



Digital Resources Mapping Tool (DRMT) Survey

[DRMT Survey](#)

Make your voice heard! Help close Texas' digital divide.

The Texas Broadband Development Office is developing the Texas Digital Opportunity Plan, which will help inform how the state develops policies and funding programs to promote broadband access and adoption throughout Texas.

We need your feedback to help close the digital divide in your community.

Your response will help us uncover:

- What programs and services are being offered.
- Where these programs and services are being offered.
- To whom these programs and services are being offered.

Who should take part?

As part of this effort, we need input from ALL government agencies, nonprofits, experts, practitioners, funders, researchers and community organizers. If your work helps people in your community access the internet, computers or digital skills training, or related information and resources, you should take part in this survey.

Instructions

You can only take the survey once. As you go through each page, all answers are saved automatically. You can go back and forth between pages to check and review answers. Questions marked with an asterisk (*) are required.

Estimated time: 10 Minutes

Section 1: Basic Information

Basic Information about the organization is required for all respondents. See questions on [page 2](#).

Section 2: Broadband Access & Affordability

Broadband Access & Affordability is for organizations that deliver programs that connect households to home broadband service, or for entities that promote access to broadband service and programs like the Affordable Connectivity Program (ACP). This could include various types of internet service providers (ISPs) that offer market-rate and discounted internet service, as well as organizations, agencies or programs that promote affordable broadband service. See questions on [page 5](#).

Section 3: Computer/Device Access

Computer & Device Access is for organizations that deliver programs that help people access affordable digital devices, including device donation sources, refurbishers, retailers and distribution locations. This section is also for public locations and anchor institutions (e.g., libraries or senior centers) that offer shared resources like computers and internet access, or that loan devices like laptops and hotspots for home use. See questions on [page 13](#).

Section 4: Digital Skills & Technical Support

Digital Skills & Technical Support is for organizations with programs that offer digital skills training resources or technical support services. These may include in-person and virtual services, as well as self-paced tools and resources available digitally. See questions on [page 15](#).

Section 5: Digital Opportunity Program Funding

Digital Opportunity Program Funding is for organizations with any type of program that funds digital inclusion work in any or all of the other categories. See questions on [page 17](#).

Section 6: Digital Opportunity Research, Planning or Organizing

Digital Opportunity Research, Planning or Organizing is for organizations that conduct, in any capacity, digital opportunity data collection or research, digital opportunity/inclusion funding, or digital opportunity organizing or coalition-building. See questions on [page 18](#).

Draft Digital Resources Mapping Questionnaire

Questions marked with an asterisk (*) indicate a required question.

Section I: Basic Information

1. What is the name of your organization?*
2. Please provide information for a point of contact in your organization

<i>Name*</i>	<i>Zip Code</i>
<i>Address</i>	<i>Email Address*</i>
<i>City/Town</i>	<i>Website*</i>
<i>County</i>	

3. Which of the following describes your entity/organization?* Select all that apply.

Community Anchor Institution

<i>School (K-12)</i>	<i>Public or State university</i>
<i>Library</i>	<i>Private university</i>
<i>Health clinic or health center</i>	<i>Public housing or affordable housing organization</i>
<i>Hospital or other medical provider</i>	<i>Community-support or community-based organization</i>
<i>Public Safety Entity (Non-government)</i>	<i>Workforce development organization</i>
<i>Community College</i>	<i>Other: please specify</i>

Government or Public Organization

<i>Tribal Government</i>	<i>Council or Metropolitan Planning Organization</i>
<i>State Government</i>	<i>Public Safety Entity (Government)</i>
<i>County Government</i>	<i>County Office of Education</i>
<i>City Government</i>	<i>Special District</i>
<i>Local or Regional Authority</i>	<i>Other: please specify</i>

Private Sector & Non-Governmental Organizations

<i>Internet Service Provider</i>	<i>Non-Profit Organization</i>
<i>Labor Organization</i>	<i>For-Profit Corporation or Business</i>
<i>Foundation/Philanthropic Organization</i>	<i>Other: please specify</i>

4. Which of the following populations does your organization serve?* Select all that apply.

- | | |
|--|--|
| <i>Individuals at or Below the Federal Poverty Level</i> | <i>Individuals with Language Barriers
(Limited English Proficient individuals, etc.)</i> |
| <i>Individuals older than age 60</i> | <i>Ethnic or Minority Communities</i> |
| <i>Incarcerated Individuals</i> | <i>Rural Communities</i> |
| <i>U.S. Veterans</i> | <i>Other (please specify)</i> |
| <i>Individuals living with Disabilities</i> | |

5. Please indicate if your organization's programs and services are:

- | | |
|--|--|
| <i>Statewide (skip to Question 8)</i> | <i>Neighborhood-based or across multiple neighborhoods
(skip to Question 8)</i> |
| <i>County-wide or across multiple counties
(skip to Question 6)</i> | <i>Specific to a Tribe or available to multiple Tribes
(skip to Question 8)</i> |
| <i>City-wide or across multiple cities
(skip to Question 7)</i> | <i>Other (please specify)</i> |

6. Please indicate in which counties you provide services:

Pick from a full list of counties which will be shown in the survey

7. Please indicate in which cities you provide services:

Pick from a full list of cities which will be shown in the survey

8. If you have additional detail regarding the location(s) in which your organization provides digital resources or services, please describe those locations here (e.g. with Zip Codes or neighborhood names)

[Text Description]

9. Which of the following languages does your organization utilize for the delivery of programs and services?*

- | | | | |
|-------------------|----------------|--|--|
| <i>Spanish</i> | <i>Arabic</i> | <i>Yoruba, Igbo, Twi, or other
languages of Western Africa</i> | <i>My organization currently
does not support languages
other than English</i> |
| <i>Vietnamese</i> | <i>Hindi</i> | <i>French</i> | |
| <i>Mandarin</i> | <i>Tagalog</i> | <i>Other (please specify)</i> | |
| <i>Cantonese</i> | <i>Urdu</i> | | |

10. Which of the following types of digital opportunity programs does your organization provide?
Please select all that apply.*

Broadband Access & Affordability (select this if you promote or provide assistance with internet access, hotspots, ACP, Lifeline/Tribal Lifeline, etc.) **(Section 2)**

Computer/Device Access **(Section 3)**

Digital Skills & Technical Support **(Section 4)**

Digital Opportunity Program Funding **(Section 5)**

Digital Opportunity Research, Planning or Organizing **(Section 6)**

Section 2: Broadband Access & Affordability

11. Which of the following describes your organization?

Library or School/Higher Education **(skip to Question 12)**

Government Agency **(skip to Question 33)**

Non-Profit or Community-Based Organization **(skip to Question 51)**

Internet Service Provider (ISP) **(skip to Question 70)**

Library or School/Higher Education Questions:

12. Do you promote or provide hotspots for students/residents?

(Yes/No)

13. Do you promote or provide subsidies for home internet access?

(Yes/No)

14. Do you participate in the E-Rate Program?

(Yes/No)

15. Do you provide WLAN or Wi-Fi at your facilities for public use?

Yes, at all our program sites

Yes, at some of our program sites

No

16. Do you provide information or support to help individuals register for the Affordable Connectivity Program (ACP), a Federal program that provides discounted internet services to low-income households or individuals?

(Yes/No)

17. Do you provide information or support to help individuals register for Lifeline or Tribal Lifeline?

(Yes/No)

18. Which of the following are barriers to increasing the impact of your broadband access and affordability program(s)? Select all that apply.

Lack of staff or organizational capacity

Lack of awareness and engagement in communities we serve

Lack of funding availability

Difficulty in accessing funding sources

Lack of community trust

Other (please specify)

19. What sources of funds support your broadband access and affordability programs? Select all that apply.

Federal or State Funding

Government Grants / Subsidies

Philanthropic Grants

Individual or Corporate Donations

Earned Income

User Fees

Other (please specify)

20. What is your organization's history of and current capacity to receive funding from federal, state, or local governments?

[Text Description]

21. If your organization has a fiscal sponsor who helps secure government grants, please provide the sponsor name:
[Text box available in survey]
22. How many broadband access and affordability programs does your organization offer?
(1/2/3 or more/None)

(Questions 23-31 will appear one, two, or three times depending on the answer to Question 22)

23. What is the name of your broadband access & affordability program?
[Text box available in survey]
24. Please provide a brief description of the program below.
[Text box available in survey]
25. How many individuals or households did you serve through this program in the last year?
[Text box available in survey]
26. If your organization serves other entities, how many entities did you serve through this program?
[Text box available in survey]
27. How many individuals or households do you expect to serve through this program in the next year?
[Text box available in survey]
28. How many entities do you expect to serve through this program in the next year?
[Text box available in survey]
29. What is the annual budget for your broadband program(s)?
[Text box available in survey]

30. If your program is funded by one-time funding, what is that amount?
[Text box available in survey]
31. What is the cost (including taxes and fees) to an individual or household to participate in your broadband program(s), if any? Please state if per month/quarter/year or a one-time fee.
[Text box available in survey]
32. If your organization would like to provide additional input that the State should consider about broadband access and affordability programs in the development of the Texas Digital Opportunity Plan, please share your perspective here. (200 words max)
[Text box available in survey]

Government Agency Questions:

33. Do you promote hotspot services for residents?

(Yes/No)

34. Do you promote subsidies for home internet access?

(Yes/No)

35. Do you promote the E-Rate Program?

(Yes/No)

36. Do you provide WLAN or Wi-Fi at your facilities for public use?

Yes, at all our program sites

Yes, at some of our program sites

No

37. Do you provide information or support to help individuals register for the Affordable Connectivity Program (ACP), a Federal program that provides discounted internet services to low-income households or individuals?

(Yes/No)

38. Do you provide information or support to help individuals register for Lifeline or Tribal Lifeline?

(Yes/No)

39. Which of the following are barriers to increasing the impact of your broadband access and affordability program(s)? Select all that apply.

Lack of staff or organizational capacity

Lack of awareness and engagement in communities we serve

Lack of funding availability

Difficulty in accessing funding sources

Lack of community trust

Other (please specify)

40. What sources of funds support your broadband access and affordability programs?

Select all that apply.

Federal or State Funding

Government Grants / Subsidies

Philanthropic Grants

Individual or Corporate Donations

Earned Income

User Fees

Other (please specify)

41. How many broadband access and affordability programs does your organization offer?

(1/ 2/ 3 or more/ None)

(Questions 42-49 will appear one, two, or three times depending on the answer to question 41)

42. What is the name of your broadband access & affordability program?

[Text Description]

43. Please provide a brief description of the program below.

[Text Description]

44. How many individuals or households did you serve through this program in the last year?

[Text box available in survey]

45. If your organization serves other entities, how many entities did you serve through this program?

[Text box available in survey]

46. How many individuals or households do you expect to serve through this program in the next year?

[Text box available in survey]

47. How many entities do you expect to serve through this program in the next year?

[Text box available in survey]

48. What is the annual budget for your broadband program(s)?

[Text box available in survey]

49. If your program is funded by one-time funding, what is that amount?

[Text box available in survey]

50. If your organization would like to provide additional input that the State should consider about broadband access and affordability programs in the development of the Texas Digital Opportunity Plan, please share your perspective here. (200 words max)

[Text box available in survey]

Non-Profit or Community-Based Organization Questions:

51. Do you promote or provide hotspots for residents?

(Yes/No)

52. Do you promote or provide subsidies for home internet access?

(Yes/No)

53. Do you provide information or support to help individuals register for the Affordable Connectivity Program (ACP), a Federal program that provides discounted internet services to low-income households or individuals?

(Yes/No)

54. Do you provide WLAN or Wi-Fi at your facilities for public use?

Yes, at all our program sites

Yes, at some of our program sites

No

55. Which of the following are barriers to increasing the impact of your broadband access and affordability program(s)? Select all that apply.

Lack of staff or organizational capacity/support

Lack of awareness and engagement in communities we serve

Lack of funding availability

Difficulty in accessing funding sources

Linguistic barriers

Lack of community trust

Other (please specify)

56. What sources of funds support your broadband access and affordability programs? Select all that apply.

Federal or State funding

Government Grants / Subsidies

Philanthropic Grants

Individual or Corporate Donations

Earned Income

User Fees

Other (please specify)

57. What is your organization's history of and current capacity to receive funding from federal, state, or local governments?

[Text box available in survey]

58. If your organization has a fiscal sponsor who helps secure government grants, please provide the sponsor name:

[Text box available in survey]

59. How many broadband access and affordability programs does your organization offer?

(1/2/3 or more/None)

(Questions 60-68 will appear one, two, or three times depending on the answer to question 59)

60. What is the name of your broadband access & affordability program?

[Text box available in survey]

61. Please provide a brief description of the program below.

[Text box available in survey]

62. How many individuals or households did you serve through this program in the last year?

[Text box available in survey]

63. If your organization serves other entities, how many entities did you serve through this program?

[Text box available in survey]

64. How many individuals or households do you expect to serve through this program in the next year?

[Text box available in survey]

65. How many entities do you expect to serve through this program in the next year?

[Text box available in survey]

66. What is the annual budget for your broadband program(s)?

[Text box available in survey]

67. If your program is funded by one-time funding, what is that amount?

[Text box available in survey]

68. What is the cost (including taxes and fees) to an individual or household to participate in your broadband program(s), if any? Please state if per month/quarter/year or a one-time fee

[Text box available in survey]

69. If your organization would like to provide additional input that the State should consider about broadband access and affordability programs in the development of the Texas Digital Opportunity Plan, please share your perspective here. (200 words max)

[Text box available in survey]

Internet Service Provider (ISP) Questions:

70. Do you participate in the Affordable Connectivity Program (ACP), a Federal program that provides discounted internet services to low-income households or individuals?
(Yes/No)
71. Do you participate in Lifeline and/or Tribal Lifeline?
(Yes/No)
72. Do you provide subscription plans specifically for low-income individuals or households?
(Yes/No)
73. Do you participate in any other subsidized or low-cost broadband program?
Yes/No
If Yes, please describe
74. Do you provide other resources or specific programs to support affordable residential broadband access?
Yes/No
If Yes, please describe these resources
75. Please indicate the range of costs (including taxes and fees) to an individual or household to participate in your subsidized broadband program(s):
[Text box available in survey]
76. How many subscribers (for all your service plans) do you currently serve?
[Text box available in survey]
77. How many of these subscribers are enrolled in subsidized broadband programs?
[Text box available in survey]
78. Do you offer a computer/device subsidy program?
Yes/No
79. If Yes, please describe:
[Text box available in survey]
80. Do you provide access to digital skills training resources?
Yes/No
81. If Yes, please describe and link to the resource (if available):
[Text box available in survey]
82. What other digital opportunity-related programs do you offer? Select all that apply:
Grant programs
Broadband adoption grants
Digital literacy grants
Technical training programs
Workforce development programs
Other (please specify)
83. Do you promote the Affordable Connectivity Program (ACP), a Federal program that provides discounted internet services to low-income households or individuals?
(Yes/No)
84. If yes to the above, in what ways do you promote the ACP?
Print advertisements
Radio advertisements
Television advertisements
Online advertisements
Bill Inserts
Website
Other (please specify)
85. Do you provide enrollment assistance for the ACP and other subsidy programs?
(Yes/No)

86. Which of the following are barriers to increasing the impact of your broadband access and affordability program(s)?
Select all that apply.

Lack of staff or organizational capacity/support

Lack of awareness and engagement in communities we serve

Lack of funding availability

Difficulty in accessing funding sources

Competitive pricing from other providers

Debt collections due to subscribers that default on payments

Linguistic barriers

Lack of community trust

Other (please specify)

87. What sources of funds support your broadband access and affordability programs?
Select all that apply.

Federal or State funding

Government Grants / Subsidies

Philanthropic Grants

Corporate Social Responsibility Funds

User Fees

Other (please specify)

88. What is your organization's history of and current capacity to receive funding from federal, state, or local governments?

[Text box available in survey]

89. If your organization has a fiscal sponsor who helps secure government grants, please provide the sponsor name:

[Text box available in survey]

90. If your organization would like to provide additional input that the State should consider about broadband access and affordability programs in the development of the Texas Digital Opportunity Plan, please share your perspective here. (200 words max)

[Text box available in survey]

Section 3: Computer/Device Access

91. Which of the following best describes your organization's role(s) in promoting device access? Please select all that apply.*
- Public Computer Center*
 - Device Refurbisher*
 - Device Wholesaler/Retailer*
 - Device Distributor*
 - Other (please specify)*
92. What types of digital devices are available through your organization? Please select all that apply.*
- Desktop*
 - Laptop*
 - Smartphone*
 - Tablet*
 - Chromebook, or similar*
 - Office Devices (i.e., printers, scanners)*
 - Adaptive/assistive technology*
 - Other*
93. What are the eligibility criteria for individuals or households to participate in your program(s)? Please select all that apply.*
- Income-based eligibility*
 - Participation in Federal Assistance Programs (i.e., SNAP, TANF)*
 - Living on Tribal Lands*
 - Participation in Affordable Connectivity Program (ACP)*
 - Participation in Lifeline or Tribal Lifeline*
 - Eligibility Through Child/Dependent*
 - Member of Protected Population (blind, deaf, other disabilities)*
 - No Eligibility Requirement*
 - Other (please specify)*
94. Which of the following are barriers to increasing the impact of your device access program(s)? Select all that apply.
- Lack of staff or organizational capacity/support*
 - Lack of awareness and engagement in communities we serve*
 - Lack of funding availability*
 - Difficulty in accessing funding sources*
 - Competitive pricing from retailers*
 - Device distribution*
 - Lack of community trust*
 - Other (please specify)*
95. What sources of funds support your device access programs? Select all that apply.
- Federal or State funding*
 - Government Grants / Subsidies*
 - Philanthropic Grants*
 - Individual or Corporate Donations*
 - Earned Income*
 - User Fees*
 - Other (please specify)*
96. What is your organization's history of and current capacity to receive funding from federal, state, or local governments?
- [Text box available in survey]*
97. If your organization has a fiscal sponsor who helps secure government grants, please provide the sponsor name:
- [Text box available in survey]*
98. How many device access programs does your organization offer?
- (1/ 2/ 3 or more/ None)*

(Questions 99-105 will appear one, two, or three times depending on the answer to question 98)

99. What is the name of your device access program?

[Text box available in survey]

100. Please provide a brief description of the program below.

[Text box available in survey]

101. What is the annual budget for your device access program(s)?

[Text box available in survey]

102. If your program is funded by one-time funding, what is that amount?

[Text box available in survey]

103. What is the cost (including taxes and fees) to an individual or household to participate in your device access program, if any? Please state if per month/quarter/year or a one-time fee

[Text box available in survey]

104. How many devices did you distribute through this program in the last year?

Desktops

Laptops

Smartphones

Tablets

Chromebook, or similar

Office Devices (i.e., printers, scanners)

Adaptive/assistive technology

Other (please specify device and quantity)

105. How many devices do you anticipate distributing through this program in the next year?

Desktops

Laptops

Smartphones

Tablets

Chromebook, or similar

Office Devices (i.e., printers, scanners)

Adaptive/assistive technology

Other (please specify device and quantity)

106. If your organization would like to provide additional input that the State should consider about device access programs in the development of the Texas Digital Opportunity Plan, please share your perspective here. (200 words max)

[Text box available in survey]

Section 4: Digital Skills & Technical Support

107. What type of digital skills & technical support services does your organization provide? Please select all that apply.*
- Digital Support Rep*
 - In-Person Support for individuals*
 - In-Person Support for group*
 - Online Chat Support*
 - Phone Support/Call Centers*
 - In-Person Instructor-Led Classes*
 - Online/Virtual Instructor-Led Classes*
 - Online Self-Paced Courses*
 - Other (please specify)*
108. What are the eligibility criteria for individuals to participate in your program(s)? Please select all that apply.*
- Income-based eligibility*
 - Participation in Federal Assistance Programs (i.e., SNAP, TANF)*
 - Living on Tribal lands*
 - Participation in Lifeline or Tribal Lifeline*
 - Eligibility Through Child/Dependent*
 - Member of Protected Population (blind, deaf, other disabilities)*
 - No Eligibility Requirement*
 - Other (please specify)*
109. What digital skills topics does your organization support? Please select all that apply.*
- Computer Software (including certification programs) - For example, Microsoft Office (Word, Excel, etc.)*
 - Computer Hardware (desktops, laptops, tablets)*
 - Smartphones*
 - Distance or Online Learning*
 - Email*
 - Employment/Job Search Tools*
 - Online Banking*
 - Online Safety/Cybersecurity/Avoiding Phishing and Scams*
 - Online Shopping*
 - Search Engines*
 - Social Media*
 - Telehealth/Telemedicine*
 - Video Calls/Online Conferencing*
 - Advanced digital skills (Coding, specific software, etc.)*
 - Other (please specify)*
110. Which of the following are barriers to increasing the impact of your digital skills and technical support program(s)? Select all that apply.
- Lack of staff or organizational capacity/support*
 - Lack of awareness and engagement in communities we serve*
 - Lack of funding availability*
 - Difficulty in accessing funding sources*
 - Free and readily accessible digital skills training provided by organizations*
 - Language access*
 - Lack of community trust*
 - Other (please specify)*
111. What sources of funds support your device access programs? Select all that apply.
- Federal or State funding*
 - Government Grants*
 - Philanthropic Grants*
 - Individual or Corporate Donations*
 - Earned Income*
 - User Fees*
 - Other (please specify)*
112. What is your organization's history of and current capacity to receive funding from federal, state, or local governments?
- [Text box available in survey]*

113. If your organization has a fiscal sponsor who helps secure government grants, please provide the sponsor name:

[Text box available in survey]

114. How many digital skills and support programs does your organization offer?

(1/2/3 or more/None)

(Questions 115-121 will appear one, two, or three times depending on the answer to question 114)

115. What is the name of your digital skills and technical support program?

[Text box available in survey]

116. Please provide a brief description of the program below.

[Text box available in survey]

117. How many individuals were served by this program in the last year?

[Text box available in survey]

118. How many individuals do you expect to serve through this program in the next year?

[Text box available in survey]

119. What is the annual budget for your digital skills and technical support program(s)?

[Text box available in survey]

120. If your program is funded by one-time funding, what is that amount?

[Text box available in survey]

121. What is the cost (including taxes and fees) to an individual or household to participate in your digital skills and technical support program(s), if any? Please state if per month/quarter/year or a one-time fee.

[Text box available in survey]

122. If your organization would like to provide additional input that the State should consider about digital skills programs in the development of the Texas Digital Opportunity Plan, please share your perspective here. (200 words max)

[Text box available in survey]

Section 5: Digital Opportunity Program Funding

123. If your organization provides digital opportunity funding, which of the following describes your organization? Please select all that apply.*

Community Anchor Institution

Community Foundation

Corporate Foundation

Corporate Responsibility Program

Financial Institution

Healthcare Institution

Private Foundation

Non-Profit Funder (e.g., Goodwill, United Way)

Other (please specify)

124. Which of the following types of digital opportunity services are eligible for your organization's support? Please select all that apply.*

Broadband Access & Affordability

Device Access

Digital Skills & Technical Support

Digital Support Representative

Other (please specify)

125. What types of entities are eligible for your organization's support? Please select all that apply.*

Community Anchor Institution (e.g., libraries)

Educational Institutions

Foundation/Philanthropic Organization

Non-Profit or Community-Based Organization

Private Sector Entity

State, County or Municipal Government Agency

Tribal Government Agency

Other (please specify)

126. How many digital opportunity funding programs does your organization offer?

(1/2/3 or more/None)

(Questions 127-132 will appear one, two, or three times depending on the answer to question 126)

127. What is the name of your digital opportunity funding program?

[Text box available in survey]

128. Please provide a brief description of the program below.

[Text box available in survey]

129. How many organizations did this program fund in the last year?

[Text box available in survey]

130. How many organizations do you anticipate funding via this program in the coming year?

[Text box available in survey]

131. How much digital opportunity funding did your organization distribute in the last year?

[Text box available in survey]

132. How much digital opportunity funding does your organization anticipate distributing in the coming year?

[Text box available in survey]

133. If your organization would like to provide additional input that the State should consider in the development of the Texas Digital Opportunity Plan, please share your perspective here. (200 words max)

[Text box available in survey]

Section 6: Digital Equity Research, Planning or Organizing

134. Which of the following activities does your organization provide? [Please select all that apply]

Digital opportunity data collection or research

Digital opportunity / inclusion planning

Digital opportunity organizing or coalition-building

135. Please describe your organization's research, planning, or organizing activities, briefly. (100 words max)

[Text box available in survey]

136. How many individuals, households, or organizations has your organization engaged in your data collection, planning, or organizing activities in the last year?

Individuals

Households

Organizations

137. If your organization would like to provide additional input that State should consider in the development of the Texas Digital Opportunity Plan, please share your perspective here. (200 words max)

[Text box available in survey]