

City of Seattle Technology Access and Adoption Study

Facilitator Guide / Sheet

BLACK font = instructions // BLUE font = facilitator script // RED font = breakout questions

OPENING [Finish by X:06]

If Virtual:

- IT support, notetakers, and facilitators are available in the backchannel.
- IT support sets up breakout rooms
- As participants enter the meeting, remind everyone to change their names on the screen to whatever they feel comfortable having recorded.
- Facilitator provides context and gives instructions via script.
- Take a picture if there is consent to do so.

If In-Person:

- IT support, notetakers, and facilitators are available in the backchannel
- Room is set up for multiple groups with notetakers and recording devices ready
- Facilitator provides context and gives instructions via script.
- Take a picture if there is consent to do so.

Thank you all for joining us today. My name is ____ and I will be one of the facilitators for this community conversation about the internet and technology in Seattle. Every 4-5 years, the City of Seattle does important research called the Seattle Technology Access and Adoption Study. This focus group you are participating in is part of this year's study, and your participation contributes to improving access to the internet and technology across Seattle. The results help guide digital equity funding and programs for Seattle residents. Every participant will receive \$50, and you can expect your payment within two weeks.

Today, we will be asking just a few questions, so feel free to take some time to think about your response and speak as openly and specifically as you feel comfortable. As a reminder, this event is being recorded for notetaking

purposes. We will not share the recording with government employees or anyone outside of our research team.

[Virtual Only:] Please change your name to whatever you feel comfortable having on screen. If you feel uncomfortable showing your face in a recording, you can cover your face or turn off your camera.

Since this is a large group, we will move into smaller groups to give everyone plenty of time to talk during our conversation today. Please remember that your voice is important in this research for digital equity, and this focus group is the opportunity to use it. Let's get started! We will move into our smaller groups and begin the recordings once we are there.

SMALLER GROUPS

- Each room/group has a notetaker and facilitator.
- Start the recording, either through Zoom, Screencastomatic, or a recorder.
- During each participant's introduction, make sure that they can be heard well and that they can hear the group. If their audio is not clear or loud enough, flag it for tech support and send the participant back to the main group.

Welcome to our group! My name is _____ and I will be the facilitator for your group's conversation today. We are starting the recording now. We also have our group's notetaker _____ here with us! They won't be participating in the conversation but will be here to support us. If you have any technical difficulties, please let us know by raising your hand, speaking out loud, or writing in the chat. We have just a few questions today so feel free to share as much as you want on each topic. When we need to move on due to time constraints, I will let the group know.

[For community worker groups only:] Since you work with the community, please feel free to share your personal experiences as well as trends you have noticed with other people you meet while doing your work.

[For Virtual:] I will also be writing our questions in the chat box so you can read them.

[For In-Person:] There are papers with the questions on the table so you can read them.

Let's begin with our introductions!

Focus Group Finalized Questions

Question 1 - Intros [Finish by X:13]

Please share your name, what part of Seattle you live in, and answer this question: How do you access the internet and what devices do you use to access the internet? For example, do you use wifi or do you plug in a cable for internet? Do you use a hotspot? Some people use a new tablet or a borrowed laptop. What do you use (if anything) to get online? Please be as descriptive as you can.

- Prompts and Follow-Ups:
 - Do you use wifi with a modem, a hotspot, a data plan, DSL?
 - Do you use the internet at home or go somewhere else like a library or community space?

Question 2 [Finish by X:20]

Some people only use the internet for sending emails, some people use it for watching videos, some people use it for Zoom calls. What does internet that is “good enough” look like to you? What does “adequate” Internet access mean to you? What does affordable access mean to you?

- Prompts and Follow-Ups:
 - We want to understand the different ways people understand internet speed and internet access.
 - Do you think the Affordable Connectivity Program is valuable and accessible?

Question 3 [Finish by X:27]

How does your internet access affect the quality of your life?

- Prompts and Follow-Ups:
 - Does it stop you from doing anything like telehealth appointments or online classes?
 - Do you have unreliable internet at home or where you stay? Is it not usable during certain times of the day? In certain rooms?
 - What are your barriers?

Question 4 [Finish by X:34]

**What devices do you and your household use to get on the internet?
What do you find challenging about them?**

- Prompts and Follow-Ups:
 - What are your barriers to getting the devices you want?
 - Do you share devices with other people?
 - What are the sizes of your screens?

Question 5 [Finish by X:41]

How would you like to receive technology training and internet education, if at all?

- Prompts and Follow-Ups:
 - For example, if an organization started a new program giving community members tech training, how would you like the program to be if you were a participant?
 - Where would it be given? How should it be given? Online or in person?
 - How would you make it culturally specific or relevant?
 - When you need help now, where do you get it?
 - What topics?

Question 6 [Finish by X:48]

**When do you feel safe and comfortable using technology, if at all?
When you don't feel safe and comfortable, what would help? What about privacy?**

- Prompts and Follow-Ups:

- Do you feel safe online? Comfortable?
- What specific topics would you like training on?
- Do you pay attention to privacy settings and feel like they're presented in a way you can understand what to do?
- Do you pay attention to privacy settings and feel like they're presented in a way where you can understand what to do?

Question 7 (for non-English groups) [Finish by X:55]

Is language a barrier for accessing the internet?

- Prompts and Follow-Ups:
 - Does your device automatically translate websites and apps for you? Does it do a good job of translating?
 - Can you get tech support and classes in your language?
 - Who do you ask for help?

Question 7 (for housing insecure groups) [Finish by X:55]

How does housing instability affect access to the internet and devices in Seattle?

- Prompts and Follow-Ups:
 - Can you be specific about a time you couldn't access housing or a story you've heard from a community member?