

The Online Centres Membership Survey: What You Need to Know

[You Can Reach the Survey By Clicking Here](#)

First of all, thank you for taking the time to complete the Membership Survey. Every quarter we try and make it as short as possible, and to make the best use of the information you provide. As well as providing evidence for funders and stakeholders, your answers are used internally to help us offer the best possible support to the Online Centres Network. This document provides some essential information about the survey, plus a full list of questions - we recommend you read through these in advance, so that you can prepare your answers.

Centres should note that this survey asks about Quarter 2 of 2018-19 only - that is, activity between the beginning of July and end of September 2018.

Your Responses. If you'd like a copy of your responses, please ask your Network Specialist

Asking For Advice. Although we monitor survey responses as soon as the survey is launched, it is not the best place to ask for help and advice - you can get a much quicker response by contacting your Network Specialist by telephone on 0114 349 1666 or email at hello@goodthingsfoundation.org.

Multiple Centres. If you are responsible for more than one centre please provide a combined response for all the centres you're associated with; when you reach the centre code questions, you need to tell us how many centres you're providing an answer for, as well as the code for each centre. Please note that the centre code question is mandatory - this helps us to follow up with questions and suggestions, and get the best possible picture of what individual centres are doing.

Compulsory Questions. To direct you to the relevant page, and for some of the quicker and easier tick-box questions, a response is compulsory; these are marked with an asterisk (*) in the survey and *printed in italics* in the list below.



Charitable Donation. Good Things Foundation will make a donation of £1 to Save the Children for every survey completed in full.

All of the information you provide will be treated in confidence. There are no 'wrong' answers, so please be as open as possible; this will help us to help you. We will not identify you in connection with any information you provide without seeking your permission first.

Returning To The Survey. You can leave the survey and come back to it later to complete it - Survey Monkey does this by putting a [cookie](#) on the computer. You need to click 'next' to save responses for the page you're working on before you exit. When you want to finish the survey, just click on the link again. Please note that you must use the same computer and internet browser as you did before.

Questions for the 2018-19 Q2 Network Survey

Page 1: Introduction

This page contains no questions.

Page 2: About Your Centre

1. *Which of the following best describes your Centre?*
 - a. *Third sector (voluntary and community organisation, CAB, social enterprise, CIC, charity etc.)*
 - b. *Public sector (library, local authority, housing association, ALMO etc.)*
 - c. *Private sector*
2. *As well as basic digital skills training, does your Centre provide any other learning?*
 - a. *Yes, informal learning only*
 - b. *Yes, accredited learning only (leading to a qualification)*
 - c. *Yes, a mixture of informal and accredited learning*
 - d. *No*
3. *Which of the following best describes the way in which you support the following groups?*
 - a. *Recent migrants and ESOL learners*
 - b. *Homeless people*
 - c. *Disabled people*
 - d. *People with substance misuse problems*
 - e. *Older people*
4. *Do you provide any of the following support services? Please select all that apply.*
 - a. *Health advice or services*
 - b. *Employment support*
 - c. *Debt and benefit advice*
 - d. *Food bank*
 - e. *Helping people integrate into UK life*
5. *Did you receive FDI (Future Digital Inclusion) funding from Good Things Foundation in the last quarter?*

Page 3: About Your Learners

6. Roughly what proportion of your learners need help with **offline** digital skills, such as creating a CV using Word, or learning to use Excel?
 - a. None
 - b. Less than 20%
 - c. 20%-40%
 - d. 41%-60%
 - e. 61%-80%
 - f. 81%-100%
7. Do you support any FDI learners for whom Learn My Way isn't suitable? What are their needs, and how do you support them?
8. *Do you use CaptureIT?*

Page 4: About CaptureIT

9. At the moment CaptureIT allows you to record activity against eight online skills categories. Based on your experience supporting learners, are there any other skills categories (either online or offline) which could be added?

Page 5: About Case Studies

10. This quarter we're interested in some specific case studies. If you have anyone who meets this description, please put brief details into the relevant field. As usual, we can't guarantee that we will be able to follow up on every case study lead.
 - a. Learners in the labour market who mainly use your Centre for access to computers, but need some help from time to time
 - b. Learners in the labour market who have been attending your Centre for more than three months
 - c. Learners in the labour market who require or have required high levels of 1-to-1 support
 - d. Employed learners whom you have helped to develop digital skills needed for their job

Page 6: About Digital Health Resources

11. *Do you currently teach learners about digital health resources like the NHS Choices website and health apps?*
 - a. Yes
 - b. No

Page 7: About Digital Health Resources

12. During the last quarter, approximately how many learners have you made aware of digital tools and resources that can help them manage their health, such as the NHS Choices website and health apps?

Page 8: About How We Support You

13. Do you have any other comments around the support and communications you receive from your Network Specialist or the wider Network team?
14. How satisfied are you with the support you receive from the Network team?
- Very satisfied
 - Satisfied
 - Neutral
 - Dissatisfied
 - Very dissatisfied
15. Other than funding, what one thing could Good Things Foundation help you with? This could include new products and services, or support with working with new audiences.
16. *Overall, how satisfied are you with being a member of the Online Centres Network?*
- Very satisfied*
 - Satisfied*
 - Neutral*
 - Dissatisfied*
 - Very dissatisfied*
17. Do you have anything you want to say about your experience of being a part of the Online Centres network - what it means to you, or how it has benefited your organisation? We're interested in hearing everything, good or bad.
18. Do you have any other comments about the websites, tools and support we provide?

Page 9: And Finally...

19. *How many centre codes does this survey response cover?*
20. *Centre code(s)*
21. Your Name
22. Email address