

Lincoln County Broadband Internet and Workforce Needs Business Survey

BUSINESS SURVEY

Thank you for taking the time to help us understand your business needs for internet connectivity and workforce training. We appreciate the opportunity to gather a better understanding of the challenges businesses face in Lincoln County.

1. What town/territory is your business located?

- Somerville
- Wiscasset
- Dresden
- Whitefield
- Westport Island
- Jefferson
- Edgecomb
- Other (please specify)

2. How important is the internet to your business? 0 being not important at all and 100 being extremely important:

0 100

3. I would increase my business revenue if... (check all that are applicable)

- I could work or sell more efficiently online
- My employees were better trained
- I understood and could implement the latest online tools
- I had updated computer software
- The pool of skilled employees increased
- I'm not sure

Thinking about the technology in your business (computers, software, etc.) Please answer the following questions:

4. Do you use Cloud-Based Services that allow you to work more efficiently, share files easily or work from home?

- Yes
- No

5. Would you be interested in learning more about cloud-based services that might help your business?

- Yes
- No
- Not Sure

6. Does your company have a Website?

- Yes
- No

7. If you have a Website, what is your Website address?

8. Does your company use its Domain for staff email addresses, meaning do you have customized email addresses that brand your business? (if applicable)

- Yes
- No
- Not sure

9. Does your company use a system that backs up files?

- Yes
- No
- Not sure

10. If so, what back-up system does your company use?

- Off-Site Data
- Cloud-Based Back-up
- Other (please specify)

Thinking about your connection to, and use of, the internet, please answer the following questions:

11. Does your company use VoIP (Voice Over Internet Protocol)?

- Yes
- No
- Not Sure

12. What does your business use the internet for? (check all that apply)

- On-line sales
- On-line purchasing of inventory
- Webinars, Skype, Video
- File or data sharing (outside of your internal network)
- Data management, back-up or data storage
- Operations in the Cloud (Accounting, Sales, Project Management, Inventory, etc.
- Hosting your own server(s)
- Social Media (FaceBook, Twitter, Instagram)
- Other (please specify)

13. How important is improved internet service to your business now?

- Not important, current service meets our needs
- Important, we don't have everything we want, but we can make do
- Critically important, current internet does not meet our needs
- We don't know and would like to learn more
- Other (please specify)

14. How important do you think improved internet service will be to your business in the next 1-2 years?

- Not at all important
- Somewhat important
- Important
- Critically important
- We don't know and would like to learn more
- Other (please specify)

15. Over the past few years have internet speeds kept up with your business needs?

- Yes
- No
- No sure

16. What are your current Upload and Download Speeds? To test for internet speed at your business location go to: www.speedtest.net

Download Speed

Upload Speed

17. What type of broadband internet does your business have?

- Fiber
- DSL
- T1
- Cable
- Wireless
- Satellite
- Celular
- Other (please specify)

18. Who is your broadband provider?

- Consolidated Communications (formerly FairPoint)
- Spectrum (formally Time Warner Cable)
- GWI
- LCI
- Otelco (formally OT&T)
- TDS
- UniTel
- Premium Choice
- Red Zone
- HughesNet (satellite service)
- Wi-Fi HotSpot (using your cellular phone)
- Other
- Other (please specify)

19. What is the cost per month for your broadband internet service?

20. Does your business allow employees to telecommute? (work from home or another location)

- Yes
- No

21. If your employees telecommute, how does the technology work?

- Great, easy to use, works well
- So-so, it works but my employees struggle with it
- Not well, we have given up on it
- Not sure



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Digital Literacy

Almost there! The next few questions are about Digital Literacy and Workforce Training - thinking about the needs of your employees or business to keep up to date with training to help your business stay profitable.

22. Do you see a training need in your business for computer skills?

- Yes
- No

23. Do you see a need for training in specific software?

- Yes
- No

24. If yes, please specify what software you would like employees to be trained in:

25. How would you assess your computer skills? (check one)

- Poor
- Average
- Good
- Excellent
- Other (please specify)

26. How would you generally rate your employee/staff computer skills? (overall)

- Poor
- Average
- Good
- Excellent
- Other (please specify)

27. How do your employees/staff learn best? (check all that apply)

- Hands-on
- Self-instruction
- Books
- One-on-One
- Class setting
- Other (please specify)

28. If you offer training, how is it handled? (check all that apply)

- On-site instruction
- Home
- Seminars
- Online

Other (please specify)

29. Would the following computer skills class be of interest to you and your staff? (check all that apply)

- Introduction to computers
- Windows 7, Windows 8, Windows 10
- Microsoft Word (Beginner to Advanced)
- Microsoft Excel (Beginner to Advanced)
- Microsoft Outlook
- Microsoft PowerPoint
- Microsoft Publisher
- QuickBooks (Beginner to Advanced)
- Photoshop Elements
- Social Media (FaceBook, Twitter, Skype, Instagram) (For business & personal)
- FaceBook for Business
- Internet Security
- Video-Streaming
- iPad
- Google Docs, etc.
- Dropbox
- WordPress
- Selling or purchasing items online
- Other training/ courses on request
- Other (please specify)



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Workforce Training

Thinking about the skills your employees need and how you hire, please answer

these final questions.

30. Number of employees?

- Self, it's only me!
- 2-5
- 5-10
- 10-25
- Over 25

31. Do you have jobs that require different skill levels?

- Yes
- No

32. Thinking about your employees, please check off all skill levels required in your business.

- Unskilled labor
- Skilled labor (some training)
- High-school diploma
- 2-year Associates Degree
- 4-year Bachelors Degree
- Masters Degree or higher
- Special licenses or certification
- Other (please specify)

33. Do you expect training will be needed for your new and existing employees over the next year?

- Yes
- No
- Not Sure

34. Do you have difficulty recruiting new employees?

- Yes
- No
- Other (please specify)

35. If recruiting is difficult, what factors contribute to these difficulties?

- Labor shortage
- Skills not adequate
- Compensation/benefits
- Other (please specify)

36. Training: What trainings/workshops would be beneficial for your business? (check all that apply)

- Marketing
- Government contracting
- Customer service
- Becoming bankable - basic recordkeeping
- OSHA training: Video Display Terminals
- OSHA training: Safety Works
- HAACP or ServSafe training
- WorkReady (Soft-Skills) (Maine Certification)
- ACT (National WorkReady Certification)
- Other (please specify)

37. Are you implementing new software programs in the next year?

- Yes
- No
- Other (please specify)

38. Are there training programs currently offered to your staff?

- Yes
- No
- Other (please specify)

39. If so, what are they?

40. Anything else you would like to tell us about your business needs?

41. Contact Information:

Name	<input type="text"/>
Company	<input type="text"/>
Address	<input type="text"/>
City/Town	<input type="text"/>
State/Province	<input type="text"/>
ZIP/Postal Code	<input type="text"/>
Country	<input type="text"/>
Email Address	<input type="text"/>
Phone Number	<input type="text"/>

42. Would you be amenable to a a follow up call or email to clarify any of your answers?

- Yes
- No thank you

Thank you!