

Appendix A: Survey Questions

From Exclusion to Inclusion:

Lessons and Case Studies from Community-led Organizations in an Age of Technology

This Survey was completed by 180 Community-led organizations during the summer of 2003. The survey consisted of the following questions.

PTP Online Survey

A. ORGANIZATIONAL INFORMATION

What is your organization's name, address and phone?

Organization Name

Suite or Floor

Address

City State Zip

Telephone

Fax

Web Site

Does your organization have a strategic plan that's tied to your organizing work?

yes no

Please tell us your name, e-mail and position in your organization? [if you're willing to be interviewed by us, it's important that we have this information]

Your Name

E-mail Address

Position

In what state(s) does your organization work?

What is your organization's annual budget?

1. Under \$125,000
2. \$125,001 - \$250,000
3. \$250,001 - \$500,000
4. \$500,001 - \$750,000
5. Above \$750,000

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How many full-time staff does your organization have?

Membership of your organization:

- Individuals
- Organizations
- No Membership

How many staff spend the majority of their time working with your organization's constituency?

What percentage of staff time is spent working with your organization's constituency in the field?

What is the target population your organization works with? [Check all that apply.]

- (1) Workfare workers / TANF recipients
- (2) Low-income
- (3) Moderate-income
- (4) Low-wage workers
- (5) Injured workers
- (6) Disabled
- (7) Homeless
- (8) Tenants
- (9) Incarcerated
- (10) Immigrants/Refugees
- (11) Women
- (12) LGBTIQ
- (13) Youth
- (14) Seniors
- (15) Asian & Pacific Islander
- (16) African American
- (17) Latino
- (18) Native American/Indigenous
- (19) White
- (20) Urban communities
- (21) Rural communities
- (22) Other

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What issues does your organization actively work on? [Check all that apply]

- (1) Affordable Housing
- (2) Civic Participation
- (3) Corporate Accountability
- (4) Economic Development
- (5) Economic Justice
- (6) Education
- (7) Environment
- (8) Environmental Justice
- (9) Health/Health Care
- (10) Immigrant Rights
- (11) Land Use
- (12) Native Rights/Sovereignty
- (13) Police Accountability/Prison Issues
- (14) Progressive Media, Arts and Culture
- (15) Racial Justice
- (16) Sustainable agriculture
- (17) Trade policy
- (18) Violence Prevention
- (19) Women's Empowerment
- (20) Women's Reproductive Health
- (21) Workers' Rights
- (22) Other

What are the tactics that are used. [Check all that apply]

1. door knocking
2. voter education
3. member meetings
4. direct mail
5. regular mail
6. get out the vote
7. one-on-one meetings
8. e-mail/list serves
9. phone banking/phone meetings
10. candidate development
11. training
12. direct action
13. lobbying elected officials
14. political education

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15. leadership development
16. public education
17. community meetings
18. drafting model policy
19. candidate forums or accountability session
20. other

If other, please describe:

How many members does your organization actively work with?

How many people are listed in your organization's contact list?

Please list the first languages of your membership:

Please indicate the level of education descriptive of your membership. What percent of your membership have...

- completed elementary school?
- completed middle/junior high school?
- high school degree?
- college degree?
- graduate degree?

What does your organization hope to accomplish in the 3-5 years?

How do the next two years look for your organization in terms of resources to support your work?

Overall Funding Likely to improve Stay about the same Expect reductions
Don't know

Staff Likely to improve Stay about the same Expect reductions Don't know

Technology Likely to improve Stay about the same Expect reductions Don't know

B. TECHNOLOGY CAPACITY & USES FOR ORGANIZING

How comfortable is your staff with technology use? [Chose one]

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Deep skepticism and resistance
Little comfort now, but willing to learn
Moderate
High level comfort with some staff, others have limited comfort
High comfort level throughout

How comfortable are your members with technology use? [Chose one]

Deep skepticism and resistance
Little comfort now, but willing to learn
Moderate
High level comfort with some members, others have limited comfort
High comfort level throughout
Not Applicable - we have no members

What percentage of your membership has access to technology at:

Your organization's office:
At home:
At work:
At school:
Library or community technology center:
Other:
describe other:

From the following, please select the top five methods you use to communicate with your members

Face to face meeting
phone
mail
general meeting
email
website
fax
other

What operating system(s) does your organization use:[check all that apply]:

Linux or similar
Windows
Macintosh
Not Sure

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Please indicate what types of equipment and tools your organization is using: [Check all that apply]

Acquire this Year	Currently Have			Plan To		
	None	1	2 - 5	> 5	None	1
Desktop Computers	2 - 5	> 5				
Laptop Computers						
Printers						
Local Area Network (LAN)						
Server						
Fax						
Scanner						
Typewriter						
Videocamera						
Digital camera						
Hand-held electronic organizers (e.g. Palm Pilots, iPAQ, etc.)						
Internet access via dial-up modem						
Internet access via Broadband (e.g. DSL, cable, T1)						
Translation equipment						
GPS (Global Positioning System)						
Digital Projector						
Low Power Radio station						

Please indicate how long the following technology has been used in your organization:

do you intend to use (if at all)	Length of Time Used			If not used, when		
	N/A	1 yr or less	2-3 years	More than 3 years	N/A	1 yr or less
E-mail						
Wordprocessing						
Spreadsheets						
Desktop Publishing						
Database – single user						
Database – multiple user/shared						
GIS (Geographic Information System)						
Video editing						
Graphic & design software						
Accounting						

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Web

Video-conferencing

Presentation technologies (e.g. PowerPoint, Harvard Graphics)

Bar-code technology

Customized programming

Voter Registration databases

Canvassing software

What has your organization done that you think would be useful for other organizations in terms of technology use to support organizing?

What would be the best example of a technology use that has significantly helped advance your organizing work? (please describe)

How thoroughly is technology woven into your organization?

Deeply, everywhere

Deep in some places

Moderately

Limited

We avoid it like the plague

Does your organization control the internal changes that can result from implementing technology:

yes

to some degree

no

Comments?

Which hardware, software and communications technologies are essential to your organization's success? [Check all that apply.]

Desktop Computers

Laptop Computers

Printers

Local Area Network (LAN)

Server

Fax

Scanner

Typewriter

Videocamera

Digital camera

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Hand-held electronic organizers (e.g. Palm Pilots, iPAQ, etc.)
Internet access via dial-up modem
Internet access via Broadband (e.g. DSL, cable, T1)
Translation equipment
GPS (Global Positioning System)
Digital Projector
Low Power Radio station
E-mail
Wordprocessing
Spreadsheets
Desktop Publishing
Database – single user
Database – multiple user/shared
Mapping or GIS (Geographic Information System)
Video editing
Graphic & design software
Accounting
Web
Video-conferencing
Presentation technologies (e.g. PowerPoint, Harvard Graphics)
Bar-code technology
Customized programming

Do you have a defined process and/or timeline for implementing technology into your organization (such as a Technology Plan)?

Yes
No

What significant factors have led your organization to investigate new technologies? [Check all that apply.]

- (1) Self research
 - (2) Observed other organizations using a technology new to us
 - (3) Heard about the technology from advertisements
 - (4) Learned about new technology from PTP or other T.A. providers
- Other

Has your organization experienced increased costs (both human and financial) when integrating new technology?

Yes

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How much did your organization spend last year on:

- Hardware
- Software
- Internet connection (ISP,AOL,DSL, etc)
- Outside technical assistance
- Salaries of staff who support technology

How does your organization raise money for technology?[Check all that apply]

- Grants from technology funders
- Specific grant applications for technology
- Access T.A. grants from existing funders
- Technology is integrated into all grant applications
- Technology is hidden in all grant applications
- We don't raise money to specifically support our technology use

C. TECHNOLOGY ASSISTANCE

How does your organization acquire the skills to utilize a new technology? [Check all that apply]

- (1) Self study
- (2) Volunteer troubleshooting help from someone in the organization, a friend, or colleague
- (3) Take a class/attend a training
- (4) Hire consultant to set up and/or troubleshoot
- (5) Hire staff members with technology experience
- (6) Other

Where do you get technology support and assistance from (e.g. installing, troubleshooting, etc.)? [Check all that apply]

- (1) Specific staff person with major responsibility
- (2) Within staff, membership, volunteer or board member
- (3) Paid independent consultant
- (4) Paid technical assistance service contract
- (5) Pro-bono services from non profit program
- (6) Pro-bono services from private company
- (7) Other

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On average, how often does your organization need technology support and assistance (e.g. installing, troubleshooting, etc.)?

- (1) More than once a week
- (2) Once a week
- (3) Once every two weeks
- (4) Once per month
- (5) Once every two months
- (6) Once per quarter year
- (7) Twice per year
- (8) Once per year
- (9) Never

Please rate the effectiveness of the technical support your organization currently has:

- Fails to meet expectations
- Meets expectations
- Exceeds expectations

Does your organization need help in developing a Technology Plan?

- Yes
- No

What are the technologies your organization's staff or members need training in? [Check all that apply]

- E-mail
- Wordprocessing
- Spreadsheets
- Desktop Publishing
- Database – single user
- Database – multiple user/shared
- GIS (Geographic Information System)
- Video editing
- Graphic & design software
- Accounting
- Web
- Video-conferencing
- Presentation technologies (e.g. PowerPoint, Harvard Graphics)
- Bar-code technology
- Other

Please tell us more about your training needs for each topic you checked off:

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What's the single biggest barrier to your using technology more effectively?

Access to training

Access to technical assistance

Adequate resources

resistance to technology in our organization

lack of knowledge about technology

difficulty in sharing technology skills in our organization

other

If other, please describe:

Does your organization have any technology-related needs that are not currently being met?

What are they? What would help?

In terms of technology, what would help you the most this year if you could have access to it?