

Survey Results and Analysis CIL and SILC Technology Survey February 2009

Background

The CIL-NET and SILC-NET conducted a survey in February 2009 titled *CIL and SILC Technology Survey* in order to assess technology needs and use the results to develop training and provide technical assistance to Centers and SILCs. This report summarizes the results from the 130 respondents, the majority (84%) representing CILs and 16% representing SILCs, who completed the survey.

Summary of Survey Results

The data indicated that 73.8% of respondents connect to the Internet via Broadband, using Internet Explorer as their browser of choice (81.5%). 85.5% indicated that their hardware and software are accessible to all employees regardless of disability. When asked about Internet-specific technologies, 55.4% utilize streaming audio or video, 31.5% utilize video conferencing, 30.8% utilize employment sites, 26.9% utilize instant messaging or VOIP, 20.8% utilize networking sites, 18.5% utilize media sharing sites, 16.2% utilize wikis, 11.5% utilize bookmarking sites, and 10.8% utilize blogs.

When asked to indicate methods used (video conferences, email, teleconferences, surveys, podcasts, webcasts), to accomplish specific tasks (community organizing/consumer outreach, marketing/public relations, fundraising, public education/awareness, advocacy, and provision of consumer services), the overwhelming majority indicated the use of email and teleconferences as the primary method of accomplishing these tasks. When asked which actions would be better served through the use of technology, the majority (80.8%) wants to inform others about new information; with the next highest (74.6%) wanting to provide services in rural areas or for those for whom travel is difficult. Regarding staff internet and computer literacy, the data indicated that overall, respondents rated themselves from average to intermediate (somewhat more advanced).

The overwhelming majority of respondents (93.4%) indicated that they have an organization Web site; with (79.6%) indicating that their website is accessible. 57.4% stated that their site is updated at least quarterly. When asked what they would like to do with Web and other technology and what keeps them from implementing, the majority of respondents stated that they would like to use videoconferencing and webcasting as a means of cost savings to reach a broader audience. What keeps them from implementing are time, expertise, and money. A majority of respondents (75.2%) indicated an interest in attending technology training.

The following provides a detailed breakdown of the survey questions and responses. For additional information, please email dljones@ilru.org.

Question 1: How do you connect to the Internet at your center or SILC?

Response	Count	Percent
Dial-up/Telephone Modem	1	0.8%
Broadband (such as DSL/T1)	90	73.8%
Wireless Ethernet	17	13.9%
Don't know	5	4.1%
Other	9	7.4%

Question 2: Which web browser do you prefer to use to navigate the Web at your center or SILC?

Response	Count	Percent
Internet Explorer	101	81.5%
Firefox	16	12.9%
Safari	1	0.8%
Don't Know	1	0.8%
Other	5	4.0%

Question 3: Are your center's or SILC's hardware and software accessible to all employees regardless of disability?

Response	Count	Percent
Yes	106	85.5%
No	11	8.9%
Don't Know	7	5.6%

Question 4: Which of the following Internet-specific technologies does your center/SILC use? Check all that apply:

Response	Count	Percent
Instant messaging or VOIP (Voice Over Internet Protocol) services (i.e. AIM, Google Talk, Skype)	35	26.9%
Streaming audio or video (i.e. RealOne, Windows Media)	72	55.4%
Video conferencing over the Internet (i.e. NetMeeting, GoToMeeting, WebEx)	41	31.5%
Networking sites (i.e. Facebook, MySpace)	27	20.8%
Wikis (i.e. Wikipedia, PBWiki)	21	16.2%
Media sharing sites (i.e. YouTube, Flickr)	24	18.5%
Blogs (i.e. LiveJournal, Blogger)	14	10.8%

Bookmarking sites (i.e. de.li.cio.us)	15	11.5%
Employment sites (i.e. Monster, CareerBuilder)	40	30.8%
Other (please specify)	9	6.9%

Other:
Listservs
IChat (IM, Video and voice)
We use a variety of internet specific technologies depending on the specific job duties or task
Online db
gettinghired.com
Craigslist
None of the above because most are not accessible
Individual staff members make use of many of the technologies listed above, but not necessarily the center itself in systematic fashion.

Question 5: What methods are currently used by your center or SILC to accomplish the tasks listed below? Check as many as apply.

	Video Conferences	Email	Teleconferences	Internet Survey	Podcasts	Webcasts
Community organizing and/or consumer outreach	5.4% (7)	81.5% (106)	41.5% (54)	18.5% (24)	0.8% (1)	12.3% (16)
Marketing/public relations	4.6% (6)	66.9% (87)	22.3% (29)	14.6% (19)	0.8% (1)	3.8% (5)
Fundraising	1.5% (2)	50.0% (65)	15.4% (20)	7.7% (10)	0.0% (0)	2.3% (3)
Public education/awareness	8.5% (11)	72.3% (94)	33.8% (44)	11.5% (15)	0.8% (1)	11.5% (15)
Advocacy	6.9% (9)	77.7% (101)	34.6% (45)	12.3% (16)	0.8% (1)	8.5% (11)
Providing consumer services	6.2% (8)	64.6% (84)	20.8% (27)	8.5% (11)	0.8% (1)	6.2% (8)
Other	3.1% (4)	4.6% (6)	0.8% (1)	0.8% (1)	0.0% (0)	1.5% (2)

Question 6: Which of the following actions would you like to accomplish using technology? Check all that apply:

Response	Count	Percent
Publish your ideas for others to read or comment	54	41.5%
Inform consumers, staff, peers, board members about new information	105	80.8%
Develop a document with co-workers or others	56	43.1%
Meet new people to develop new ideas	64	49.2%
Find graphics for a presentation	67	51.5%
Link to disability leaders and thinkers	89	68.5%
Find qualified staff	63	48.5%
Listen to an expert	89	68.5%
See what other people think about an issue	86	66.2%
Provide services in rural areas or for those for whom travel is difficult	97	74.6%
Other (please specify)	11	8.5%

Question 7: Please rate your staff's level of internet and computer literacy according to the following categories:

	Below Average	Beginner	Average	Intermediate	Expert
Executive Director	1.7% (2)	1.7% (2)	32.8% (38)	44.8% (52)	19.0% (22)
Administrative Staff	1.7% (2)	0.9% (1)	24.3% (28)	53.9% (62)	19.1% (22)
Support Staff	2.7% (3)	8.0% (9)	43.4% (49)	33.6% (38)	12.4% (14)
Service Delivery Staff	2.9% (3)	10.6% (11)	43.3% (45)	35.6% (37)	7.7% (8)

Question 8: Does your center or SILC have a web site?

Response	Count	Percent
Yes	113	93.4%
No	8	6.6%
Don't Know	0	0.0%

Question 9: If you answered yes above, is your website accessible?

Response	Count	Percent
Yes	90	79.6%
No	9	8.0%
Don't Know	14	12.4%

Question 10: If you answered yes to question 8, is your website updated at least quarterly?

Response	Count	Percent
Yes	62	57.4%
No	31	28.7%
Don't Know	15	13.9%

Question 11: What do you want to do with Web and other technology that you aren't able to do? What keeps you from doing this?

Will be doing video conf. soon. New equipment.
I would like to see us have our own website.
Not sure what the additions would be, but Braille capability would be nice.
Connect to consumers in rural areas of the state. But, the consumers often don't have the technology available to them
Know how to connect with other ILCs who have similar technology. Like using video-conferencing but not knowing who can connect AND having similar technology so all the connection glitches disappear!
We don't know as of yet. Our hardest thing has been creating the website so our folks in the rural counties with dial-up can enjoy the site without it taking forever to load.
Want: Consumer Satisfaction Surveys and a community blog on our website. Barrier: money and expertise
Hold multi-user video conferencing with all participants able to see each other.
Video conferences. We have capability to broadcast, but others don't have the ability to watch.
Public comment on SPIL Discussion Boards. Use more streaming video and audio resources for education and outreach.
Money
Expertise not available without a cost to the center
I would like a better ISP for our website so updates could be easily made
having qualified and affordable staff to do it
video, ability to caption
Staff would like to be able to produce documents and spreadsheets using Microsoft office at the intermediate level. Funding prevents training at the community college.
video teleconferencing...don't have time to learn how
Post calendar of events. Links to web-based training. WE are Working on this.
Lack of relevant training; lack of remote computer access; and lack of computer knowledge or consumer interest.
Our site is currently two years out of date. We are just starting a discussion with a company to update, and design our site

Keeping it fresh. Staff time is the most difficult barrier.
Have quick & easy access to other state statutes, rules & regs regarding disability policy and email access to policy experts even those within state agencies...I don't have the time! ughhh!
Expand ability to conduct video conferencing with other CILs, etc. Other CILs don't have the same priority or technology expertise to implement. Maximize staff time through use of tech and software. Not enough time in the day and staff aren't convinced that spending time learning tech will benefit them in the long run. Market the center. Only two staff has sufficient computer skills and too many other job responsibilities and priorities.
We are all volunteers at our center so we don't have a lot of money
Staff are not trained in HTML
Maximizing other technologies beyond the website and teleconference. However, a good website design and update course would be good as well.
Nothing. We lack time and funding to do more at this time.
Reach more consumers. Many of our consumers cannot afford internet access and being a rural community without public transportation the internet could be an extremely effective way to communicate.
1. Mobile work force wireless technology integrated into our network. 2. An ERP system that run the entire Agency (all departments) into one database. Replacing hundreds of Excel spreadsheets and duplication of data entry. Money and how to do that is the problem.
Become more web driven. Annex a website for students with disabilities. Place our satisfaction survey on the web. Update it more frequently. Keeps us from doing it: money and time
Having someone with experience to keep data updated as well as expand.
reach a broader audience, more training available for staff and board
Would love to be able to provide IL trainings through our website. We do not have anyone on our staff/board qualified to set it up.
Ongoing challenge of keeping current.
EVERYTHING!!! Limited staff time, Exec. Director is not tech friendly and does not recognize potential.
Webcasting & Video Conferencing with our counselors in the field. Time....
Newsletters, current issues. We are currently redeveloping our web site.
The main thing that keeps us from doing many things is access. Many new technologies are great but access always seems to come as last in their design. Unless a technology is accessible to all of our brothers and sisters with disabilities we have made a commitment not to use it and ILRU as a leader should do the same.
more video entries (others including Technology staff can help me) - set up surveys on discussion forum need to juggle time
For most of us, simpler step by step new-updated technology information manuals might be helpful
More easily involve staff at every level in the web technology. Sign up still feels complex to them.
lack of staff
No staff, no office. internet SURVEYS
Advocacy and fundraising. RSA won't allow it.
I would like to do more teleconferencing, videoconferencing, etc.

Computer Literacy
Time constraints
I & R, outreach, education, collaboration information, fundraise
develop capability for all staff to input consumer and service statistics directly into central information system without relying on paper trail system
Would like to use videoconferencing for staff meetings, regional organizing for advocacy initiatives, etc. Need both training & better equipment.
Blogs, fundraising TIME
Learn technology to interact over the Web during teleconferences, as you can in Webcasts. I.e. create documents that you can all view on the web while on teleconference.
We would like to be able to attend webinars & conferences via the internet but our Center is not recognized by the State & we receive no funding therefore we do not have speakers etc. for our computers which would allow us to hear what is taking place.
Provide info about services and opportunities for individuals who have disabilities. Knowledge is limited about how to do a web site and time is limited. Too few staff to work on it.
Use for meetings with consumers who can't make it to the office. Keep web site up to date. Lack of time to learn how and do.
Create useful and current website. Need time, expertise and money.
We are currently in the process of enhancing our website to make it more interactive for consumers and used as a recruitment tool for employees.
We have not had the funds or in-house ingenuity to develop the website as effectively as we wish. The only strikingly competent consults we have ever achieved have been from a contractor who developed our current data management system that replaced earlier system that was utterly irresponsible.
Conduct research on pertinent topics; compile and correlate data; (especially from the CILs for the SILC 704 report); outreach to identify potential consumers; consumer and stakeholder surveys; training. These activities are not accomplished due to lack of knowledge, fear of making mistakes and messing something up, insufficient funds to develop such capacity.
I would like to be able to have members of our grassroots advocacy groups be able to meet at least once a month to share ideas, assist in removing barriers, brainstorm with each other, etc. to form a more cohesive network of advocates in our rural service area.

Question 12: Are you or anyone in your organization interested in attending technology training?

Response	Count	Percent
Yes	91	75.2%
No	5	4.1%
Undecided	25	20.7%