Welcome to the first survey before you start your learning on Learn My Way. By completing this survey, you are submitting information to Good Things Foundation. We are not interested in your personal data, but we are working with the Kenya National Library Service to understand how we can support you and other library customers better.

1. Your name:

2. Your age

- ◯ Under 15
- ◯ 15-18
- ◯ 19-24
- ◯ 25-34
- ◯ 35-44
- ◯ 45-54
- ◯ 55-64
- ◯ 65+

3. Your gender

- ◯ Male
- ◯ Female
- ◯ Prefer not to say

4. Which of the following describes your current situation?

○ Full-time student

○ Full-time employed

○ Part-time employed

○ Self employed

○ Unemployed and looking for work

○ Not working and looking after children

○ Retired

○ Not working and unable to work

5. Do you consider yourself to have any of the following health conditions: (please tick all that apply and describe if 'other')

☐ Deafness or hearing impairment

☐ Blindness or visual impairment

☐ A condition that limits basic physical activity, such as walking, climbing stairs or lifting

☐ A learning disability

☐ A specific learning difficulty (e.g. dyslexia)

☐ Mental health problem

☐ None of these

☐ Other (please specify)

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6. What library are you learning at?

○ Rambula   ○ Malindi

○ Kinyambu   ○ Moyale

○ Kangema   ○ Gilgil

○ Timau   ○ Naivasha

○ Mbalambala   ○ Silibwet

7. Before learning on Learn My Way, how did you have access to the internet? (tick all that apply)

☐ At home

☐ At school/college/university

☐ At a library

☐ At a Cyber Cafe

☐ 3G through my phone

☐ I didn't have access to the internet

☐ Other (please specify)

8. Before learning on Learn My Way, what personal device did you have? (Please tick all that apply)

☐ Laptop

☐ Desktop computer

☐ Smartphone

☐ No personal internet enabled device

☐ Other (please specify)

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Digital Life: Kenya Baseline Customer Survey

How You Use the Internet

Please take a few minutes to answer these questions and help us understand a little about your internet use and confidence before you start your learning. You will be asked the same questions at the end of your learning.

9. To what extent do you agree with the following statements?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
The internet is useful to me	○	○	○	○	○
I feel confident exploring parts of the internet I've never used before	○	○	○	○	○
I'd like to learn more about using the internet	○	○	○	○	○
If you following some simple precautions it's easy to stay safe online	○	○	○	○	○

10. How often did you use the internet before you started learning on Learn My Way?

○ Daily

○ Weekly

○ Monthly

○ Less than once a month

○ Never

○ Don't know

11. What can you do online without anyone helping you? Please tick one box that best describes you.

○ I can't do anything online without help

○ One or two simple things like sending email, using a search engine, or posting on Facebook

○ A few more complicated things like filling in an online form, paying a bill online, or changing Facebook privacy settings

○ I can do everything I want to online

○ Don't know

12. Please tick one box that best describes how you use the internet.

○ I don't use the internet at all

○ I always visit the same few websites when I go online

○ Sometimes I visit one or two new websites that I haven't visited before

○ I regularly visit lots of new websites that I haven't visited before

○ Don't know

13. How would you rate your ability to use the internet (please tick one box)?

◯ Very poor

◯ Poor

◯ OK

◯ Good

◯ Very good

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Why you want to learn about computers and the internet

14. Why do you want to learn about computers and the internet? (Please tick all that apply and describe if 'other')

☐ To feel more confident using technology

☐ To learn more about the things that interest me

☐ To learn how to find general information online

☐ To apply for a place at college/university

☐ To learn skills to use for work

☐ To keep in touch with family and friends

☐ To get qualifications online

☐ To get help / learn skills for writing my CV

☐ To be able to search and apply for jobs online

☐ To learn how to earn money online

☐ To find information or contact government services

☐ To learn how to shop online

☐ Other (please specify)

☐ To find information about local authority services

☐ To find out how to get online at home

☐ To save money (e.g. better deals, price comparison)

☐ To find health information online

☐ To learn how to claim benefits online

☐ For hobbies/entertainment

☐ To keep up to date with my 'digital' relatives

☐ To help me support my family better

☐ To keep my tax records up to date

☐ To access my payslips/appraisal forms for work

☐ For research for my school/university work

☐ To learn how to bank or manage my money online

[   ]

15. Please describe what you want to learn about in a bit more detail. This will help the librarians to understand how they can best support you (For example and if relevant: what kind of skills do you want to learn; how do you want to support your family better; what kind of qualifications are you interested in?)

16. Do you have any other comments or feedback?