



Broadband and e-Government Usage Survey

Presented through a Partnership Between
Connect Alaska and The Association of Alaska School Boards

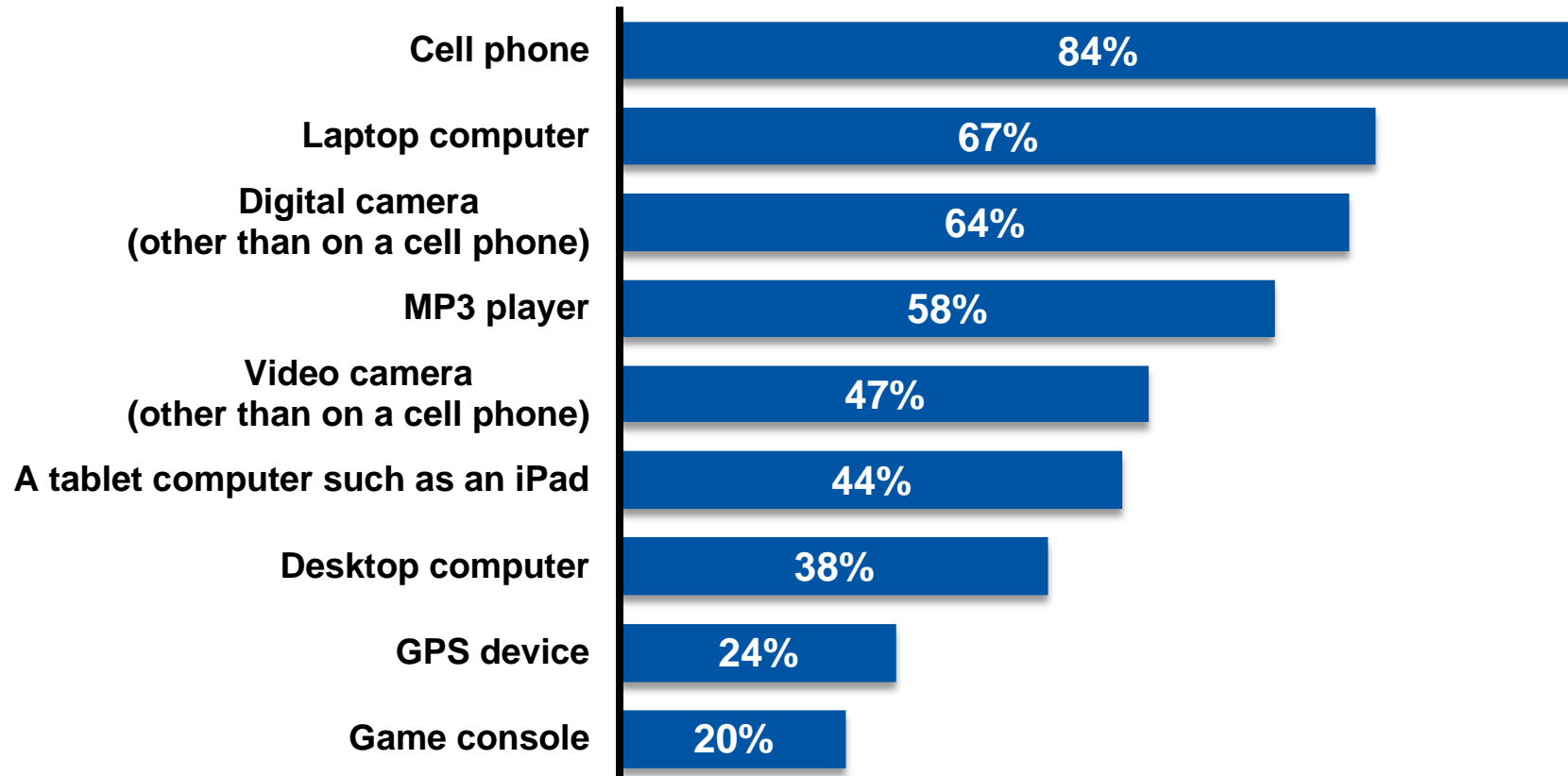


Technology Adoption



Technology Ownership

Respondents who own the following devices

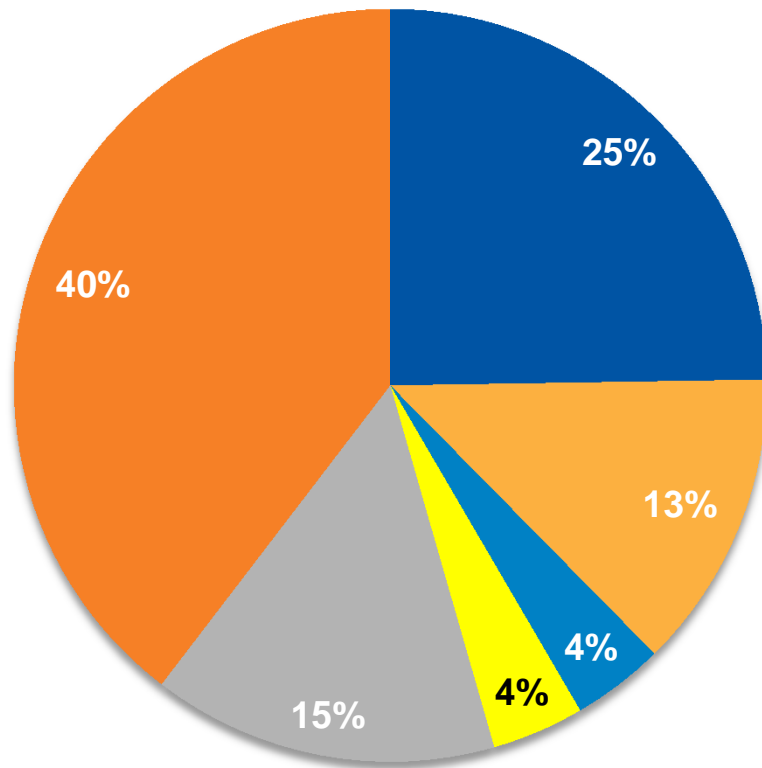


Q: Which of the following do you own?
(n=45 respondents)

Source: Alaska Broadband and
e-Government Usage Survey



Broadband Availability and Adoption



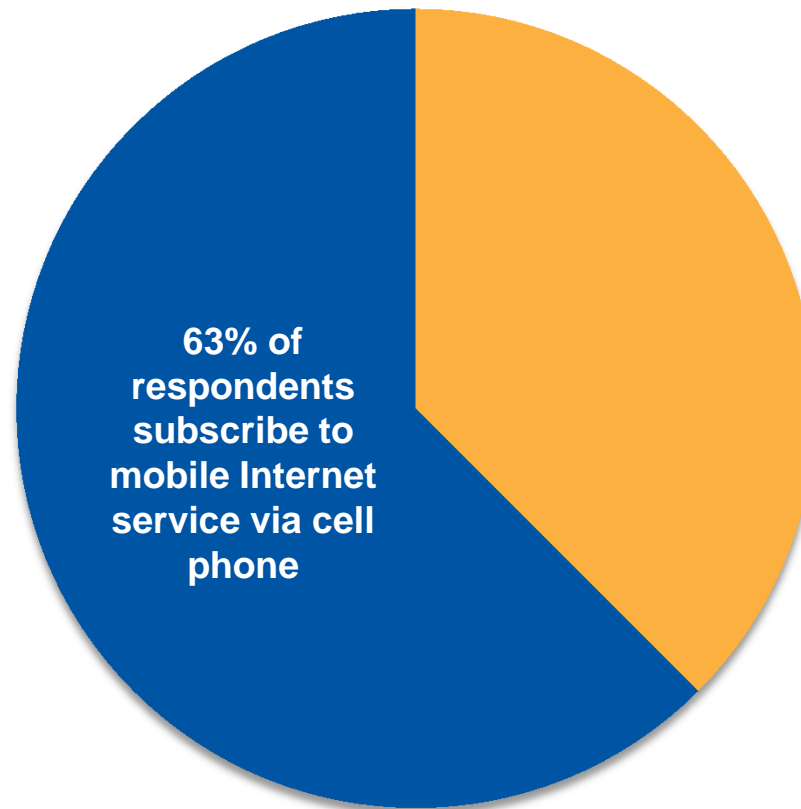
- **Broadband is not available**
- **Broadband is available, but respondent does not subscribe to any Internet service**
- **Broadband is available, but respondent subscribes to dial-up service**
- **Subscribe to home Internet service, not sure if connection is broadband or dial-up**
- **Don't know if broadband is available where they live**
- **Subscribe to home broadband service**

Q: To the best of your knowledge, is high-speed Internet service available where you live? And
Q: Do you subscribe to the Internet at home other than via a cell phone data plan?
(n=52 respondents)

Source: Alaska Broadband and e-Government Usage Survey



Mobile Internet Adoption



Q: Do you subscribe to a plan on a cell phone that allows you to access the Internet?
This is sometimes referred to as a “data plan.”
(n=48 respondents)

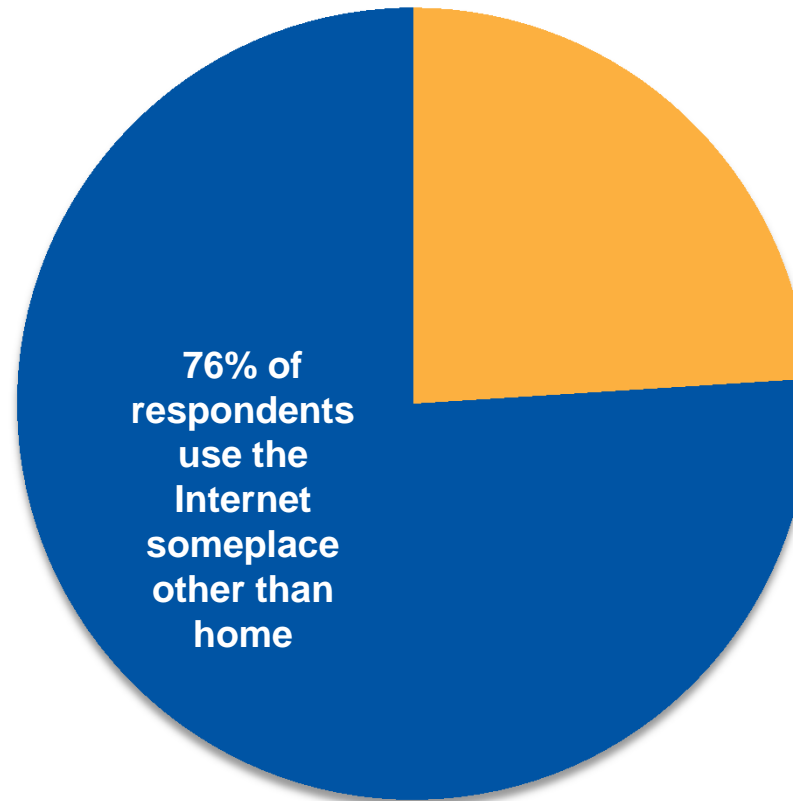
Source: Alaska Broadband and
e-Government Usage Survey



Internet Use Outside of the Home



Internet Use Outside of the Home



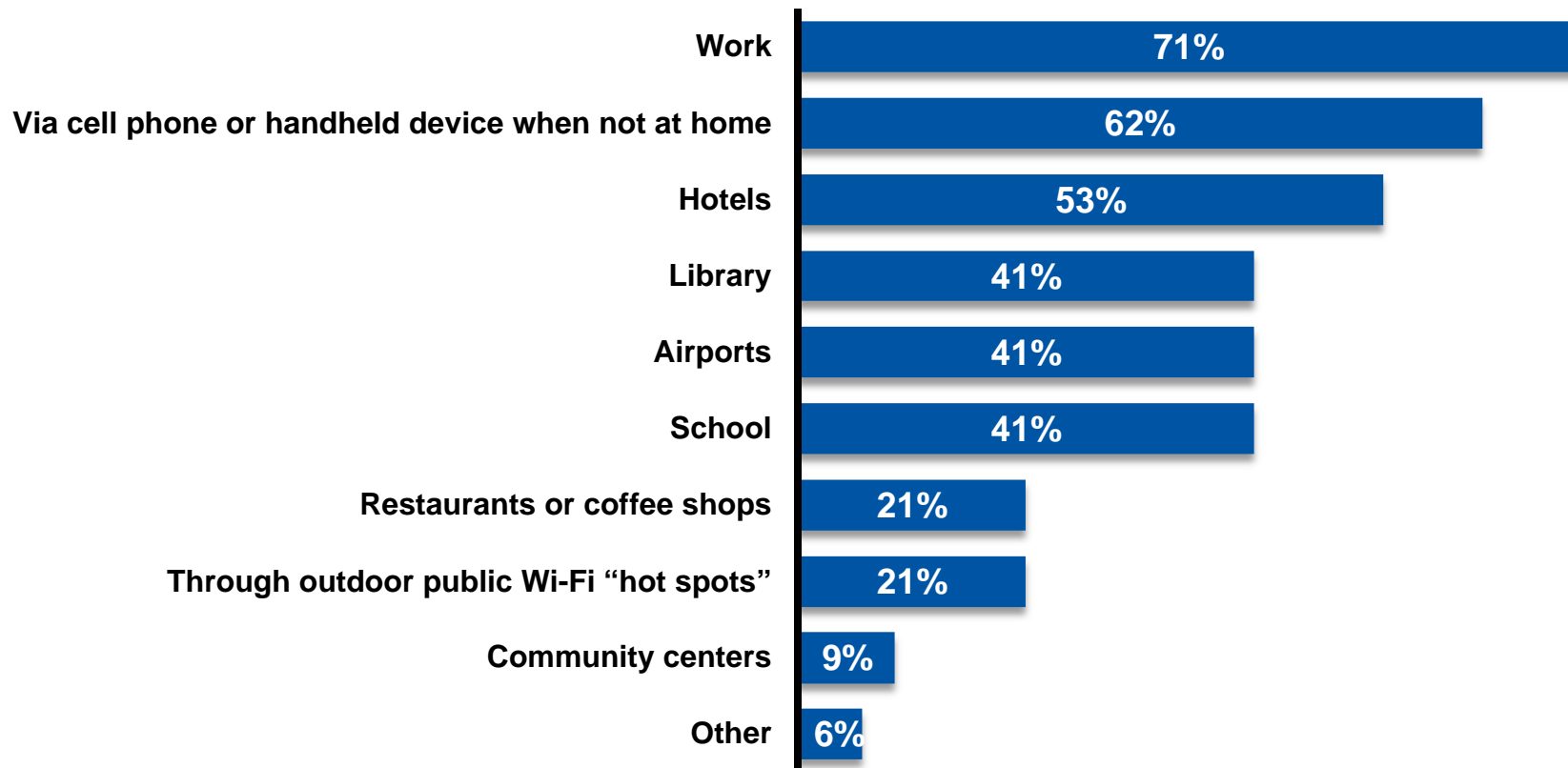
Q: Do you access the Internet anyplace outside your home?
(n=50 respondents)

Source: Alaska Broadband and
e-Government Usage Survey



Where Respondents Use the Internet

Among respondents who use the Internet someplace other than home



Q: Where do you access the Internet outside your home?
(n=34 respondents)

Source: Alaska Broadband and
e-Government Usage Survey



Use of e-Government Services



How Respondents Prefer to Access Government Services

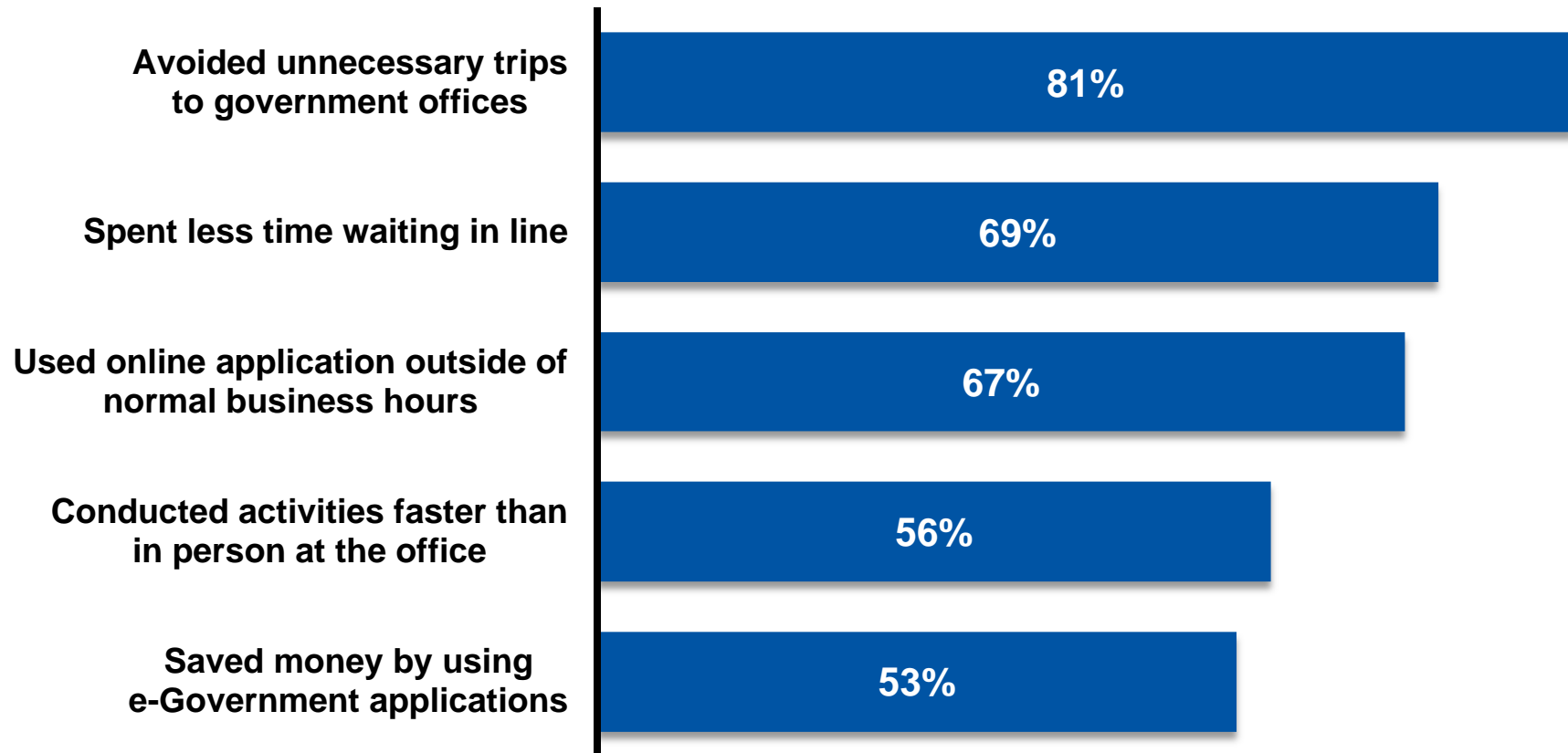
	Online	Over the Phone	In Person
Request a form to fill out	66%	20%	15%
Pay a fine, fee, or bill	66%	12%	22%
Learn about office hours	81%	12%	7%
Learn about services offered by an office	83%	10%	7%
Express opinions or communicate with elected officials	63%	17%	20%
Learn about recent activities at a government office	76%	15%	10%

Q: When you need to interact with Alaska state government offices, would you rather conduct the following activities online, over the phone, or in person at the government office?
(n=41 respondents)

Source: Alaska Broadband and e-Government Usage Survey



How Alaskans Have Benefitted From e-Government Services



Q: How have online government applications benefitted you or other members of your household?
(n=36 respondents)

Source: Alaska Broadband and e-Government Usage Survey



Survey Methodology and Demographics



Survey Methodology

Between October 2013 and March 2014, Connect Alaska and the Association of Alaska School Boards (AASB) conducted an online survey of residents living in select remote villages in Alaska. During this time, representatives from the AASB participated in town hall-style meetings and invited those present to participate in this online survey. The survey was made available via the Connect Alaska website.

The purpose of this survey was to measure broadband adoption and usage among residents of these remote areas and determine the usage of broadband services both at home and at locations outside of the home. Special attention was paid to the use of e-Government services, demand for such services, and the impact that those e-Government services had on respondents in these remote areas of the state.

Overall, the sample includes 52 responses, which represents a margin of error of $\pm 13.6\%$ at a 95% confidence level. This study is based on a convenience sample of residents in these remote areas who chose to participate in the survey, which may affect the results of the study. In addition, as with any survey, question wording and the practical challenges of data collection may introduce an element of error or bias that is not reflected in this margin of error.



Location of Survey Respondents

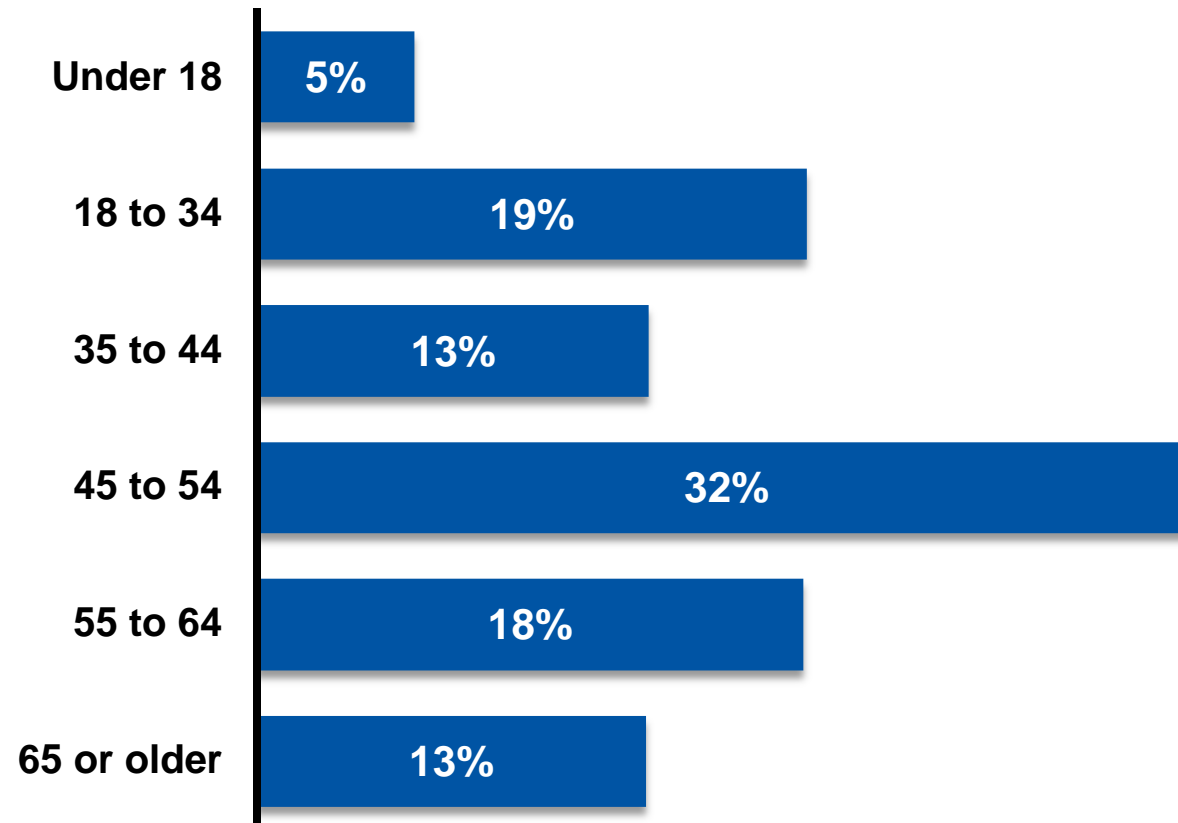
Location	Percent of Respondents
Haines	40%
Manokotak	26%
St. Paul	24%
Seldovia	5%
Other locations	5%

Q: Where do you currently live?
(n=38 respondents)

Source: Alaska Broadband and
e-Government Usage Survey



Age of Survey Respondents



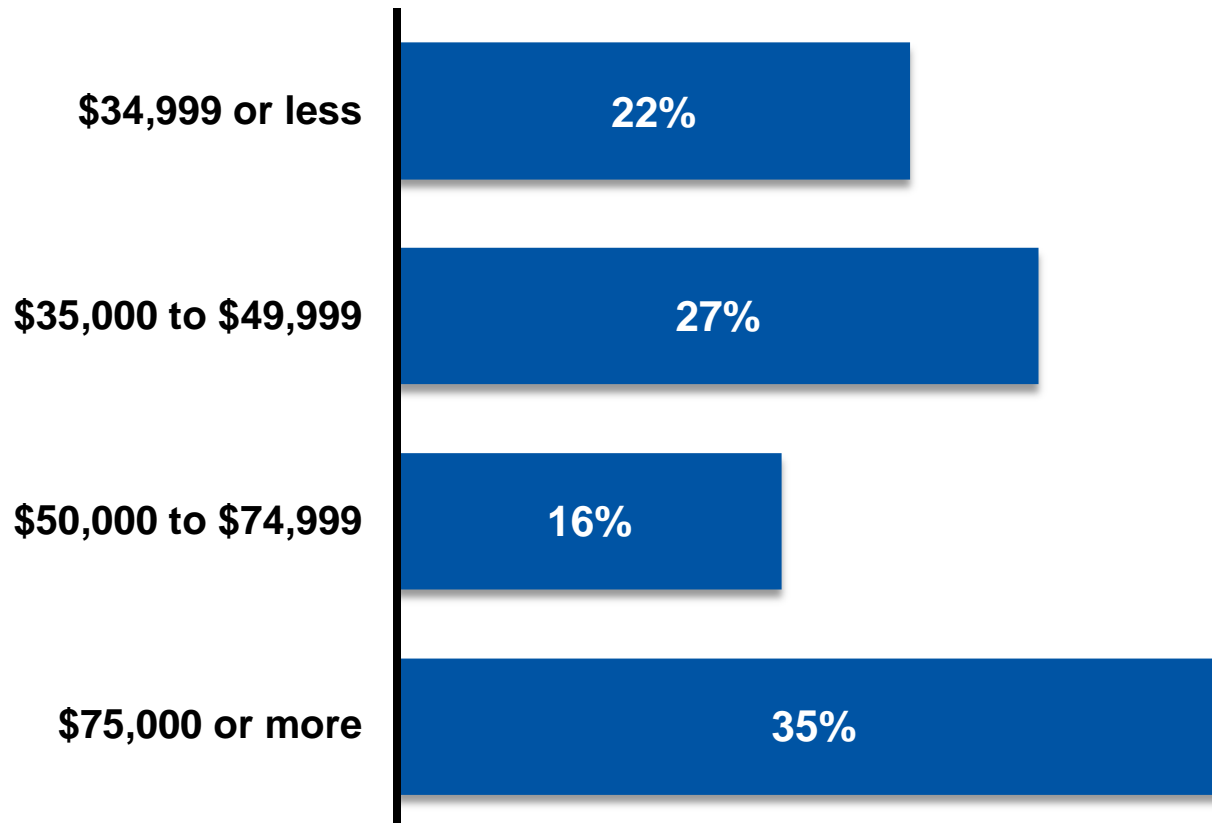
Q: What is your age?
(n=38 respondents)

Source: Alaska Broadband and
e-Government Usage Survey



Annual Household Income of Survey Respondents

Percent of respondents in each household income bracket



Q: Which of the following best describes the total annual household income earned by all wage earners in your household?
(n=37 respondents)

Source: Alaska Broadband and e-Government Usage Survey



Contact Information

**For questions, or to request further information about this survey,
please contact:**

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