

Study on the use of digital inclusion

As part of a national study on the use of digital, we seek to collect testimonials from people who have been accompanied by digital advisors. For this, we have created a short and anonymous questionnaire, of about ten minutes.

Your participation is very valuable in improving digital mediation.

Thank you for your participation!



About you :

1. You are :

- A woman
- A man
- Other

2. How old are you ?

3. You live :

- Alone
- Alone with one or more children
- As a couple (married, PACS, common-law, etc.) without children
- As a couple (married, PACS, free union etc.) with child(ren)
- Colocation
- Other, specify : _____

Votre équipement et vos usages numériques

4. How often do you use the following devices?

	Every day	Once or twice a week	Rarely	Never
Laptop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desktop computer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tablet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Do you own the following devices?

Personally and/or in your household

	Yes	No
Desktop computer	<input type="radio"/>	<input type="radio"/>
Laptop	<input type="radio"/>	<input type="radio"/>
Tablet	<input type="radio"/>	<input type="radio"/>
Mobile phone	<input type="radio"/>	<input type="radio"/>
Phone	<input type="radio"/>	<input type="radio"/>

6. Do you have an internet connection at home, excluding mobile phones?

- Yes
- No
- I don't know

7. In your daily life, what are the main reasons you use digital?

Choose a maximum of 3 answers.

- Talk to relatives, friends...
- Working or looking for work
- Train myself (take online courses, find resources, etc.)
- Take care of myself (make medical appointments, teleconsultation, etc.)
- Getting around (using a GPS, buying train tickets, etc.)
- Being a citizen, getting involved (volunteering, debating on forums, etc.)
- Carry out administrative procedures (National Health Service, CAF etc.)
- Manage my budget (check your bank account, etc.)
- Accommodate me, equip myself (find accommodation, objects on Leboncoin.fr, etc.)
- Relax, educate myself (listen to music, read books, search for information etc.)
- None of these reasons

8. Check the actions that you could or can do, even with difficulty.

- Using a computer mouse or keyboard
- Turn my device on and off
- Attach a document to an email
- Create a document on Word, LibreOffice, Google Docs ...
- Connect to the internet
- Create an account, set it up and complete it (social network or other sites)
- Send instant messages (WhatsApp, Messenger ...)
- Find information online
- Check the reliability of the information I find online
- Connect to my personal space for administrative procedures (National Health Services, CAF, etc.)
- Create something from images, music or videos (slideshow, photo montage etc.)
- Upload content (text files, audios, videos)

Your meeting with the digital advisor

9. How did you hear about the support offered by the digital advisor ?

You can select several answers.

- By relatives (family and friends)
- By my municipality
- By an association
- By the press
- On the Internet
- By a social worker
- By a public service
- Other, specify : _____

10. What led you to come see a digital advisor ?

- I was registered or referred by a structure / institution
- I came on my own

11. Do you have someone in your entourage to whom you can ask for help or advice on digital ? Apart from the digital advisor.

- Yes
- No
- I don't know

12. Why did you come to see a digital advisor ?

You can select multiple answers.

- To get help and unblock a situation
- To have access to an internet connection / to a computer
- To learn the basics of using a computer / the internet
- Out of curiosity, to learn new things
- To improve myself in my digital uses
- Other, specify : _____

13. Approximately how many times have you been accompanied by a digital advisor ?

Numbers of sessions, appointments or workshops

14. What type(s) of support did you receive?

You can select multiple answers.

- Individual support
- Group support

15. Did you already know a member of the group ?

- Yes
- No

16. What equipment(s) did you work on with the digital advisor?

You can select multiple answers.

- Desktop computer
- Tablet
- Smartphone
- Laptop
- None
- Other, please specify : _____

17. Did you use one of your device(s)?

- Yes
- No

18. Have you taken a level test or certificate with your digital advisor?

- Yes
- No
- I don't remember

19. What were the main topics discussed with your digital advisor?

Indicate the 3 most important at most.

- The handling of equipment (start-up etc.)
- Internet use
- Online administrative procedures
- Use of computer software (Word, LibreOffice, etc.)
- The use of social networks or messaging (emails, WhatsApp, messenger etc.)
- Other, specify : _____

20. Did the digital advisor help you with an online administrative procedure?

- Yes
- No

21. Have you signed a document so that the advisor can do the process on your behalf?

- Yes
- No
- I don't remember

To conclude

22. Did the support of the digital advisor meet your expectations?

- Yes absolutely
- Rather yes
- Rather no
- Not at all

23. Before your support, how did you feel with digital?

1	2	3	4	5
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1 = Not at all comfortable

5 = Very comfortable

24. And today, following your support, how do you feel with digital?

1	2	3	4	5
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1 = Not at all comfortable

5 = Very comfortable

25. Do you manage to do things that you could not do before your coaching?

- Yes absolutely
- Rather yes
- Rather no
- Not at all

26. If yes, which ones? *You can select several answers.*

- Using a computer mouse or keyboard
- Turn my device on and off
- Attach a document to an email
- Create a document on Word, LibreOffice, Google Docs ...
- Connect to the internet
- Create an account, set it up and complete it (social network or other sites)
- Send instant messages (WhatsApp, Messenger ...)
- Find information online
- Check the reliability of the information I find online
- Connect to my personal space for administrative procedures (National Health Services, CAF, etc.)
- Create something from images, music or videos (slideshow, photo montage etc.)

- Upload content (text files, audios, videos)
- Other, specify : _____

27. Following your support, do you feel more comfortable using the following devices?

	Rather yes	Rather no	Not relevant
Laptop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tablet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desktop computer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

28. What has changed following your support?

You can select several answers.

- My relatives and/or the trainer have noticed my progress
- I am less afraid of the dangers of the internet
- I feel more comfortable because I trained
- I realized that I had skills because I passed exercises
- I am more confident because I have worked with other people who had the same difficulties as me with digital
- I am less stressed about handling digital tools
- Nothing has changed
- Other, specify : _____

29. Overall, do you feel that you have made progress as part of your support?

- Yes absolutely
- Rather yes
- Rather no
- Not at all

30. If yes, in which main areas do you feel you have made progress on digital, following your meeting(s) with the digital advisor?

Indicate a maximum of three principal areas.

- Talk to relatives, friends...
- Working or looking for work
- Train myself (take online courses, find resources, etc.)
- Take care of myself (make medical appointments, teleconsultation, etc.)
- Getting around (using a GPS, buying train tickets, etc.)
- Being a citizen, getting involved (volunteering, debating on forums, etc.)
- Carry out administrative procedures (National Health Service, CAF etc.)
- Manage my budget (check your bank account, etc.)
- Accommodate me, equip myself (find accommodation, objects on Leboncoin.fr, etc.)
- Relax, educate myself (listen to music, read books, search for information etc.)
- None of these reasons

A few short questions to finish

31. Quelle est votre situation professionnelle ?

- In employment
- Looking for work
- In training / student
- Stay-at-home parent
- Retired
- Unable to work for health reasons

32. Do you have a diploma? Choose the answer that corresponds best.

- No diploma
- Primary school certificate
- BEPC, Junior High School Certificate
- General, technological or professional certificate
- Bac + 2 (short higher education studies such as IUT, BTS, DUT ..)
- Bac + 3
- Bac + 5 or more

33. What is your socio-professional category?

- Farmers
- Craftsmen, merchants, entrepreneurs
- Executives and higher intellectual professions, liberal professions
- Intermediate professions (teachers, nurses, accountants, etc.)
- Employees
- Workers
- Other person without professional activity

34. How would you define your standard of living?

- Very comfortable
- Comfortable
- Correct
- Low
- Very low

35. What is your postal code ?

36. What is the name of your street, avenue, boulevard ... ?

This question allows us to see the differences in results according to territories or neighborhoods. This information will remain strictly confidential.

Thank you for participating in this survey!

About your personal data

The data collected is strictly anonymous and confidential. It will only be used for the purposes of this study and will be deleted within 6 months. The data will be recorded in a computerized file by the firm Asdo, which is carrying out this study on behalf of the ANCT. The legal basis for this processing is consent (you are free to reply) and also the public interest mission. The data collected will be communicated only to the company Asdo études, which is carrying out the survey. You may access your data, rectify it, request its deletion or exercise your right to limit the processing of your data. To exercise your rights or to ask any other question about the processing of your data in this system, you can contact the Data Protection Officer from Asdo (rgpd@asdo-etudes.fr - 01 53 06 87 90).

If, after having contacted us, you feel that your "Information and civil liberties" rights have not been respected, you may submit a complaint to the CNIL.

Asdo études is committed to guaranteeing the confidentiality and security of this data, in accordance with the General Data Protection Regulation (EU) 2016/679 of the European Parliament (RGPD) and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data, and with Law No. 78-17 of 6 January 1978, as amended, known as the "Information and civil liberties" law.