

NHC

Survey Flow

Block: Default Question Block (15 Questions)

Standard: Block 2 (7 Questions)

Standard: Block 2 (4 Questions)

Standard: Block 3 (9 Questions)

Standard: Block 4 (9 Questions)

Standard: Block 5 (6 Questions)

Standard: Block 6 (2 Questions)

Page Break

Start of Block: Default Question Block

Q10

Assessment of ICT competency and barriers of at-risk populations for community

INFORMED CONSENT FORM

You are invited to participate in a research study about the community's knowledge of, use of, and barriers with information and communication technologies, such as (social media, radio, internet, etc.) for disasters response and recovery.

To participate in this survey, you must be 18 years or older. If you volunteer, you will be asked to participate in a survey, which will take about 20 min. If you agree to participate, you can stop at any time. This study may expose you to minor risks, but they are not expected to be any greater than risks you experience in daily life. The benefit to this research is better understanding of use and barriers for ICTs for disaster response and recovery.

Incentives/Compensation: You may receive 10\$ gift card after completing the survey based on availability of gift cards. You will be asked for your email at the end of the survey. The email will not be associated with the survey. It is only meant to send you the information to receive the gift card. We will send the instructions to receive the gift card within 10 business days of completing the survey if chosen.

Collecting completely anonymous information: We intend to publish or present the results. We will not collect any information that can identify you. The anonymous data will be kept in a secure location and may be used for other research studies. We will destroy the data 3 years after the study ends.

If you have any questions about the research, please contact us at nitin.roy@csus.edu or nclavier@perfectwill.vi. If you have any questions about your rights as a participant in a research project, please call the Office of Research, Innovation, and Economic Development, California State University, Sacramento, (916) 278-5674, or email irb@csus.edu. Your participation implies that you have read and understand this information and that you may stop at any time without penalty.

Q52 Please verify if you are a real person by clicking here:

Q53 Is this survey done online on your own or in-person with the help of a Community Advocate?

- Online
- In-person (Community advocate: please submit the unique code given by the PI)
-

Q50 I confirm that I have read and understood the information provided in the notice of consent. I understand that my participation is voluntary, and I may withdraw at any time. I am 18 years old or over, and a resident of St. Croix, U.S. Virgin Islands. I also understand that I have to complete the entire survey to receive the stipend.

- I consent
- I do not consent

Skip To: End of Survey If I confirm that I have read and understood the information provided in the notice of consent. I un... = I do not consent

Page Break

Q1 What is your sex?

- Male
 - Female
 - Non-binary / third gender
 - Prefer not to say
-

Q2 What is your age?

- 18-24
 - 25-34
 - 35-44
 - 45-54
 - 55-64
 - 65+
-

Q3 What is the highest level of education you have completed?

- High School
 - Some College
 - Associate
 - Bachelors
 - Masters
 - Doctorate
 - Professional Degree
 - Other _____
-

Q4 What is your total household income?

- Less than \$9,999
 - \$10,000 to \$19,999
 - \$20,000 to \$34,999
 - \$35,000 to \$49,999
 - \$50,000 to \$74,999
 - \$75,000 to \$99,999
 - \$100,000 to \$149,999
 - \$150,000 or More
-

Q5 Which region of St. Croix do you live in?

- Frederiksted
 - Mid-Island
 - Christiansted
 - Other _____
-

Q48 Do you live in any of the following housing communities?

- Croixville Apartments
 - David Hamilton Jackson Housing Community
 - Harborview Apartments
 - St. Croix Mutual Homes
 - Rouss Housing Community
 - Walter I.M. Hodge Pavillion
 - I live in another community _____
-

Q6 Do you consider yourself/fall in any of the following disability classes as defined by the U.S. Census?

- Hearing difficulty** deaf or having serious difficulty hearing.
 - Vision difficulty** blind or having serious difficulty seeing, even when wearing glasses.
 - Cognitive difficulty** Because of a physical, mental, or emotional problem, having difficulty remembering, concentrating, or making decisions.
 - Ambulatory difficulty** Having serious difficulty walking or climbing stairs.
 - Self-care difficulty** Having difficulty bathing or dressing.
 - Independent living difficulty** Because of a physical, mental, or emotional problem, having difficulty doing errands alone such as visiting a doctor's office or shopping.
 - Choose Not to Answer
 - Other _____
-

Q7 What type of internet access do you have at home?

- Broadband
 - I only have access to internet on my cell phone.
 - I don't have internet access at home, I use public wifi when I can.
 - I do not have any access to the internet.
-

Q8 In the past 30 days, have you used your mobile device (eg. smartphone, tablet, etc.) do any of the following activities? (Please select all that apply!)

- Make a phone call
 - Send or receive email
 - Connect to another device using Bluetooth
 - Manage social media accounts (e.g. Facebook, Twitter, LinkedIn)
 - Stream audio/video content (e.g. music, news, podcasts, movies, television, news)
 - Purchase a product or service online
 - Download an application
 - Participate in a video call or chat
 - Use navigation or location-based information
 - Use a ride-sharing application (e.g. Lyft, Uber, Sidecar)
 - Control a household device (e.g. thermostat, television, house alarm, etc.)
 - Record video or sound
 - Take a picture
 - I do not do any of the above activities and/or do not own a mobile device
 - Other (please specify)
-

Q9 Were you living on St. Croix during or immediately after Hurricanes Irma and/or Maria in 2017?

Yes

No

Q44 Timing
First Click
Last Click
Page Submit
Click Count

End of Block: Default Question Block

Start of Block: Block 2

Q11 Information and Communication Technologies are the devices, services and infrastructure which help people and enterprises communicate with each other for various purposes. (For example: cell phone service, internet, radio, etc.)

Display This Question:

*If Were you living on St. Croix during or immediately after Hurricanes Irma and/or Maria in 2017? =
Yes*

Q12 Which of the following Information and Communication Technology (ICTs) did you use **during** Hurricanes Irma and Maria to get help or receive information?

- FEMA App ((Federal Emergency Management Administration)
- Local News Channel
- Online Services and Websites
- Other Smart Phone App
- Radio
- Short Messaging Service (SMS)
- Social Media
- Wireless Emergency Alert
- VITEMA App (Virgin Islands Territorial Emergency Management Agency)
- None
- Other _____

Display This Question:

*If Were you living on St. Croix during or immediately after Hurricanes Irma and/or Maria in 2017? =
Yes*

Q13 Which of the following ICTs have you used after a disaster, like the 2017 hurricanes, to get food, shelter, or resource assistance?

- FEMA App (Federal Emergency Management Administration)
- Local New Channel
- Online Services and Websites
- Other Smart Phone App
- Radio
- Short Messaging Service (SMS)
- Social Media
- VITEMA App (Virgin Islands Territorial Emergency Management Agency)
- Wireless Emergency Alert
- None
- Other _____

Display This Question:

If Were you living on St. Croix during or immediately after Hurricanes Irma and/or Maria in 2017? = Yes

Q14 Which of the following agencies/organizations have you received benefit or information from during/after the previous disaster you experienced?

- Federal Emergency Management Administration (FEMA)
- Local Fire Department
- Local Police Department
- Red Cross
- Virgin Islands Territorial Emergency Management Agency (VITEMA)
- I got the information, but I don't know/remember from whom.
- Other Agencies _____
- None

Display This Question:

*If Were you living on St. Croix during or immediately after Hurricanes Irma and/or Maria in 2017? =
No*

Q33 Which of the following agencies/organizations do you know about that helped the St. Croix by communicating information during or after previous disasters?

- Federal Emergency Management Administration (FEMA)
 - Local Fire Department
 - Local Police Department
 - Red Cross
 - Virgin Islands Territorial Emergency Management Agency (VITEMA)
 - Other Agencies/Organization
-
- None

Display This Question:

*If Were you living on St. Croix during or immediately after Hurricanes Irma and/or Maria in 2017? =
No*

Q15 Which of the following Information and Communication Technologies (ICTs) are you aware of that were used during or after previous disasters on St. Croix to give critical information about the disaster and disaster relief?

- FEMA App (Federal Emergency Management Administration)
 - Ham Radio
 - Local News Channel
 - Online Services and Websites
 - Other Smart Phone App
 - Radio
 - Satellite Radio
 - Short Messaging Service (SMS)
 - Social Media (state which ones)
-
- VITEMA App (Virgin Islands Territorial Emergency Management Agency)
 - Wireless Emergency Alert
 - Other _____
 - None

Q43 Timing
First Click
Last Click
Page Submit
Click Count

Q16 Which of the following Information & Communication Technologies (ICTs) do you own or have easy access to?

- Ham Radio
 - Online Services and Websites
 - Radio
 - Satellite Radio
 - Short Messaging Services (SMS)
 - Smartphone Apps
 - Social Media (eg. facebook, twitter)
 - Television
 - I do not own any if the ICTs mentioned above.
 - Other _____
-

Q49 Which of the following Information & Communication Technologies (ICTs) are you comfortable using during the disaster response and relief period?

- Ham Radio
 - Online Services and Websites
 - Radio
 - Satellite Radio
 - Short Messaging Services (SMS)
 - Smartphone Apps
 - Social Media (eg. facebook, twitter)
 - Television
 - I have not used any if the ICTs mentioned above.
 - Other _____
-

Q32 Did you have difficulty getting any of the following technology-related items before or after the passage of a disaster on St. Croix?

- Backup Batteries
 - Ham Radio
 - Online Services and Websites
 - Satellite Radio
 - Short Messaging Services (SMS)
 - Shortwave Radio
 - Smartphone Apps
 - Solar Power
 - Television
 - I have not had any difficulties getting any of the items listed above.
 - Other(Please Specify)
-

Q42 Timing
First Click
Last Click
Page Submit
Click Count

End of Block: Block 2

Start of Block: Block 3

Display This Question:

If Which of the following Information & Communication Technologies (ICTs) do you own or have easy ac... = Satellite Radio

Q17 How comfortable are you with using a Satellite Radio during or immediately after a disaster?

- Extremely uncomfortable
 - Somewhat uncomfortable
 - Neither comfortable nor uncomfortable
 - Somewhat comfortable
 - Extremely comfortable
-

Display This Question:

If Which of the following Information & Communication Technologies (ICTs) do you own or have easy ac... = Ham Radio

Q18 How comfortable are you with using the Ham Radio during or immediately after a disaster?

- Extremely uncomfortable
 - Somewhat uncomfortable
 - Neither comfortable nor uncomfortable
 - Somewhat comfortable
 - Extremely comfortable
-

Display This Question:

If Which of the following Information & Communication Technologies (ICTs) do you own or have easy ac... = Smartphone Apps

Q19 How comfortable are you with using the Smartphone Apps during or immediately after a disaster?

- Extremely uncomfortable
- Somewhat uncomfortable
- Neither comfortable nor uncomfortable
- Somewhat comfortable
- Extremely comfortable

Display This Question:

If Which of the following Information & Communication Technologies (ICTs) do you own or have easy ac... = Online Services and Websites

Q20 How comfortable are you with using the online services and websites during or immediately after a disaster?

- Extremely uncomfortable
- Somewhat uncomfortable
- Neither comfortable nor uncomfortable
- Somewhat comfortable
- Extremely comfortable

Display This Question:

If Which of the following Information & Communication Technologies (ICTs) do you own or have easy ac... = Short Messaging Services (SMS)

Q21 How comfortable are you with using the Short Messaging Service (SMS) during or immediately after a disaster?

- Extremely uncomfortable
- Somewhat uncomfortable
- Neither comfortable nor uncomfortable
- Somewhat comfortable
- Extremely comfortable

Display This Question:

If Which of the following Information & Communication Technologies (ICTs) do you own or have easy ac... = Radio

Q22 How comfortable are you with using a radio during or immediately after a disaster?

- Extremely uncomfortable
- Somewhat uncomfortable
- Neither comfortable nor uncomfortable
- Somewhat comfortable
- Extremely comfortable

Display This Question:

If Which of the following Information & Communication Technologies (ICTs) do you own or have easy ac... = Television

Q23 How comfortable are you with using a television during or immediately after a disaster?

- Extremely uncomfortable
- Somewhat uncomfortable
- Neither comfortable nor uncomfortable
- Somewhat comfortable
- Extremely comfortable

Display This Question:

If Which of the following Information & Communication Technologies (ICTs) do you own or have easy ac... = Social Media (eg. facebook, twitter)

Q24 How comfortable are you with using social media (e.g. Facebook, twitter, etc.) during or immediately after a disaster?

- Extremely uncomfortable
- Somewhat uncomfortable
- Neither comfortable nor uncomfortable
- Somewhat comfortable
- Extremely comfortable

Q41 Timing
First Click
Last Click
Page Submit
Click Count

End of Block: Block 3

Start of Block: Block 4

Display This Question:

If How comfortable are you with using a Satellite Radio during or immediately after a disaster? = Somewhat uncomfortable

Or How comfortable are you with using a Satellite Radio during or immediately after a disaster? = Extremely uncomfortable

Q25 What barriers do you encounter while using a Satellite Radio during or immediately after a disaster?

- I didn't get appropriate training for using it.
 - The instructions provided by the manufacturer are not clear enough.
 - It is not available enough during the disaster.
 - I experience technical challenges when using it.
 - Other (Please Specify)
-

Display This Question:

If How comfortable are you with using the Smartphone Apps during or immediately after a disaster? = Somewhat uncomfortable

Or How comfortable are you with using the Smartphone Apps during or immediately after a disaster? = Extremely uncomfortable

Q26 What barriers do you encounter while using smartphone apps during or immediately after a disaster?

- I feel a sense of technical barrier in using it.
 - I didn't get appropriate training for using it.
 - I know how to use smartphone apps, but I don't know which apps can be used during or immediately after a disaster.
 - I have difficulty in getting regular internet service in the area.
 - Others (Please Specify)
-

Display This Question:

If How comfortable are you with using the online services and websites during or immediately after a... = Somewhat uncomfortable

Or How comfortable are you with using the online services and websites during or immediately after a... = Extremely uncomfortable

Q27 What barriers do you encounter while using online services and websites during or immediately after a disaster?

- I feel a sense of technical barrier in using it.
 - I didn't get appropriate training for using it.
 - I know how to use the online websites, but I don't know which websites can be used during a disaster.
 - I have difficulty in getting regular internet service in the area.
 - Others (Please Specify)
-

Display This Question:

If How comfortable are you with using a radio during or immediately after a disaster? = Somewhat uncomfortable

Or How comfortable are you with using a radio during or immediately after a disaster? = Extremely uncomfortable

Q28 What barriers do you encounter while using a radio during or immediately after a disaster?

- I didn't get appropriate training for using it.
 - The instructions provided by the manufacturer are not clear enough.
 - It is not available enough during the disaster.
 - I experience technical challenges when using it.
 - Other (Please Specify)
-

Display This Question:

If How comfortable are you with using the Short Messaging Service (SMS) during or immediately after... = Somewhat uncomfortable

Or How comfortable are you with using the Short Messaging Service (SMS) during or immediately after... = Extremely uncomfortable

Q29 What barriers do you encounter while using Short Messaging Service (SMS) during or immediately after a disaster?

- I feel a sense of technical barrier in using it.
 - I didn't get appropriate training for using it.
 - I know how to use the SMS, I don't know who to contact during a disaster.
 - I have difficulty in getting regular phone service in the area.
 - I didn't receive any SMS about emergencies during the last disaster.
 - Other(Please Specify)
-

Display This Question:

If How comfortable are you with using a television during or immediately after a disaster? = Somewhat uncomfortable

Or How comfortable are you with using a television during or immediately after a disaster? = Extremely uncomfortable

Q30 What barriers do you encounter while using a television during or immediately after a disaster?

- I didn't get appropriate training for using it.
 - The instructions provided by the manufacturer are not clear enough.
 - It is not available enough during the disaster.
 - I experience technical challenges when using it.
 - Other (Please Specify)
-

Display This Question:

If How comfortable are you with using social media (e.g. Facebook, twitter, etc.) during or immediat... = Somewhat uncomfortable

Or How comfortable are you with using social media (e.g. Facebook, twitter, etc.) during or immediat... = Extremely uncomfortable

Q31 What barriers do you encounter while using social media (e.g. Facebook, Twitter, etc.) during or immediately after a disaster?

- I didn't get appropriate training for using it.
 - I know how to use the Social Media, but I don't know the specific groups, pages, or twitter handles can be used during a disaster.
 - I have difficulty in getting regular internet service in the area.
 - I experience technical challenges when using it.
 - Others (Please Specify)
-

Display This Question:

If How comfortable are you with using the Ham Radio during or immediately after a disaster? = Somewhat uncomfortable

Or How comfortable are you with using the Ham Radio during or immediately after a disaster? = Extremely uncomfortable

Q45 What barriers do you encounter while using Ham Radio during or immediately after a disaster?

- I didn't get appropriate training for using it.
 - The instructions provided by the manufacturer are not clear enough.
 - It is not available enough during the disaster.
 - I feel a sense of technical barrier in using it.
 - Other (Please Specify)
-

Q40 Timing
First Click
Last Click
Page Submit
Click Count

End of Block: Block 4

Start of Block: Block 5

Q34 In your opinion, does the use of information and communication technology (ICTs) enhance the effectiveness of public health and disaster relief measures during/after a disaster?

- Definitely not
 - Probably not
 - Might or might not
 - Probably yes
 - Definitely yes
-

Q35 Have you benefited from the use of ICTs in the past, not necessarily in US Virgin Islands?

- Definitely not
 - Probably not
 - Might or might not
 - Probably yes
 - Definitely yes
-

Q36 In your opinion, how can we improve the use of ICTs on St. Croix?

- Make more ICTs available to public, especially during the disaster
 - Inform the public about the different resources (ICTs) that they can use during/after a disaster.
 - Train community members by having educational campaigns that teach the public how to use various ICTs.
 - Make ICTs more accessible to special populations, such as those with disabilities, the elderly population, etc.
 - Other things that should be done (please explain below)
-

Q37 Do you have any other comments you would like to share about use of ICTs during/after disasters?

Q38 Click to write the question text

Browser

Version

Operating System

Screen Resolution

Flash Version

Java Support

User Agent

Q39 Timing

First Click

Last Click

Page Submit

Click Count

End of Block: Block 5

Start of Block: Block 6



Q46 Thank you for finishing the survey. Please submit your email to receive the instructions that will tell you how to receive the 10\$ gift card.



Q47 Type your email address again to confirm.

End of Block: Block 6
