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Californians
& information technology

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PPIC | PUBLIC POLICY INSTITUTE of CALIFORNIA

ABOUT THE SURVEY

The PPIC Statewide Survey provides policymakers, the media, and the public with objective, advocacy-free information on the perceptions, opinions, and public policy preferences of California residents. This is the 135th PPIC Statewide Survey in a series that was inaugurated in April 1998 and has generated a database of responses from more than 284,000 Californians.

This survey is the fourth in a series focusing on information technology issues and is funded with grants from the California Emerging Technology Fund and ZeroDivide. This series seeks to inform decisionmakers, raise public awareness, and stimulate policy discussions and debate about a variety of information technology issues. We draw upon earlier PPIC Statewide Surveys for California trends over time and upon recent surveys by the Pew Internet & American Life Project for national comparisons.

While broadband Internet is becoming more ubiquitous, there are still many Californians who are not "connected." This survey seeks to inform the important public policy discussion about the changing nature of connectedness and differences between Californians who are and are not connected. We examine access to and use of information technology, the evolving role of mobile devices—including tablets—as well as what people are doing online and what devices they are using for these activities. We also examine the importance of information technology in education and the public's perceptions of and attitudes toward these issues.

This survey presents the responses of 2,502 adult residents throughout the state, interviewed in multiple languages and contacted by landline or cell phone. It includes findings on these topics:

- Information technology access and usage, including a profile of who uses the Internet and who has a broadband connection at home; overall use of computers; ownership of a variety of electronic devices, including cell phones and tablet computers; specific online activities and whether they are carried out on laptops, desktops, cell phones, or tablets; how often respondents access the Internet or email, and what kind of Internet connection they have at home. We also ask about mobile devices and how people use them, and about non-Internet users' interest in the Internet and their reasons for not using the Internet or email.

- Perceptions and attitudes toward information technology, including the role of government in expanding the access and availability of high-speed Internet technology; whether broadband Internet should be considered a public utility or a luxury; support for a government program funded by telecommunications providers to increase access for lower-income and rural residents; and attitudes about possible disadvantages faced by those without high-speed broadband access at home. We also examine the importance of teaching Internet skills in public schools and education-related activities that parents engage in online.

- Time trends, national comparisons, and the extent to which Californians may differ in their perceptions, attitudes, and preferences based on political party affiliation, likelihood of voting, region of residence, race/ethnicity, and other demographics.

This report may be downloaded free of charge from our website (www.ppic.org). For questions about the survey, please contact survey@ppic.org. Try our PPIC Statewide Survey interactive tools online at http://www.ppic.org/main/survAdvancedSearch.asp.

PPIC
Statewide
Survey

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NEWS RELEASE

PPIC STATEWIDE SURVEY: CALIFORNIANS AND INFORMATION TECHNOLOGY
Big Gains in Californians' Use of Cell Phones, Tablets to Go Online
SOCIAL NETWORKING VIES WITH SHOPPING AS MOST COMMON INTERNET ACTIVITIES

SAN FRANCISCO, June 26, 2013—Californians have sharply increased their use of cell phones or tablet computers to go online in the last two years, and they are much more likely to use social networking sites. These are among the key findings of a statewide survey released today by the Public Policy Institute of California (PPIC). It is the fourth in a series focusing on information technology issues and was conducted with funding from the California Emerging Technology Fund and ZeroDivide.

Nearly all Californians (92%) say they have a cell phone, and 58 percent of them have a smartphone—up from 39 percent in 2011. Most Californians (56%) use their cell phones to access the Internet or email —up 37 points since 2008 and 16 points from 2011. The share of Californians using cell phones to go online declines with age, increases with income, and is much more prevalent among blacks than among other ethnic/racial groups.

Just over a third of adults (36%) own a tablet computer, up from 14 percent in 2011. Today, 32 percent of Californians use their tablets to go online—up from 11 percent in 2011. Internet access with a tablet computer is more prevalent among Asians and whites than among other racial/ethnic groups and among San Francisco Bay Area residents compared to those in other regions. Overall, Californians are more likely to go online using their laptop computers (57%) or cell phones (56%) than their desktop computers (48%) or tablets (32%). They are less likely to use their desktop computers than in 2011 (56% 2011, 48% today). Fewer Californians go online with game consoles (16%) or electronic book readers (11%).

"Californians are becoming increasingly mobile in their Internet use, with double-digit gains over time in using cell phones and tablet computers and a decline in desktop computer access," said Mark Baldassare, PPIC president and CEO. "Still, a digital divide persists that favors the young, wealthy, educated, and whites over residents who are older, lower income, less educated and Latino."

Just 14 percent of Californians don't use the Internet or email. About a third (35%) say they are unable to because, for example, it's too difficult or they're too old to learn. Another third (34%) cite a general lack of interest. And 23 percent cite cost or lack of access.

Nearly all Californians (86%) use the Internet at least occasionally. Social networking now rivals the purchase of goods and services as the top Internet activity: Among all adults, 60 percent buy goods and services, while 57 percent go to a social networking site—an increase of 31 points since 2008. More than half go online for health or medical information (55%) or to do banking or manage finances (53%). Nearly half look for information about a job (48%) or access government resources (47%). Fewer go online to apply for a job (40%), for educational purposes (39%), to use Twitter specifically (33%), or to contact a health insurance provider or doctor (32%). The percentage using Twitter is up 15 points from 2009.

Latinos, as well as Californians who are older or less affluent, are less likely to engage in many of these online activities. Higher-income residents are three times more likely than those with lower incomes to contact a medical professional online, and Latinos are the least likely among racial/ethnic groups to do so. Adults with household incomes of $40,000 or more are far more likely than those with lower incomes to access government resources online.

What devices do Californians use for online activities? They are as likely to use a tablet as a desktop or laptop for Twitter or other social networking sites. But they are far less likely to use a tablet or cell phone to do online banking. Few use a cell phone to access government resources, apply for a job, contact a medical professional, or for educational purposes. This is important because 37 percent of cell-phone Internet users use mostly their phones to go online—a 12-point increase from 2011. In this group, 27 percent say a cell phone is the *only* way they go online. Latino (60%) and lower-income cell-phone Internet users (55% with incomes under $40,000) are far more likely than whites (22%) and higher-income residents (20% with incomes of $80,000 or more) to say they use mostly their phones to go online.

DIGITAL DIVIDE IN BROADBAND ACCESS

Today, 69 percent of Californians have high-speed broadband access at home. A digital divide remains among regional and demographic groups. Among those with household incomes of $80,000 or more, 92 percent have broadband at home, compared to 53 percent of Californians with incomes under $40,000. And 88 percent of college graduates have home access, compared to just 47 percent of those with a high school diploma or less. Across racial/ethnic groups, half of Latinos (52%) have broadband at home, compared to strong majorities of blacks (71%), Asians (75%), and whites (81%). Residents in the San Francisco Bay Area (80%) and Orange/San Diego (77%) are more likely to have a home broadband connection than those in the Inland Empire (68%), Los Angeles (64%), or the Central Valley (60%).

Asked for their views on the value of broadband access, a majority of Californians (56%) say people without it are at a major disadvantage when it comes to finding information about job opportunities or gaining new career skills (25% say minor disadvantage). About three-quarters of adults say lack of broadband access is a disadvantage in getting health information (major disadvantage 45%, minor disadvantage 31%) or using government services (40% major, 33% minor). Most Californians also say children without broadband access at home are at a disadvantage (44% major, minor 26%).

CALIFORNIANS INCREASINGLY MOBILE IN INTERNET USE

Most Internet users go online several times a day (52%) or about once a day (19%). They increasingly access the Internet from someplace other than home or work: 29 percent do so several times a day (17% in 2011) and 10 percent do so about once a day (6% in 2011). Just 29 percent say they never go online away from home or work, compared to 42 percent in 2011.

While the use of smartphones has increased across all political, regional, and demographic groups, some groups are more likely than others to have them. Age plays a major role: 78 percent of cell phone users age 18–34 have a smartphone, compared to 59 percent of those age 35–54 and 33 percent of those age 55 or older. Use of a smartphone also increases with income and education level. Most cell phone users (82%) say they use their phones to send or receive text messages. More than half send or receive email messages (56%) or download apps (53%).

What would life be like without a cell phone? A third of cell phone users (33%) say they would miss having one but could probably do without, while 36 percent say they could probably do without their phone. And 29 percent cannot imagine living without one.

MOST PARENTS VISIT SCHOOL WEBSITES, FAR FEWER GET SCHOOLWORK ONLINE

Nearly all Californians say it is very important (77%) or somewhat important (19%) for the state's public schools to teach students computer and Internet skills. Overwhelming majorities across parties, regions, ages, education levels, and incomes consider teaching these skills very important.

Baldassare notes: "Californians believe that success for the future generation is tied to access and knowledge of information technology, with consensus that teaching computer and Internet skills is very important for public school students. Many say that children are at a disadvantage if they are without high-speed access to the Internet at home."

A majority of parents of children age 18 or younger visit the website of their child's school (30% often, 33% sometimes), and 37 percent do not. Among those who do not, 59 percent say the school has a website, 15 percent say it does not, and 26 percent are unsure. Higher-income parents are more likely to visit the school website, and white parents (45% often, 38% sometimes) are far more likely than Latino parents (17% often, 26% sometimes) to do so.

Overall, the percentage of parents who receive their child's homework assignments by email or on the Internet has changed little since 2008 (28% 2008, 34% 2009, 32% 2011, 33% today). Most parents (67%) do not receive their child's homework assignments online, while 15 percent do so often and 18 percent sometimes do so. Among those who do not, 16 percent say teachers do send assignments online, 74 percent say teachers do not, and 10 percent are unsure. About half of parents say they use email to communicate with their child's teachers (20% often, 28% sometimes), and half (52%) say they don't. Among those who do not, 24 percent say the teacher uses email to communicate with parents, 62 percent say the teacher does not, and 14 percent are unsure. Demographic distinctions are sharp: 79 percent of upper-income parents and 69 percent of middle-income parents communicate with a teacher by email, while 75 percent of lower-income parents don't. And 73 percent of whites do so, while 72 percent of Latino parents do not.

More than half of parents say they go online (22% often, 33% sometimes) to help their child with schoolwork, and 44 percent say they don't. About half of Latino parents say they go online (20% often, 30% sometimes) to do so. The share of parents who go online to help with schoolwork increases with income.

Asked whether their child uses the Internet, either on a computer or cell phone, 84 percent of parents say yes. More than three-quarters of parents across income groups and a strong majority of Latinos (78%) say their child uses the Internet. With Internet use widespread among children, how concerned are parents about online safety? Most parents of young Internet users (67%) say they are very worried (33%) or somewhat worried (34%) about their child's safety online. More than half (54%) say they have used parental controls or other ways of blocking, filtering, or monitoring their child's online activities, and 45 percent say they have not.

## MINORITY SAY GOVERNMENT SHOULD DO MORE TO IMPROVE ACCESS

Given their views of the importance of broadband access, what do Californians think about the government's role in improving access to high-speed Internet technology? Most say the government is doing just enough (39%) or more than enough (16%), while 26 percent say it is not doing enough and 18 percent are unsure. While most Californians say it is important for the federal government to expand affordable high-speed Internet access to everyone in the nation, just 17 percent consider it a top priority. Most (66%) nevertheless view having a high-speed Internet connection as a public utility that everyone should be able to access, while 28 percent view it as a luxury that some people may not be able to access. Two-thirds (67%) would favor a government program funded by telecommunications providers to increase broadband access for lower-income and rural residents through subsidies.

ACCESS AND USE

KEY FINDINGS

- Eighty-six percent of Californians use the Internet and 69 percent have broadband at home. But there are still disparities across subgroups. *(page 7)*

- Californians who own certain devices are more likely to access the Internet with their laptop computer (57%) or cell phone (56%) than via their desktop computer (48%) or tablet computer (32%). Internet access via a cell phone has increased 37 points since 2008, while using a tablet to access the Internet has increased 21 points since 2011. *(page 8)*

- What do Californians do when they are online? More than half of adults shop, do social networking, get health information, or do banking when they go online. Since 2008, the share of Californians going online to access social networking sites has increased 31 points. *(pages 9, 10)*

- Most Californians have broadband at home, including 26 percent who use a cable modem, 20 percent who connect wirelessly, and 17 percent who use DSL. Just 4 percent report having a dial-up connection and 18 percent have no home access. *(page 12)*

- Fifty-eight percent of cell phone users say their phone is a smartphone, a 19-point increase since 2011. Eighty-two percent of cell phone users say they send or receive text messages, and 56 percent send or receive email messages. Among cell-phone Internet users, 37 percent say they connect mostly via their phone, while 52 percent say they do so mostly on another device. *(pages 13, 14)*
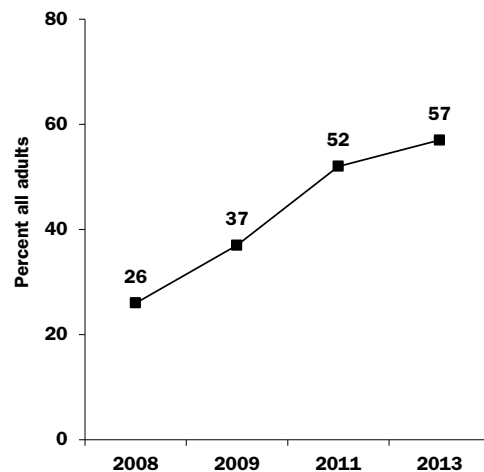
Internet Users and Broadband at Home
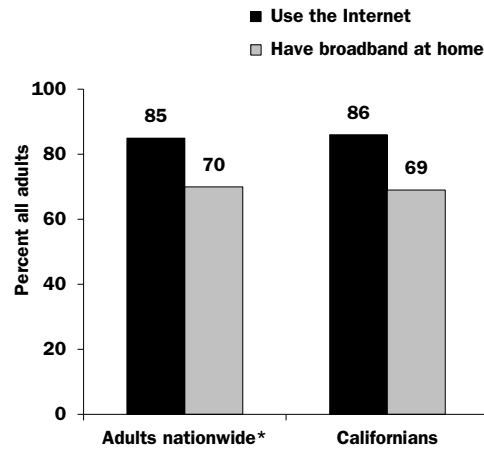
*Pew Internet & American Life Project

Percent Using a Cell Phone to Access the Internet
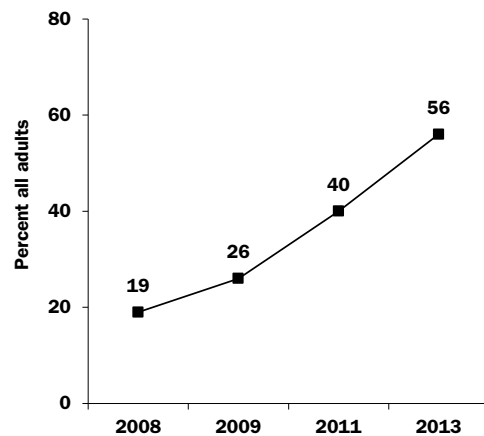
Percent Using Social Networking Sites

INTERNET USE AND HOME ACCESS

Most Californians access the Internet at least occasionally (86%). Internet use was similar last year (87%) and has increased 21 points since 2000 (65% 2000, 70% 2008, 76% 2009, 81% 2010, 84% 2011, 87% 2012, and 86% today). Today, 69 percent of Californians have a broadband Internet connection at home (including DSL, cable, wireless, T-1, or fiber optic). Home broadband connectivity is up 14 points since 2008, although findings today are similar to recent years (55% 2008, 62% 2009, 70% 2010, 72% 2011, 73% 2012, and 69% today).

The Pew Research Center's Internet & American Life Project tracks Internet use at the national level. In spring surveys dating back to 2008, Internet use among adults nationwide (73% 2008, 79% 2009, 79% 2010, 78% 2011, 82% 2012, and 85% today) has been fairly similar to Californians in our surveys. Pew has also seen a gradual climb in broadband adoption (55% 2008, 63% 2009, 66% 2010, 62% 2011, 66% 2012, and 70% today), which has largely tracked the increase found in our surveys since 2008.

While a strong majority of Californians have broadband at home, the differences across regional and demographic groups are still big enough to result in a "digital divide." Stark differences can be seen across income (53% under $40,000, 84% $40,000 to under $80,000, 92% $80,000 or more) and education groups (47% high school diplomas or less, 83% some college, 88% college graduates). Across racial/ethnic groups, half of Latinos (52%) have broadband at home, compared to more than seven in 10 among other groups (71% blacks, 75% Asians, 81% whites). Residents in the San Francisco Bay Area (80%) and Orange/San Diego (77%) are more likely than residents in the Inland Empire (68%), Los Angeles (64%), or the Central Valley (60%) to have a broadband Internet connection at home.

Among most groups, the share with broadband is either similar to or lower than last year. For example, broadband adoption dropped 11 points among Central Valley residents (71% to 60%) and 9 points among less-educated (56% to 47%) Californians.

Percent saying yes		Internet users*	Broadband connection at home**
All adults		86%	69%
Age	**18–34**	95	74
	35–54	88	71
	55 and over	77	63
Household income	**Under $40,000**	77	53
	$40,000 to $80,000	94	84
	$80,000 or more	99	92
Race/Ethnicity	**Asians**	89	75
	Blacks	91	71
	Latinos	77	52
	Whites	93	81
Region	**Central Valley**	81	60
	San Francisco Bay Area	92	80
	Los Angeles	86	64
	Orange/San Diego	89	77
	Inland Empire	86	68

*See page 26 for questions 4-4b used in determining who is an Internet user.
**See page 32 for question 36 used in determining who has a broadband connection at home.

DEVICES AND INTERNET USE

Californians own a variety of electronic devices and connect to the Internet on many of them.

Nearly all Californians report having a cell phone (92%), and about six in 10 have a desktop computer (58%) or a laptop computer or netbook (63%). Fewer Californians have a game console (45%), a tablet (36%), or an electronic device used primarily for e-book reading (19%). Ownership of devices today is similar to June 2011, except when it comes to desktop computers (65% 2011, 58% today) and tablet computers (14% 2011, 36% today). While most Californians have a cell phone, there are differences among racial/ethnic groups and across age, education, and income groups in the ownership of other devices.

When it comes to owning a device and using it to access the Internet, Californians are more likely to use a laptop computer (57%) or a cell phone (56%) than a desktop computer (48%) or tablet computer (32%). Fewer use a game console (16%) or e-book reader (11%). Since 2011, the percentage of Californians accessing the Internet on a desktop computer has dropped 8 points, while access via cell phone (40% to 56%) and tablet (11% to 32%) has increased by double digits.

Using a laptop to connect to the Internet declines with age, increases with income, and is most prevalent among Asians and residents in the San Francisco Bay Area. The percentage of Californians accessing the Internet via a cell phone declines with age, increases with income, and is much more prevalent among blacks than other racial/ethnic groups. The share of Californians connecting to the Internet on a tablet computer increases with income and education. Internet access via tablet is less common among older Californians; it is more prevalent among Asians and whites than other racial/ethnic groups, and among San Francisco Bay Area residents compared to residents in the state's other regions.

		"Do you have a _____? (and) Do you ever access the Internet or email using your _____?"					
Percent saying yes and access the Internet using this device		Laptop computer	Cell phone	Desktop computer	Tablet computer	Game console	E-book reader
All adults		57%	56%	48%	32%	16%	11%
Age	18–34	68	78	44	39	30	10
	35–54	59	60	50	34	15	13
	55 and over	42	30	50	22	5	11
Household income	Under $40,000	43	46	35	18	15	6
	$40,000 to $80,000	67	58	51	35	17	15
	$80,000 or more	80	76	70	58	21	19
Race/Ethnicity	Asians	70	55	45	38	15	11
	Blacks	51	73	52	28	23	12
	Latinos	43	52	34	23	18	6
	Whites	64	59	58	37	16	15
Region	Central Valley	45	51	47	28	18	13
	San Francisco Bay Area	69	63	49	42	15	11
	Los Angeles	56	57	44	31	14	11
	Orange/San Diego	58	58	51	34	20	13
	Inland Empire	57	62	52	29	18	13
Internet users		66	65	55	37	19	13

SPECIFIC INTERNET ACTIVITIES

When Californians go online they engage in a variety of activities, from purchasing goods to using social networking sites to contacting a medical professional. More than half of Californians go online to purchase goods (60%, up 8 points since 2008), use a social networking site (57%, up 31 points), get health or medical information (55%, up 5 points), or to do banking (53%, up 6 points). Slightly less than half of Californians (48%, up 3 points since 2009) report looking online for information about a job.

Older and less-affluent Californians and Latinos are less likely than others to engage in most of these activities. Residents in the San Francisco Bay Area, Orange/San Diego, and the Inland Empire are among the most likely to engage in most of the activities. There are disparities across groups—for example, younger Californians are twice as likely as older Californians to do online social networking, and more-affluent Californians are far more likely to do it than lower-income adults. An important reason accounting for some of these disparities is that certain groups are less likely to be Internet users.

When it comes to the specific devices used for these activities, interesting patterns emerge. Californians are as likely to use a tablet computer as a desktop or laptop for social networking, but they are far less likely to use a tablet or cell phone to do online banking. Cell-phone users are more likely to use a phone for social networking than for the other four activities.

"Please tell me if you ever use the Internet to do any of the following things."

Percent saying yes		Purchase goods and services	Use a social networking site	Get health or medical information	Do any banking or manage your finances	Look for information about a job
All adults		60%	57%	55%	53%	48%
Internet users		69	66	63	62	55
Age	**18–34**	63	76	51	62	71
	35–54	60	59	59	54	51
	55 and over	56	35	55	44	21
Household income	**Under $40,000**	38	50	38	38	46
	$40,000 to $80,000	74	60	68	64	51
	$80,000 or more	91	72	79	78	57
Race/Ethnicity	**Asians**	65	54	54	59	55
	Blacks	41	67	44	45	66
	Latinos	37	51	39	39	46
	Whites	77	62	68	63	46
Region	**Central Valley**	60	53	45	43	43
	San Francisco Bay Area	72	62	66	64	55
	Los Angeles	53	53	51	50	45
	Orange/San Diego	61	63	60	57	50
	Inland Empire	58	62	54	56	51
Desktop or laptop users who do this activity on their desktop or laptop		67	58	59	58	52
Cell phone users who do this activity on their cell phone		24	40	24	27	22
Tablet users who do this activity on their tablet		50	55	48	37	33

SPECIFIC INTERNET ACTIVITIES *(CONTINUED)*

Slightly less than half of Californians (47%, up 4 points since 2008) report going online to access government resources, while four in 10 have gone online to apply for a job (40%) or for educational purposes (39%, up 12 points since 2008). Fewer go online to use Twitter (33%, up 15 points since 2009) or to contact a health insurance provider or medical professional (32%).

Once again, Latinos and older and less-affluent Californians are less likely than others to engage in many of these activities. And residents in the San Francisco Bay Area and Orange/San Diego are among the most likely to do many of these activities. For instance, more-affluent Californians are three times more likely than lower-income residents to contact a medical professional online, and Latinos are the least likely among racial/ethnic groups to do so. Residents in the San Francisco Bay Area are much more likely than others to do so. Going online to access government resources is far more common among adults with household incomes of $40,000 or more.

Desktop or laptops are used more often than other devices to perform these activities—except when it comes to Twitter, for which using a cell phone is as common as using a desktop, laptop, or tablet. Few people use the Internet via cell phone to access government resources, apply for a job, contact a medical professional, or for educational purposes; this is especially important since 37 percent of cell-phone Internet users connect mostly using a cell phone.

"Please tell me if you ever use the Internet to do any of the following things."

Percent saying yes		Access government resources	Apply for a job	For educational purposes	Use Twitter	Contact health insurance provider or doctor
All adults		47%	40%	39%	33%	32%
Internet users		54	47	46	38	37
Age	**18–34**	52	65	52	53	29
	35–54	48	41	40	31	33
	55 and over	41	15	27	13	35
Household income	**Under $40,000**	31	39	28	29	17
	$40,000 to $80,000	60	45	47	36	43
	$80,000 or more	72	43	61	40	53
Race/ Ethnicity	**Asians**	55	43	47	36	36
	Blacks	46	59	45	35	27
	Latinos	32	40	30	34	19
	Whites	56	38	44	33	41
Region	**Central Valley**	44	36	34	32	23
	San Francisco Bay Area	55	45	49	37	47
	Los Angeles	40	40	37	34	26
	Orange/San Diego	56	45	42	31	36
	Inland Empire	50	40	36	36	31
Desktop or laptop users who do this activity on their desktop or laptop		53	44	44	31	35
Cell phone users who do this activity on their cell phone		12	11	10	27	12
Tablet users who do this activity on their tablet		26	22	24	33	19

FREQUENCY OF INTERNET USAGE

Most Internet users report going online either several times a day (52%) or about once a day (19%); fewer report going online less than once a day (11% 3 to 5 days a week, 8% 1 to 2 days a week, 10% every few weeks/less often/never). Results were similar in 2011 (49% several times a day, 19% about once a day, 10% 3 to 5 days a week, 11% 1 to 2 days a week, 9% every few weeks/less often/never). Internet users in the San Francisco Bay Area (61%) and Orange/San Diego (58%) are somewhat more likely than those in the Inland Empire (49%), Los Angeles (49%), or the Central Valley (44%) to go online several times a day. A majority of whites (57%) report going online several times a day, compared to four in 10 Latinos (41%). Going online several times a day increases with education and income and decreases with age.

Four in 10 Internet users report going online several times a day (29%) or about once a day (10%) from someplace other than home or work; fewer do this less than once a day (8% 3 to 5 days a week, 9% 1 to 2 days a week, 6% every few weeks, 9% less often). Thirty percent never go online away from home or work, compared to 42 percent in 2011. More Internet users today are going online several times a day than in 2011 (29% today, 17% 2011) from someplace other than home or work. Younger Californians under age 35 (38%), those with college degrees (43%), and those with household incomes more than $80,000 (46%) are more than twice as likely as Californians age 55 and older (17%), those with high school diplomas or less (18%), and those with household incomes under $40,000 (21%) to go online several times a day from someplace other than home or work.

"About how often do you use the Internet or email from…?"

Internet users only		All Internet users	Age			Race/Ethnicity	
			18–34	35–54	55 and over	Latinos	Whites
Home	**Several times a day**	52%	61%	50%	43%	41%	57%
	About once a day	19	15	19	22	16	19
	3–5 days a week	11	10	11	11	15	10
	1–2 days a week	8	5	9	12	11	6
	Every few weeks	3	3	2	4	4	3
	Less often	3	3	4	2	5	2
	Never	4	4	4	5	8	3
Someplace other than home or work	**Several times a day**	29	38	30	17	26	31
	About once a day	10	10	11	7	9	9
	3–5 days a week	8	9	8	7	6	9
	1–2 days a week	9	10	9	7	11	8
	Every few weeks	6	7	6	4	5	5
	Less often	9	9	8	11	11	8
	Never/Don't know	30	16	29	47	31	31

INTERNET CONNECTION AT HOME

Sixty-nine percent of Californians have a broadband Internet connection at home, including more than four in 10 who have either a DSL connection (17%) or a cable modem (26%); 20 percent use a wireless connection. The remaining broadband users have a fiber optic, T-1, or another type of connection (6%). Just 4 percent connect via a dial-up telephone line; 8 percent are unsure what type of connection they

INTERNET CONNECTION AT HOME *(CONTINUED)*

have, and 18 percent are not Internet users or report not having an Internet connection or computer at home. Broadband access at home increased from 2008 to 2010 but has leveled off somewhat since then (55% 2008, 62% 2009, 70% 2010, 72% 2011, 73% 2012, and 69% today).

Residents across regions are more likely to have a cable modem than DSL. Cable modem use is higher among Orange/San Diego (38%) and San Francisco Bay Area (32%) residents. Inland Empire residents (14%) are the most likely to connect via fiber optic or T-1; Central Valley residents (25%) are the most likely to not have Internet. Latinos are more than twice as likely as any other racial/ethnic group to have no Internet access at home. Older, less-educated, and less-affluent Californians are far more likely than others to have no access.

"What kind of Internet connection do you have at home? Do you use a dial-up telephone line, or do you have some other type of connection, such as a DSL-enabled phone line, a cable TV modem, a wireless connection, a fiber optic connection such as FiOS, or a T-1?"

All adults	All adults	Household income		
		Under $40,000	$40,000 to $80,000	$80,000 or more
DSL-enabled phone line	17%	14%	18%	22%
Cable modem	26	17	34	41
Wireless connection	20	17	24	21
Fiber optic, T-1, or other broadband	6	5	9	7
Dial-up telephone line	4	6	2	1
No home access, connect via cell phone or tablet computer *(volunteered)*	1	2	–	–
No Internet, computer at home	18	30	8	2
Don't know/Refuse	8	8	5	5

A majority of Californians (56%) report having had a high-speed broadband connection for more than six years, while four in 10 (39%) report having had a connection for one to five years; only 2 percent say they have had a broadband connection less than one year. In 2011, more people said they had been connected for one to five years and fewer reported a connection for six or more years (2% less than 1 year, 50% 1 to 5 years, 45% 6 or more years). Most Latino broadband users have adopted broadband within the last five years, whereas most whites have had it six or more years. Less-affluent and less-educated residents are more recent adopters than more-affluent and more-educated Californians.

"About how many years have you been using a high-speed broadband connection to connect to the Internet at home?"

Broadband users only	All broadband users	Household income			Race/Ethnicity	
		Under $40,000	$40,000 to $80,000	$80,000 or more	Latinos	Whites
Less than 1 year	2%	5%	1%	1%	4%	1%
1 to 5 years	39	55	38	23	61	30
6 or more years	56	37	58	74	33	66
Don't know	3	3	2	3	2	3

Among non-Internet and non-broadband users, 64 percent say that high-speed broadband Internet access is available in their neighborhood, while 15 percent say it is not and 21 percent are unsure. The percentage reporting broadband availability today (64%) is similar to 2009 (66%), but slightly higher than in 2011 (58%).

MOBILE DEVICES

Among the 92 percent of Californians who have cell phones, 58 percent say they have a smartphone, similar to results nationwide (55% in Pew's latest Internet survey). Smartphones are much more prevalent now (58%) than in June 2011 (39%) and the use of smartphones has increased across all political, regional, and demographic groups. Still, some groups are more likely than others to have one. For example, age plays a big role: those age 18 to 34 (78%) are much more likely than those age 35 to 54 (59%) or 55 and older (33%) to have a smartphone. The share who have smartphones increases with income and education levels. Half (51%) of cell phone users say they pay for a data plan while 44 percent say they do not, and another 3 percent volunteer that someone else pays their bill or that their data plan is not billed separately.

**"Some phones are called 'smartphones' because of certain features they have.
Is your cell phone a smartphone or not, or are you not sure?"**

Cell phone users only	All cell phone users	Household income			Broadband users
		Under $40,000	$40,000 to $80,000	$80,000 or more	
Yes, it is a smartphone	58%	47%	60%	73%	69%
No, it is not a smartphone	35	40	37	24	26
Not sure	8	12	3	3	5

Eight in 10 cell phone users (82%) say they use their phone to send or receive text messages, up 8 points since 2011 (74%) and 24 points since 2008 (58%); 56 percent use a cell phone to send or receive email, up 14 points since 2011 and 30 points since 2008 (26%), and 53 percent download software "apps," up 20 points since 2011 (33%). Among those who have downloaded apps, 49 percent have paid for an app and 50 percent have downloaded only free apps.

"Do you ever use your cell phone to…?"

Cell phone users only *Percent saying yes*		Send or receive text messages	Send or receive email messages	Download a software application
All cell phone users		82%	56%	53%
Age	**18–34**	97	73	75
	35–54	88	58	55
	55 and older	57	34	26
Household income	**Under $40,000**	78	45	45
	$40,000 to $80,000	84	55	51
	$80,000 or more	90	74	69
Race/Ethnicity	**Asians**	77	58	54
	Blacks	90	64	63
	Latinos	84	51	48
	Whites	81	58	55
Region	**Central Valley**	75	48	48
	San Francisco Bay Area	82	62	57
	Los Angeles	81	55	54
	Orange/San Diego	84	61	57
	Inland Empire	87	60	56

MOBILE DEVICES *(CONTINUED)*

With nearly all Californians using cell phones and smartphones much more than in the past, what would life be like without cell phones? Thirty-six percent of cell phone users say they could live without their phone, 33 percent would miss it but could probably do without, and 29 percent say it is something they can't imagine living without. In a March 2012 Pew survey, a plurality of cell phone users nationwide (45%) said they'd miss their phone but could do without (29% could live without, 26% can't imagine living without).

Among the 56 percent of Californians who access the Internet on their cell phones, 37 percent say that when they use the Internet, they do so mostly on their cell phone, while 52 percent say they do so mostly on another device, such as a desktop, laptop, or tablet computer. Of those who access the Internet mostly via their cell phone, 27 percent say their cell phone is the *only* way they access the Internet. Since June 2011, there has been a 12 point increase (from 25% to 37%) in the share of cell-phone Internet users who say they access the Internet mostly with their cell phone. There are sizeable differences between Latinos (60%) and whites (22%) who say they access the Internet mostly via cell phone, as well as across income groups (55% under $40,000, 27% $40,000 to $80,000, 20% $80,000 or more). The share using mostly cell phones to access the Internet also declines sharply with rising age (51% 18–34, 31% 35–54, 12% 55 and older) and education (61% high school or less, 32% some college, 20% college graduates).

"Overall, when you use the Internet, do you do that mostly using your cell phone or mostly using some other device like a desktop, laptop, or tablet computer?"

Cell-phone Internet users only	**All cell-phone Internet users**	**Household income**			**Race/Ethnicity***	
		Under $40,000	**$40,000 to $80,000**	**$80,000 or more**	**Latinos**	**Whites**
Mostly on cell phone	37%	55%	27%	20%	60%	22%
Mostly on something else	52	34	58	69	30	66
Both equally *(volunteered)*	10	9	13	10	8	10
Depends *(volunteered)*/ **Don't know**	2	3	2	1	2	2

*Sample sizes for Asian and black cell-phone Internet users are too small for separate analysis.

Three in four cell-phone Internet users access the Internet on their cell phone on a daily basis—61 percent several times a day and 14 percent about once a day. Most others do so weekly (6% three to five days a week and 10% one to two days a week) and just 6 percent do so less frequently. Results were similar in June 2011, but the proportion accessing the Internet several times a day using their cell phone has doubled since 2009 (from 30% to 61%). Those age 18 to 34 are the most likely (73%) among demographic groups to say they access the Internet from their cell phone several times a day.

"About how often do you access the Internet using your cell phone?"

Cell-phone Internet users only	**All cell-phone Internet users**	**Age**			**Race/Ethnicity***	
		18–34	**35–54**	**55 and older**	**Latinos**	**Whites**
Several times a day	61%	73%	56%	41%	66%	59%
About once a day	14	10	15	22	12	14
3–5 days a week	6	4	6	12	5	9
1–2 days a week	10	7	13	9	8	10
Every few weeks	3	2	3	7	3	4
Less often	3	2	4	5	4	2
Never	2	1	1	4	2	1

*Sample sizes for Asian and black cell-phone Internet users are too small for separate analysis.

NON-INTERNET USERS

Among the 14 percent of Californians who do not use the Internet, 35 percent offer reasons having to do with inability (14% it's too difficult, 13% don't know how, 5% too old to learn, 3% physically unable), and a similar 34 percent cite reasons reflecting a general lack of interest (20% not interested, 8% it's a waste of time, 6% just don't have the time). Twenty-three percent mention cost or access as the reason they don't use the Internet (11% don't have a computer, 9% the cost/it's too expensive, 3% don't have access). Those over 55 are most likely to cite inability while those under 55 are most likely to cite lack of interest. The majority of non-Internet users report household incomes under $20,000; among this group, 38 percent name inability, 28 percent a lack of interest, and 28 percent cost and access as reasons for not using the Internet.

"And, what is the main reason you don't use the Internet or email?"

Non-Internet users only*	All non-Internet users	Age		Race/Ethnicity	
		18–54	55 and older	Latinos	Whites
Inability	**35%**	**28%**	**42%**	**34%**	**30%**
It's too difficult/frustrating	14	12	16	14	7
Just don't know how	13	12	15	15	9
Too old to learn	5	1	8	3	8
Physically unable	3	3	3	2	6
Lack of interest	**34**	**35**	**32**	**30**	**44**
Not interested	20	18	20	18	24
It's a waste of time/Don't need it	8	10	7	8	8
Just don't have the time	6	7	5	4	12
Cost or access	**23**	**29**	**17**	**30**	**13**
Don't have a computer	11	12	10	14	11
Cost/Too expensive	9	13	5	12	1
Don't have access	3	4	2	4	1
Worried about computer viruses/spyware/adware/spam	**3**	**5**	**2**	**3**	**4**
Other	**5**	**2**	**6**	**2**	**9**
Don't know	**1**	**1**	**1**	**–**	**–**

Because there are so few non-Internet users, only subgroups with adequate sample sizes are reported separately.

Relatively few non-Internet users (17%) would like to use the Internet or start using it again (14% of non-Internet users had said they used it in the past). There is more interest in using the Internet among those age 18 to 54 (24%) and Latinos (23%) than among those age 55 and older (12%) and whites (10%). Most non-Internet users (67%) say they would need help to get started.

"Would you like to start using the Internet or email (again), or isn't that something you're interested in?"

| Non-Internet users only*	All non-Internet users	Age		Race/Ethnicity	
		18–54	55 and older	Latinos	Whites
Yes, interested	17%	24%	12%	23%	10%
No, not interested	82	76	86	75	90
Don't know	1	–	2	2	–

Because there are so few non-Internet users, only subgroups with adequate sample sizes are reported separately.

PERCEPTIONS AND ATTITUDES

KEY FINDINGS

■ A plurality of Californians (39%) say the government is doing just enough to improve the access and availability of broadband Internet; 17 percent think expanding affordable broadband access should be a top federal priority. *(page 17)*

■ Nevertheless, two in three Californians think broadband Internet should be viewed as a public utility rather than a luxury and would favor a government program funded by telecommunications providers to increase access for lower-income and rural residents through subsidies. *(page 18)*

■ A majority of Californians (56%) say people without high-speed broadband Internet access are at a major disadvantage when it comes to finding information about job opportunities; 44 percent say children who do not have broadband Internet access at home are at a disadvantage. *(page 19)*

■ Three in four Californians view teaching computer and Internet skills to the state's public school students as very important. *(page 20)*

■ Sixty-three percent of parents report visiting the website of their child's school and 55 percent go online to help their child with schoolwork. Half (48%) communicate via email with their child's teachers, and one in three (33%) receive their child's homework assignments via the Internet or email. Racial/ethnic and income disparities are evident. *(pages 20, 21)*

■ Nearly all parents (84%) report that their child uses the Internet. A majority (54%) of these parents report using parental controls and two in three are worried about their child's safety on the Internet. *(page 22)*

Perception of High-Speed Broadband Access
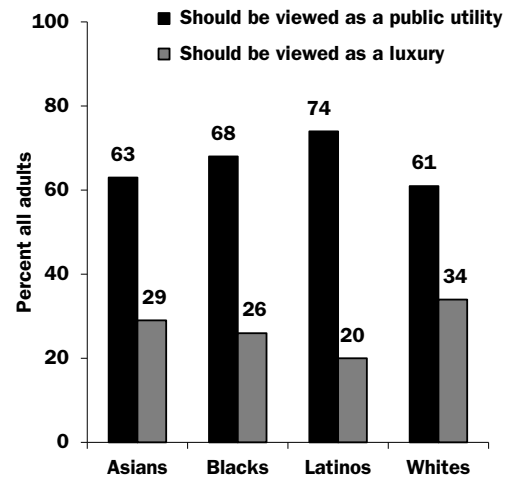
Perception that Children Without Broadband Are at a Disadvantage
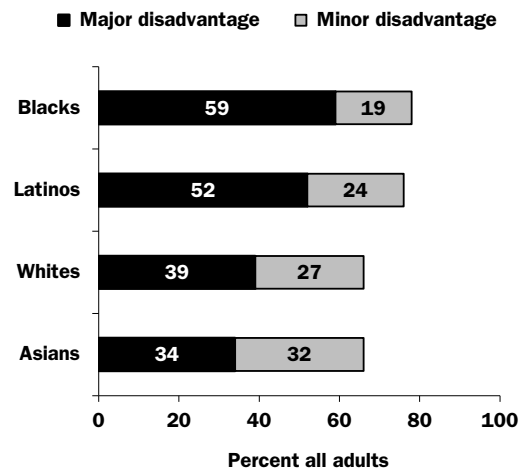
Importance of Teaching Computer and Internet Skills in K–12 Public Schools
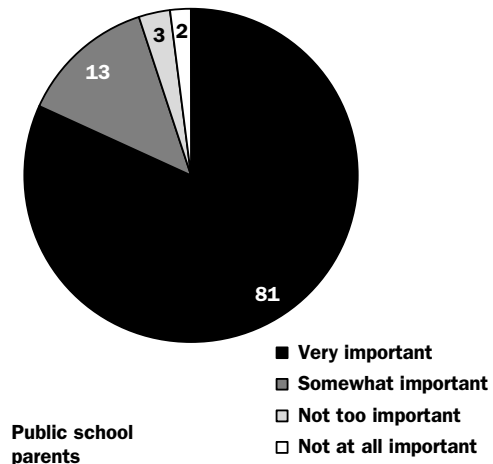
ROLE OF GOVERNMENT IN ACCESS AND ADOPTION

When asked about the government's role in improving the access and availability of high-speed broadband Internet technology, most Californians say the government is doing just enough (39%) or more than enough (16%). About one in four (26%) say it is not doing enough and 18 percent are unsure. Similar shares of Californians have said the government is doing just enough or not enough since June 2008. Across most political, regional, and demographic groups, fewer than three in 10 say the government has not been doing enough. The exceptions? Democrats (31%), San Francisco Bay Area (34%) and Los Angeles (31%) residents, blacks (31%), college graduates (33%), and those with household incomes of $80,000 or more (34%). Even among these groups, about half or more believe the government is doing just enough or more than enough to improve access to high-speed Internet.

"Overall, thinking about the government's role in improving the access and availability of high-speed broadband Internet technology, do you think the government is doing more than enough, just enough, or not enough?"

	All adults	Party			Broadband users	Likely voters
		Dem	Rep	Ind		
More than enough	16%	13%	22%	22%	17%	18%
Just enough	39	39	35	35	40	37
Not enough	26	31	23	26	29	27
Don't know	18	17	20	17	14	18

A majority of Californians think it is important for the federal government to expand affordable high-speed broadband Internet access to everyone in the country, but just 17 percent consider it a top priority; 38 percent consider it an important but lower priority. Another 38 percent say it is not too important (20%) or should not be done (18%). Attitudes toward the federal government's role in expanding broadband access were nearly identical in June 2011.

At least half of residents across most political, regional, and demographic groups consider expanding access important, but fewer than one in three consider it a top priority. Democrats (21% top priority, 42% important but lower priority) are far more likely than Republicans (10% top priority, 26% important) to think it should be an important or top priority for the federal government. Among independents, 54 percent hold this view (15% top priority, 39% important). Across racial/ethnic groups, whites (50%) are less likely than Asians (57%), Latinos (62%), and blacks (63%) to say expanding Internet access should be an important or a top priority for the federal government.

"Do you think that expanding affordable high-speed broadband Internet access to everyone in the country should be a top priority for the federal government, important but a lower priority, not too important, or should it not be done?"

	All adults	Party			Broadband users	Likely voters
		Dem	Rep	Ind		
Top priority	17%	21%	10%	15%	17%	14%
Important but lower priority	38	42	26	39	40	39
Not too important	20	20	21	23	22	19
Should not be done	18	11	36	20	18	23
Don't know	7	6	7	4	3	5

ROLE OF GOVERNMENT IN ACCESS AND ADOPTION *(CONTINUED)*

Although the expansion of high-speed Internet access is not viewed as a top government priority, most Californians (66%) think it should be viewed as a public utility that everyone should have access to while 28 percent think it should be viewed as a luxury that some people may not be able to access. Attitudes were nearly identical when we first asked this question in June 2011 (66% utility, 27% luxury). Majorities of Californians across political, regional, and demographic groups think of high-speed Internet as more of a public utility than luxury, although Democrats (74%) are much more likely than Republicans (52%) to hold this view. Across racial/ethnic groups, Latinos (74%) are the most likely to say high-speed Internet is more like a utility that everyone should have access to, followed by blacks (68%), Asians, (63%), and whites (61%). Those age 55 and older (56%) are less likely than younger residents to hold this view (69% 18 to 34, 71% 35 to 54). More than six in 10 across income and education groups say broadband should be viewed as a utility rather than a luxury. Among those who say the government is not doing enough to improve access, 80 percent say broadband should be viewed as a public utility and among those who say the government is doing just enough to improve access, 66 percent hold this view. Those who say government is doing more than enough are divided (48% utility, 47% luxury).

"Which of the following comes closest to your view, even if neither is exactly right. High-speed broadband Internet should be viewed as a public utility that everyone should have access to, or High-speed broadband Internet should be viewed as a luxury that some people may not be able to access."

	All adults	Party			Broadband users	Likely voters
		Dem	Rep	Ind		
Should be viewed as a public utility	66%	74%	52%	62%	68%	61%
Should be viewed as a luxury	28	22	44	31	29	34
Don't know	6	4	4	7	3	5

Two in three Californians (67%) would favor a government program funded by telecommunications providers to increase access to broadband for lower-income and rural residents through subsidies; 28 percent would oppose this type of program. Among likely voters, 60 percent would favor and 35 percent would oppose this program. There is a wide partisan divide: 81 percent of Democrats are in favor of a subsidy program to provide broadband to lower-income and rural residents and 56 percent of Republicans are opposed. Among independents, 56 percent would favor such a program. Majorities across regions and demographic groups would favor a program to increase high-speed access, but there are differences in the level of support. Latinos (79%), blacks (78%), and Asians (76%) for example, are much more likely than whites (56%) to say they would favor this program. More than seven in 10 under age 55 express support, compared with 54 percent of those age 55 and older. And support is somewhat higher in Los Angeles (73%) and the San Francisco Bay Area (72%) than in the Central Valley (66%), Orange/San Diego (62%), and the Inland Empire (62%). Among those who say broadband should be viewed as a public utility, 80 percent favor using subsidies to increase access for lower-income and rural residents. Among those who say it should be viewed as a luxury, 43 percent express support and 53 percent are opposed.

"What if there was a government program funded by telecommunications providers that sought to increase access to high-speed broadband Internet for lower-income and rural residents through subsidies? Would you favor or oppose this program?"

	All adults	Party			Broadband users	Likely voters
		Dem	Rep	Ind		
Favor	67%	81%	39%	56%	66%	60%
Oppose	28	15	56	38	30	35
Don't know	5	3	5	6	4	6

DISADVANTAGES OF NOT HAVING BROADBAND

When it comes to finding information about job opportunities or gaining new career skills, eight in 10 adults say non-broadband users are at a major (56%) or minor (25%) disadvantage. Results among broadband users are similar. In 2011, a slightly higher share said non-users were at a major disadvantage (62%). Blacks (70%) and Latinos (68%) are much more likely than whites (51%) and Asians (42%) to say non-broadband users are at a major disadvantage. Those age 55 and older are less likely than younger Californians to say so. Democrats (70%) are much more likely than independents (54%) and Republicans (40%) to hold this view.

**"Thinking about all of the different information sources available to people...
Do you think that people who do not have high-speed broadband Internet access at home
are at a disadvantage when it comes to each of the following? How about finding information
about job opportunities or gaining new career skills?"**

	All adults	Race/Ethnicity				Broadband users
		Asians	Blacks	Latinos	Whites	
Major disadvantage	56%	42%	70%	68%	51%	57%
Minor disadvantage	25	38	17	18	26	25
Not at disadvantage	16	15	11	11	19	16
Don't know	4	5	3	2	4	2

Three in four Californians say non-broadband users are at a major (45%) or minor (31%) disadvantage when it comes to getting health information. In 2011, half (50%) said they are at a major disadvantage. Latinos (62%) and blacks (52%) are much more likely than Asians and whites (36% each) to consider this a major disadvantage. Democrats (58%) are more likely than independents (42%) and Republicans (25%) to hold this view. When it comes to using government services, 73 percent of Californians think non-broadband users are at a major (40%) or minor (33%) disadvantage. In 2011, a similar 42 percent said major disadvantage. Majorities of blacks (55%) and Latinos (53%) again say major disadvantage, compared to three in 10 Asians (31%) and whites (32%).

"How about...?"

		All adults	Race/Ethnicity				Broadband users
			Asians	Blacks	Latinos	Whites	
Getting health information	**Major disadvantage**	45%	36%	52%	62%	36%	45%
	Minor disadvantage	31	36	30	23	35	33
	Not at disadvantage	21	24	16	13	25	20
	Don't know	4	4	2	3	4	2
Using government services	**Major disadvantage**	40	31	55	53	32	41
	Minor disadvantage	33	46	25	27	35	34
	Not at disadvantage	21	19	18	14	26	21
	Don't know	5	4	2	6	6	3

Seven in 10 Californians say children without broadband access are at a major (44%) or minor (26%) disadvantage. Majorities of blacks (59%) and Latinos (52%) again say these children are at a major disadvantage, compared to fewer whites (39%) and Asians (34%). Half of Democrats (53%) say they are at a major disadvantage, compared to fewer independents (44%) and Republicans (29%).

INFORMATION TECHNOLOGY AND EDUCATION

Nearly all Californians say that it is very (77%) or somewhat (19%) important for the state's K–12 public schools to teach students computer and Internet skills. Views were similar in 2011 (76% very, 18% somewhat important). Eight in 10 blacks (82%), Latinos (81%), and whites (79%) say teaching computer skills is very important, compared to six in 10 Asians (60%). Overwhelming majorities across parties, regions, age, education, and income groups consider teaching computer skills very important.

"How important is it for California's K–12 public schools to teach students computer and Internet skills?"

	All adults	Household income			Race/Ethnicity			
		Under $40,000	$40,000 to $80,000	$80,000 or more	Asians	Blacks	Latinos	Whites
Very important	77%	79%	77%	79%	60%	82%	81%	79%
Somewhat important	19	17	20	16	36	15	15	16
Not too important	2	3	2	2	3	2	3	2
Not at all important	2	1	2	3	1	–	1	2
Don't know	–	–	–	1	–	–	–	1

We asked parents of children 18 or younger a series of questions about Internet use in their child's education. Sixty-three percent say they visit their child's school website often (30%) or sometimes (33%), 37 percent say they do not. Among those who do not, 59 percent say their child's school has a website, 15 percent say it does not, and 26 percent are unsure. The share who visit their child's school website is slightly higher than in 2008 (56% 2008, 61% 2009, 63% 2011, 63% today). The share reporting website visits rises with income. White parents (45% often, 38% sometimes) are far more likely than Latino parents (17% often, 26% sometimes) to visit their child's school website (sample sizes for Asian and black parents are too small for separate analysis). Majorities of those earning under $40,000 (58%) and Latinos (57%) do not visit their child's website. Parents with a high school education or less are far less likely than those with higher levels of education to visit their child's school website. Thirty-three percent of parents say they receive their child's homework assignments via the Internet or email (15% often, 18% sometimes), 67 percent say they do not. Among those who do not, 16 percent say the teachers send assignments by email, 74 percent say they do not, and 10 percent are unsure. The share of parents receiving homework assignments online has been similar since 2008 (28% 2008, 34% 2009, 32% 2011, 33% 2013). The share of parents receiving assignments online increases with education and income levels. Forty-six percent of white parents receive assignments online, compared to only 19 percent of Latino parents. Among public school parents, 61 percent visit their child's school website and 34 percent receive assignments online.

"Do you ever…?"

Parents of children 18 or younger only		Parents	Household income			Race/Ethnicity	
			Under $40,000	$40,000 to $80,000	$80,000 or more	Latinos	Whites
Visit the website of your child's school	Yes, often	30%	15%	50%	48%	17%	45%
	Yes, sometimes	33	28	28	45	26	38
	No	37	58	22	7	57	16
Receive your child's homework assignments via the Internet or email	Yes, often	15	8	18	29	8	24
	Yes, sometimes	18	14	23	22	11	22
	No	67	77	59	49	80	53
	Don't know	1	1	–	–	–	1

INFORMATION TECHNOLOGY AND EDUCATION *(CONTINUED)*

About half of parents of children 18 years or younger say they use email to communicate with their child's teachers (20% often, 28% sometimes), and half say they do not (52%). Among those who say they do not, 24 percent say their child's teachers use email to communicate with parents, 62 percent say they do not, and 14 percent are unsure. Three in four lower-income parents say they do not email their child's teachers, while seven in 10 middle-income (69%) and eight in 10 upper-income parents (79%) say they do email teachers. Frequency of contact via email also increases with income: those earning $80,000 or more (37%) are more likely than those earning less to say they often use email to communicate with their child's teachers (9% under $40,000, 26% $40,000 to $80,000). Seventy-two percent of Latino parents say they do not email teachers, while 73 percent of white parents do email teachers. Forty-eight percent of public school parents report this activity.

Fifty-five percent of parents say they go online (22% often, 33% sometimes) to help their child with schoolwork, 44 percent say they don't. The share of parents using the Internet to help children with schoolwork increases with income. Half of Latino parents say they go online (20% often, 30% sometimes) to help their child with schoolwork, while half say they do not. Sixty-five percent of white parents go online (25% often, 40% sometimes) and 35 percent don't go online to help their child with schoolwork. Among public school parents, 55 percent say they go online (23% often, 32% sometimes) and 45 percent say they do not.

"Do you ever…?"

Parents of children 18 or younger only		Parents	Household income			Race/Ethnicity	
			Under $40,000	$40,000 to $80,000	$80,000 or more	Latinos	Whites
Use email to communicate with your child's teachers	Yes, often	20%	9%	26%	37%	10%	30%
	Yes, sometimes	28	15	43	42	17	43
	No	52	75	31	21	72	27
Go online to help your child with their schoolwork	Yes, often	22	18	31	27	20	25
	Yes, sometimes	33	30	31	42	30	40
	No	44	52	37	31	50	35

CHILDREN AND THE INTERNET

More than eight in 10 parents (84%) say their child uses the Internet, either on a computer or cell phone; only 16 percent say their child does not. More than three in four parents across income groups say their child uses the Internet, though parents earning under $40,000 are less likely than those earning more to say their child uses the Internet. Seventy-eight percent of Latino parents say their child is an Internet user, compared to 93 percent of white parents. Eighty-three percent of public school parents say their child uses the Internet. In a 2012 Pew Internet & American Life Project national survey of parents of 12- to 17-year-olds, 96 percent said their child uses the Internet.

"Does your child use the Internet, either on a computer or cell phone?"

Parents of children 18 or younger only	Parents	Household income			Race/Ethnicity	
		Under $40,000	$40,000 to $80,000	$80,000 or more	Latinos	Whites
Yes	84%	76%	93%	90%	78%	93%
No	16	24	7	10	22	7

CHILDREN AND THE INTERNET *(CONTINUED)*

With a high share of parents of children 18 years or younger across demographic groups saying their child uses the Internet, how concerned are they about their child's safety online? Sixty-seven percent of parents whose children go online say they are very (33%) or somewhat (34%) worried about the safety of their child on the Internet, 33 percent say they are not too (23%) or not at all (10%) worried. Parents earning less than $40,000 (39%) are more likely to be very worried than parents earning more (29% $40,000 to $80,000, 28% $80,000 or more). Latino parents (41%) are much more likely than white parents (24%) to say they are very worried about their child's safety online.

"How worried are you about the safety of your child when using the Internet?"

Parents of children 18 or younger who use the Internet	Parents	Household income			Race/Ethnicity	
		Under $40,000	$40,000 to $80,000	$80,000 or more	Latinos	Whites
Very worried	33%	39%	29%	28%	41%	24%
Somewhat worried	34	33	35	32	36	37
Not too worried	23	18	30	28	14	29
Not at all worried	10	9	6	12	9	10
Don't know	1	1	–	–	–	–

When parents whose children use the Internet are asked about parental controls or other means of blocking, filtering, or monitoring their child's online activities, 54 percent say they have used these and 45 percent say they have not. Among parents earning under $40,000, 46 percent say they have monitored and 52 percent say they have not monitored their child's online activities. Majorities of middle- and upper-income parents have used such controls. White parents (63%) are much more likely than Latino parents (44%) to have monitored their child's online activities. Parents with a high school education or less are much less likely than those with at least some college education to have monitored their child. In Pew's national survey of parents of 12- to 17-year-olds, 50 percent said they had used parental controls, and 50 percent said they had not.

"Still thinking about your child's use of technology, have you ever used parental controls or other means of blocking, filtering, or monitoring your child's online activities?"

Parents of children 18 or younger who use the Internet	Parents	Household income			Race/Ethnicity	
		Under $40,000	$40,000 to $80,000	$80,000 or more	Latinos	Whites
Yes	54%	46%	70%	60%	44%	63%
No	45	52	30	40	56	35
Don't know	1	3	–	–	1	1

REGIONAL MAP

METHODOLOGY

The PPIC Statewide Survey is directed by Mark Baldassare, president and CEO and survey director at the Public Policy Institute of California, with assistance from Dean Bonner, project manager for this survey, and survey research associates Sonja Petek and Jui Shrestha. This survey was conducted with funding from the California Emerging Technology Fund (CETF) and ZeroDivide as part of a multi-year project on public opinion and information technology issues. The PPIC Statewide Survey invites input, comments, and suggestions from policy and public opinion experts and from its own advisory committee, but survey methods, questions, and content are determined solely by PPIC's survey team.

Findings in this report are based on a survey of 2,502 California adult residents, including 2,001 interviewed on landline telephones and 501 interviewed on cell phones. Interviews took an average of 18 minutes to complete. Interviewing took place on weekend days and weekday nights from June 4–18, 2013.

Landline interviews were conducted using a computer-generated random sample of telephone numbers that ensured that both listed and unlisted numbers were called. All landline telephone exchanges in California were eligible for selection, and the sample telephone numbers were called as many as six times to increase the likelihood of reaching eligible households. Once a household was reached, an adult respondent (age 18 or older) was randomly chosen for interviewing using the "last birthday method" to avoid biases in age and gender.

Cell phones were included in this survey to account for the growing number of Californians who use them. These interviews were conducted using a computer-generated random sample of cell phone numbers. All cell phone numbers with California area codes were eligible for selection, and the sample telephone numbers were called as many as eight times to increase the likelihood of reaching an eligible respondent. Once a cell phone user was reached, it was verified that this person was age 18 or older, a resident of California, and in a safe place to continue the survey (e.g., not driving).

Cell phone respondents were offered a small reimbursement to help defray the cost of the call. Cell phone interviews were conducted with adults who have cell phone service only and with those who have both cell phone and landline service in the household.

Live landline and cell phone interviews were conducted by Abt SRBI, Inc., in English, Spanish, Chinese (Mandarin or Cantonese), Vietnamese, and Korean according to respondents' preferences. We chose these languages because Spanish is the dominant language among non-English-speaking adults in California, followed in prevalence by the three Asian languages. Accent on Languages, Inc., translated new survey questions into Spanish, with assistance from Renatta DeFever, and Abt SRBI translated the survey into Chinese, Vietnamese, and Korean.

With assistance from Abt SRBI, we used data from the U.S. Census Bureau's 2009–2011 American Community Survey (ACS) through the University of Minnesota's Integrated Public Use Microdata Series for California to compare certain demographic characteristics of the survey sample—region, age, gender, race/ethnicity, and education—with the characteristics of California's adult population. The survey sample was closely comparable to the ACS figures. To estimate landline and cell phone service in California, Abt SRBI used 2011 state-level estimates released by the National Center for Health Statistics—which used data from the National Health Interview Survey (NHIS) and the ACS—and 2012 estimates for the West Census Region in the latest NHIS report. The estimates for California were then compared against landline and cell phone service reported in this survey. We also used voter registration data from the California Secretary of State to compare the party registration of

registered voters in our sample to party registration statewide. The landline and cell phone samples were then integrated using a frame integration weight, while sample balancing adjusted for differences across regional, age, gender, race/ethnicity, education, telephone service, and party registration groups.

The sampling error, taking design effects from weighting into consideration, is ±2.9 percent at the 95 percent confidence level for the total unweighted sample of 2,502 adults. This means that 95 times out of 100, the results will be within 2.9 percentage points of what they would be if all adults in California were interviewed. The sampling error for unweighted subgroups is larger: For the 1,936 registered voters, the sampling error is ±3.3 percent; for the 1,449 likely voters, it is ±3.8 percent; for the 2,045 Internet users, it is ±3.2 percent; for the 1,681 users of broadband at home, it is ±3.5%; for the 2,087 cell phone users, it is ±3.1 percent; for the 1,146 cell phone Internet users, it is ±4.1 percent; and for the 789 parents, it is ±4.7 percent. Sampling error is only one type of error to which surveys are subject. Results may also be affected by factors such as question wording, question order, and survey timing.

We present results for five geographic regions, accounting for approximately 90 percent of the state population. "Central Valley" includes Butte, Colusa, El Dorado, Fresno, Glenn, Kern, Kings, Madera, Merced, Placer, Sacramento, San Joaquin, Shasta, Stanislaus, Sutter, Tehama, Tulare, Yolo, and Yuba Counties. "San Francisco Bay Area" includes Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano, and Sonoma Counties. "Los Angeles" refers to Los Angeles County, "Inland Empire" refers to Riverside and San Bernardino Counties, and "Orange/San Diego" refers to Orange and San Diego Counties. Residents of other geographic areas are included in the results reported for all adults, registered voters, and likely voters, but sample sizes for these less populated areas are not large enough to report separately.

We present specific results for non-Hispanic whites and also for Latinos, who account for about a third of the state's adult population and constitute one of the fastest-growing voter groups. We also present results for non-Hispanic Asians, who make up about 14 percent of the state's adult population, and non-Hispanic blacks, who comprise about 6 percent. Results for other racial/ethnic groups—such as Native Americans—are included in the results reported for all adults, registered voters, and likely voters, but sample sizes are not large enough for separate analysis. We compare the opinions of those who report they are registered Democrats, registered Republicans, and decline-to-state or independent voters; the results for those who say they are registered to vote in other parties are not large enough for separate analysis. We also analyze the responses of likely voters—so designated by their responses to voter registration survey questions, previous election participation, and current interest in politics. In addition, we present the responses of Internet users, who are defined, consistent with national surveys, as those who answered yes to one or more of the following questions: "Do you use the Internet, at least occasionally?" or "Do you send or receive email, at least occasionally?" or "Do you access the Internet on a cell phone, tablet, or other mobile handheld device, at least occasionally?" We also present the responses of broadband users, who are defined, consistent with national surveys, as those who have a high-speed connection at home (including DSL, cable, wireless, T-1, or fiber optic).

The percentages presented in the report tables and in the questionnaire may not add to 100 due to rounding.

We compare current PPIC Statewide Survey results to those in our earlier surveys and to those in national surveys by the Pew Internet & American Life Project. Additional details about our methodology can be found at www.ppic.org/content/other/SurveyMethodology.pdf and are available upon request through surveys@ppic.org.

QUESTIONNAIRE AND RESULTS

CALIFORNIANS AND INFORMATION TECHNOLOGY

June 4–18, 2013
2,502 California Adult Residents:
English, Spanish, Chinese, Korean, and Vietnamese

MARGIN OF ERROR ±2.9% AT 95% CONFIDENCE LEVEL FOR TOTAL SAMPLE
PERCENTAGES MAY NOT ADD TO 100 DUE TO ROUNDING

1. First, do you think things in California are generally going in the right direction or the wrong direction?

   45% right direction
   42 wrong direction
   13 don't know

2. Turning to economic conditions in California, do you think that during the next 12 months we will have good times financially or bad times?

   46% good times
   42 bad times
   12 don't know

3. Do you yourself ever use a computer at home, at work, at school, or anywhere else?

   79% yes
   21 no
   – don't know

4/4a/4b. Next, do you use the Internet, at least occasionally? *[or]* Do you send or receive email, at least occasionally? *[or]* Do you access the Internet on a cell phone, tablet, or other mobile handheld device, at least occasionally?

   86% yes *[skip to q6]*
   14 no *[ask q5]*

5. *[non-Internet users]* Did you ever at some point use the Internet or email, but have since stopped for some reason?

   14% yes
   85 no
   1 don't know

5a. *[non-Internet users]* Would you like to start using the Internet or email (*if q5=yes:* again), or isn't that something you're interested in?

   17% yes, interested
   82 no, not interested
   1 don't know

5b. *[non-Internet users]* And, what is the main reason you don't use the Internet or email?

   [code, don't read]

   20% not interested
   14 it is too difficult/frustrating
   13 just don't know how
   11 don't have a computer
   9 cost/too expensive
   8 it's a waste of time/don't need it
   6 just don't have the time
   5 too old to learn
   3 don't have access
   3 physically unable
   3 worried about computer viruses, spyware, adware, spam
   5 other
   1 don't know

5c. *[non-Internet users]* If you wanted to start using the Internet or email (*if q5=yes:* again), do you feel that you know enough about computers and technology to be able to do that on your own, or would you need someone to help you?

11%	know enough to go online (again) on my own
67	would need someone to help me
17	would not want to start using the Internet *(volunteered)*
5	don't know

6. *[Internet users]* Did you happen to use the Internet yesterday?

81%	yes
19	no
–	don't know

7. *[Internet users]* About how many years have you been an Internet user?

[code, don't read]

3%	less than 1 year
19	1–5 years
27	6–10 years
25	11–15 years
24	more than 15 years
2	don't know

8. *[Internet users]* About how often do you use the Internet or email from home—several times a day, about once a day, 3–5 days a week, 1–2 days a week, every few weeks, less often, or never?

52%	several times a day *[skip to q10]*
19	about once a day *[skip to q10]*
11	3–5 days a week *[skip to q10]*
8	1–2 days a week *[skip to q10]*
3	every few weeks *[skip to q10]*
3	less often *[ask q9]*
4	never *[ask q9]*
–	don't know *[skip to q10]*

9. *[Internet users who never or don't often use the Internet at home]* What is the main reason you don't (*if q8=less often:* often) use the Internet at home?

[code, don't read]

20%	computer is too expensive/don't have a computer
13	Internet connection is too expensive /cheaper to get it elsewhere
12	don't know how to set up access at home
10	not interested, don't need it, don't like it
8	don't need to go online at home very often or at all
6	use my cell phone or other mobile device to go online
5	service not available where I live
3	can go online from somewhere else
2	computer is broken or too old
15	other
6	don't know

10. *[Internet users]* About how often do you use the Internet or email from someplace other than home or work—several times a day, about once a day, 3–5 days a week, 1–2 days a week, every few weeks, less often, or never?

29%	several times a day
10	about once a day
8	3–5 days a week
9	1–2 days a week
6	every few weeks
9	less often
29	never
1	don't know

11. *[Internet users]* Do you ever access the Internet using a computer at a public library?

23	yes
77	no
–	don't know

As I read the following list of items, please tell me if you happen to have each one, or not.

12. *[all adults]* Do you have a desktop computer?

   58% yes *[ask q12a]*
   42   no *[skip to q13]*
   –   don't know *[skip to q13]*

12a. *[Internet users who have a desktop]* Do you ever access the Internet or email using your desktop computer?

   86% yes
   14   no
   –   don't know

13. *[all adults]* Do you have a laptop computer or netbook?

   63% yes *[ask q13a]*
   37   no *[skip to q14]*
   –   don't know *[skip to q14]*

13a. *[Internet users who have a laptop or netbook]* Do you ever access the Internet or email using your laptop computer or netbook?

   93% yes
   7   no
   –   don't know

14. *[all adults]* Do you have a working cell phone?

   92% yes *[ask q14a] [includes those who completed interview on cell phone]*
   8   no *[skip to q15]*
   –   don't know *[skip to q15]*

14a. *[Internet users who have a cell phone]* Do you ever access the Internet or email using your cell phone?

   69% yes
   31   no
   –   don't know

15. *[all adults]* Do you have a game console like Xbox or Play Station in your home?

   45% yes *[ask q15a]*
   54   no *[skip to q16]*
   –   don't know *[skip to q16]*

15a. *[Internet users who have a game console]* Do you ever access the Internet or email using your game console?

   39% yes
   61   no
   –   don't know

16. *[all adults]* Do you have a handheld device made primarily for e-book reading, such as a Nook or Kindle e-reader?

   19% yes *[ask q16a]*
   81   no *[skip to q17]*
   –   don't know *[skip to q17]*

16a. *[Internet users who have an electronic book device]* Do you ever access the Internet or email using this handheld device? [*If necessary*: this handheld device that is made primarily for e-book reading.]

   61% yes
   37   no
   2   don't know

17. *[all adults]* Do you have a tablet computer like an iPad, Samsung Galaxy, or Motorola Xoom or Kindle Fire?

   36% yes *[ask q17a]*
   64   no *[skip to q18]*
   –   don't know *[skip to q18]*

17a. *[Internet users who have a tablet computer]* Do you ever access the Internet or email using your tablet computer?

   90% yes
   10   no
   1   don't know

Thinking now just about your cellphone…

18. *[cell phone users]* Some phones are called "smartphones" because of certain features they have. Is your cell phone a smartphone or not, or are you not sure? [*If necessary*: A smartphone is a mobile device like an iPhone, Blackberry or Android that offers more advanced computing ability and connectivity than a standard cell phone.]

  58% yes, it is a smartphone
  35   no, is not a smartphone
   8   not sure

19. *[cell phone users]* Thinking about your cell phone plan, do you currently pay for any kind of data plan on your phone, or not? [*If necessary*: A data plan from your cell phone provider allows you to send and receive emails and surf the Internet from your mobile device.]

  51% yes
  44   no
   2   someone else pays for phone (*volunteered*)
   1   data plan is not broken out separately (*volunteered*)
   3   don't know

Please tell me if you ever use your cell phone to do any of the following things.

20. *[cell phone users]* What about using your cell phone to send or receive text messages?

  82% yes
  18   no
   –   don't know

21. *[cell phone users]* What about using your cell phone to send or receive email messages?

  56% yes
  44   no
   –   don't know

22. *[cell phone users]* What about using your cell phone to download a software application or "app?"

  53% yes *[ask q22a]*
  47   no *[skip to q23]*
   –   don't know *[skip to q23]*

22a. *[cell phone users who download apps]* Thinking about all of the apps you have downloaded, have you ever paid for an app, or have you only downloaded apps that are free?

  49% yes, have paid for app
  50   only download apps that are free
   –   don't know

23. *[cell phone Internet users]* Overall, when you use the Internet, do you do that mostly using your cell phone or mostly using some other device like a desktop, laptop, or tablet computer?

  37% mostly on cell phone *[ask q23a]*
  52   mostly on something else *[skip to q24]*
  10   both equally (*volunteered*) *[skip to q24]*
   1   depends (*volunteered*) *[skip to q24]*
   1   don't know *[skip to q24]*

23a. *[cell phone Internet users who use the Internet mostly on their cell phone]* And is your cell phone the only way that you connect to the Internet?

  27% yes
  73   no
   –   don't know

24. *[cell phone users]* Thinking about your cell phone, do you think you could live without it, or is it something you would miss having but could probably do without, or is it something you can't imagine living without?

  36% could live without it
  33   would miss having but could do without
  29   something you can't imagine living without
   2   don't know

25. *[cell phone Internet users]* About how often do you access the Internet using your cell phone—several times a day, about once a day, 3–5 days a week, 1–2 days a week, every few weeks, less often, or never?

61% several times a day
14 about once a day
6 3–5 days a week
10 1–2 days a week
3 every few weeks
3 less often
2 never
– don't know

Next, please tell me if you ever use the Internet to do any of the following things.

[rotate questions 26 to 35 keeping a's, b's, and c's with respective number and in order]

26. *[reported for all adults]* Do you ever go online to use Twitter or another service to share updates about yourself or to see updates about others?

33% yes, do this
67 no, do not do this
– don't know

26a. *[desktop or laptop users]* Do you do this on your desktop, laptop, or netbook computer?

31% yes
69 no
– don't know

26b. *[cell phone users]* Do you do this on your cell phone?

27% yes
73 no
– don't know

26c. *[tablet users]* Do you do this on your tablet computer?

33% yes
67 no
– don't know

27. *[reported for all adults]* Do you ever go online to look for information about a job?

48% yes, do this
52 no, do not do this
– don't know

27a. *[desktop or laptop users]* Do you do this on your desktop, laptop, or netbook computer?

52% yes
48 no
– don't know

27b. *[cell phone users]* Do you do this on your cell phone?

22% yes
78 no
– don't know

27c. *[tablet users]* Do you do this on your tablet computer?

33% yes
67 no
– don't know

28. *[reported for all adults]* Do you ever go online to purchase goods and services?

60% yes, do this
40 no, do not do this
– don't know

28a. *[desktop or laptop users]* Do you do this on your desktop, laptop, or netbook computer?

67% yes
33 no
– don't know

28b. *[cell phone users]* Do you do this on your cell phone?

24% yes
76 no
– don't know

28c. *[tablet users]* Do you do this on your tablet computer?

50% yes
50 no
– don't know

29. *[reported for all adults]* Do you ever go online to apply for a job?

  40% yes, do this
  60   no, do not do this
  –   don't know

29a. *[desktop or laptop users]* Do you do this on your desktop, laptop, or netbook computer?

  44% yes
  56   no
  –   don't know

29b. *[cell phone users]* Do you do this on your cell phone?

  11% yes
  89   no
  –   don't know

29c. *[tablet users]* Do you do this on your tablet computer?

  22% yes
  78   no
  –   don't know

30. *[reported for all adults]* Do you ever go online to use a social networking site like MySpace, Facebook, or LinkedIn?

  57% yes, do this
  43   no, do not do this
  –   don't know

30a. *[desktop or laptop users]* Do you do this on your desktop, laptop, or netbook computer?

  58% yes
  42   no
  –   don't know

30b. *[cell phone users]* Do you do this on your cell phone?

  40% yes
  60   no
  –   don't know

30c. *[tablet users]* Do you do this on your tablet computer?

  55% yes
  45   no
  –   don't know

31. *[reported for all adults]* Do you ever go online for educational purposes, such as online training or for taking a class?

  39% yes, do this
  60   no, do not do this
  –   don't know

31a. *[desktop or laptop users]* Do you do this on your desktop, laptop, or netbook computer?

  44% yes
  56   no
  –   don't know

31b. *[cell phone users]* Do you do this on your cell phone?

  10% yes
  90   no
  –   don't know

31c. *[tablet users]* Do you do this on your tablet computer?

  24% yes
  75   no
  –   don't know

32. *[reported for all adults]* Do you ever go online to get health or medical information?

  55% yes, do this
  45   no, do not do this
  –   don't know

32a. *[desktop or laptop users]* Do you do this on your desktop, laptop, or netbook computer?

  59% yes
  41   no
  –   don't know

32b. *[cell phone users]* Do you do this on your cell phone?

  24% yes
  76   no
  –   don't know

32c. *[tablet users]* Do you do this on your tablet computer?

  48% yes
  52   no
  –   don't know

33. *[reported for all adults]* Do you ever go online to contact your health insurance provider, a doctor, or other health care professional?

   32%   yes, do this
   68   no, do not do this
   –   don't know

33a. *[desktop or laptop users]* Do you do this on your desktop, laptop, or netbook computer?

   35%   yes
   65   no
   –   don't know

33b. *[cell phone users]* Do you do this on your cell phone?

   12%   yes
   88   no
   –   don't know

33c. *[tablet users]* Do you do this on your tablet computer?

   19%   yes
   81   no
   –   don't know

34. *[reported for all adults]* Do you ever go online to access government resources, such as obtaining forms, making payments, or registering to vote?

   47%   yes, do this
   53   no, do not do this
   –   don't know

34a. *[desktop or laptop users]* Do you do this on your desktop, laptop, or netbook computer?

   53%   yes
   47   no
   –   don't know

34b. *[cell phone users]* Do you do this on your cell phone?

   12   yes
   88   no
   –   don't know

34c. *[tablet users]* Do you do this on your tablet computer?

   26%   yes
   74   no
   –   don't know

35. *[reported for all adults]* Do you ever go online to do any banking or manage your finances?

   53%   yes, do this
   47   no, do not do this
   –   don't know

35a. *[desktop or laptop users]* Do you do this on your desktop, laptop, or netbook computer?

   58%   yes
   42   no
   –   don't know

35b. *[cell phone users]* Do you do this on your cell phone?

   27%   yes
   73   no
   –   don't know

35c. *[tablet users]* Do you do this on your tablet computer?

   37%   yes
   63   no
   –   don't know

36. *[reported for all adults]* What kind of Internet connection do you have at home? Do you use a dial-up telephone line, or do you have some other type of connection, such as a DSL-enabled phone line, a cable TV modem, a wireless connection, a fiber optic connection such as FIOS, or a T-1?

   26%   cable modem *[skip to q40]*
   20   wireless connection (either aircard, land-based or satellite) *[skip to q40]*
   17   DSL-enabled phone line *[skip to q40]*
   6   fiber optic or T-1 or other broadband connection *[skip to q40]*
   4   dial-up telephone line *[ask q37]*
   1   connect to Internet via a cell phone, no home service *(volunteered)* *[ask 37]*
   18   do not have Internet access/ computer at home *[ask q37]*
   8   don't know/refuse *[ask q37]*

37. *[non-Internet users or non-broadband users]* As far as you know, is high-speed Internet service available in your neighborhood from a telephone company, a cable company, or any other company?

   64%   yes
   15   no
   21   don't know

[questions 38 and 39 deleted]

40. *[broadband users]* About how many years have you been using a high-speed broadband connection to connect to the Internet at home?

[code, don't read]

   2%   less than 1 year
   39   1–5 years
   42   6–10 years
   11   11–15 years
   3   more than 15 years
   3   don't know

[questions 41 to 50 asked of all adults]

Changing topics,

41. Overall, thinking about the government's role in improving the access and availability of high-speed broadband Internet technology, do you think the government is doing more than enough, just enough, or not enough?

   16%   more than enough
   39   just enough
   26   not enough
   18   don't know

42. Do you think that expanding affordable high-speed broadband Internet access to everyone in the country should be a top priority for the federal government, important but a lower priority, not too important, or should it not be done?

   17%   a top priority
   38   important but a lower priority
   20   not too important
   18   should not be done
   7   don't know

43. Which of the following comes closest to your view, even if neither is exactly right *[rotate]* (1) high-speed broadband Internet should be viewed as a public utility that everyone should have access to *[or]* (2) high-speed broadband Internet should be viewed as a luxury that some people may not be able to access.

   66%   high-speed broadband Internet should be viewed as a public utility
   28   high-speed broadband Internet should be viewed as a luxury
   6   don't know

44. What if there was a government program funded by telecommunications providers that sought to increase access to high-speed broadband Internet for lower-income and rural residents through subsidies? Would you favor or oppose this program?

   67%   favor
   28   oppose
   5   don't know

45. How important is it for California's K–12 public schools to teach students computer and Internet skills? Is it very important, somewhat important, not too important, or not at all important?

   77%   very important
   19   somewhat important
   2   not too important
   2   not at all important
   –   don't know

Thinking about all of the different information sources available to people, do you think that people who do not have high-speed broadband Internet access at home are at a disadvantage when it comes to each of the following.

[rotate questions 46 to 48]

46. How about finding information about job opportunities or gaining new career skills? (*If yes:* Would you say it is a major disadvantage or a minor disadvantage?)

   56% major disadvantage
   25   minor disadvantage
   16   not at a disadvantage
   4   don't know

47. How about using government services? (*If yes:* Would you say it is a major disadvantage or a minor disadvantage?)

   40% major disadvantage
   33   minor disadvantage
   21   not at a disadvantage
   5   don't know

48. How about getting health information? (*If yes:* Would you say it is a major disadvantage or a minor disadvantage?)

   45% major disadvantage
   31   minor disadvantage
   21   not at a disadvantage
   4   don't know

49. And, how about children who do not have high-speed broadband Internet access at home, are they at a disadvantage because of this? (*If yes:* Would you say it is a major disadvantage or a minor disadvantage?)

   44% major disadvantage
   26   minor disadvantage
   27   not at a disadvantage
   3   don't know

50. Next, some people are registered to vote and others are not. Are you absolutely certain that you are registered to vote in California?

   70% yes *[ask q50a]*
   30   no *[skip to q51b]*

50a. Are you registered as a Democrat, a Republican, another party, or are you registered as a decline-to-state or independent voter?

   44% Democrat *[ask q51]*
   29   Republican *[skip to q51a]*
   5   another party *(specify)* *[skip to q52]*
   22   independent *[skip to q51b]*

51. Would you call yourself a strong Democrat or not a very strong Democrat?

   55% strong
   42   not very strong
   3   don't know

   [skip to q52]

51a. Would you call yourself a strong Republican or not a very strong Republican?

   56% strong
   41   not very strong
   3   don't know

   [skip to q52]

51b. Do you think of yourself as closer to the Republican Party or Democratic Party?

   23% Republican Party
   39   Democratic Party
   26   neither *(volunteered)*
   12   don't know

52. Next, would you consider yourself to be politically: *[read list, rotate order top to bottom]*

   12% very liberal
   20   somewhat liberal
   28   middle-of-the-road
   21   somewhat conservative
   13   very conservative
   5   don't know

53. Generally speaking, how much interest would you say you have in politics—a great deal, a fair amount, only a little, or none?

   23% great deal
   34   fair amount
   32   only a little
   11   none
   1   don't know

[d1–d4a: demographic questions]

D4b. [parents of children 18 or younger]

Do you ever visit the website of your child's school? (if yes: Do you do this often or only sometimes?)

30% yes, often [skip to d4d]
33 yes, sometimes [skip to d4d]
37 no [ask d4c]
 – don't know [ask d4c]

D4c. [parents who do not visit school website]

And, as far as you know, does your child's school have a website?

59% yes
15 no
26 don't know

D4d. [parents of children 18 or younger]

Do you ever receive your child's homework assignments via the Internet or email? (if yes: Do you do this often or only sometimes?)

15% yes, often [skip to d4f]
18 yes, sometimes [skip to d4f]
67 no [ask d4e]
 1 don't know [ask d4e]

D4e. [parents who do not receive homework via Internet, email] And, as far as you know, do your child's teachers send homework assignments via the Internet or email?

16% yes
74 no
10 don't know

D4f. [parents of children 18 or younger] Do you ever use email to communicate with your child's teachers? (if yes: Do you do tihs often or only sometimes?)

20% yes, often [skip to d4h]
28 yes, sometimes [skip to d4h]
52 no [ask d4g]
 – don't know [ask d4g]

D4g. [parents who do not communicate with child's teacher via email] And, as far as you know, do your child's teachers communicate with parents via email?

24% yes
62 no
14 don't know

D4h. [parents of children 18 or younger] Do you ever go online to help your child with their schoolwork? (if yes: Do you do this often or only sometimes?)

22% yes, often
33 yes, sometimes
44 no
 – don't know

D4i. [parents of children 18 or younger] Does your child use the Internet, either on a computer or cell phone?

84% yes [skip to d4j]
16 no [ask d4k]
 – don't know [ask d4j]

D4j. [parents of children 18 or younger who use the Internet] Still thinking about your child's use of technology, have you ever used parental controls or other means of blocking, filtering, or monitoring your child's online activities?

54% yes
45 no
 1 don't know

D4k. [parents of children 18 or younger who use the Internet] How worried are you about the safety of your child when using the Internet—very worried, somewhat worried, not too worried, or not at all worried?

33% very worried
34 somewhat worried
23 not too worried
10 not at all worried
 1 don't know

[d5–d20: demographic questions]

PPIC STATEWIDE SURVEY ADVISORY COMMITTEE