

**Digital Skills Checker – ‘Your Progress’ (Jul 24 onwards)****Learner Details**

- First Name
- Last Name
- Email
- Suburb
- State
- Postcode
- Date of Birth
- Gender

**1. When did you first start learning digital skills?**

- a. Less than 1 month ago
- b. 1 to 3 months ago
- c. 4-6 months ago
- d. More than 6 months ago

**2. What digital skills support have you received? (Tick all that apply)**

- a. Online modules and resources
- b. Face-to-face classes
- c. One-on-one sessions with a mentor
- d. Online tutorials (with an instructor through video conferencing)
- e. None – I have not done any digital skills training since my first survey

**3. Using the scale below, how confident do you feel using technology?**

*(1 – not confident at all ..... 5 – very confident)*

**Do you know how to....***(Yes, No, I don't know)***Using devices**

- 4. Use a desktop computer or laptop?
- 5. Use a tablet?
- 6. Use a smartphone?

**Internet Basics**

- 7. Connect to the internet?
- 8. Use email?

9. Use a search engine? (such as Google or Bing)
10. Complete an online form?

#### Social Connection

11. Use video calling apps? (such as Messenger or FaceTime)
12. Use social media? (such as Facebook, Pinterest or Youtube)
13. Use the internet for social activities?

#### Entertainment

14. Stream music or TV online? (through apps like Netflix or Spotify)
15. Access news and information online?
16. Use the internet for hobbies?

#### Online Services

17. Use MyGov or other Government services online
18. Use digital tools for health? (such as Telehealth or booking appointments online)
19. Using online banking

**20. Using the scale below, please rate your ability to manage your privacy and personal information online** (1 Low ability – 5 High ability)

**21. Using the scale below, please rate your ability to avoid online scams or unwanted communications such as spam** (1 Low ability – 5 High ability)

**22. I feel more connected to others – either in my local area or online**  
○ (Likert Scale)

**23. I feel I have more independence in my everyday life from participating in this training**

- (Likert Scale)

**24. What best describes you and your learning goals right now? (Choose 1)**

- I have not made any goals to improve my digital skills
- I have started work to achieve my digital skills goals.
- I have achieved my digital skills goal. I have improved the skills I wanted to focus on.
- I have identified the digital skills I would like to learn.

- I have made a lot of progress towards achieving my digital skills goals. My digital skills are getting better.

**25. Which digital skills did you learn or get better at with training or support?**

**(Tick all that apply)**

- Staying safe online
- Accessing news and information online
- Accessing myGov and government services online such as housing, Centrelink
- Finding employment or volunteer services
- Using the internet for hobbies or topics of interest
- Using the internet to manage my health (e.g. finding reliable information, electronic prescriptions, booking appointments or telehealth)
- Accessing entertainment online (e.g. Youtube videos, streaming online movies and music)
- Using online banking
- Other

**26. Since joining this program I have... (select all that apply)**

- Been able to use digital devices provided during training sessions
- Continued to use my own digital device
- Been able to borrow a digital device for ongoing use
- Purchased a new digital device
- Received a donated device to keep

**27. How would you rate your satisfaction with this training?**

- 1 – Not satisfied.... 5– Satisfied

**28. The person who supported the training listened to me and understood my needs** (likert scale)

**29. I would recommend this training to other people in my age group** (likert scale)

**30. The content of the training was enough for my needs** (likert scale)

**31. I want to keep learning about what I can do online** (likert scale)

**32. How likely are you to recommend Be Connected to a friend or colleague?**

(0- Not likely at all...10 - Extremely likely)

**33. Please provide any other feedback - we value your thoughts good or bad!**

**(Open Text)**