$*
Native American only	69	31	(.003)
More than one race	64	36	
Education Level	(n = 1378)		
Less than HS graduate	59	41	
High school graduate	48	52	
Some college	51	49	$\chi^2 = 2.91$
Bachelors or higher	49	51	(.406)
Veteran	(n = 1366)		
Veteran	69	31	$\chi^2 = 21.46$*
Nonveteran	48	52	(.000)
Disabilities/Difficulties	(n = 1380)		
None selected	41	59	$\chi^2 = 41.25$*
At least one selected	58	42	(.000)

* Chi-square values are statistically significant at the .05 level.

Appendix Table 4. *Amount Paid for Internet Service Monthly by Covered Populations*

	Excluding the costs of any other services in your bundle, to the nearest dollar, how much do you pay on a monthly basis for internet service?					
	Less than $40	*Between $40 and $60*	*Between $60 and $80*	*Between $80 and $100*	*$100 or more*	*Significance*
			Percentages			
Total	12	28	30	18	13	
Metro/Nonmetro County			(n = 1388)			
Metropolitan County	14	27	27	17	14	$\chi^2 = 13.81$*
Nonmetropolitan County	9	28	33	18	12	(.010)
Income Level			(n = 1385)			
Under $25,000	27	37	19	9	9	
$25,000 - $49,999	15	32	29	13	11	
$50,000 - $74,999	9	23	31	21	16	
$75,000 - $99,999	5	18	39	23	14	$\chi^2 = 154.89$*
$100,000 and over	3	25	32	24	16	(.000)
Age			(n = 1401)			
19 – 29	9	34	38	13	7	
30 – 39	8	29	28	20	14	
40 – 49	10	25	25	25	15	$\chi^2 = 45.39$*
50 – 64	13	26	30	17	15	(.000)
65 and older	16	24	29	16	15	
Ethnicity			(n = 1395)			
Hispanic or Latino	11	31	35	16	8	$\chi^2 = 7.92$
Not Hispanic or Latino	12	27	29	18	14	(.095)
Race			(n = 1400)			
White only	12	27	30	19	14	
African American only	7	36	29	13	15	
Asian only	18	35	40	5	3	$\chi^2 = 20.53$
Native American only	22	33	19	15	11	(.197)
More than one race	11	31	33	14	11	
Education Level			(n = 1404)			
Less than HS graduate	19	30	23	16	12	
High school graduate	23	34	20	13	11	
Some college	13	31	28	14	16	$\chi^2 = 90.54$*
Bachelors or higher	6	23	36	23	12	(.000)
Veteran			(n = 1387)			
Veteran	17	18	34	19	12	$\chi^2 = 9.27$
Nonveteran	11	28	30	18	13	(.055)
Disabilities/Difficulties			(n = 1403)			
None selected	8	27	31	21	13	$\chi^2 = 24.27$*
At least one selected	15	28	29	14	14	(.000)

* Chi-square values are statistically significant at the .05 level.

Appendix Table 5. *Difficulty Fitting Internet Bill in Household Budget by Covered Populations*

	How difficult, if at all, is it for you to fit your monthly internet bill into your household's budget?				
	Very difficult	*Somewhat difficult*	*Not too difficult*	*Not at all difficult*	*Significance*
			Percentages		
Total	9	32	39	20	
Metro/Nonmetro County			(n = 1392)		
Metropolitan County	8	31	38	23	$\chi^2 = 10.89$*
Nonmetropolitan County	9	34	40	16	(.012)
Income Level			(n = 1391)		
Under $25,000	18	40	30	12	
$25,000 - $49,999	11	36	35	17	
$50,000 - $74,999	5	30	40	25	
$75,000 - $99,999	5	33	47	15	$\chi^2 = 95.24$*
$100,000 and over	5	22	46	28	(.000)
Age			(n = 1410)		
19 – 29	11	35	40	15	
30 – 39	12	28	41	20	
40 – 49	8	38	39	15	$\chi^2 = 38.55$*
50 – 64	11	29	42	19	(.000)
65 and older	4	34	34	28	
Ethnicity			(n = 1399)		
Hispanic or Latino	13	39	34	15	$\chi^2 = 11.39$*
Not Hispanic or Latino	8	31	40	21	(.010)
Race			(n = 1407)		
White only	8	32	39	20	
African American only	21	30	30	19	
Asian only	5	43	43	10	$\chi^2 = 23.19$*
Native American only	7	22	48	22	(.026)
More than one race	14	31	44	11	
Education Level			(n = 1407)		
Less than HS graduate	34	23	32	11	
High school graduate	10	38	37	15	$\chi^2 = 61.96$*
Some college	8	34	35	23	(.000)
Bachelors or higher	7	30	44	20	
Veteran			(n = 1393)		
Veteran	13	36	25	25	$\chi^2 = 13.18$*
Nonveteran	8	32	40	19	(.004)
Disabilities/Difficulties			(n = 1409)		
None selected	5	27	44	24	$\chi^2 = 43.49$*
At least one selected	12	37	35	16	(.000)

* Chi-square values are statistically significant at the .05 level.

Appendix Table 6. *Satisfaction with the Quality of Home Internet Connection by Covered Populations*

	How satisfied, if at all, are you with the quality of your home internet connection for doing the online activities that are important to you, such as taking classes, doing your job, or using video or streaming applications?				
	Very satisfied	*Somewhat satisfied*	*Not too satisfied*	*Not at all satisfied*	*Significance*
			Percentages		
Total	39	43	12	6	
Metro/Nonmetro County			(n = 1395)		
Metropolitan County	41	44	11	4	$\chi^2 = 9.51$*
Nonmetropolitan County	37	42	13	8	(.023)
Income Level			(n = 1390)		
Under $25,000	39	39	15	7	
$25,000 - $49,999	40	43	12	6	
$50,000 - $74,999	41	45	12	3	
$75,000 - $99,999	36	47	9	9	$\chi^2 = 14.63$
$100,000 and over	41	42	12	6	(.263)
Age			(n = 1410)		
19 – 29	40	50	9	1	
30 – 39	46	39	10	5	
40 – 49	33	49	13	5	$\chi^2 = 39.78$*
50 – 64	38	39	14	8	(.000)
65 and older	39	39	13	10	
Ethnicity			(n = 1401)		
Hispanic or Latino	45	46	8	2	$\chi^2 = 13.12$*
Not Hispanic or Latino	38	42	13	7	(.004)
Race			(n = 1408)		
White only	39	42	13	7	
African American only	43	46	7	4	
Asian only	46	44	10	0	$\chi^2 = 13.17$
Native American only	54	39	7	0	(.357)
More than one race	33	56	8	3	
Education Level			(n = 1409)		
Less than HS graduate	44	39	9	9	
High school graduate	40	43	13	4	
Some college	41	42	12	5	$\chi^2 = 6.60$
Bachelors or higher	37	43	12	7	(.679)
Veteran			(n = 1394)		
Veteran	43	32	10	7	$\chi^2 = 9.09$*
Nonveteran	39	44	11	6	(.028)
Disabilities/Difficulties			(n = 1411)		
None selected	39	42	12	8	$\chi^2 = 5.36$
At least one selected	39	44	13	5	(.147)

* Chi-square values are statistically significant at the .05 level.

Appendix Table 7. *Searches Using Internet Service by Covered Populations*

	In the past year, have you used the internet to search for:						
	Information about government services or resources	*Official government statistics or documents*	*Recreational or tourist information*	*Information about public health issues*	*Applying for or managing government benefits*	*Enrolling in Internet subsidy programs*	*None of the above*
				Percentages			
Total	67	39	60	48	33	18	11
Metro/Nonmetro County				(n = 1395)			
Metropolitan County	70	37	57	45	35	18	10
Nonmetropolitan County	65	40	63	51	31	17	11
Income Level				(n = 1394)			
Under $25,000	49	24	29	34	40	23	20
$25,000 - $49,999	60	29	55	40	37	22	12
$50,000 - $74,999	71	37	65	53	32	17	8
$75,000 - $99,999	73	47	69	55	27	13	9
$100,000 and over	80	57	81	58	27	12	5
Age				(n = 1411)			
19 – 29	53	34	43	42	36	21	9
30 – 39	65	38	53	52	41	29	8
40 – 49	71	43	69	55	34	21	7
50 – 64	75	42	70	49	27	12	12
65 and older	67	35	63	43	29	9	15
Ethnicity				(n = 1402)			
Hispanic or Latino	51	34	42	47	38	31	8
Not Hispanic or Latino	70	39	64	48	32	16	11
Race				(n = 1409)			
White only	69	39	64	48	31	16	11
African American only	47	37	33	38	41	30	10
Asian only	31	34	31	52	38	13	12
Native American only	69	43	27	48	51	39	14
More than one race	60	39	49	50	45	25	9
Education Level				(n = 1410)			
Less than HS graduate	38	32	22	31	30	15	24
High school graduate	55	28	40	38	39	24	17
Some college	62	33	59	46	34	20	12
Bachelors or higher	78	48	72	54	29	14	6
Veteran				(n = 1396)			
Veteran	65	37	47	45	39	19	10
Nonveteran	68	39	62	48	32	17	11
Disabilities/Difficulties				(n = 1411)			
None selected	74	45	72	53	25	11	11
At least one selected	60	33	49	43	40	24	10

Appendix Table 8. *Satisfaction with Internet Searches for Government Information by Covered Populations*

	How well did your internet search for government information meet your needs?				
	Very well	*Somewhat well*	*Not too well*	*Not at all well*	*Significance*
			Percentages		
Total	39	51	9	1	
Metro/Nonmetro County			(n = 1240)		
Metropolitan County	41	49	9	2	$\chi^2 = 3.56$
Nonmetropolitan County	36	54	9	1	(.313)
Income Level			(n = 1235)		
Under $25,000	36	48	13	3	
$25,000 - $49,999	38	53	8	2	
$50,000 - $74,999	38	49	12	1	
$75,000 - $99,999	40	55	5	1	$\chi^2 = 21.42$*
$100,000 and over	41	53	5	1	(.045)
Age			(n = 1254)		
19 – 29	38	53	8	1	
30 – 39	47	46	5	2	
40 – 49	35	56	9	1	$\chi^2 = 19.22$
50 – 64	36	50	12	2	(.083)
65 and older	38	53	8	1	
Ethnicity			(n = 1245)		
Hispanic or Latino	47	46	7	1	$\chi^2 = 7.62$
Not Hispanic or Latino	37	52	9	2	(.055)
Race			(n = 1251)		
White only	38	52	8	2	
African American only	48	42	8	2	
Asian only	45	45	11	0	$\chi^2 = 18.13$
Native American only	58	38	4	0	(.112)
More than one race	22	53	22	3	
Education Level			(n = 1253)		
Less than HS graduate	41	43	14	2	
High school graduate	44	44	10	2	
Some college	40	47	10	2	$\chi^2 = 22.28$*
Bachelors or higher	35	58	6	1	(.008)
Veteran			(n = 1240)		
Veteran	45	47	6	2	$\chi^2 = 2.63$
Nonveteran	38	52	9	1	(.452)
Disabilities/Difficulties			(n = 1253)		
None selected	40	53	7	1	$\chi^2 = 8.13$*
At least one selected	38	50	10	2	(.043)

* Chi-square values are statistically significant at the .05 level.

Appendix Table 9. *Confidence with Completing Internet Tasks by Covered Populations*

	If you were asked to complete the following tasks using the internet, how confident would you be that you could successfully complete them? Searching for and applying for jobs, including creating and submitting a resume				
	Very confident	*Somewhat confident*	*Not too confident*	*Not at all confident*	*Significance*
			Percentages		
Total	53	34	10	3	
Metro/Nonmetro County			(n = 1396)		
Metropolitan County	55	34	9	3	$\chi^2 = 3.38$
Nonmetropolitan County	51	35	11	3	(.337)
Income Level			(n = 1396)		
Under $25,000	38	38	17	7	
$25,000 - $49,999	44	41	10	5	
$50,000 - $74,999	57	31	9	2	
$75,000 - $99,999	62	31	7	0	$\chi^2 = 86.94$*
$100,000 and over	66	27	6	1	(.000)
Age			(n = 1413)		
19 – 29	47	42	10	1	
30 – 39	65	26	9	0.4	
40 – 49	65	29	4	2	$\chi^2 = 105.33$*
50 – 64	55	33	9	3	(.000)
65 and older	36	40	16	8	
Ethnicity			(n = 1404)		
Hispanic or Latino	53	34	13	1	$\chi^2 = 7.44$
Not Hispanic or Latino	52	34	10	4	(.059)
Race			(n = 1410)		
White only	53	34	10	4	
African American only	51	41	7	1	
Asian only	45	45	10	0	$\chi^2 = 22.87$*
Native American only	71	25	4	0	(.029)
More than one race	31	42	25	3	
Education Level			(n = 1411)		
Less than HS graduate	41	41	17	2	
High school graduate	47	35	15	3	
Some college	49	38	8	5	$\chi^2 = 33.38$*
Bachelors or higher	58	31	9	2	(.000)
Veteran			(n = 1397)		
Veteran	35	41	11	13	$\chi^2 = 56.66$*
Nonveteran	55	33	10	2	(.000)
Disabilities/Difficulties			(n = 1411)		
None selected	60	32	6	2	$\chi^2 = 42.63$*
At least one selected	46	36	14	4	(.000)

* Chi-square values are statistically significant at the .05 level.

Appendix Table 9 continued.

	If you were asked to complete the following tasks using the internet, how confident would you be that you could successfully complete them? ***Finding reliable information about a health or medical condition***				
	Very confident	*Somewhat confident*	*Not too confident*	*Not at all confident*	*Significance*
			Percentages		
Total	43	46	10	2	
Metro/Nonmetro County			(n = 1395)		
Metropolitan County	45	44	10	1	$\chi^2 = 6.14$
Nonmetropolitan County	41	47	9	2	(.105)
Income Level			(n = 1394)		
Under $25,000	26	55	14	5	
$25,000 - $49,999	41	48	10	1	
$50,000 - $74,999	49	44	6	2	
$75,000 - $99,999	44	46	10	0.4	$\chi^2 = 73.78$*
$100,000 and over	56	37	8	0.4	(.000)
Age			(n = 1412)		
19 – 29	38	46	14	2	
30 – 39	50	41	8	2	
40 – 49	49	40	10	1	$\chi^2 = 29.33$*
50 – 64	46	44	9	2	(.004)
65 and older	34	55	8	2	
Ethnicity			(n = 1403)		
Hispanic or Latino	40	43	14	3	$\chi^2 = 5.49$
Not Hispanic or Latino	43	46	9	2	(.139)
Race			(n = 1410)		
White only	44	46	9	2	
African American only	39	42	13	6	
Asian only	38	45	12	5	$\chi^2 = 19.31$
Native American only	46	46	7	0	(.081)
More than one race	31	46	23	0	
Education Level			(n = 1411)		
Less than HS graduate	27	49	20	3	
High school graduate	38	51	10	2	
Some college	41	47	10	2	$\chi^2 = 23.30$*
Bachelors or higher	48	43	8	1	(.006)
Veteran			(n = 1395)		
Veteran	32	51	12	5	$\chi^2 = 16.17$*
Nonveteran	45	45	9	1	(.001)
Disabilities/Difficulties			(n = 1412)		
None selected	48	43	7	2	$\chi^2 = 21.30$*
At least one selected	38	48	12	2	(.000)

* Chi-square values are statistically significant at the .05 level.

Appendix Table 9 continued.

	If you were asked to complete the following tasks using the internet, how confident would you be that you could successfully complete them? ***Taking a course or training materials to improve your job skills***				
	Very confident	*Somewhat confident*	*Not too confident*	*Not at all confident*	*Significance*
			Percentages		
Total	42	40	13	5	
Metro/Nonmetro County			(n = 1395)		
Metropolitan County	41	41	13	5	$\chi^2 = 0.57$
Nonmetropolitan County	42	39	13	5	(.902)
Income Level			(n = 1394)		
Under $25,000	28	42	20	10	
$25,000 - $49,999	34	44	17	6	
$50,000 - $74,999	38	46	13	4	
$75,000 - $99,999	50	39	8	3	$\chi^2 = 112.27$*
$100,000 and over	62	30	6	3	(.000)
Age			(n = 1408)		
19 – 29	41	44	15	1	
30 – 39	51	40	8	2	
40 – 49	50	40	9	2	$\chi^2 = 138.97$*
50 – 64	48	33	14	4	(.000)
65 and older	22	47	17	14	
Ethnicity			(n = 1401)		
Hispanic or Latino	44	42	13	2	$\chi^2 = 4.46$
Not Hispanic or Latino	41	40	13	6	(.216)
Race			(n = 1407)		
White only	41	41	12	5	
African American only	41	40	14	4	
Asian only	43	38	19	0	$\chi^2 = 14.84$
Native American only	64	25	11	0	(.250)
More than one race	43	31	23	3	
Education Level			(n = 1411)		
Less than HS graduate	37	39	19	5	
High school graduate	28	47	19	6	
Some college	37	43	15	5	$\chi^2 = 48.71$*
Bachelors or higher	51	36	9	5	(.000)
Veteran			(n = 1394)		
Veteran	32	30	22	16	$\chi^2 = 54.98$*
Nonveteran	43	42	12	4	(.000)
Disabilities/Difficulties			(n = 1409)		
None selected	51	38	9	3	$\chi^2 = 52.75$*
At least one selected	34	43	17	7	(.000)

* Chi-square values are statistically significant at the .05 level.

Appendix Table 9 continued.

	If you were asked to complete the following tasks using the internet, how confident would you be that you could successfully complete them? ***Accessing online banking or financial services***				
	Very confident	*Somewhat confident*	*Not too confident*	*Not at all confident*	*Significance*
			Percentages		
Total	59	29	9	3	
Metro/Nonmetro County			(n = 1389)		
Metropolitan County	64	28	7	2	$\chi^2 = 14.55$*
Nonmetropolitan County	56	30	12	3	(.002)
Income Level			(n = 1393)		
Under $25,000	42	36	13	9	
$25,000 - $49,999	57	31	11	2	
$50,000 - $74,999	66	27	7	0	
$75,000 - $99,999	57	30	12	1	$\chi^2 = 109.83$*
$100,000 and over	74	21	4	1	(.000)
Age			(n = 1407)		
19 – 29	44	34	18	3	
30 – 39	60	31	7	2	
40 – 49	68	25	6	1	$\chi^2 = 64.74$*
50 – 64	68	24	6	2	(.000)
65 and older	55	31	11	4	
Ethnicity			(n = 1396)		
Hispanic or Latino	35	41	21	4	$\chi^2 = 66.64$*
Not Hispanic or Latino	63	27	8	2	(.000)
Race			(n = 1404)		
White only	61	28	9	2	
African American only	45	31	17	7	
Asian only	44	39	2	15	$\chi^2 = 57.96$*
Native American only	52	35	14	0	(.000)
More than one race	41	35	24	0	
Education Level			(n = 1407)		
Less than HS graduate	32	42	20	5	
High school graduate	53	30	12	5	
Some college	60	29	9	2	$\chi^2 = 37.81$*
Bachelors or higher	64	27	8	2	(.000)
Veteran			(n = 1392)		
Veteran	34	36	26	4	$\chi^2 = 67.95$*
Nonveteran	63	28	8	2	(.000)
Disabilities/Difficulties			(n = 1408)		
None selected	70	24	6	1	$\chi^2 = 67.96$*
At least one selected	50	34	13	4	(.000)

* Chi-square values are statistically significant at the .05 level.

Appendix Table 9 continued.

	If you were asked to complete the following tasks using the internet, how confident would you be that you could successfully complete them? ***Accessing or applying for government services***				
	Very confident	*Somewhat confident*	*Not too confident*	*Not at all confident*	*Significance*
			Percentages		
Total	37	42	17	4	
Metro/Nonmetro County			(n = 1387)		
Metropolitan County	39	41	17	4	$\chi^2 = 2.26$
Nonmetropolitan County	36	42	17	5	(.521)
Income Level			(n = 1387)		
Under $25,000	30	42	19	8	
$25,000 - $49,999	31	44	19	6	
$50,000 - $74,999	37	45	17	2	
$75,000 - $99,999	39	42	16	4	$\chi^2 = 43.28$*
$100,000 and over	50	35	13	2	(.000)
Age			(n = 1407)		
19 – 29	34	44	18	4	
30 – 39	43	41	13	2	
40 – 49	44	40	13	3	$\chi^2 = 40.14$*
50 – 64	39	39	19	3	(.000)
65 and older	27	45	20	8	
Ethnicity			(n = 1394)		
Hispanic or Latino	36	43	18	4	$\chi^2 = 0.34$
Not Hispanic or Latino	37	42	17	4	(.952)
Race			(n = 1403)		
White only	37	41	17	4	
African American only	42	42	11	4	
Asian only	29	48	19	5	$\chi^2 = 8.08$
Native American only	39	50	11	0	(.779)
More than one race	29	41	27	3	
Education Level			(n = 1402)		
Less than HS graduate	33	43	19	5	
High school graduate	37	37	22	6	
Some college	33	48	16	3	$\chi^2 = 18.49$*
Bachelors or higher	41	39	16	5	(.030)
Veteran			(n = 1389)		
Veteran	32	30	29	9	$\chi^2 = 31.09$*
Nonveteran	38	43	16	3	(.000)
Disabilities/Difficulties			(n = 1405)		
None selected	41	42	13	4	$\chi^2 = 18.13$*
At least one selected	33	41	20	5	(.000)

* Chi-square values are statistically significant at the .05 level.

Appendix Table 9 continued.

	If you were asked to complete the following tasks using the internet, how confident would you be that you could successfully complete them? ***Finding educational content and information***				
	Very confident	*Somewhat confident*	*Not too confident*	*Not at all confident*	*Significance*
			Percentages		
Total	45	41	11	3	
Metro/Nonmetro County			(n = 1387)		
Metropolitan County	45	42	11	2	$\chi^2 = 3.31$
Nonmetropolitan County	45	41	11	4	(.346)
Income Level			(n = 1384)		
Under $25,000	32	43	18	8	
$25,000 - $49,999	41	40	15	5	
$50,000 - $74,999	44	48	8	1	
$75,000 - $99,999	43	46	9	2	$\chi^2 = 101.38$*
$100,000 and over	63	32	5	0.4	(.000)
Age			(n = 1404)		
19 – 29	42	40	15	3	
30 – 39	49	42	7	2	
40 – 49	50	40	9	1	$\chi^2 = 59.09$*
50 – 64	51	37	10	2	(.000)
65 and older	31	48	13	7	
Ethnicity			(n = 1392)		
Hispanic or Latino	39	46	14	3	$\chi^2 = 4.23$
Not Hispanic or Latino	45	41	11	3	(.238)
Race			(n = 1398)		
White only	45	42	11	3	
African American only	42	36	19	3	
Asian only	48	43	7	2	$\chi^2 = 9.72$
Native American only	52	41	4	4	(.640)
More than one race	38	38	18	6	
Education Level			(n = 1401)		
Less than HS graduate	32	46	19	4	
High school graduate	37	43	17	4	
Some college	42	43	10	5	$\chi^2 = 41.93$*
Bachelors or higher	51	39	8	1	(.000)
Veteran			(n = 1386)		
Veteran	29	47	13	12	$\chi^2 = 50.24$*
Nonveteran	47	41	11	2	(.000)
Disabilities/Difficulties			(n = 1403)		
None selected	54	39	6	2	$\chi^2 = 65.09$*
At least one selected	36	44	16	4	(.000)

* Chi-square values are statistically significant at the .05 level.

Appendix Table 9 continued.

	If you were asked to complete the following tasks using the internet, how confident would you be that you could successfully complete them? Using a video application, such as Zoom, for work, school, or telehealth				
	Very confident	*Somewhat confident*	*Not too confident*	*Not at all confident*	*Significance*
			Percentages		
Total	46	32	15	7	
Metro/Nonmetro County			(n = 1388)		
Metropolitan County	47	34	13	6	$\chi^2 = 11.01$*
Nonmetropolitan County	45	29	17	9	(.012)
Income Level			(n = 1388)		
Under $25,000	33	32	20	16	
$25,000 - $49,999	36	36	19	9	
$50,000 - $74,999	50	32	13	5	
$75,000 - $99,999	51	32	14	5	$\chi^2 = 110.74$*
$100,000 and over	65	26	7	2	(.000)
Age			(n = 1403)		
19 – 29	45	34	18	3	
30 – 39	54	30	12	3	
40 – 49	61	27	9	4	$\chi^2 = 118.29$*
50 – 64	49	28	16	7	(.000)
65 and older	27	39	17	17	
Ethnicity			(n = 1396)		
Hispanic or Latino	43	39	14	5	$\chi^2 = 6.65$
Not Hispanic or Latino	46	31	15	8	(.084)
Race			(n = 1402)		
White only	46	32	14	8	
African American only	48	28	21	3	
Asian only	48	24	19	10	$\chi^2 = 11.40$
Native American only	54	31	8	8	(.495)
More than one race	31	46	17	6	
Education Level			(n = 1405)		
Less than HS graduate	39	28	25	9	
High school graduate	38	29	21	11	
Some college	41	33	18	7	$\chi^2 = 51.28$*
Bachelors or higher	53	32	9	6	(.000)
Veteran			(n = 1389)		
Veteran	37	27	23	14	$\chi^2 = 18.96$*
Nonveteran	47	32	14	7	(.000)
Disabilities/Difficulties			(n = 1404)		
None selected	56	29	11	4	$\chi^2 = 54.28$*
At least one selected	38	34	18	10	(.000)

* Chi-square values are statistically significant at the .05 level.

Appendix Table 9 continued.

	If you were asked to complete the following tasks using the internet, how confident would you be that you could successfully complete them? Using a word processing application, such as Google Docs or Microsoft Word, to create a document				
	Very confident	*Somewhat confident*	*Not too confident*	*Not at all confident*	*Significance*
			Percentages		
Total	54	30	11	4	
Metro/Nonmetro County			(n = 1383)		
Metropolitan County	54	32	10	4	$\chi^2 = 3.55$
Nonmetropolitan County	55	29	12	5	(.314)
Income Level			(n = 1382)		
Under $25,000	40	29	19	12	
$25,000 - $49,999	46	36	11	8	
$50,000 - $74,999	59	28	12	1	
$75,000 - $99,999	60	32	9	0	$\chi^2 = 131.78$*
$100,000 and over	71	24	5	0.4	(.000)
Age			(n = 1402)		
19 – 29	53	31	14	2	
30 – 39	55	35	7	2	
40 – 49	64	28	6	2	$\chi^2 = 46.66$*
50 – 64	55	29	11	5	(.000)
65 and older	47	30	15	8	
Ethnicity			(n = 1391)		
Hispanic or Latino	50	34	15	2	$\chi^2 = 7.48$
Not Hispanic or Latino	55	30	10	5	(.058)
Race			(n = 1397)		
White only	55	30	11	4	
African American only	40	44	11	4	
Asian only	51	40	9	0	$\chi^2 = 11.88$
Native American only	58	29	8	4	(.456)
More than one race	53	27	15	6	
Education Level			(n = 1399)		
Less than HS graduate	43	34	16	7	
High school graduate	39	34	17	9	
Some college	49	34	11	6	$\chi^2 = 76.98$*
Bachelors or higher	65	26	8	1	(.000)
Veteran			(n = 1384)		
Veteran	37	33	20	9	$\chi^2 = 31.46$*
Nonveteran	57	30	10	4	(.000)
Disabilities/Difficulties			(n = 1398)		
None selected	66	27	6	2	$\chi^2 = 82.51$*
At least one selected	44	34	16	6	(.000)

* Chi-square values are statistically significant at the .05 level.

Appendix Table 9 continued.

	If you were asked to complete the following tasks using the internet, how confident would you be that you could successfully complete them?				
	Using email				
	Very confident	*Somewhat confident*	*Not too confident*	*Not at all confident*	*Significance*
			Percentages		
Total	72	21	5	1	
Metro/Nonmetro County			(n = 1385)		
Metropolitan County	78	18	4	1	$\chi^2 = 22.59$*
Nonmetropolitan County	67	24	7	2	(.000)
Income Level			(n = 1385)		
Under $25,000	61	24	10	5	
$25,000 - $49,999	67	27	6	1	
$50,000 - $74,999	76	19	4	1	
$75,000 - $99,999	71	22	6	1	$\chi^2 = 83.38$*
$100,000 and over	87	12	2	0	(.000)
Age			(n = 1400)		
19 – 29	60	27	10	4	
30 – 39	68	25	4	2	
40 – 49	79	16	5	0.4	$\chi^2 = 52.61$*
50 – 64	79	18	3	0.3	(.000)
65 and older	73	21	5	1	
Ethnicity			(n = 1393)		
Hispanic or Latino	53	32	11	4	$\chi^2 = 48.11$*
Not Hispanic or Latino	75	19	5	1	(.000)
Race			(n = 1399)		
White only	73	21	5	1	
African American only	60	30	7	3	
Asian only	81	12	5	2	$\chi^2 = 34.48$*
Native American only	78	22	0	0	(.000)
More than one race	57	17	17	9	
Education Level			(n = 1401)		
Less than HS graduate	52	30	14	4	
High school graduate	65	25	7	3	
Some college	71	22	5	1	$\chi^2 = 35.34$*
Bachelors or higher	77	19	4	1	(.000)
Veteran			(n = 1387)		
Veteran	53	30	13	5	$\chi^2 = 45.48$*
Nonveteran	74	20	4	1	(.000)
Disabilities/Difficulties			(n = 1402)		
None selected	81	17	2	0.3	$\chi^2 = 63.45$*
At least one selected	64	25	9	2	(.000)

* Chi-square values are statistically significant at the .05 level.

Appendix Table 9 continued.

	If you were asked to complete the following tasks using the internet, how confident would you be that you could successfully complete them? ***Using social media***				
	Very confident	*Somewhat confident*	*Not too confident*	*Not at all confident*	*Significance*
			Percentages		
Total	61	27	8	3	
Metro/Nonmetro County			(n = 1382)		
Metropolitan County	68	22	7	4	$\chi^2 = 21.62$*
Nonmetropolitan County	56	32	9	3	(.000)
Income Level			(n = 1382)		
Under $25,000	56	23	16	5	
$25,000 - $49,999	57	30	8	5	
$50,000 - $74,999	67	25	7	1	
$75,000 - $99,999	57	34	7	2	$\chi^2 = 52.01$*
$100,000 and over	71	23	4	2	(.000)
Age			(n = 1397)		
19 – 29	55	31	12	3	
30 – 39	66	27	5	2	
40 – 49	70	24	5	2	$\chi^2 = 62.48$*
50 – 64	66	26	7	1	(.000)
65 and older	52	30	10	8	
Ethnicity			(n = 1388)		
Hispanic or Latino	48	37	13	3	$\chi^2 = 20.15$*
Not Hispanic or Latino	64	26	7	3	(.000)
Race			(n = 1395)		
White only	62	28	8	3	
African American only	61	17	16	6	
Asian only	54	29	12	5	$\chi^2 = 15.54$
Native American only	64	29	4	4	(.213)
More than one race	54	29	9	9	
Education Level			(n = 1396)		
Less than HS graduate	60	28	11	2	
High school graduate	59	27	11	4	
Some college	61	28	7	3	$\chi^2 = 4.05$
Bachelors or higher	63	27	8	3	(.908)
Veteran			(n = 1383)		
Veteran	39	39	7	15	$\chi^2 = 88.04$*
Nonveteran	64	26	8	2	(.000)
Disabilities/Difficulties			(n = 1397)		
None selected	70	23	5	2	$\chi^2 = 50.24$*
At least one selected	53	31	11	5	(.000)

* Chi-square values are statistically significant at the .05 level.

Appendix Table 9 continued.

	If you were asked to complete the following tasks using the internet, how confident would you be that you could successfully complete them?				
	Online shopping				
	Very confident	*Somewhat confident*	*Not too confident*	*Not at all confident*	*Significance*
			Percentages		
Total	63	28	7	2	
Metro/Nonmetro County			(n = 1364)		
Metropolitan County	68	25	6	2	$\chi^2 = 13.41$*
Nonmetropolitan County	59	31	8	2	(.004)
Income Level			(n = 1362)		
Under $25,000	52	31	10	7	
$25,000 - $49,999	59	31	8	1	
$50,000 - $74,999	66	26	8	1	
$75,000 - $99,999	63	31	6	0	$\chi^2 = 85.64$*
$100,000 and over	75	23	2	0	(.000)
Age			(n = 1376)		
19 – 29	53	35	10	2	
30 – 39	66	29	4	1	
40 – 49	71	24	3	2	$\chi^2 = 43.45$*
50 – 64	68	26	5	1	(.000)
65 and older	59	28	12	1	
Ethnicity			(n = 1371)		
Hispanic or Latino	44	42	12	2	$\chi^2 = 36.55$*
Not Hispanic or Latino	66	26	6	2	(.000)
Race			(n = 1376)		
White only	64	27	7	2	
African American only	56	31	10	3	
Asian only	61	36	3	0	$\chi^2 = 16.57$
Native American only	59	41	0	0	(.167)
More than one race	45	39	10	7	
Education Level			(n = 1380)		
Less than HS graduate	58	30	7	5	
High school graduate	58	30	8	4	
Some college	64	27	8	2	$\chi^2 = 20.52$*
Bachelors or higher	65	29	6	0.3	(.015)
Veteran			(n = 1368)		
Veteran	46	39	11	4	$\chi^2 = 23.32$*
Nonveteran	65	27	7	1	(.000)
Disabilities/Difficulties			(n = 1379)		
None selected	74	20	6	0.3	$\chi^2 = 70.52$*
At least one selected	53	36	8	3	(.000)

* Chi-square values are statistically significant at the .05 level.

Appendix Table 10. *Concern about Internet Privacy and Security by Covered Populations*

	How concerned are you about internet privacy and security?				
	Very concerned	*Somewhat concerned*	*Not too concerned*	*Not at all concerned*	*Significance*
			Percentages		
Total	41	45	13	2	
Metro/Nonmetro County			(n = 1394)		
Metropolitan County	37	47	14	2	$\chi^2 = 8.40$*
Nonmetropolitan County	44	42	12	1	(.038)
Income Level			(n = 1393)		
Under $25,000	40	41	15	4	
$25,000 - $49,999	41	45	12	2	
$50,000 - $74,999	34	52	13	1	
$75,000 - $99,999	45	43	11	2	$\chi^2 = 20.79$
$100,000 and over	44	43	13	0.4	(.054)
Age			(n = 1408)		
19 – 29	38	43	17	2	
30 – 39	40	39	18	4	
40 – 49	39	49	11	1	$\chi^2 = 41.91$*
50 – 64	49	40	10	1	(.000)
65 and older	35	54	10	1	
Ethnicity			(n = 1400)		
Hispanic or Latino	45	36	18	2	$\chi^2 = 9.29$*
Not Hispanic or Latino	40	46	12	2	(.026)
Race			(n = 1407)		
White only	40	46	13	2	
African American only	50	36	10	4	
Asian only	44	35	21	0	$\chi^2 = 20.83$
Native American only	62	19	19	0	(.053)
More than one race	29	51	17	3	
Education Level			(n = 1408)		
Less than HS graduate	42	35	16	7	
High school graduate	34	48	15	3	
Some college	45	42	12	1	$\chi^2 = 26.63$*
Bachelors or higher	39	47	13	1	(.002)
Veteran			(n = 1394)		
Veteran	49	39	12	1	$\chi^2 = 4.63$
Nonveteran	40	45	13	2	(.201)
Disabilities/Difficulties			(n = 1410)		
None selected	41	46	12	1	$\chi^2 = 3.08$
At least one selected	41	43	14	2	(.380)

* Chi-square values are statistically significant at the .05 level.

Appendix Table 11. *Confidence with Completing Privacy or Security Tasks by Covered Populations*

	How confident are you in your ability to do the following tasks?				
	Keeping your devices updated with the latest software updates				
	Very confident	*Somewhat confident*	*Not too confident*	*Not at all confident*	*Significance*
			Percentages		
Total	45	41	13	2	
Metro/Nonmetro County			(n = 1394)		
Metropolitan County	44	43	12	2	$\chi^2 = 2.50$
Nonmetropolitan County	46	39	13	3	(.475)
Income Level			(n = 1395)		
Under $25,000	33	47	16	5	
$25,000 - $49,999	45	41	12	2	
$50,000 - $74,999	48	39	12	2	
$75,000 - $99,999	46	41	11	2	$\chi^2 = 32.74$*
$100,000 and over	52	38	10	0	(.001)
Age			(n = 1411)		
19 – 29	41	45	13	2	
30 – 39	58	32	9	1	
40 – 49	52	38	9	1	$\chi^2 = 59.89$*
50 – 64	46	40	14	1	(.000)
65 and older	32	47	16	5	
Ethnicity			(n = 1401)		
Hispanic or Latino	43	41	15	1	$\chi^2 = 2.59$
Not Hispanic or Latino	45	40	12	2	(.460)
Race			(n = 1408)		
White only	45	41	12	2	
African American only	38	41	17	4	
Asian only	48	36	17	0	$\chi^2 = 14.02$
Native American only	48	44	7	0	(.299)
More than one race	31	43	26	0	
Education Level			(n = 1411)		
Less than HS graduate	38	43	14	5	
High school graduate	43	40	12	5	
Some college	44	42	12	1	$\chi^2 = 15.07$
Bachelors or higher	46	39	13	2	(.089)
Veteran			(n = 1394)		
Veteran	38	46	10	6	$\chi^2 = 14.26$*
Nonveteran	46	40	13	2	(.003)
Disabilities/Difficulties			(n = 1409)		
None selected	49	40	10	1	$\chi^2 = 16.22$*
At least one selected	41	41	15	3	(.001)

* Chi-square values are statistically significant at the .05 level.

Appendix Table 11 continued.

	How confident are you in your ability to do the following tasks?				
	Using strong passwords				
	Very confident	*Somewhat confident*	*Not too confident*	*Not at all confident*	*Significance*
			Percentages		
Total	47	41	11	2	
Metro/Nonmetro County			(n = 1388)		
Metropolitan County	48	41	10	2	$\chi^2 = 1.66$
Nonmetropolitan County	46	41	12	2	(.647)
Income Level			(n = 1386)		
Under $25,000	40	39	16	5	
$25,000 - $49,999	43	43	11	3	
$50,000 - $74,999	50	41	8	1	
$75,000 - $99,999	53	35	11	1	$\chi^2 = 39.97$*
$100,000 and over	48	44	8	0	(.000)
Age			(n = 1402)		
19 – 29	44	37	16	3	
30 – 39	48	42	9	1	
40 – 49	52	36	9	2	$\chi^2 = 32.43$*
50 – 64	50	39	11	1	(.001)
65 and older	40	49	8	3	
Ethnicity			(n = 1395)		
Hispanic or Latino	45	37	17	1	$\chi^2 = 11.06$*
Not Hispanic or Latino	47	41	10	2	(.011)
Race			(n = 1400)		
White only	47	41	10	2	
African American only	43	43	11	3	
Asian only	46	38	16	0	$\chi^2 = 25.55$*
Native American only	44	37	19	0	(.012)
More than one race	34	40	14	11	
Education Level			(n = 1404)		
Less than HS graduate	43	29	19	9	
High school graduate	45	39	12	4	
Some college	46	44	10	1	$\chi^2 = 34.83$*
Bachelors or higher	48	40	10	2	(.000)
Veteran			(n = 1389)		
Veteran	36	44	16	4	$\chi^2 = 12.70$*
Nonveteran	48	40	10	2	(.005)
Disabilities/Difficulties			(n = 1405)		
None selected	54	39	7	1	$\chi^2 = 38.84$*
At least one selected	41	43	14	3	(.000)

* Chi-square values are statistically significant at the .05 level.

Appendix Table 11 continued.

	How confident are you in your ability to do the following tasks?				
	Using a password manager				
	Very confident	*Somewhat confident*	*Not too confident*	*Not at all confident*	*Significance*
			Percentages		
Total	32	35	25	8	
Metro/Nonmetro County			(n = 1387)		
Metropolitan County	30	38	25	8	$\chi^2 = 4.89$
Nonmetropolitan County	34	32	25	9	(.180)
Income Level			(n = 1384)		
Under $25,000	28	38	22	12	
$25,000 - $49,999	31	34	26	9	
$50,000 - $74,999	32	36	26	6	
$75,000 - $99,999	34	37	22	8	$\chi^2 = 19.15$
$100,000 and over	38	32	24	5	(.085)
Age			(n = 1405)		
19 – 29	35	34	25	6	
30 – 39	46	36	15	3	
40 – 49	37	38	20	6	$\chi^2 = 89.23$*
50 – 64	30	35	24	11	(.000)
65 and older	18	33	37	13	
Ethnicity			(n = 1394)		
Hispanic or Latino	37	37	23	4	$\chi^2 = 7.77$
Not Hispanic or Latino	31	35	25	9	(.051)
Race			(n = 1400)		
White only	32	35	25	8	
African American only	37	41	16	7	
Asian only	33	33	33	0	$\chi^2 = 12.12$
Native American only	41	37	15	7	(.436)
More than one race	38	29	21	12	
Education Level			(n = 1402)		
Less than HS graduate	35	30	23	12	
High school graduate	31	32	27	11	
Some college	32	38	25	6	$\chi^2 = 10.49$
Bachelors or higher	33	34	24	9	(.312)
Veteran			(n = 1387)		
Veteran	31	38	22	9	$\chi^2 = 0.95$
Nonveteran	32	35	25	8	(.813)
Disabilities/Difficulties			(n = 1404)		
None selected	35	33	25	7	$\chi^2 = 7.83$
At least one selected	30	36	24	10	(.050)

* Chi-square values are statistically significant at the .05 level.

Appendix Table 11 continued.

	How confident are you in your ability to do the following tasks?				
	Identifying phishing attempts				
	Very confident	*Somewhat confident*	*Not too confident*	*Not at all confident*	*Significance*
			Percentages		
Total	31	42	20	7	
Metro/Nonmetro County			(n = 1390)		
Metropolitan County	30	43	21	7	$\chi^2 = 2.49$
Nonmetropolitan County	32	41	19	8	(.477)
Income Level			(n = 1388)		
Under $25,000	25	37	20	18	
$25,000 - $49,999	28	42	23	7	
$50,000 - $74,999	31	42	21	6	
$75,000 - $99,999	38	41	17	4	$\chi^2 = 80.70$*
$100,000 and over	36	46	17	0.4	(.000)
Age			(n = 1408)		
19 – 29	33	37	23	8	
30 – 39	36	43	16	5	
40 – 49	37	47	12	4	$\chi^2 = 38.43$*
50 – 64	28	43	22	7	(.000)
65 and older	25	40	25	11	
Ethnicity			(n = 1396)		
Hispanic or Latino	33	38	21	8	$\chi^2 = 1.38$
Not Hispanic or Latino	31	43	20	7	(.710)
Race			(n = 1405)		
White only	31	42	20	7	
African American only	41	31	16	13	
Asian only	17	52	19	12	$\chi^2 = 18.63$
Native American only	41	37	22	0	(.098)
More than one race	23	51	23	3	
Education Level			(n = 1408)		
Less than HS graduate	33	40	17	10	
High school graduate	26	39	21	14	
Some college	32	39	22	7	$\chi^2 = 26.93$*
Bachelors or higher	32	45	19	5	(.001)
Veteran			(n = 1392)		
Veteran	28	34	24	14	$\chi^2 = 15.06$*
Nonveteran	31	43	20	6	(.002)
Disabilities/Difficulties			(n = 1407)		
None selected	34	46	16	4	$\chi^2 = 36.30$*
At least one selected	28	38	24	10	(.000)

* Chi-square values are statistically significant at the .05 level.

Appendix Table 11 continued.

	How confident are you in your ability to do the following tasks?				
	Configuring privacy and security settings in apps and software				
	Very confident	*Somewhat confident*	*Not too confident*	*Not at all confident*	*Significance*
			Percentages		
Total	28	41	24	8	
Metro/Nonmetro County			(n = 1383)		
Metropolitan County	26	41	25	8	$\chi^2 = 3.92$
Nonmetropolitan County	30	42	22	7	(.271)
Income Level			(n = 1380)		
Under $25,000	26	37	26	11	
$25,000 - $49,999	27	38	28	8	
$50,000 - $74,999	26	48	18	8	
$75,000 - $99,999	28	48	19	5	$\chi^2 = 30.07$*
$100,000 and over	32	38	25	5	(.003)
Age			(n = 1399)		
19 – 29	33	46	17	4	
30 – 39	40	41	16	4	
40 – 49	28	44	21	6	$\chi^2 = 89.49$*
50 – 64	25	40	26	9	(.000)
65 and older	16	37	34	13	
Ethnicity			(n = 1388)		
Hispanic or Latino	33	42	22	4	$\chi^2 = 6.47$
Not Hispanic or Latino	27	41	24	8	(.091)
Race			(n = 1396)		
White only	26	42	24	8	
African American only	41	37	19	3	
Asian only	48	33	19	0	$\chi^2 = 21.15$*
Native American only	33	46	17	4	(.048)
More than one race	29	43	20	9	
Education Level			(n = 1397)		
Less than HS graduate	29	43	18	11	
High school graduate	28	36	25	10	
Some college	28	41	25	6	$\chi^2 = 9.10$
Bachelors or higher	27	43	22	8	(.428)
Veteran			(n = 1383)		
Veteran	28	33	26	12	$\chi^2 = 7.50$
Nonveteran	28	42	23	7	(.058)
Disabilities/Difficulties			(n = 1398)		
None selected	28	47	20	6	$\chi^2 = 19.33$*
At least one selected	28	37	27	9	(.000)

* Chi-square values are statistically significant at the .05 level.

Appendix Table 12. *Adequacy of Household Computer Devices by Covered Populations*

	Does your household have enough computer devices available to meet the needs of those living in this home?		
	Yes	*No*	*Significance*
	Percentages		
Total	90	10	
Metro/Nonmetro County	(n = 1398)		
Metropolitan County	91	9	$\chi^2 = 0.85$
Nonmetropolitan County	90	10	(.366)
Income Level	(n = 1396)		
Under $25,000	81	19	
$25,000 - $49,999	90	10	
$50,000 - $74,999	92	8	
$75,000 - $99,999	93	7	$\chi^2 = 32.60$*
$100,000 and over	95	5	(.000)
Age	(n = 1412)		
19 - 29	89	11	
30 - 39	90	10	
40 - 49	87	13	$\chi^2 = 9.52$*
50 - 64	90	11	(.049)
65 and older	95	6	
Ethnicity	(n = 1404)		
Hispanic or Latino	88	12	$\chi^2 = 1.18$
Not Hispanic or Latino	91	10	(.305)
Race	(n = 1411)		
White only	91	9	
African American only	87	13	
Asian only	93	7	$\chi^2 = 10.54$*
Native American only	82	18	(.032)
More than one race	77	23	
Education Level	(n = 1413)		
Less than HS graduate	86	14	
High school graduate	83	17	
Some college	90	10	$\chi^2 = 19.16$*
Bachelors or higher	93	7	(.000)
Veteran	(n = 1397)		
Veteran	90	10	$\chi^2 = 0.41$
Nonveteran	91	10	(.879)
Disabilities/Difficulties	(n = 1413)		
None selected	93	7	$\chi^2 = 12.95$*
At least one selected	88	12	(.000)

* Chi-square values are statistically significant at the .05 level.

Appendix Table 13. *Failure of Technology Devices by Covered Populations*

	In the past six months, which of the following technology devices have failed to function properly for you?					
	Cell phone	*Desktop computer*	*Laptop computer*	*Tablet (or similar device)*	*Other device*	*None*
				Percentages		
Total	37	20	28	21	5	38
Metro/Nonmetro County				(n = 1387)		
Metropolitan County	30	17	25	19	4	45
Nonmetropolitan County	43	24	31	24	5	32
Income Level				(n = 1386)		
Under $25,000	48	21	19	19	5	31
$25,000 - $49,999	32	19	25	19	2	38
$50,000 - $74,999	29	14	26	19	4	47
$75,000 - $99,999	37	30	37	29	9	31
$100,000 and over	39	19	34	22	6	43
Age				(n = 1404)		
19 – 29	43	34	34	24	2	23
30 – 39	43	23	31	26	3	33
40 – 49	45	16	33	27	6	34
50 – 64	33	14	26	19	7	44
65 and older	25	17	19	15	4	52
Ethnicity				(n = 1394)		
Hispanic or Latino	49	39	37	29	3	16
Not Hispanic or Latino	35	17	27	20	5	42
Race				(n = 1401)		
White only	36	18	27	22	5	40
African American only	50	31	40	24	2	26
Asian only	32	50	48	12	0	24
Native American only	45	21	10	11	4	26
More than one race	40	38	48	25	15	24
Education Level				(n = 1402)		
Less than HS graduate	53	18	25	19	3	28
High school graduate	43	19	17	20	2	40
Some college	31	17	24	19	3	41
Bachelors or higher	39	23	36	24	7	36
Veteran				(n = 1388)		
Veteran	49	34	35	22	2	25
Nonveteran	36	18	27	21	5	40
Disabilities/Difficulties				(n = 1404)		
None selected	34	15	29	19	6	46
At least one selected	39	25	27	24	4	31

Appendix Table 14. *How Dealt with Device Failure by Covered Populations*

	If any of the devices failed, how did you deal with the problem you encountered?						
	Contacted user support for help	*Fixed the problem myself*	*Fixed the problem with help from friends or family*	*Was unable to fix one or more of these devices*	*Found help online*	*Went to a local computer store*	*Went to community institution, such as a school, library, or church*
				Percentages			
Total	32	46	28	17	21	8	3
Metro/Nonmetro County				(n = 859)			
Metropolitan County	29	48	25	20	20	8	3
Nonmetropolitan County	34	46	30	15	21	7	4
Income Level				(n = 857)			
Under $25,000	24	38	30	16	13	5	7
$25,000 - $49,999	29	42	29	14	16	5	2
$50,000 - $74,999	34	45	23	20	27	14	1
$75,000 - $99,999	41	52	23	21	29	11	4
$100,000 and over	37	56	32	17	24	7	3
Age				(n = 873)			
19 – 29	30	39	32	16	23	12	4
30 – 39	39	49	24	17	28	10	4
40 – 49	31	57	24	19	26	7	2
50 – 64	24	49	29	21	19	5	4
65 and older	40	39	29	10	7	6	3
Ethnicity				(n = 869)			
Hispanic or Latino	38	39	32	18	30	17	6
Not Hispanic or Latino	31	48	27	17	19	6	3
Race				(n = 871)			
White only	33	46	26	17	20	8	4
African American only	36	47	38	17	23	15	2
Asian only	32	54	58	5	27	5	0
Native American only	39	44	18	24	16	3	0
More than one race	14	38	44	29	24	0	4
Education Level				(n = 872)			
Less than HS graduate	29	46	24	13	11	8	3
High school graduate	28	40	31	15	18	4	3
Some college	31	36	28	18	17	8	2
Bachelors or higher	36	56	27	17	26	10	4
Veteran				(n = 858)			
Veteran	46	36	32	18	19	10	10
Nonveteran	30	48	27	17	21	8	3
Disabilities/Difficulties				(n = 873)			
None selected	35	55	27	12	21	6	1
At least one selected	31	40	29	20	21	10	5

Appendix Table 15. *Perceived Cost of Purchasing Computer by Covered Populations*

	In thinking about purchasing a desktop or laptop computer, what would you consider to be too expensive?						
	$50	*$100*	*$150*	*$250*	*$500*	*More than $1,000*	*Significance*
				Percentages			
Total	2	4	7	11	26	50	
Metro/Nonmetro County				(n = 1390)			
Metropolitan County	2	2	7	10	27	53	$\chi^2 = 16.34$*
Nonmetropolitan County	3	5	7	12	25	48	(.006)
Income Level				(n = 1387)			
Under $25,000	9	10	14	16	24	27	
$25,000 - $49,999	1	3	7	11	32	45	
$50,000 - $74,999	0.4	3	6	10	23	59	$\chi^2 = 211.9$*
$75,000 - $99,999	0	3	5	16	28	48	(.000)
$100,000 and over	0	2	5	3	23	68	
Age				(n = 1409)			
19 – 29	5	9	14	14	21	37	
30 – 39	2	5	7	11	26	48	
40 – 49	1	3	10	9	25	51	$\chi^2 = 106.6$*
50 – 64	2	1	5	12	25	55	(.000)
65 and older	1	2	2	8	32	57	
Ethnicity				(n = 1398)			
Hispanic or Latino	7	11	15	13	23	33	$\chi^2 = 89.33$*
Not Hispanic or Latino	1	3	6	11	27	53	(.000)
Race				(n = 1404)			
White only	2	3	6	11	27	52	
African American only	6	19	13	11	19	33	
Asian only	10	10	14	7	10	50	$\chi^2 = 107.1$*
Native American only	0	14	14	7	29	36	(.000)
More than one race	3	6	19	17	19	36	
Education Level				(n = 1407)			
Less than HS graduate	12	16	16	12	22	22	
High school graduate	5	9	9	16	23	38	
Some college	1	2	7	11	30	48	$\chi^2 = 132.1$*
Bachelors or higher	1	2	6	9	24	59	(.000)
Veteran				(n = 1390)			
Veteran	5	12	11	21	16	36	$\chi^2 = 64.40$*
Nonveteran	2	3	6	10	27	52	(.000)
Disabilities/Difficulties				(n = 1406)			
None selected	0.2	1	4	7	25	63	$\chi^2 = 120.0$*
At least one selected	4	6	10	14	27	39	(.000)

* Chi-square values are statistically significant at the .05 level.