

Community Technology Center Evaluation

CTC Staff Telephone Survey Guide

This telephone survey guide will be used by project investigators to collect specific information on each Community Technology Center identified in the list of subject organizations (as listed in grant application A24042). The interview is expected to last less than 10 minutes, and results will be recorded by the investigator in a Catalyst WebQ form available only to the project researchers. Screen shots of the data collection form are appended.

Hi! My name is {xxxxxx}. I'm from The Information School at University of Washington. We are studying how people use and benefit from community technology centers. We are particularly interested in such things as what type of center you operate, who uses your center, how many people you serve with your programs, why people use your services, and any significant stories you might have about your center.

The results of this study will provide us with information that will be used to shape better statewide advocacy strategies for community technology to help further sustainability. My questions will take about 10 minutes. All questions are optional and confidential.

Do you have any questions?

Would you like to participate in our study?

[If “yes,” then ask: “Is this a good time for you to take the survey, or would you like to arrange another time that would be better for your schedule?” If the answer is now, then proceed with the survey and enter results in the Catalyst WebQ form. If later, ask to set up a time that will work, and provide a phone number and email address where you can be reached if a conflict arises.]

[if “no,” then say “Thank you very much for your time.” and end call.]

Catalyst Survey Questions

Question 1.

Please enter the interviewer's name here.

Question 2.

Please enter today's date here.

Question 3.

Please enter the CTC organization's name that is listed on the Spreadsheet here.

Question 4.

Please ask the CTC organization to **verify** its name and enter it here.

Question 5.

Do you have a website for your organization? If so, what is the URL?

Question 6.

How many staff are working at your CTC?

Question 7.

What year did your CTC start?

Question 8.

Please provide the name(s) of your CTC program(s).

Question 9.

Are there any programs you would like to add in the future?

Question 10.

On average, how many people per week use your center throughout the year?

Question 11.

How many unique visitors did you have in the last year?

Question 12.

Who is your **Primary** Audience?

- Adults
- Disabled
- Homeless
- Immigrant
- Residents
- Youth
- Native Americans
- Low Income

Other:

Question 13.

Who else uses your center? (Choose all that apply)

- Adults
- Disabled
- Immigrant
- Residents
- Youth
- Native Americans
- Low Income
- Staff
- Other:

Question 14.

What is your Center type? (Choose all that apply)

- Senior Center
- School/College/University
- Nonprofit Organization
- Neighborhood Service Center
- Neighborhood Community Center
- Library
- Housing Complex
- For Profit Business
- Government
- Public Access Cable
- Other:

Question 15.

What are the top two reasons people use your center?

- Find and connect with other people or community services

- Get a job
- Communicate with family, friends and others
- Learn new job skills
- Learn new technologies or new skills
- Improve school performance
- Be a leader and help others
- Graduate from school or go to college
- Learn skills for independence
- Learn English
- Other (please specify)

Question 16.

What are the barriers to using your center? (For example, childcare or transportation?)



Question 17.

Do you have any additional comments regarding what we talked about today (success stories, special needs, unique strengths)?



Thank you for taking the time to participate in our survey. We really appreciate your contribution to the study.