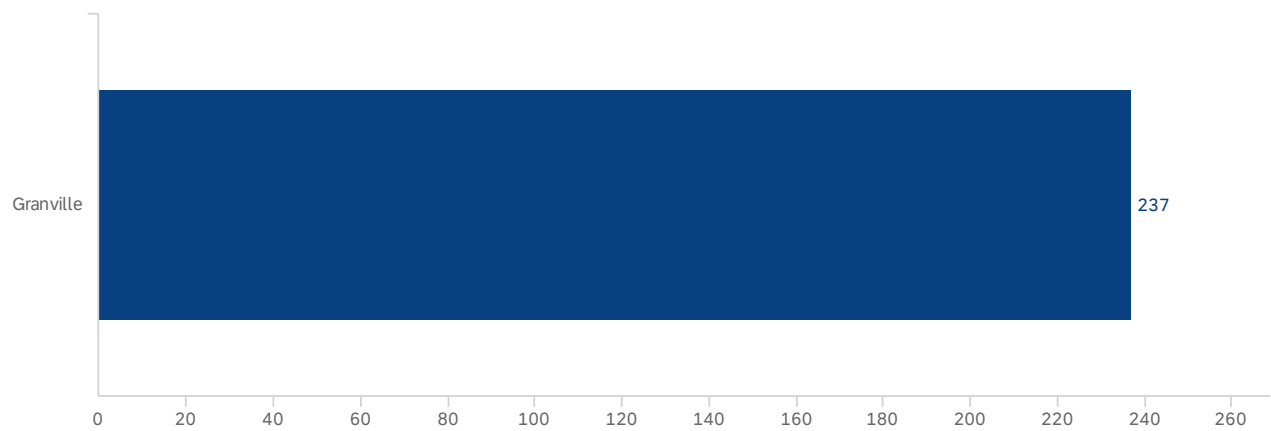


Granville

NC ODEL DE Survey-Spring 2023

June 18, 2025 11:27 AM EDT

Q2.1 - In which county do you live?



#	Field	Choice Count	
39	Granville	100.00%	237

Showing rows 1 - 1 of 1

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	In which county do you live?	39	39	39	0	0	237

Q2.2 - What is your 5-digit Zip Code?

What is your 5-digit Zip Code?

27565

27596

27522

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27522

What is your 5-digit Zip Code?

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27544

What is your 5-digit Zip Code?

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What is your 5-digit Zip Code?

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What is your 5-digit Zip Code?

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What is your 5-digit Zip Code?

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What is your 5-digit Zip Code?

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What is your 5-digit Zip Code?

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What is your 5-digit Zip Code?

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What is your 5-digit Zip Code?

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What is your 5-digit Zip Code?

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27565-8474

What is your 5-digit Zip Code?

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What is your 5-digit Zip Code?

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What is your 5-digit Zip Code?

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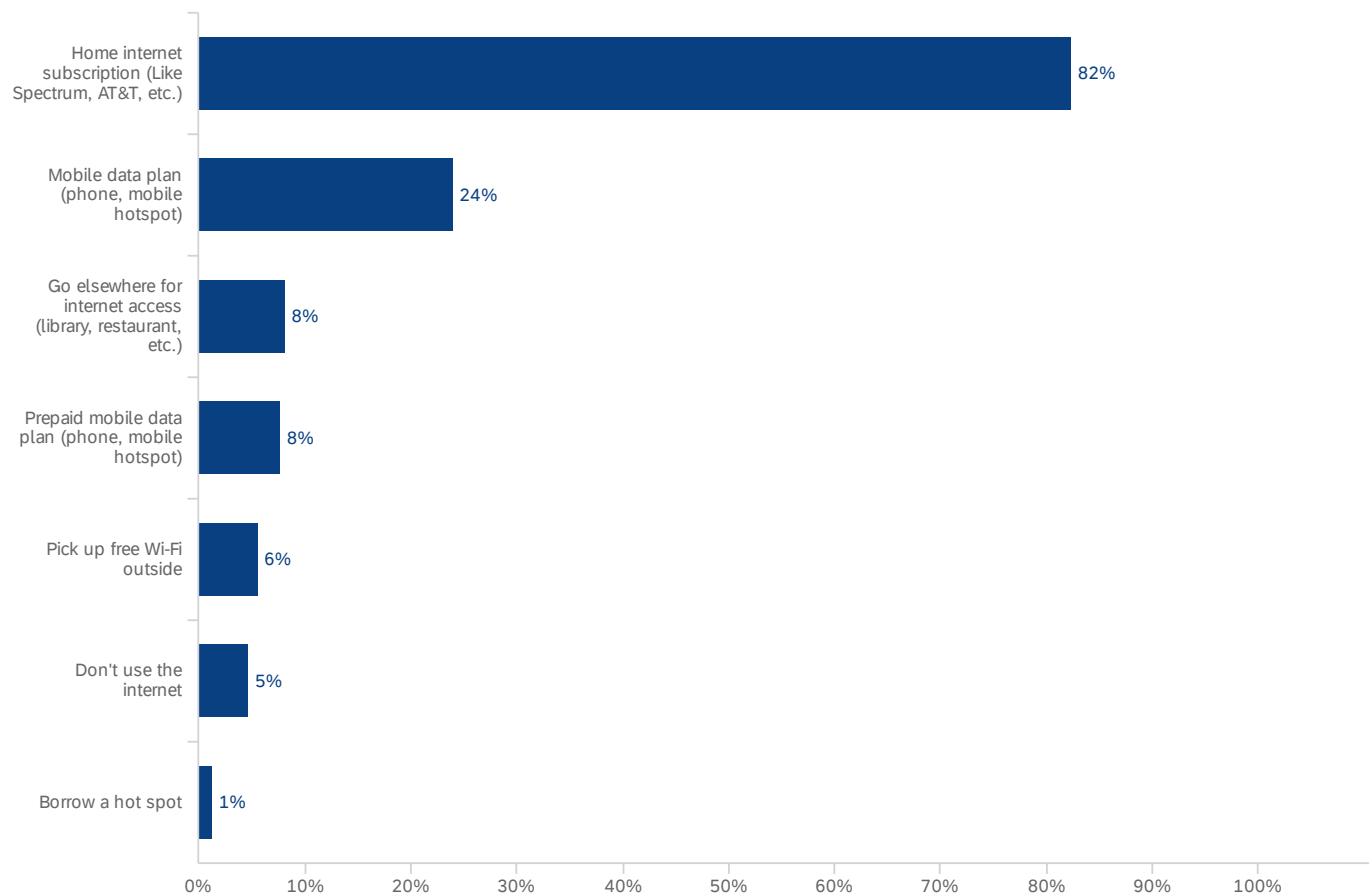
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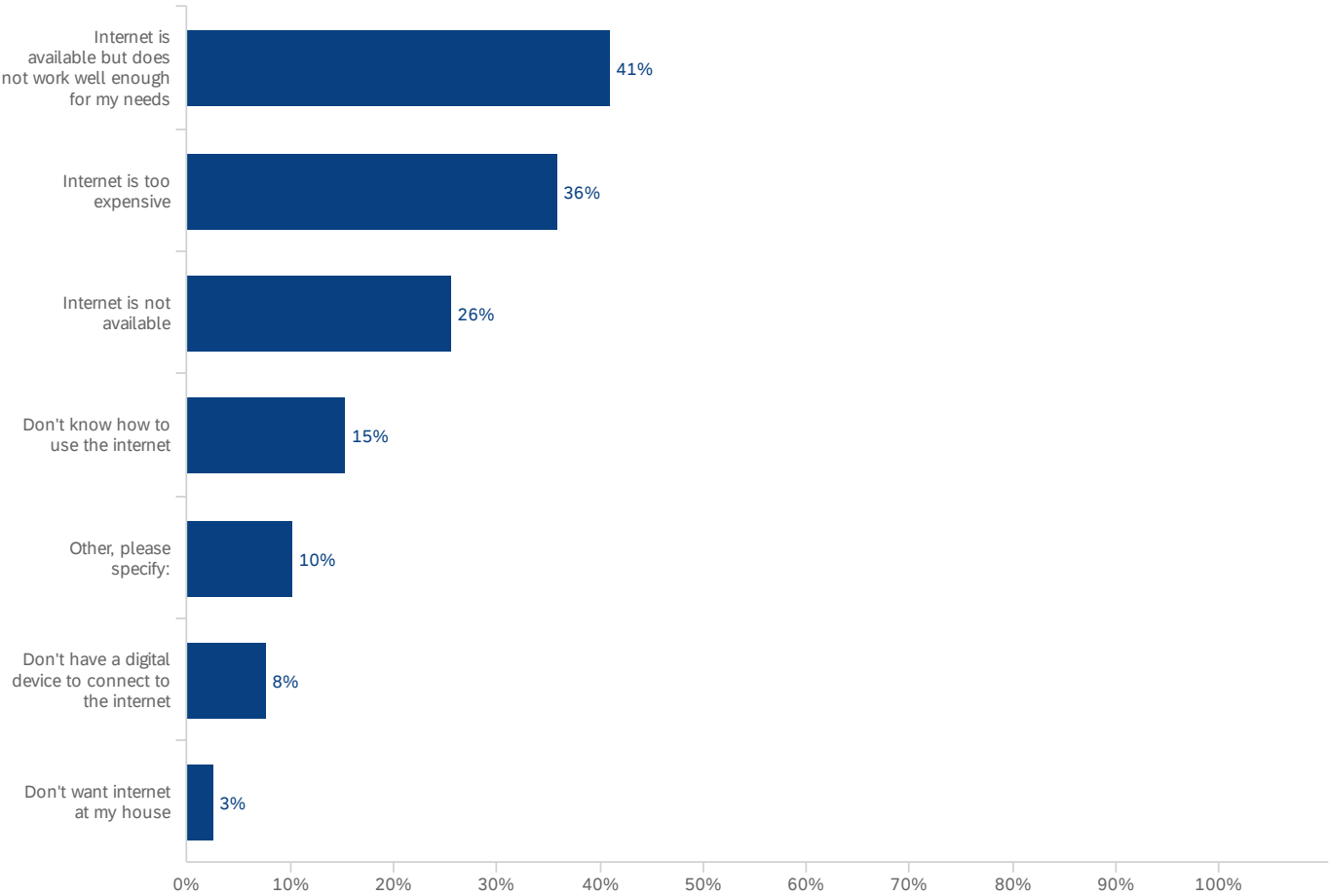
Q3.1 - How do you and other members of your household primarily connect to the internet in your home? (Select all that apply)



Field	Choice Count	
Home internet subscription (Like Spectrum, AT&T, etc.)	62%	192
Pick up free Wi-Fi outside	4%	13
Mobile data plan (phone, mobile hotspot)	18%	56
Prepaid mobile data plan (phone, mobile hotspot)	6%	18
Borrow a hot spot	1%	3
Go elsewhere for internet access (library, restaurant, etc.)	6%	19
Don't use the internet	4%	11
		312

Showing rows 1 - 8 of 8

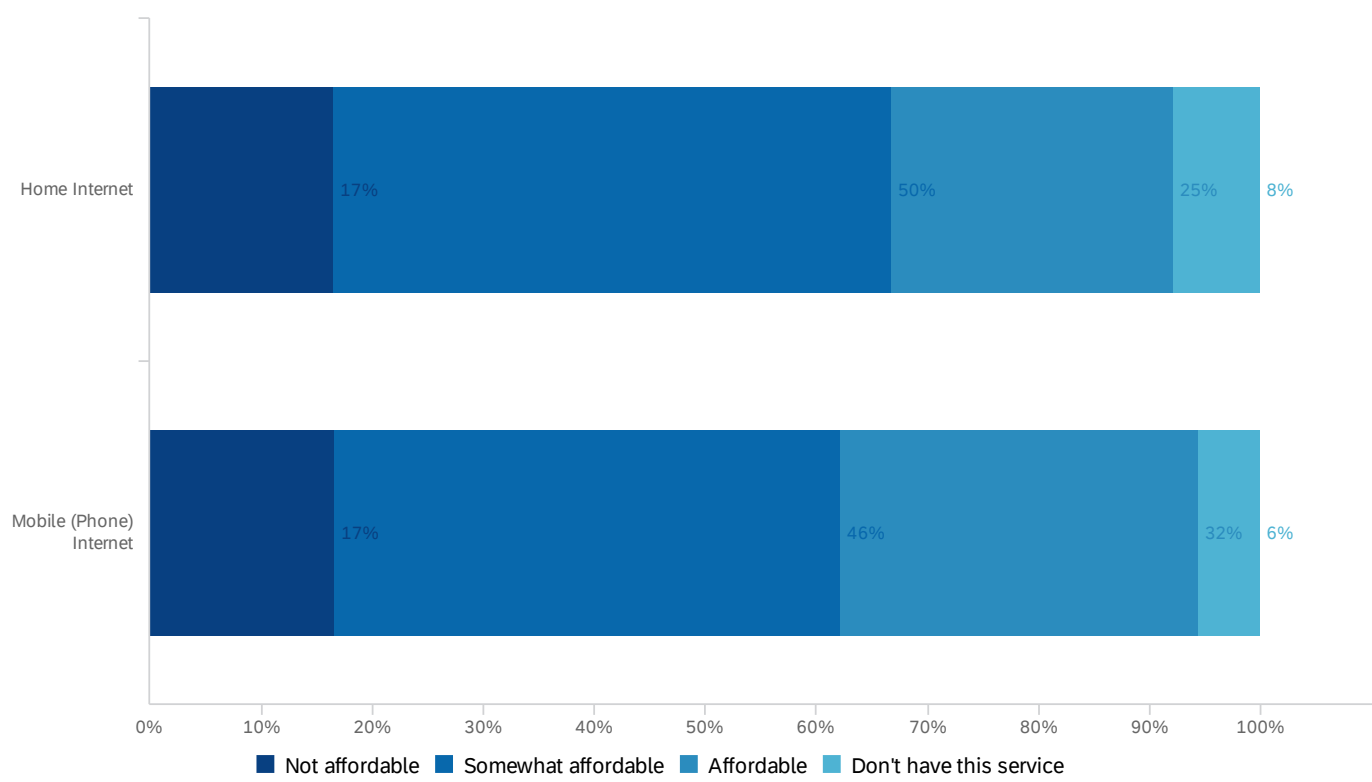
Q3.2 - What is preventing you from accessing the internet in your home?



Field	Choice Count
Internet is too expensive	26% 14
Internet is not available	19% 10
Internet is available but does not work well enough for my needs	30% 16
Don't know how to use the internet	11% 6
Don't want internet at my house	2% 1
Don't have a digital device to connect to the internet	6% 3
Other, please specify:	7% 4
	54

Showing rows 1 - 8 of 8

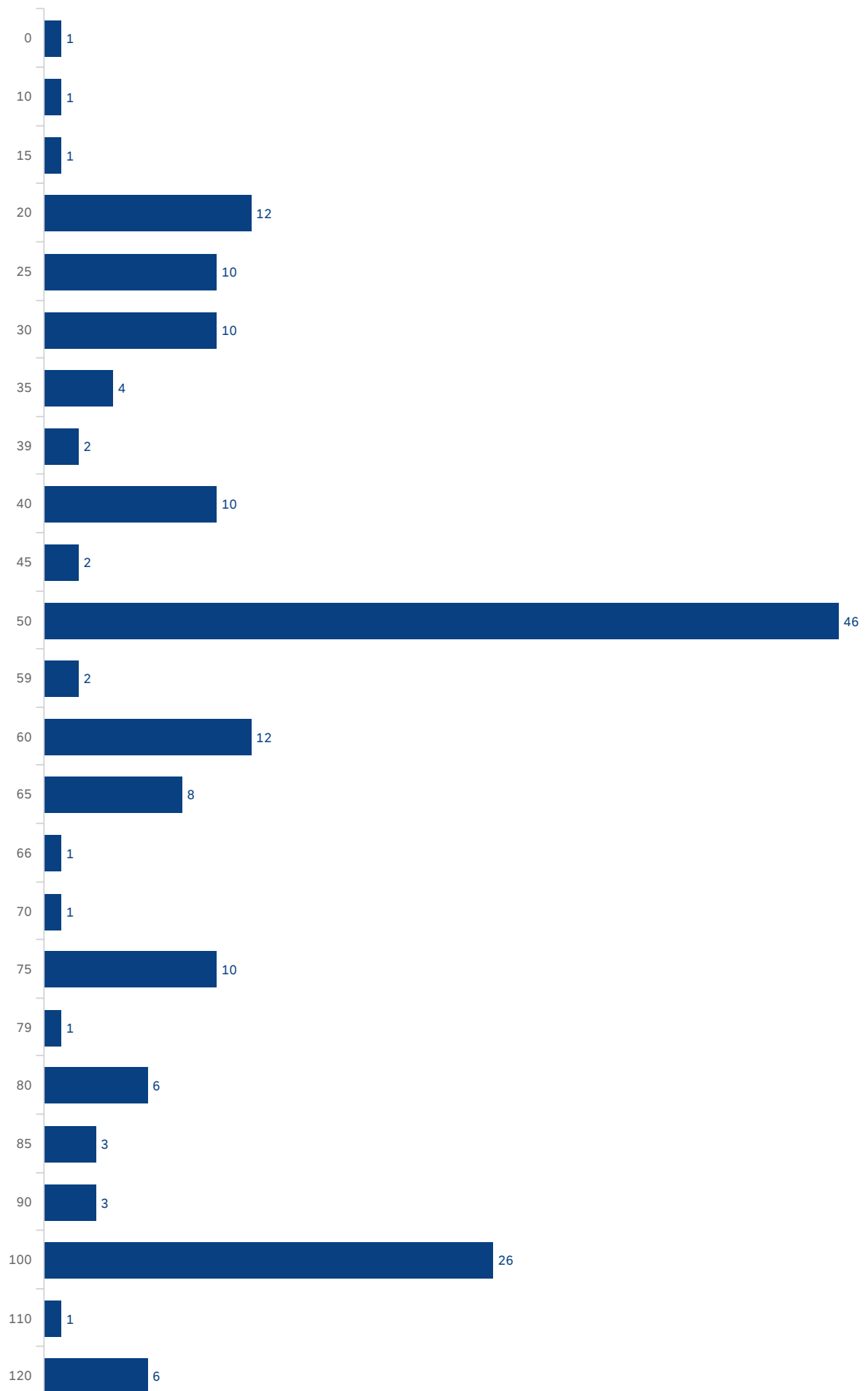
Q4.1 - How affordable is your monthly internet bill?

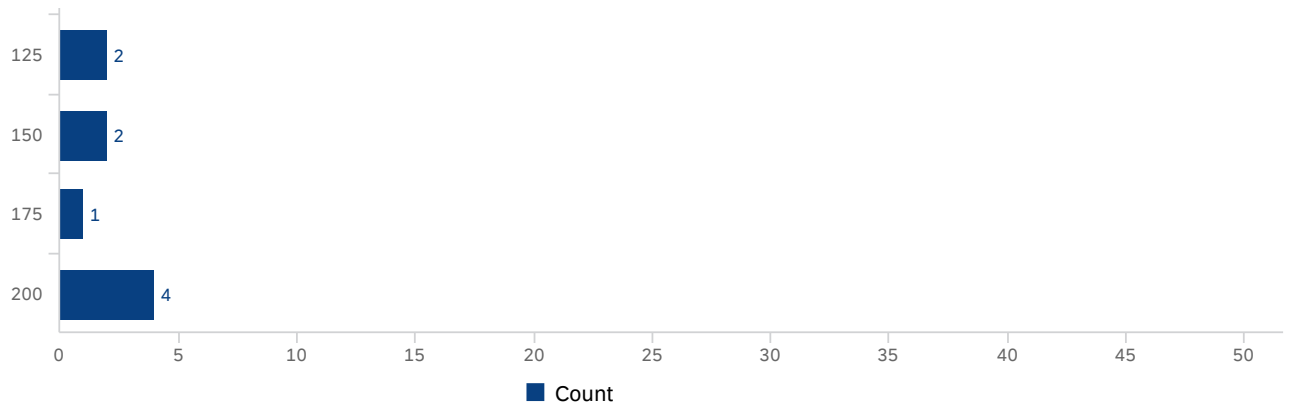


#	Field	Not affordable		Somewhat affordable		Affordable		Don't have this service		Total
1	Home Internet	16.59%	34	50.24%	103	25.37%	52	7.80%	16	205
2	Mobile (Phone) Internet	16.67%	30	45.56%	82	32.22%	58	5.56%	10	180

Showing rows 1 - 2 of 2

Q4.2 - What is the highest price per month you would consider a subscription for home internet to be affordable? (Please enter only numbers)





#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is the highest price per month you would consider a subscription for home internet to be affordable? (Please enter only numbers)	0	200	64	36	1326	188

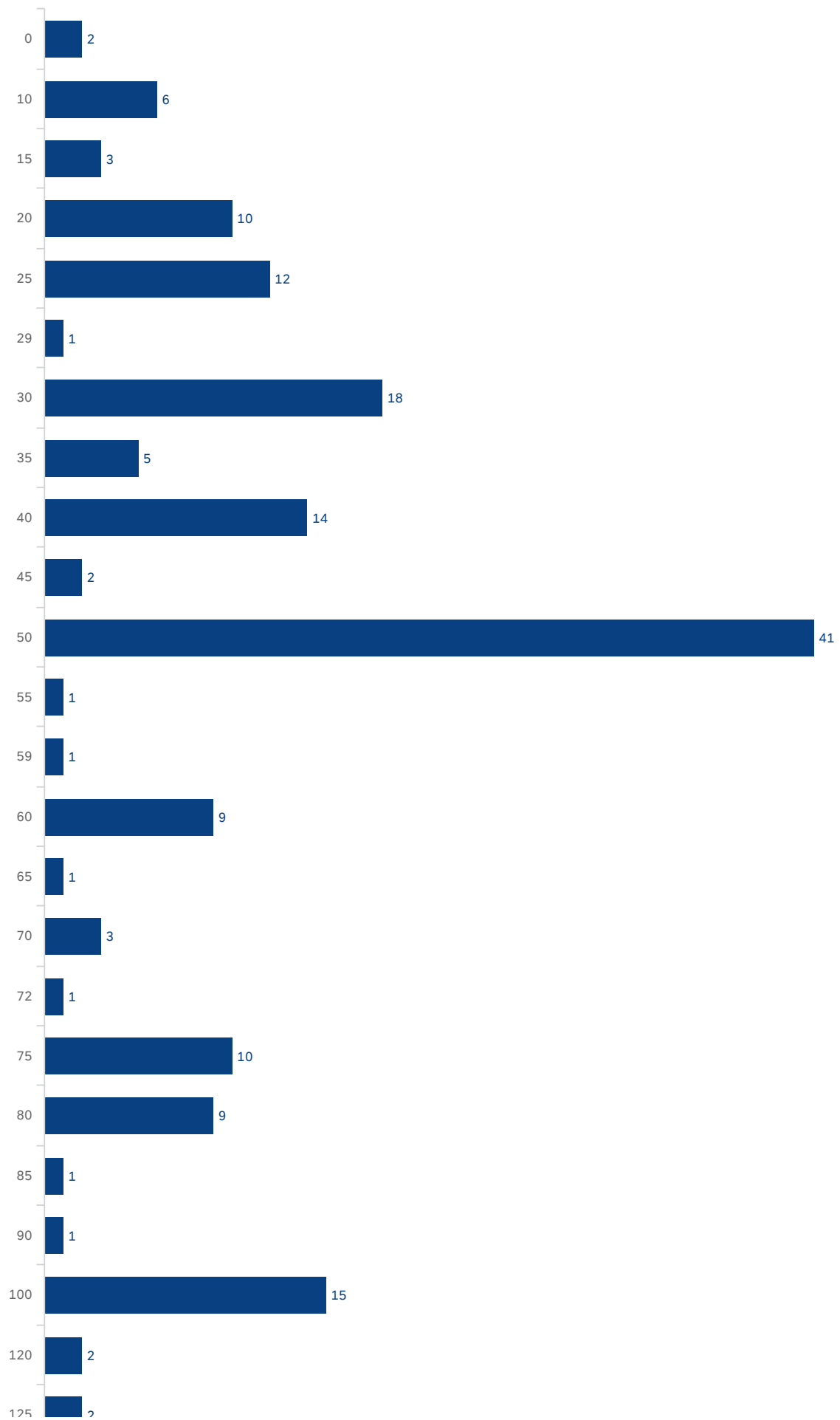
#	Field	Choice Count
0	0	1% 1
10	10	1% 1
15	15	1% 1
20	20	6% 12
25	25	5% 10
30	30	5% 10
35	35	2% 4
39	39	1% 2
40	40	5% 10
45	45	1% 2

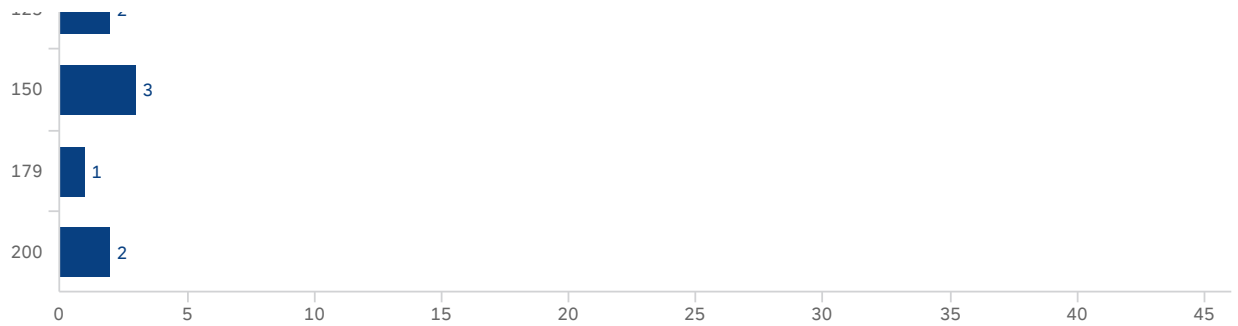
#	Field	Choice Count
50	50	24% 46
59	59	1% 2
60	60	6% 12
65	65	4% 8
66	66	1% 1
70	70	1% 1
75	75	5% 10
79	79	1% 1
80	80	3% 6
85	85	2% 3
90	90	2% 3
100	100	14% 26
110	110	1% 1
120	120	3% 6
125	125	1% 2
150	150	1% 2
175	175	1% 1
200	200	2% 4

188

Showing rows 1 - 29 of 29

Q4.3 - What is the highest price per month you would consider a subscription for mobile internet to be affordable? (Please enter only numbers)





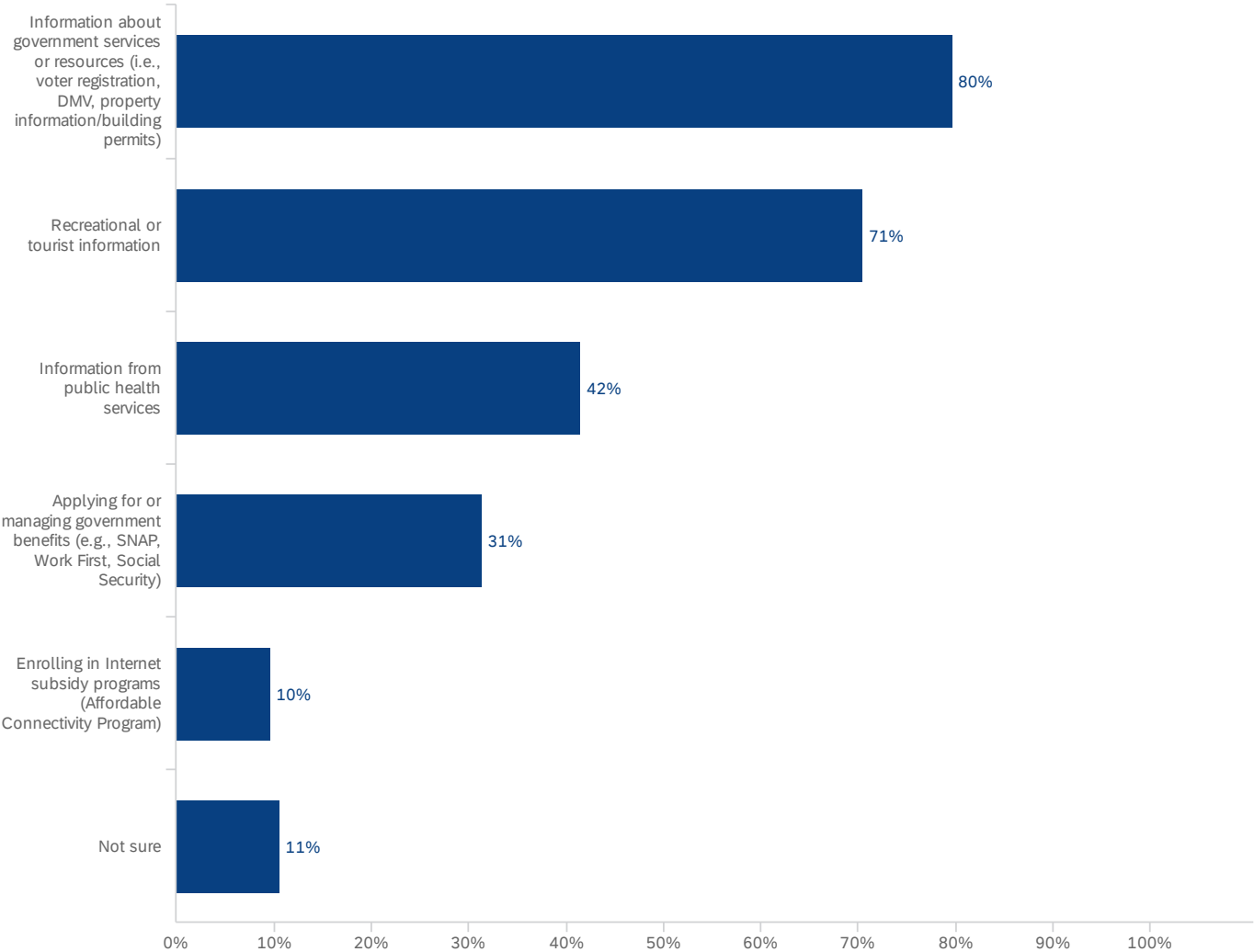
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is the highest price per month you would consider a subscription for mobile internet to be affordable? (Please enter only numbers)	0	200	55	35	1196	176

#	Field	Choice Count
0	0	1% 2
10	10	3% 6
15	15	2% 3
20	20	6% 10
25	25	7% 12
29	29	1% 1
30	30	10% 18
35	35	3% 5
40	40	8% 14
45	45	1% 2
50	50	23% 41

#	Field	Choice	Count
55	55	1%	1
59	59	1%	1
60	60	5%	9
65	65	1%	1
70	70	2%	3
72	72	1%	1
75	75	6%	10
80	80	5%	9
85	85	1%	1
90	90	1%	1
100	100	9%	15
120	120	1%	2
125	125	1%	2
150	150	2%	3
179	179	1%	1
200	200	1%	2
			176

Showing rows 1 - 28 of 28

Q5.1 - In the past year, have you used the internet to search for any of the following public resources or services? (Select all that apply)



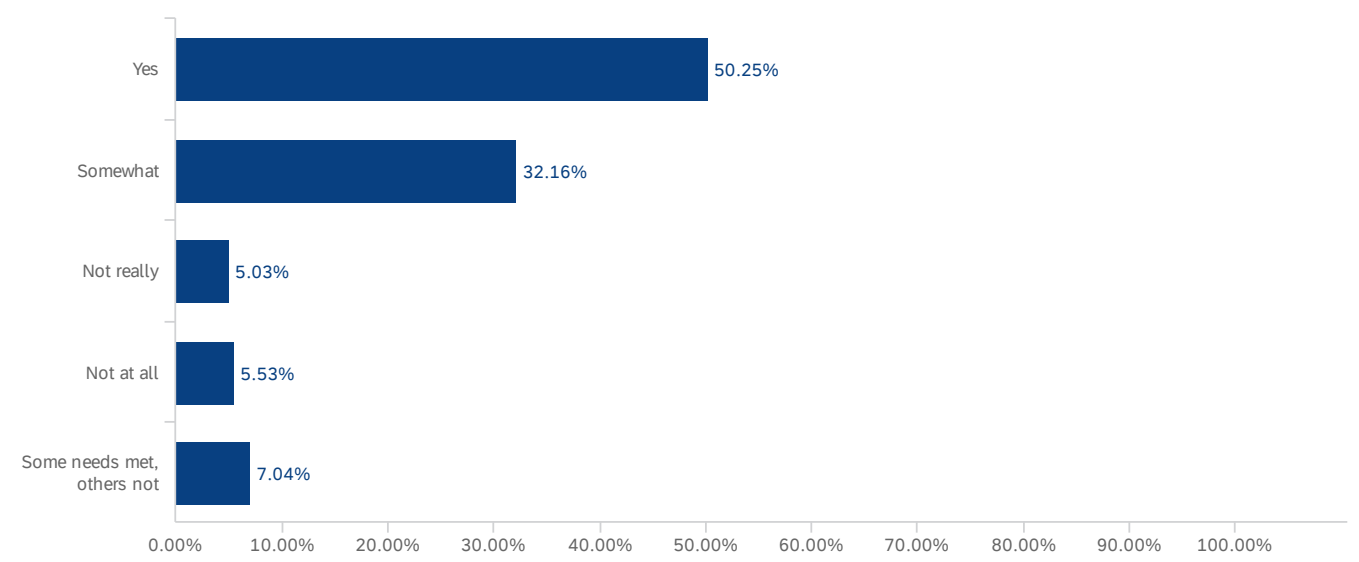
Field	Choice Count	
Information about government services or resources (i.e., voter registration, DMV, property information/building permits)	33%	165
Recreational or tourist information	29%	146
Information from public health services	17%	86
Applying for or managing government benefits (e.g., SNAP, Work First, Social Security)	13%	65
Enrolling in Internet subsidy programs (Affordable Connectivity Program)	4%	20
Not sure	4%	22

Field

Showing rows 1 - 7 of 7

Choice
Count

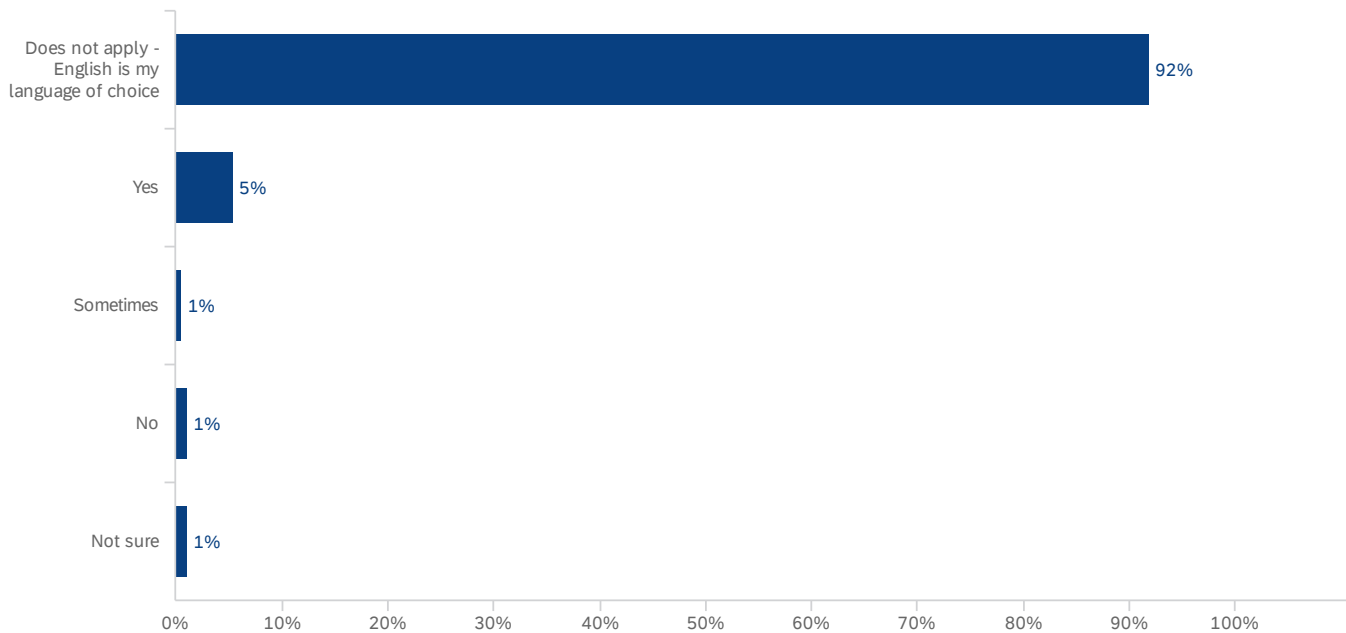
Q5.2 - Did your internet searches for public resources or services meet your needs?



#	Field	Choice Count	
1	Yes	50.25%	100
2	Somewhat	32.16%	64
3	Not really	5.03%	10
4	Not at all	5.53%	11
5	Some needs met, others not	7.04%	14
			199

Showing rows 1 - 6 of 6

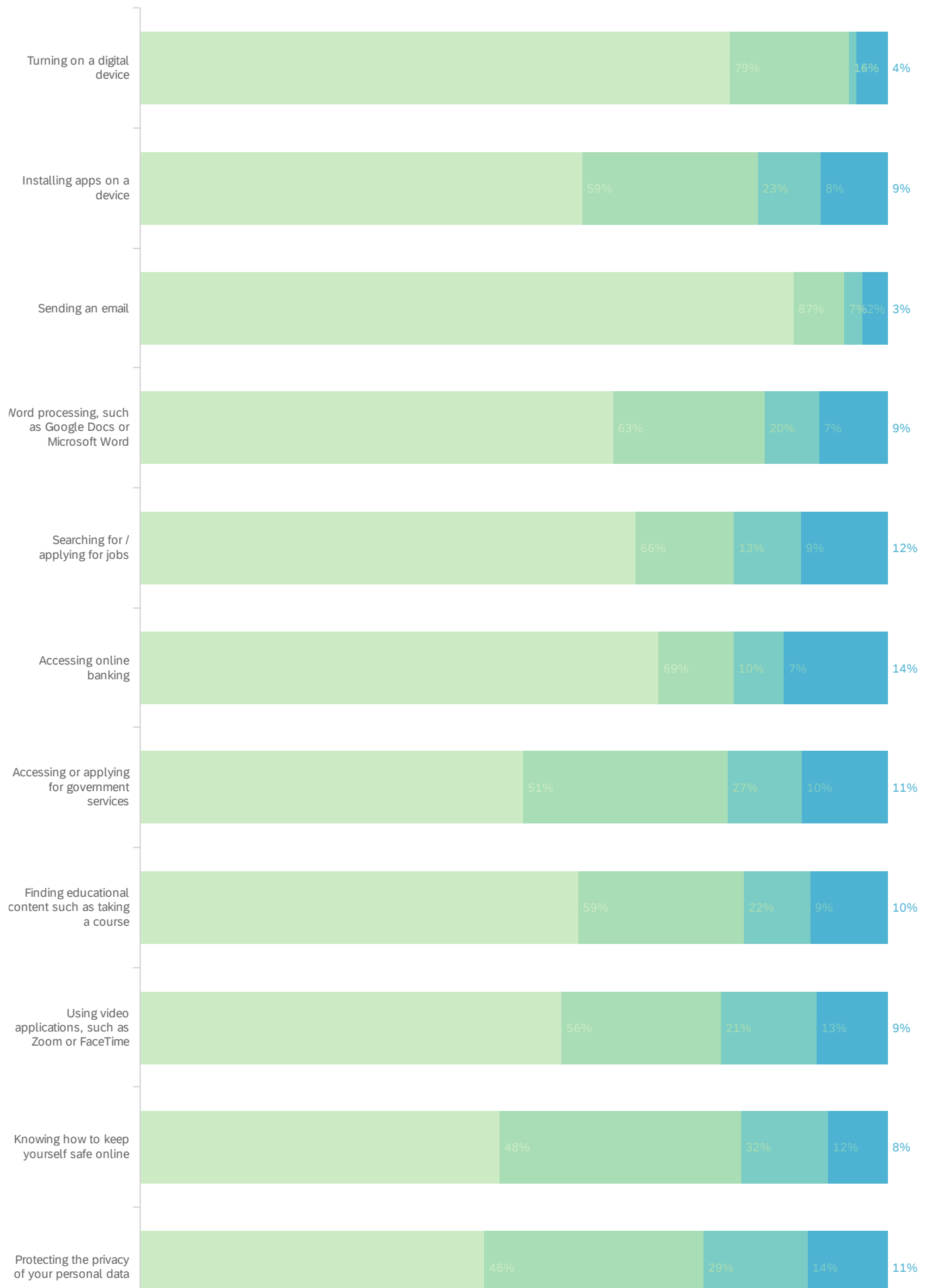
Q5.3 - If English is not your primary language, were you able to access these public resources in your language of choice?

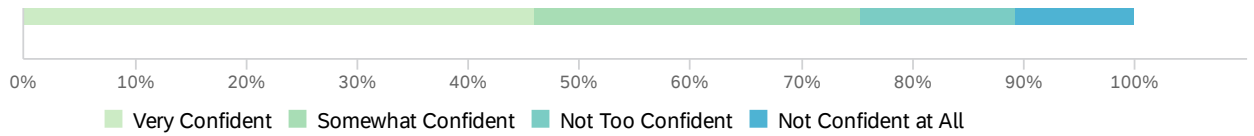


Field	Choice Count	
Does not apply - English is my language of choice	92%	170
Yes	5%	10
Sometimes	1%	1
No	1%	2
Not sure	1%	2
		185

Showing rows 1 - 6 of 6

Q6.1 - How confident are you in your abilities for each of the following tasks or skills?

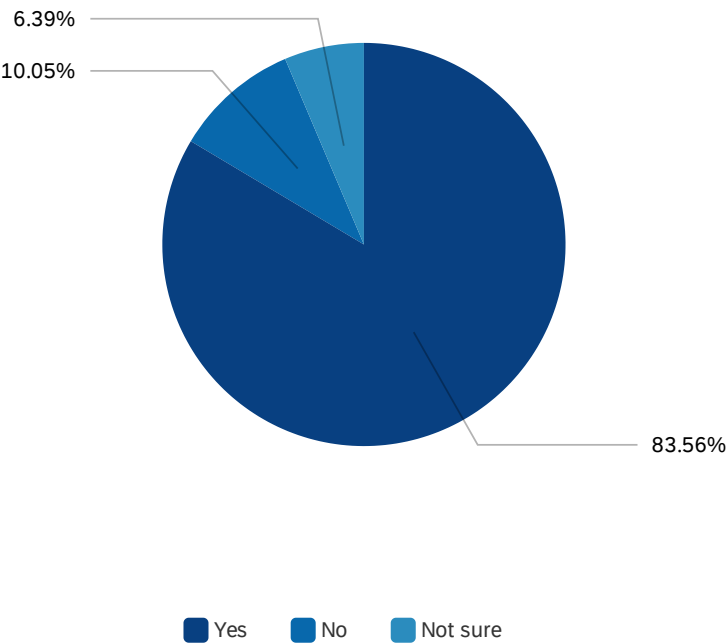




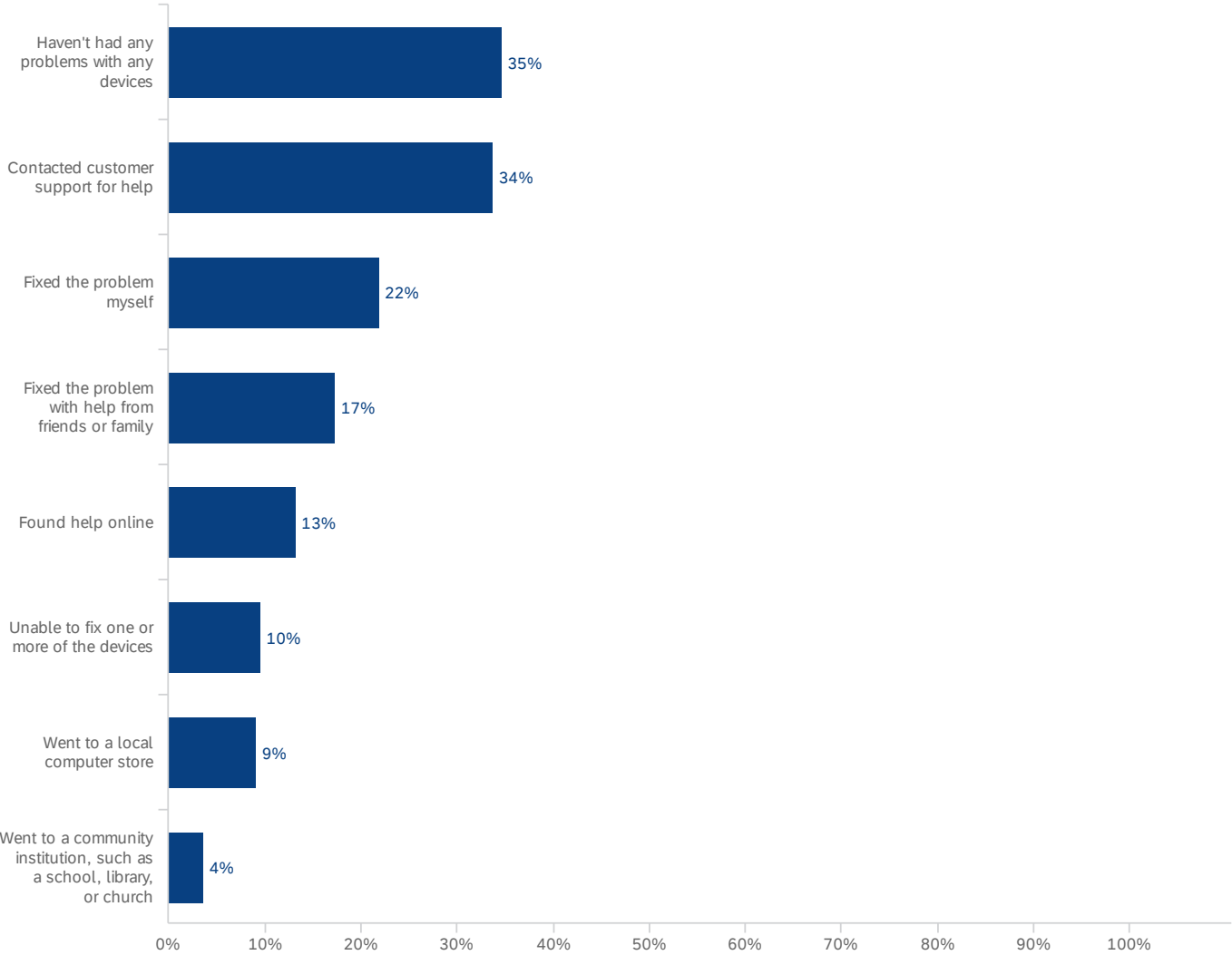
Field	Not at all confident		Not too confident		Somewhat confident		Very confident		Total
Sending an email	3.38%	7	2.42%	5	6.76%	14	87.44%	181	207
Turning on a digital device	4.23%	9	0.94%	2	15.96%	34	78.87%	168	213
Accessing online banking	13.88%	29	6.70%	14	10.05%	21	69.38%	145	209
Searching for / applying for jobs	11.58%	22	8.95%	17	13.16%	25	66.32%	126	190
Word processing, such as Google Docs or Microsoft Word	9.18%	19	7.25%	15	20.29%	42	63.29%	131	207
Installing apps on a device	8.92%	19	8.45%	18	23.47%	50	59.15%	126	213
Finding educational content such as taking a course	10.34%	21	8.87%	18	22.17%	45	58.62%	119	203
Using video applications, such as Zoom or FaceTime	9.48%	20	12.80%	27	21.33%	45	56.40%	119	211
Accessing or applying for government services	11.44%	23	9.95%	20	27.36%	55	51.24%	103	201
Knowing how to keep yourself safe online	7.94%	17	11.68%	25	32.24%	69	48.13%	103	214
Protecting the privacy of your personal data	10.70%	23	13.95%	30	29.30%	63	46.05%	99	215

Showing rows 1 - 11 of 11

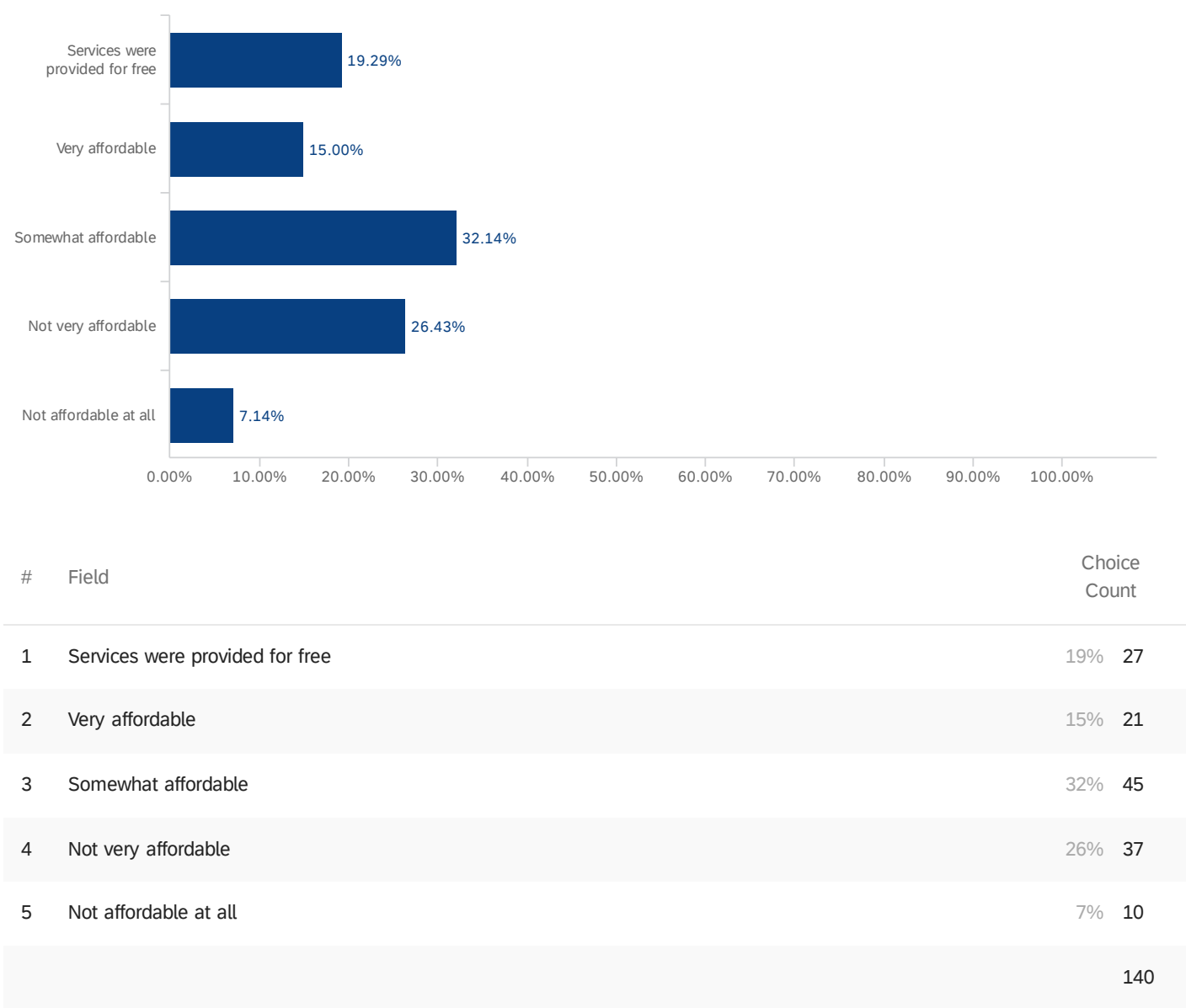
Q7.1 - Does your household have enough working digital devices (computers, smart phones, tablets) available to meet the needs of everyone living in this home?



Q7.2 - In the past 6 months, if one of your digital devices failed to function, broke, or stopped working properly how did you deal with the problem you encountered? (Select all that apply)

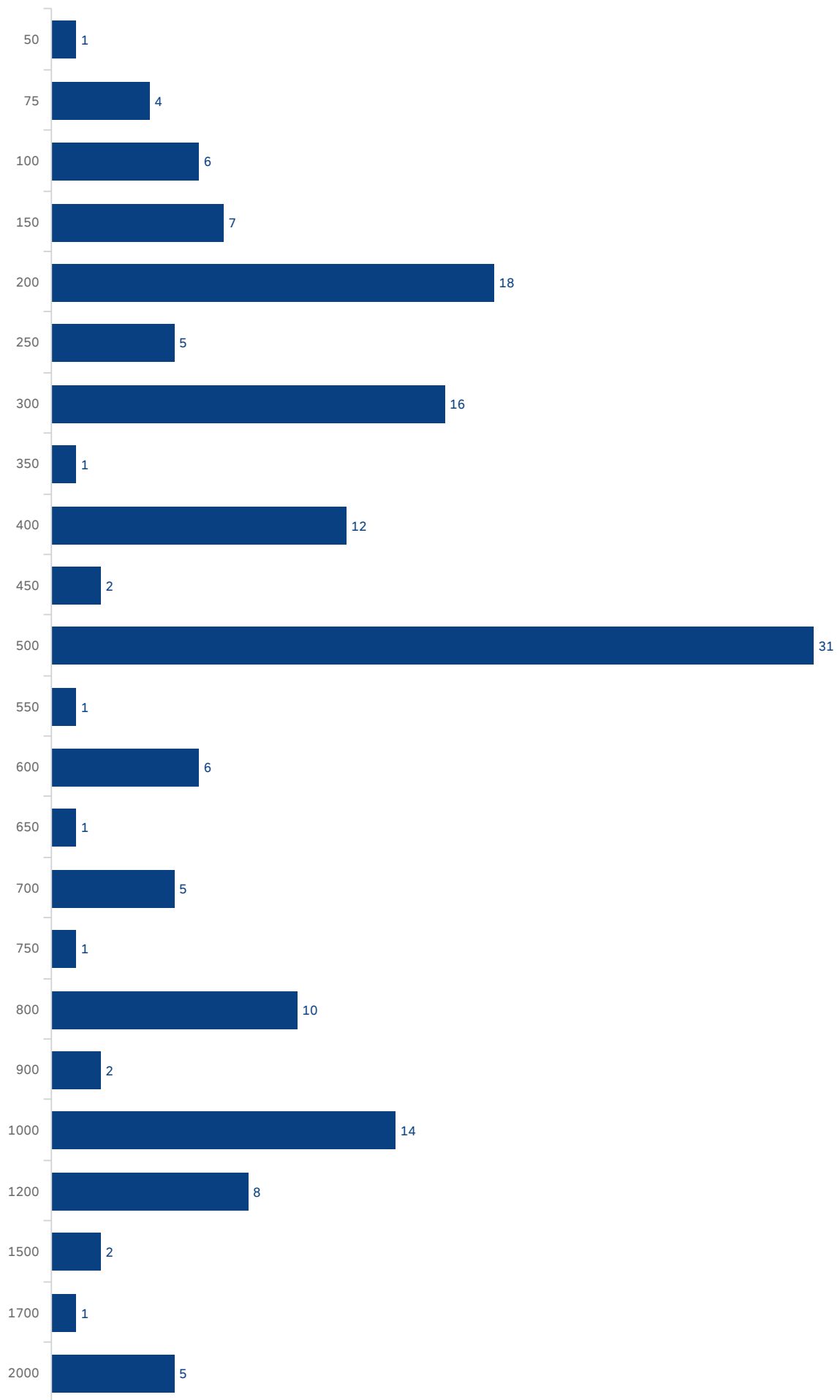


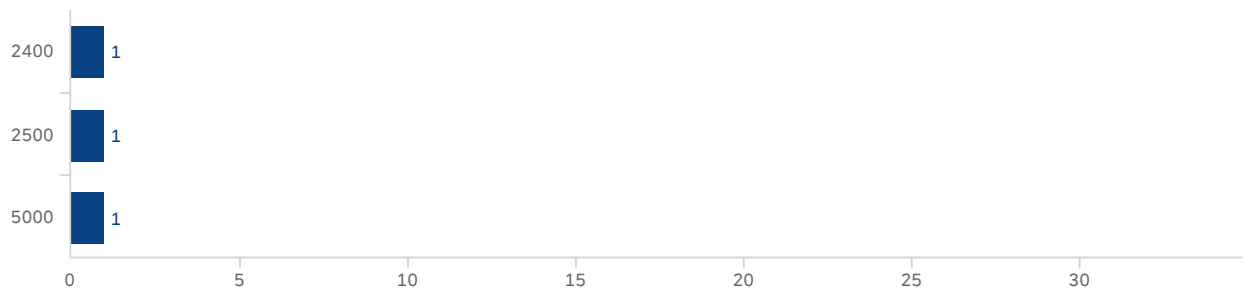
Q7.3 - How would you rate the affordability of the services you received?



Showing rows 1 - 6 of 6

Q7.4 - In thinking about purchasing a computer or tablet that meets your needs, what is the highest price you would consider to be affordable? (Please enter only numbers)





#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	In thinking about purchasing a computer or tablet that meets your needs, what is the highest price you would consider to be affordable? (Please enter only numbers)	50	5000	619	581	337732	162

Q7.5 - If there anything else you would like to tell us about how you access and use the internet and digital devices, please enter it here. Please do not provide any personal information such as health conditions, address, or phone number.

If there is anything else you would like to tell us about how you access an...

Being in a fixed income makes it very tight to afford internet and cell phones

Built custom system with 4g antenna, 4g modem (netgear 1100), mesh routers. Paid thru 3rd party for unlimited data plan with AT&T at \$80/month. Frequently have to reset the device due to AT&T throttling data speeds. Advertised as unlimited data plans but have been disconnected if usage was over 600 GB per month. Aside from Starlink, advertised services like Frontier (5 Mbps) and TMobile (not available) are inadequate for basic internet service

We use satellite for internet access. This is both expensive and suffers from high latency with no options for port forwarding.

No

I take issue with the government paying for some individual's internet and others have to pay whatever the Sprectum charges.

None

we use a mobile phone to access the internet sometimes. laptop and home desktop.

Our internet can be inconsistent and terribly slow.

I am work in IT, my children use the internet for school. Devices we are fine on, but broadband in Granville County is abysmal

Service is usually very slow during peak hours.

There is sometimes spotty service where we live, except for certain locations inside the house, especially when using phone or laptops. We understand that it is not the internet provider but that service in this part of our county is not what it should be, compared to more populated areas. Our county government uses the term "underserved," which says a lot for our area.

We supplement brightspeed with starlink as brightspeed can't keep up with our device demands.

If there is anything else you would like to tell us about how you access an...

We do not have high speed internet in our area. It is available a mile down the road but they will not come any further to put it in.

We only have 2 options here for Internet. 3-30Mb phone based DSL, and starlink, which is ~100Mb but expensive.

I regularly see posts on Nextdoor about slow or poor internet in 27525

I don't mind using the cell service as internet provider; we need more towers and stronger signals in the northern area next to the VA boarder.

There are many times we can't connect to the internet and we don't have reliable cell service as well so that is not an option

Satellite Internet (hughes.net) Not very reliable. Always dropping out & non existent on cloudy or foggy weather

We have wifi, but we are limited.

Have to use a satellite service, as nothing else available at our location. Fiber would be great

Most of the time I access internet at work. In the evening I use my phone/mifi. It's better than satellite but not adequate enough for my needs. ATT promised us 15 years ago that they would bring internet out our way in a year or so and never bothered. We have submitted petitions, etc... When they refused, I promptly dropped my landline. Less than a mile away, the houses have high speed internet. It's frustrating.

In rural Granville county, outside of city limits, there no broadband internet options, only satellite internet. Not only is satellite internet expensive, it is not as reliable as broadband connection.

No service is available here. Just an iPhone.

Often need to stream information for work. Buffers alot

Internet access is terrible and way too expensive for what you get

Our internet is horrible

Our internet service is very slow and unreliable. Particularly for the \$\$ we pay monthly. In this area Starlink is our only other option

If there is anything else you would like to tell us about how you access an...

Please bring faster and affordable services, spectrum has been really bad and we don't have any other sources

I use the internet to do my full time job as well as run my small business - reliable internet access is critical to my livelihood and my paid service is spotty at best. Multiple times a week I drive to Durham to access reliable internet when I have urgent work needs.

I have internet but it is very slow. Hopefully they can update equipment and will be better.

I have a fairly reliable internet service, however, I teach many students who live in the more rural parts of the county who have spotty or no internet service at all. This makes teaching in 2023 very difficult as it puts our children at a huge disadvantage compared to those in more urban areas or in other countries.

Internet is slow. Not enough to do work, schoolwork, stream. Other parts of county have been put on higher priority getting better internet when they already have it.

Must use wi-fi to get signal at home on phones/tablets. poor connectivity when walking in neighborhood

Bill pay, medical info, work from home. Grandson's home work

We need more extensive internet access in the rural parts of the county.

I would like to help rural communities to have faster and accessible means to the internet and digital devices.

The cellphone signal in our area is horrible. The only way to use our cellphones is through our wifi. If our wifi goes out, we have to wonder around the yard in order to find a good signal. Also, the internet service that we have is not very dependable. Sometimes it works and sometimes it is so slow that streaming is out of the question. Definitely not the best in the world.

Older citizens, access very important for health, safety and social connections

We have Starlink. It is very expensive but the best service option

The internet is my valuable resource to get information on a variety of things. It is also a tool to communicate without disturbing others.

Craft Ideas, YouTube

If there is anything else you would like to tell us about how you access an...

Oxford needs senior classes and repair store

Craft ideas, you tube

Oxford needs senior classes and repair store.

Craft Ideas, You tube

Oxford needs senior classes and repair store.

Have taught myself everything I know about technology. The updates are moving faster than I can keep up anymore. Gets frustrating.

No.

We use them a lot to watch movies, videos, and play online only games on a Xbox Series X, which has trouble due to lag.

Only access is through Brightspeed and speeds are very slow despite monthly costs similar to what I paid at prior residence with Spectrum. Any help with improving broadband access would be appreciated.

We do not have cellular service in our area. We also do not have high speed internet because it is not available at our address.

Access the internet through Frontier. It is spotty service, at times very slow and disconnects frequently. Hard to conduct zoom meetings from the house.

I use HughesNet which is not very good esp in bad weather. Cannot get high speed internet, cannot stream, satellite is my only option for home service.

Absent internet access, we couldn't live our current lifestyle.

Internet is slow

I have two sources of internet at home and both suck. I have CenturyLink and StarLink.

If there is anything else you would like to tell us about how you access an...

Cell phone service is spotty, can't use my cell phone in all areas of my home. Internet is via DSL.

Poor service buffering 50percent of time

Internet is getting more reliable, but it is still pretty slow.

No

Slow speed, only use internet, cell phone. No streaming, etc.

I use the internet services at doctor's offices and other public places.

A lot of lagging. A lot of slow downloading. A lot of waiting for responses via emails.

The internet is not always working or reliable.

no

I'm using a DSL, NOT high-speed Internet, and it is often inadequate for my needs.

work

not all my responses lit up or showed a check mark. Not sure the survey was complete. Not having high speed has kept me from working from home and taking on line courses. High speed would make a huge difference in our lives. Thanks for caring.

no

No

Use Kindle for Reading; Desktop Computer for E-Mails, Etc.

Wifi in my home, car, and workplace is often spotty, slow, or not working at all.

The initiative to provide high speed access here to all is a good effort but will take a very long time

If there is anything else you would like to tell us about how you access an...

We need better coverage in rural areas and more choice between providers to drive down costs and increase quality.

I have no signal at my house so I am wifi dependant. When cable goes down I have no way of accessing the internet on my phone. Cable is Spectrum and phone plan is Verizon. Why can't we get a stronger signal??

bandwidth is horrible - only brightspeed - claim 3 MBPS - deliver typically 1.5 MBPS often 0.3MBPS at peak times - we have no cell signal either so we are at high risk in case of emergency.

Can not get high speed internet. Only 1.5 mbs available despite living in a very populated area. Brightspeed refuses to upgrade to fiber despite getting federal grants.

Sometimes poor service.

No

Tv is not affordable

We have two modems located in our home with Brightspeed internet services. We cannot connect more than 1 device at a time. With a household of 6 with multiple students needing individual needs and two self employed business owners/operators we can't connect calls or internet viable to our needs. This effects our subdivision as well as the other 4 in the area and homes in the area. We've contacted chamber of commerce as well as providers for assistance, with no luck.

Internet is slow and we only have one internet provider that we can use in our area and they are terrible. Internet is very spotty and the connection is poor. We do not have fiber optics in our area.

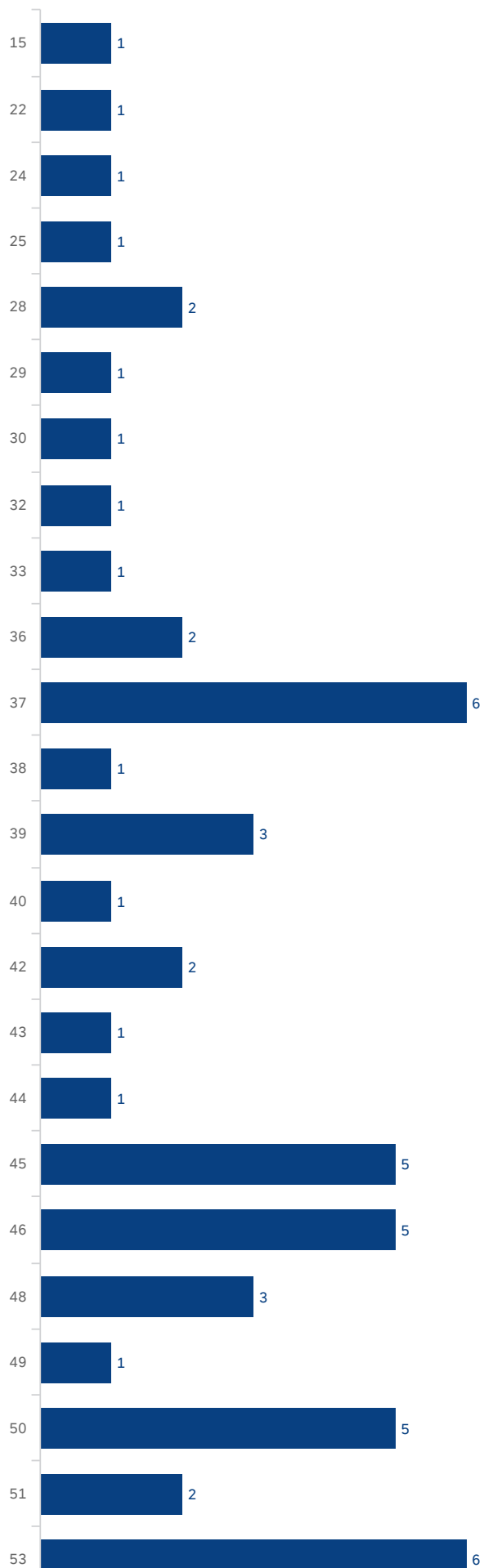
While we have access to the internet our service is slow, through Brightspeed we have 10mbps as our top speed. We have frequent service interruptions.

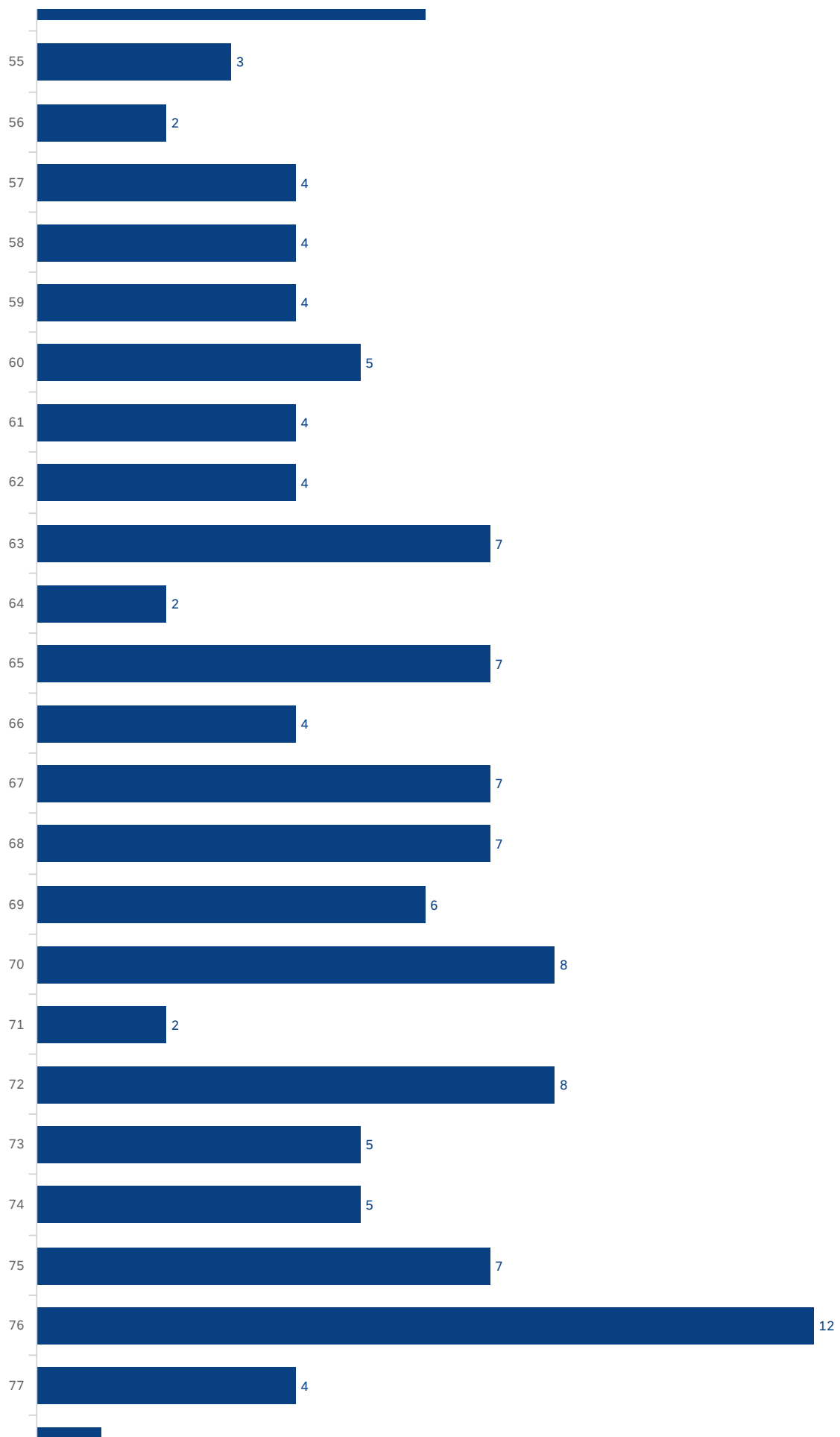
I stumble in using these devices. Much more personal instruction, training and technical assistance needs to be available at the Library or at the Community College. It seems as though consumers are expected to learn each digital device by trial and error instead of formal courses being taught at the local library or community college.

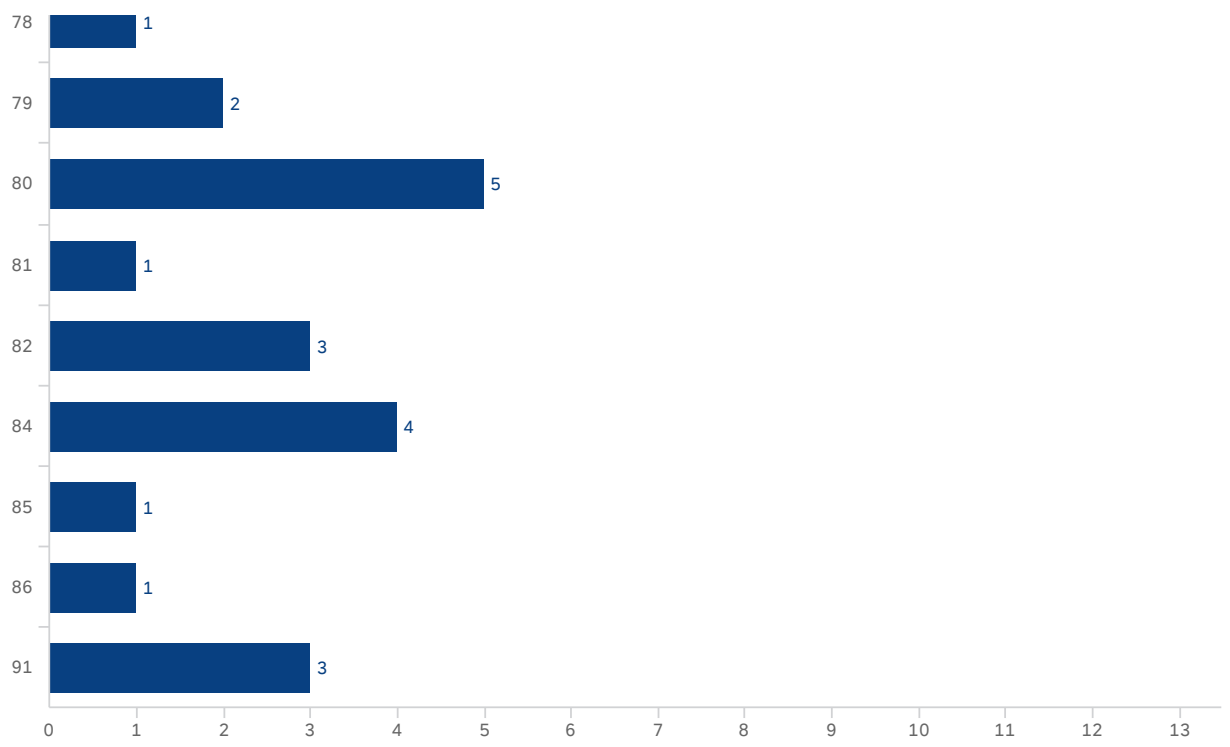
Library - we use it to help patrons access info of all kinds, we use it to run our circulation software, and to help with our programs.

Use basic service from bright-eyed only internet service available in this area. No other service besides satellite internet.

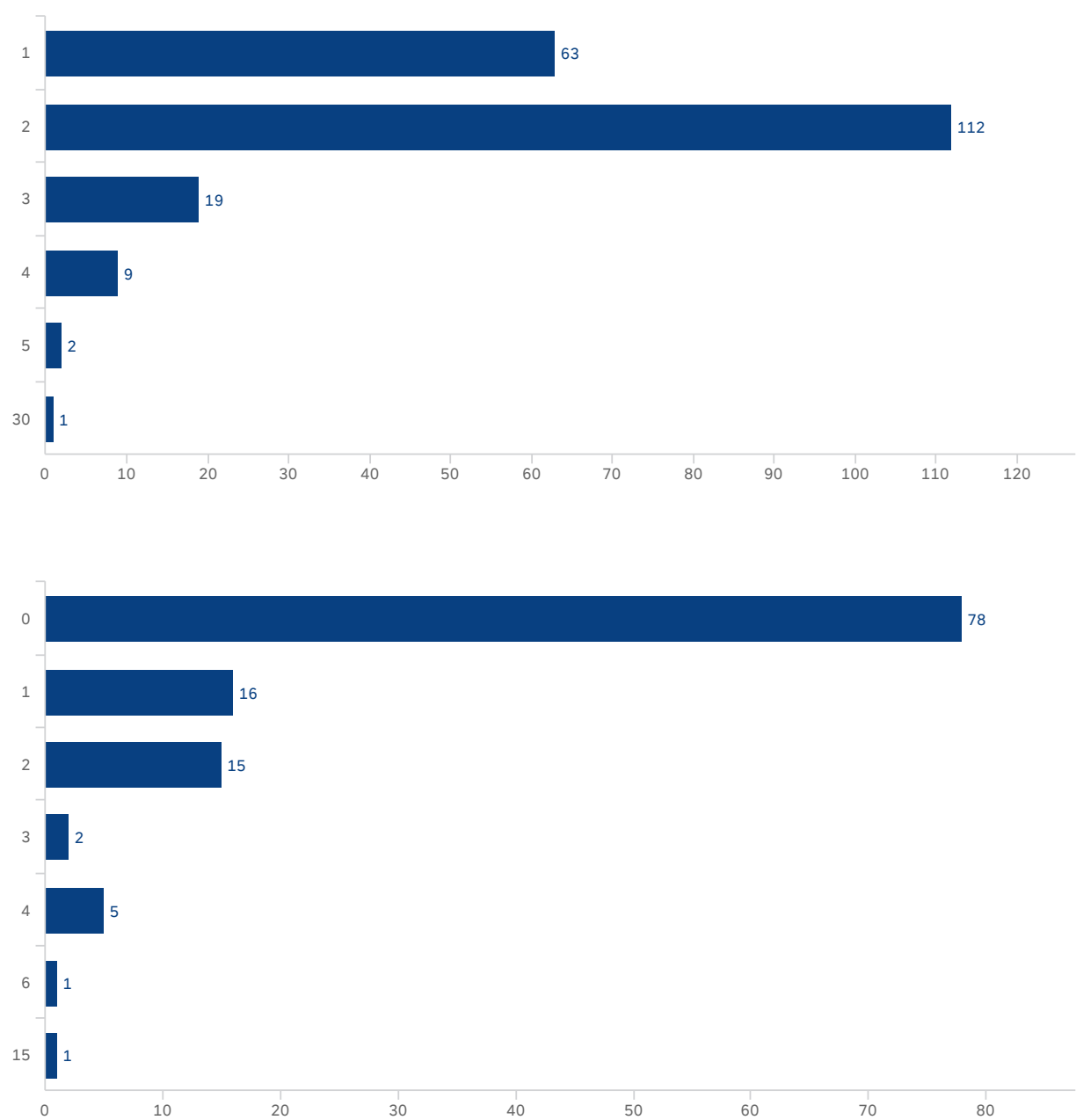
Q8.1 - What is your age? (Please enter only numbers)





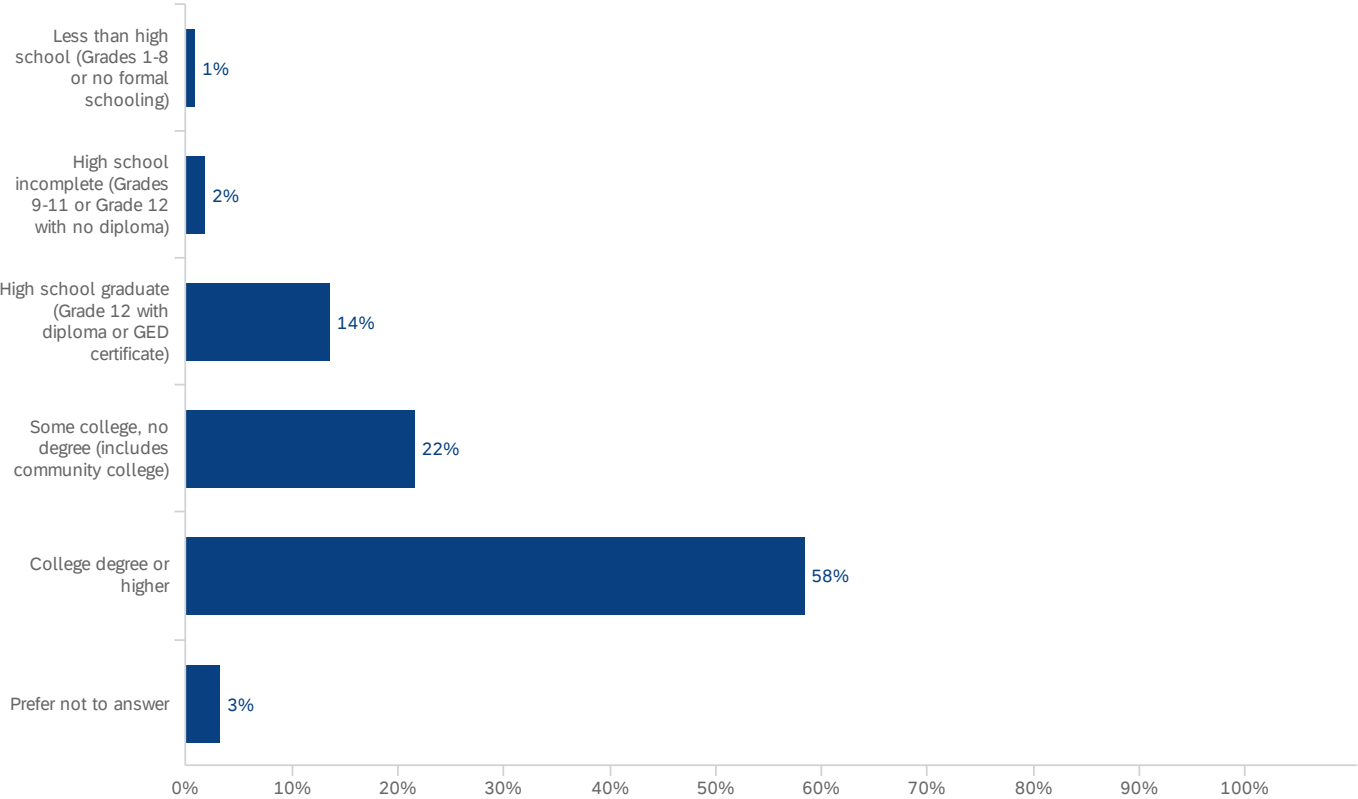


Q8.2 - How many people currently live in your household, including yourself?



The first bar chart indicates the number of adults living in the household. The second bar chart indicates the number of minors (<18) living in the household.

Q8.3 - What is the highest level of school you have completed?



Q8.4 - Which of the following best describes your race/ethnicity? (Select all that apply)

Q8.4_5_TEXT - Some other race (please specify)

Some other race (please specify)

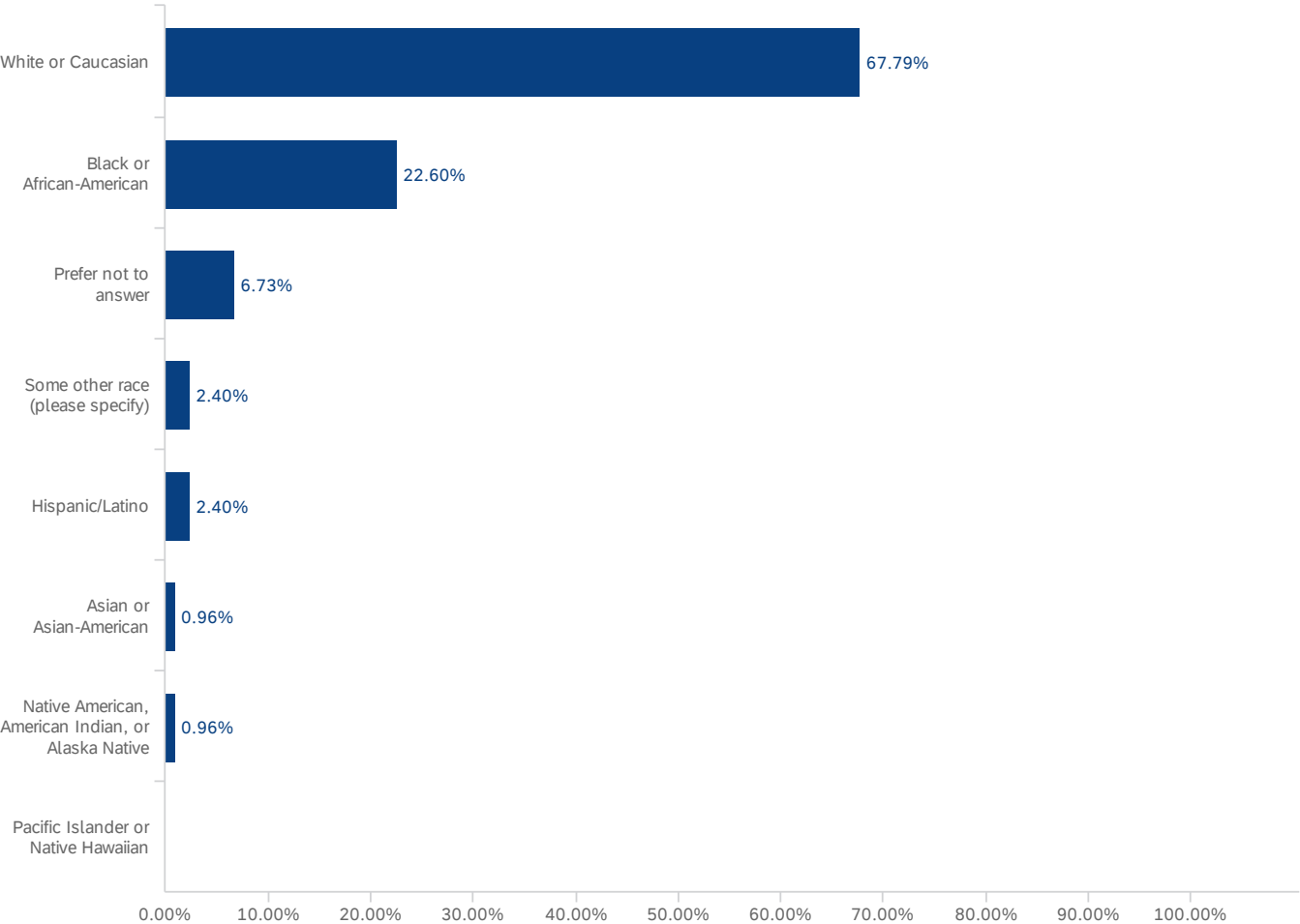
American

Hispanic/Latino isn't a race, you momons.

Human

Human

Staff is mainly Black or white

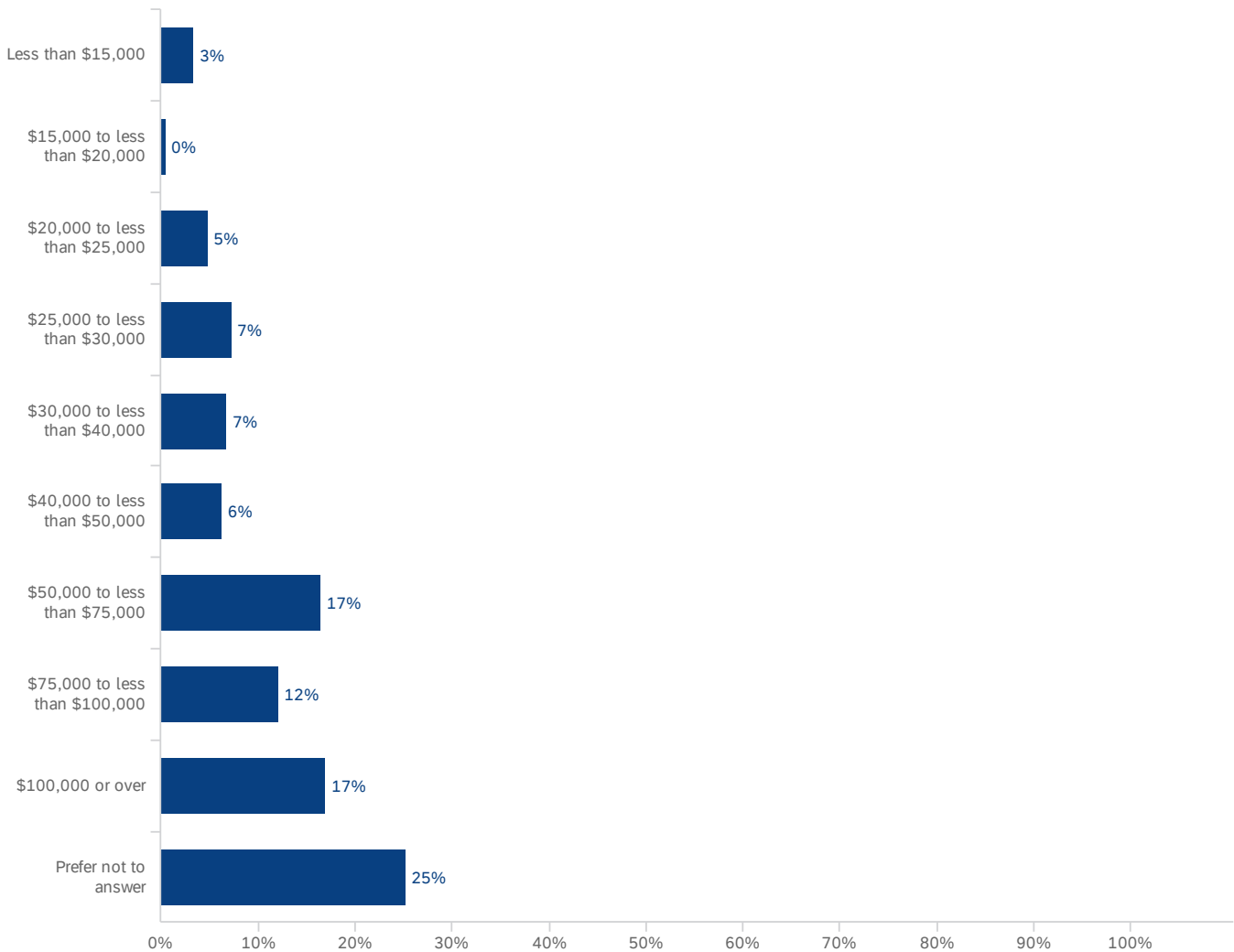


1 #	Asian or Asian-American Field	0.93%	2 Choice Count
2	Black or African-American	21.76%	47
3	Native American, American Indian, or Alaska Native	0.93%	2
4	Pacific Islander or Native Hawaiian	0.00%	0
5	White or Caucasian	65.28%	141
6	Some other race (please specify)	2.31%	5
7	Prefer not to answer	6.48%	14
8	Hispanic/Latino	2.31%	5

216

Showing rows 1 - 9 of 9

Q8.5 - What is your total annual household income from all sources, and before taxes?

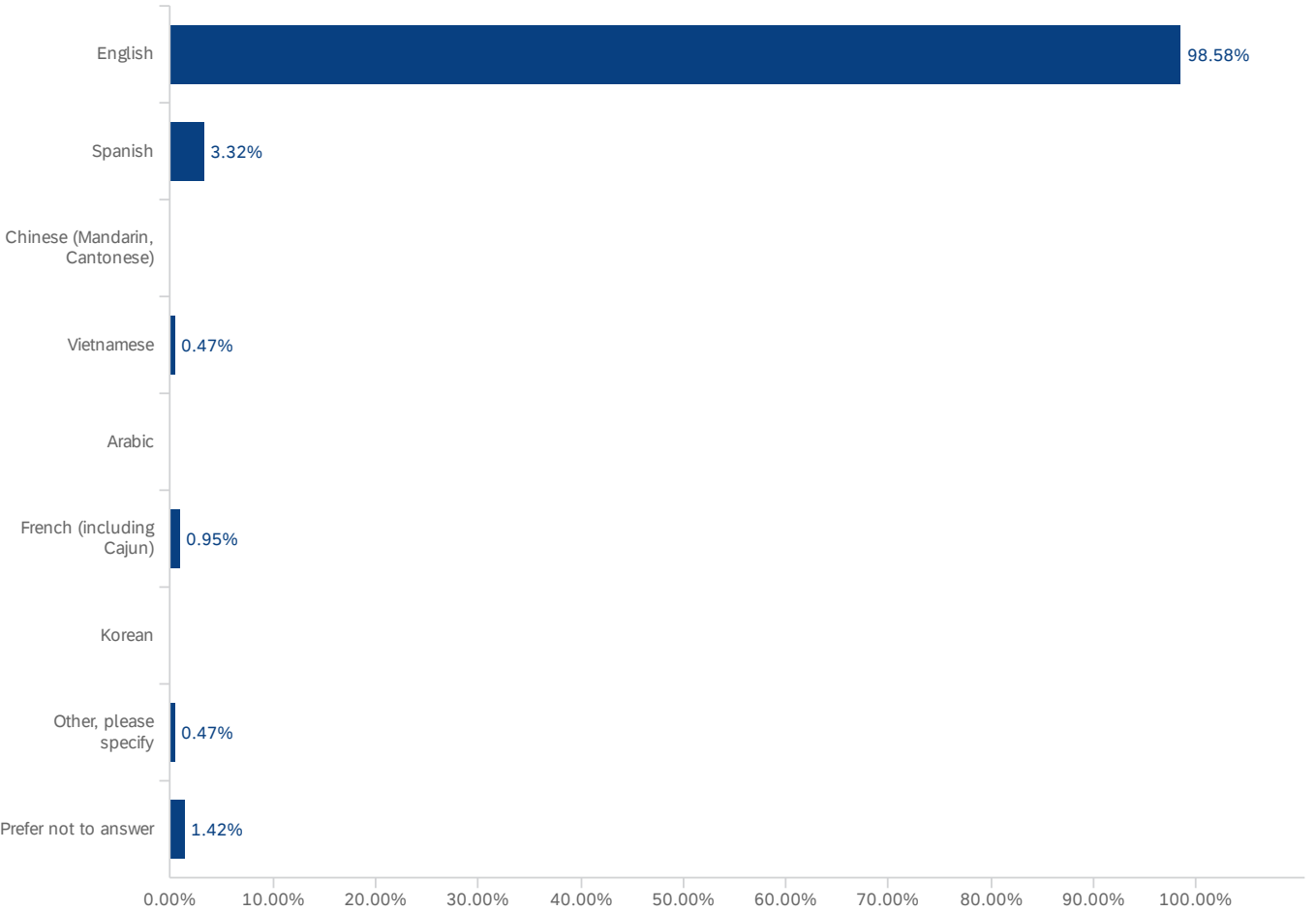


#	Field	Choice Count
1	Less than \$15,000	3% 7
2	\$15,000 to less than \$20,000	0% 1
3	\$20,000 to less than \$25,000	5% 10
4	\$25,000 to less than \$30,000	7% 15
5	\$30,000 to less than \$40,000	7% 14
6	\$40,000 to less than \$50,000	6% 13
7	\$50,000 to less than \$75,000	17% 34

#	Field	Choice Count
8	\$75,000 to less than \$100,000	12% 25
9	\$100,000 or over	17% 35
10	Prefer not to answer	25% 52
		206

Showing rows 1 - 11 of 11

Q9.1 - What language(s) do you speak at home? (Select all that apply)



Field	Choice Count	
English	93.69%	208
Spanish	3.15%	7
Chinese (Mandarin, Cantonese)	0.00%	0
Vietnamese	0.45%	1
Arabic	0.00%	0
French (including Cajun)	0.90%	2
Korean	0.00%	0
Other, please specify	0.45%	1
Prefer not to answer	1.35%	3
		222

Field	Choice	Count
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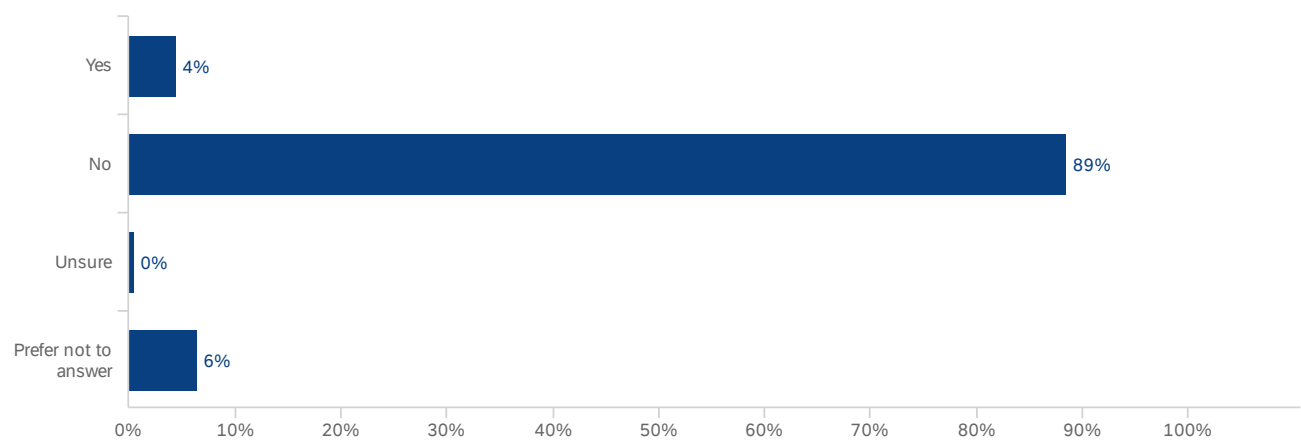
Showing rows 1 - 10 of 10

Field	Count
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What language(s) do you speak at home? (Select all that apply) - Selected Choice	211
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Showing rows 1 - 1 of 1

Q9.2 - Do you identify as a member of the LGBTQIA+ community?

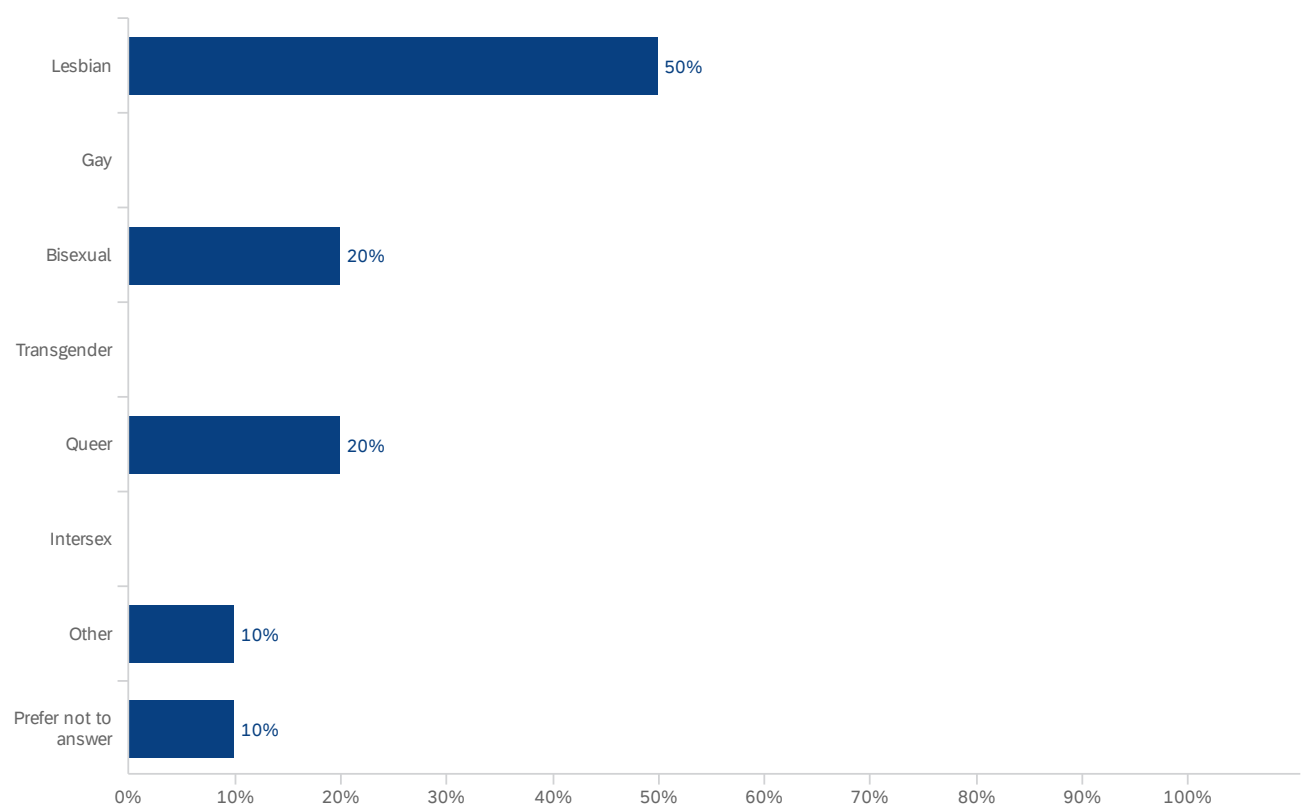


Field	Choice Count	
Yes	4%	9
No	89%	178
Unsure	0%	1
Prefer not to answer	6%	13

201

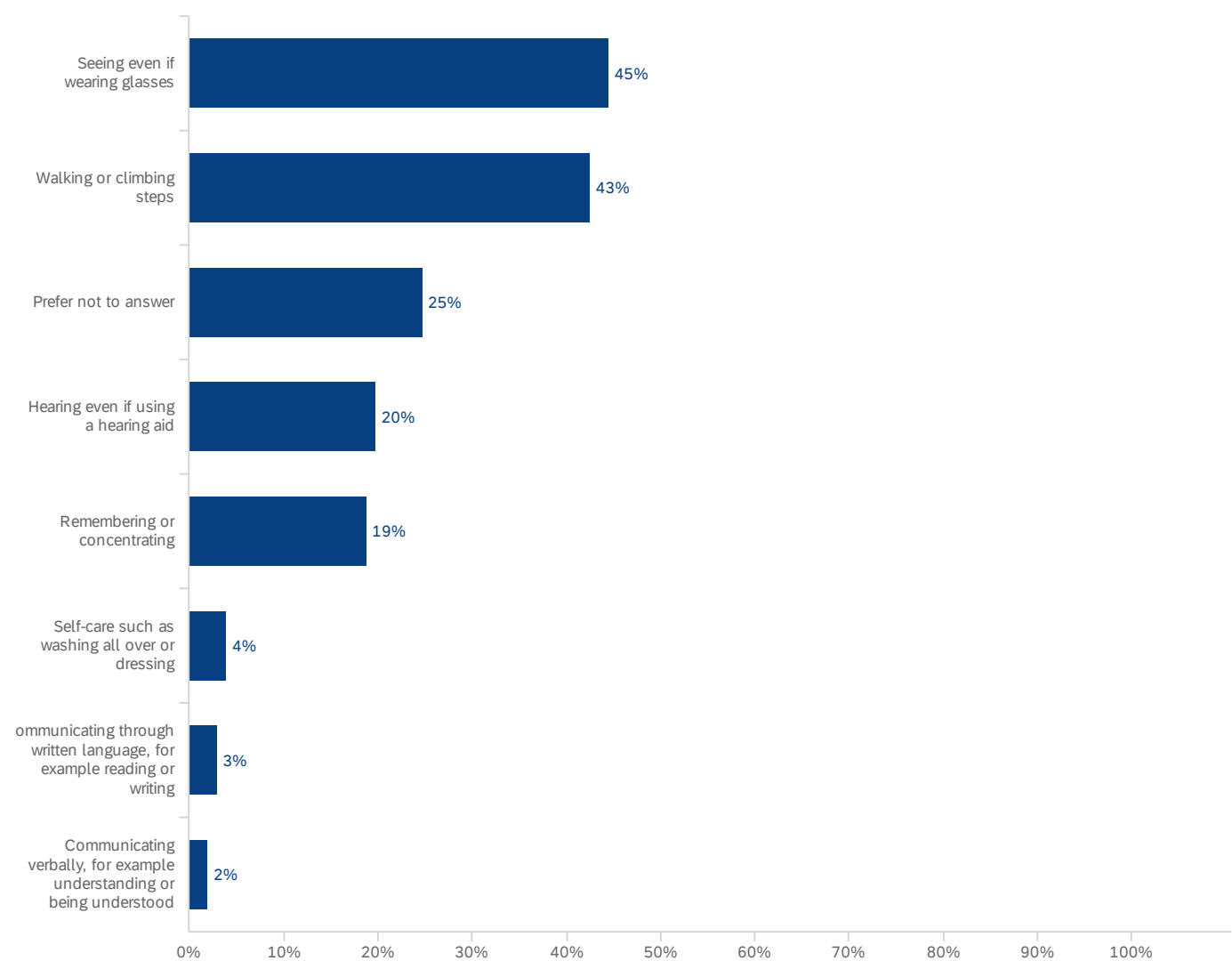
Showing rows 1 - 5 of 5

Q9.3 - Which of the following do you identify as? (Select all that apply)

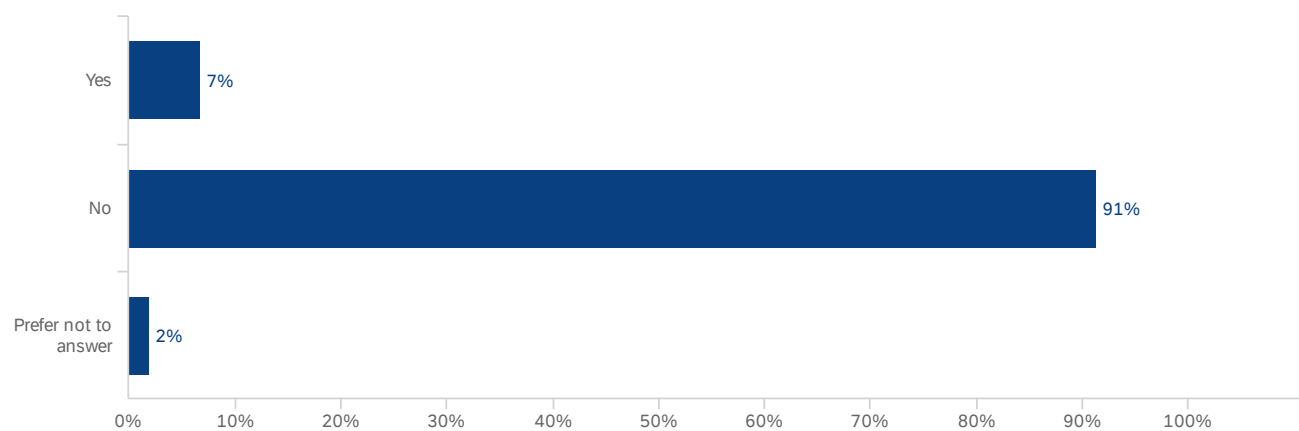


Field	Choice Count	
Lesbian	45%	5
Gay	0%	0
Bisexual	18%	2
Transgender	0%	0
Queer	18%	2
Intersex	0%	0
Other	9%	1
Prefer not to answer	9%	1

Q9.4 - Do you have difficulty in any of the following areas? (Select all that apply)



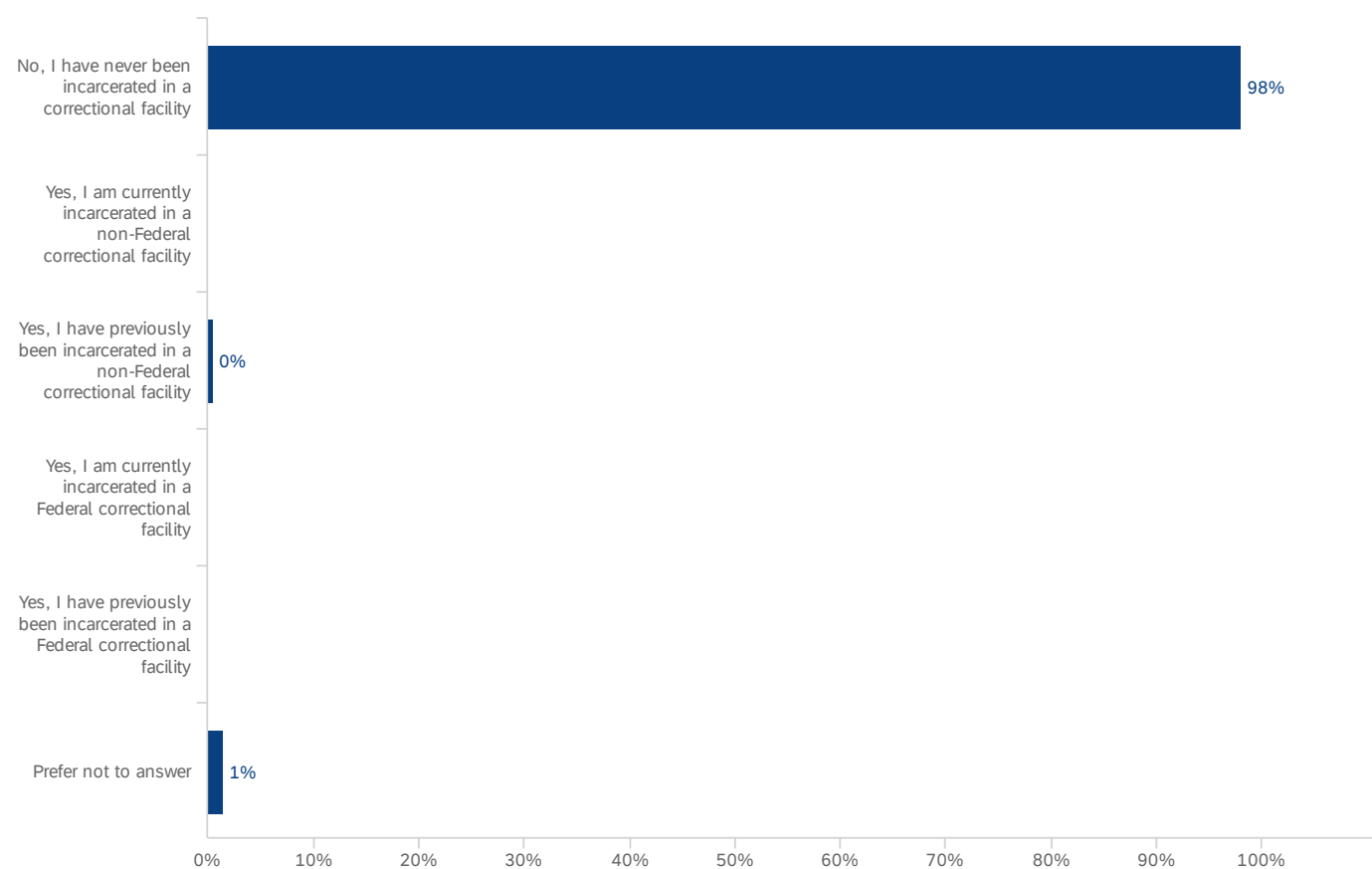
Q9.5 - Are you a veteran of the US Armed forces, Reserves or National Guard?



#	Field	Choice	Count
1	Yes	7%	14
2	No	91%	190
3	Prefer not to answer	2%	4
			208

Showing rows 1 - 4 of 4

Q9.6 - Have you been or are you currently incarcerated in a correctional facility?



#	Field	Choice	Count
1	No, I have never been incarcerated in a correctional facility	98%	201
2	Yes, I am currently incarcerated in a non-Federal correctional facility	0%	0
3	Yes, I have previously been incarcerated in a non-Federal correctional facility	0%	1
4	Yes, I am currently incarcerated in a Federal correctional facility	0%	0
5	Yes, I have previously been incarcerated in a Federal correctional facility	0%	0
6	Prefer not to answer	1%	3

205

Showing rows 1 - 7 of 7

End of Report

