HUD Choice Neighborhoods Internet Access & COVID-19
Peer Exchange #4

Bringing Digital Literacy Training to PHA Properties

CONSTRUCTING A NEEDS ASSESSMENT

The purpose of the needs assessment is to learn more about the knowledge gaps among residents to determine digital literacy programming. The needs assessment should also include demographic information in order to have a better sense of trends and training cohorts.

Sample questions:
1. START WITH DEMOGRAPHIC QUESTIONS INCLUDING GENDER, AGE BRACKETS, APARTMENT NUMBER
2. How many smartphones are currently used in your home? (If the device is broken please do not count it.)
3. How many tablets are currently used in your home? (If the device is broken please do not count it.)
4. How many desktop computers are currently used in your home? (If the device is broken please do not count it.)
5. How many laptop computers are currently used in your home? (If the device is broken please do not count it.)
6. Is there an internet connection in the home now?
7. Have you ever downloaded or read books or articles online from a tablet or computer?
8. Will you be comfortable learning computer skills in English?
9. Have you ever taken a class online or watched an instructional video to learn how to do something?
10. How comfortable are you with the following tasks you might encounter while using the internet? (Check all that apply.)
11. Which of the following internet skills are you interested in learning? Check all that apply. (Or enter your own in "Other.")
12. What days of the week are best for you to participate in online classes? Check all that apply.
13. Which times of the day are best for you to participate in online classes? Check all that apply.
14. Use this space to mention anything else about yourself that will help us develop this training program with you in mind.