About You

Welcome to the final survey about what you have been learning on Learn My Way and with support from your library. 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 gender

○ Male

○ Female

○ Prefer not to say

3. How long have you been using Learn My Way for?

○ This is my first day

○ Less than 2 weeks

○ Between 2 and 4 weeks

○ Between 4 weeks and 2 months

○ More than 2 months

○ Don't know

4. What library are you learning at?

○ Rambula   ○ Gilgil

○ Silibwet   ○ Naivasha

○ Timau   ○ Moyale

○ Kinyambu   ○ Malindi

○ Kangema   ○ Mbalambala

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Your Internet Access

5. To what extent do you agree with the following statement: 'I now find it easier to access the internet than I did before I started learning on Learn My Way at the library'?

◯ Strongly agree

◯ Agree

◯ Neither agree nor disagree

◯ Disagree

◯ Strongly disagree

How You Use the Internet

6. 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	◯	◯	◯	◯	◯

7. How often do you use the internet now?

○ Daily

○ Weekly

○ Monthly

○ Less than once a month

○ Never

○ Don't know

8. 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

9. 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

10. 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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The Impact of Your Learning

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11. Has your recent learning with Learn My Way and support received from the Library helped you to do any of the following? (Please tick all that apply)

☐ Try to improve your knowledge about something, teach yourself a skill or discover more about a hobby

☐ Any learning that has helped you to further develop your digital skills

☐ A course or class related to your personal interests, hobbies or personal development

☐ Any learning that has helped to improve your reading and writing

☐ A course aimed to lead to a qualification

☐ A course related to a job you may do in the future

☐ A job-related course or training at work

☐ Any learning that has helped you to improve your maths

☐ Any learning that has helped to improve your English

12. Since learning on Learn My Way and receiving support from the Library, have any of the following things happened? (Please tick all that apply)

○ I've got a job (having not had a job before)

○ I've got a new job (having had a job before)

○ My career prospects have improved

○ I'm getting more job satisfaction

○ I'm doing more interesting work

○ I've got better job security

○ My promotion prospects have improved with current employer

○ My pay has increased

13. Has learning with Learn My Way and receiving support from the Library helped you to do any of the following? (Please tick all that apply)

○ Seek or receive careers advice face to face or by telephone

○ Seek or receive careers advice online

○ Search for any jobs

○ Search for any jobs online

○ Write, update or improve a CV

○ Write, update or improve a CV using a computer

○ Apply for any jobs

○ Apply for any jobs online

○ Go for any job interviews

○ Start a full time job

○ Start a part time job

○ Earn money online

14. To what extent do you agree that your general confidence has improved as a result of learning to use computers and the internet?

○ Strongly agree

○ Agree

○ Neither agree nor disagree

○ Disagree

○ Strongly disagree

15. As a result of your learning, have you used the internet to do any of the following (please tick all that apply):

☐ Get information about local services, such as council tax, sanitation, and health care

☐ Find out about news/events in the local community

☐ Get information about central government services, such as benefits, taxes, a driving licence or passport

☐ Pay a central government tax such as iTax

☐ Pay council tax, a fine such as a parking fine or rent

☐ Contact an MP

☐ Started or signed an online petition

☐ Get information about schools or childcare

16. In the survey you completed when you started your learning on Learn My Way, we asked you what you wanted to learn about. To what extent do you agree that you have learnt what you wanted to learn about computers and the internet?

○ Strongly agree

○ Agree

○ Neither agree nor disagree

○ Disagree

○ Strongly disagree

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Feedback about the support you have received

17. If you have received support from a member of staff at the library to learn about computers and the internet, how would you rate the quality of the support?

○ It was very helpful

○ It was quite helpful

○ It was OK

○ It didn't really help me

○ It didn't help me at all

18. Is there anything else you'd like to learn about in the future? Please be as specific as possible.

19. Do you have any other feedback on what was helpful or could have been improved about the support you received at the library?