Dear Mr. Goldberg,

I am a sociologist who has been researching the digital divide for 20-plus years. I have used the NTIA data a few times over the years for various manuscripts I was developing. I'm always excited to see the new data from NTIA!

As someone who has focused much of my work on the digital divide, I would encourage you to go beyond simple Yes/No response options for devices and online activities. It would be much more useful for researchers and more meaningful data in general if you assessed the frequency of use for the devices and frequency of doing the online activities. As your questions are currently posited, I could have gone online once in the past six months and never again, but I could still answer 'Yes'.

Regarding DEVQUA, you really need to assess the working status of the devices independently. As it is now, my smartphone could work perfectly but my laptop may not have worked in the past 2 weeks. How should I respond to your question?

It would also be helpful to determine who respondents turn to for assistance when they need help with their device(s). While I would suggest also assessing each device individually, the combination of items (as below) is not as big of an issue as it would be for DEVQUA as I noted above. People tend to turn to the same people for assistance with technology issues. The question below seems like a good possibility.

- **Question**: In general, when you need help fixing a computer or another digital device (such as a smartphone) issue, where did you turn to for help? (CHOOSE ONE)
    - I figured it out by myself
    - Online tutorials or videos
    - Friend or family member
    - Co-worker or supervisor
    - Community institution such as a school, library, or religious organization
    - Business help desk (such as Best Buy's Geek Squad or Apple's Genius Bar)
    - Other *(record verbatim answer)*
    - Don't know/I can't remember needing help

Given the pervasiveness of Internet access in today's society, I think it is less of an issue of where people access the Internet than when the NTIA surveys began years ago. I would suggest dropping the questions asking about access at:
- Coffee shop or other business (INCAFE)
- Going from place to place (INTRAV)
- Someone else's home (INELHO)
- Other location (INOTHR)

I would keep:
- INWORK
- INSCHL
- INLICO

I hope you find my comments useful as you refine the survey to be administered later this year. Please contact me if you have any questions or need any further information.

Thanks.
Shelia

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