Digital Skills & Support Survey

Help shape digital support in Wigan

Complete this paper form OR scan the QR code to answer online. Please submit your answers once.

Tick boxes clearly. You may skip any question. Ask someone to help record your answers if you wish.

What is digital inclusion?

Digital inclusion means having the equipment, internet access, skills, confidence and support to use technology in everyday life. It matters because activities such as booking appointments, applying for jobs and keeping in touch increasingly involve going online.

Wigan Digital Learning wants to understand which digital courses and practical assistance would help people locally. Your answers will help us plan future support. Taking part does not commit you to a course.

You do not need to give your name or contact details. Please do not include passwords, financial information or private health details. Contact details will be used only for the follow-up you request, not to subscribe you to marketing.

1. Which town or local area do you live in? (Optional - please do not give your full address.)

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2. How confident do you feel using a smartphone, tablet or computer? Choose one answer.

- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Fairly confident
- ☐ Very confident
- ☐ I do not currently use these devices
- ☐ Prefer not to say

Your access and priorities

3. Which devices can you regularly use? Select all that apply. If you select "None", leave the other options unticked.

- ☐ Smartphone
- ☐ Tablet or iPad
- ☐ Laptop
- ☐ Desktop computer
- ☐ A shared or borrowed device
- ☐ None

4. Which statement best describes your internet access? Choose one answer.

- ☐ Reliable internet at home
- ☐ Internet at home, but it is unreliable or limited
- ☐ Mobile data only
- ☐ I mainly use internet elsewhere, such as a library or community venue
- ☐ I do not currently have internet access
- ☐ Not sure

5. What would you like help with? Select all that apply.

- ☐ Getting started with a smartphone, tablet or computer
- ☐ Email, messaging and video calls
- ☐ Staying safe online and recognising scams
- ☐ Passwords and keeping accounts secure
- ☐ Online forms and government or council services
- ☐ NHS services and booking appointments
- ☐ Online shopping, banking and managing bills
- ☐ Finding jobs, writing a CV and applying for work
- ☐ Word processing, spreadsheets and workplace skills
- ☐ Managing photos, files and storage
- ☐ Accessibility settings, such as larger text or voice controls
- ☐ Understanding and using AI tools safely
- ☐ Something else
- ☐ I am not sure where to start

6. Of the topics above, which three would make the biggest difference to you? You can name fewer than three.

Making support work for you

7. What makes it difficult for you to use technology or get digital help? Select all that apply. If you select "No particular barriers", leave the other options unticked.

- ☐ Cost of a suitable device
- ☐ Cost of internet or mobile data
- ☐ Not knowing where to get help
- ☐ Lack of confidence or worry about making mistakes
- ☐ Worry about scams or privacy
- ☐ Technology or learning materials are difficult to use
- ☐ Difficulty travelling to sessions
- ☐ Session times do not fit around my commitments
- ☐ I need information explained more clearly or at a slower pace
- ☐ I need support in another language
- ☐ Another barrier
- ☐ No particular barriers

8. How would you prefer to learn or receive help? Select all that apply.

- ☐ One-to-one support
- ☐ A small group course
- ☐ An informal drop-in session
- ☐ An online session with a tutor
- ☐ An online course to work through at my own pace
- ☐ Help by telephone
- ☐ Not sure - I would like advice

9. Where would you prefer to receive support? Select all that apply.

- ☐ At a local library or community venue
- ☐ At home
- ☐ At my workplace
- ☐ Online from wherever I am
- ☐ No preference

10. When could you usually take part? Select all that apply.

- ☐ Weekday mornings
- ☐ Weekday afternoons
- ☐ Weekday evenings
- ☐ Saturday mornings
- ☐ Saturday afternoons
- ☐ Sundays
- ☐ My availability varies

Anything else and optional follow-up

11. Which statement best describes what you could consider? Choose one answer. This does not commit you to paying for anything.

- ☐ I could only attend if the support was free
- ☐ I might pay a small amount, depending on the cost
- ☐ I would consider paid tuition if it met my needs
- ☐ Not sure
- ☐ Prefer not to say

12. Is there anything else you would like help with, or anything that would make sessions easier to attend? Please explain any "Something else" or "Another barrier" answers here. Do not include passwords, financial information or private health details.

13. Would you like Wigan Digital Learning to contact you about support relevant to your answers? This is optional and does not subscribe you to general marketing.

- ☐ Yes, by email
- ☐ Yes, by telephone
- ☐ Yes, by email or telephone
- ☐ No, thank you

14. If you requested follow-up, what name would you like us to use? Otherwise, leave blank.

15. If you requested email follow-up, enter your email address. Otherwise, leave blank.

16. If you requested telephone follow-up, enter your telephone or mobile number. Otherwise, leave blank.

Thank you for helping shape digital support in Wigan.

Please return all four pages to the person or venue that gave you this form.