Dear Resident,

Enclosed please find a Digital Learning Questionnaire for resident households with children ages 5-22 years old. This brief questionnaire will help BRIDGE Housing understand your family’s needs so that we can explore enhanced resident services to support education for children and youth, as part of our Communities Connected Initiative.

For English, please use the enclosed paper copy and return the completed questionnaire to your Resident Manager, or use the QR code or link and complete the questionnaire online.

For Spanish, Russian, Cantonese or Arabic, please use the QR code and complete the survey online, or request a copy in your preferred language from your Resident Manager.

Open your camera on your mobile phone, and hold the camera to the QR code, and click on the browser.

Or go to https://bit.ly/BridgeAccess

The deadline to complete the survey is Friday, October 29th. If you have any questions, please email survey@bridgehousing.com or call (415) 748-3986.

Thank you very much for your valuable input!

NOTE: This survey tool was developed by BRIDGE Housing. If adapting this survey for your own organization’s use, please credit BRIDGE Housing for the initial development of this tool.
1. Please write your unit number. _____________________________________________________

2. Do you have an internet plan in your home? Note: this does not include your cell phone data plan.
   ☐ Yes     ☐ No (If no, go to Question 5)

3. What is the connection speed that you need, to engage in learning at home?
   ☐ Moderate: Enough to get online, to check in, and comfortably browse the web.
   ☐ Fast: Enough to smoothly stream video, quickly download large files, etc.
   ☐ Lightning Fast: Fastest possible connection for all sorts of projects.
   ☐ I don’t know.

4. Do you have access to this connection speed in your home?
   ☐ Yes     ☐ No     ☐ Most of the time, but not always. ☐ Sometimes but not enough.

5. Do you have devices (e.g., laptop computer, desktop computer, tablet) that can access the internet in your home?
   ☐ Yes     ☐ No (If no, go to Question 7).
   a. If yes above, are the devices in good working condition?
      ☐ Yes     ☐ No

6. (If Yes to #5) Put a number next to all devices that you have in your home that are in good working condition and can be used to access the internet.

   _____ Laptop computer/Chromebook
   _____ Desktop computer
   _____ Smart Phone
   _____ Tablet/Ipad

7. For each row, please select one response. Overall, how comfortable are you:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Not at all comfortable</th>
<th>Not very comfortable</th>
<th>Somewhat comfortable</th>
<th>Very comfortable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Using your home devices (e.g., computer, tablet)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Using an internet search engine to look for information online</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Sending a personal message to another person via email or online messaging</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Getting into video/webinar software (i.e., Zoom, GoTo Meeting, Teams, or Webex) without any help from others</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
8. Do these devices meet your children’s ability to do their school work on line (e.g., your devices allow you to type documents, browse the internet, stream videos, save work to the cloud)?

☐ Yes  ☐ No  ☐ I don’t know

9. How much do you rely on others to help you with the skills needed to access and navigate the internet? Please check one.

☐ I rely a great deal on someone else.

☐ I rely somewhat on someone else.

☐ I rely rarely on someone else.

☐ I don't rely on anyone.

☐ I never use the internet.

10. Please mark the **top three** uses of the internet in your home:

☐ Staying connected to friends and family (socializing).

☐ School work, online streaming for school

☐ Work from home/Job Hunting (e.g., writing resumes,)

☐ Banking/Financial Management (e.g., paying bills online)

☐ Entertainment (e.g., online movie, video, or music

☐ Look up information (e.g., bus schedules)

☐ Other: Please specific_____________________________________

**About You & Your Family**

Including yourself, the number of adults (18 years and older) living in your household _____

The number of children (younger than 18 years old) living in your household _________

Your age ________________________________________________________________

Full Number Address: _______________________________________________________

Apartment Number ___________________________________________________________

Email address ______________________________________________________________

Phone number ______________________________________________________________

Full Name_________________________________________________________________

Thank you!!