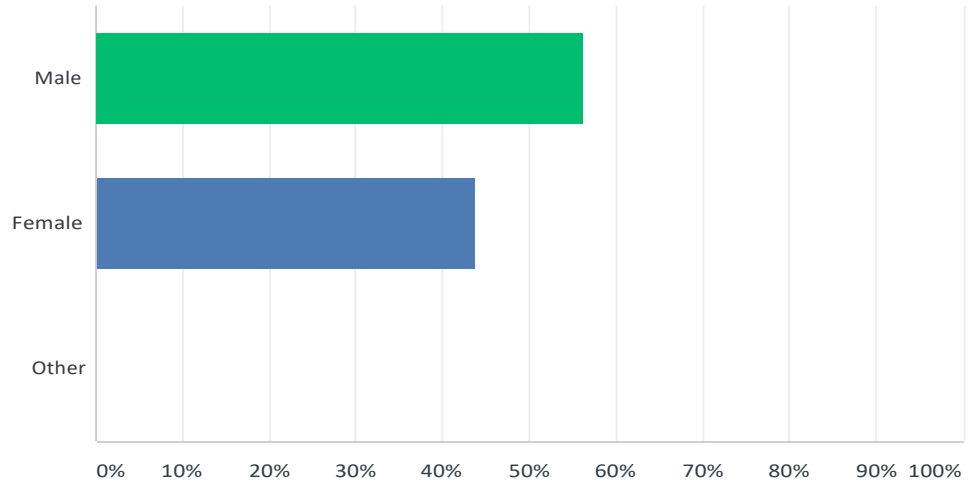


Work I.T. How can we help you?

Do you identify your gender as...

Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	56.25%	18
Female	43.75%	14
Other	0.00%	0
Total Respondents: 32		

Work I.T. How can we help you?

What is your age?

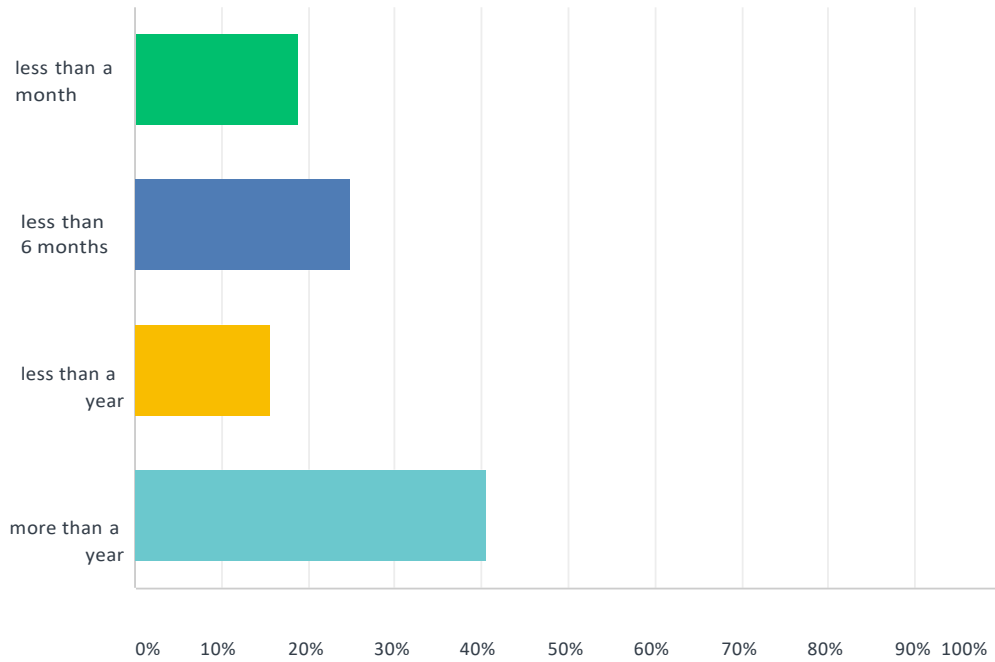
Answered: 32 Skipped: 0

#	RESPONSES
1	61
2	45
3	59
4	56
5	55
6	57
7	46
8	50
9	54
10	54
11	40
12	54
13	48
14	52
15	61
16	57
17	63
18	59
19	62
20	49
21	32
22	60
23	53
24	40
25	45
26	58
27	56
28	63
29	56
30	52
31	55
32	62

Work I.T. How can we help you?

How long have you been looking for work?

Answered: 32 Skipped: 0

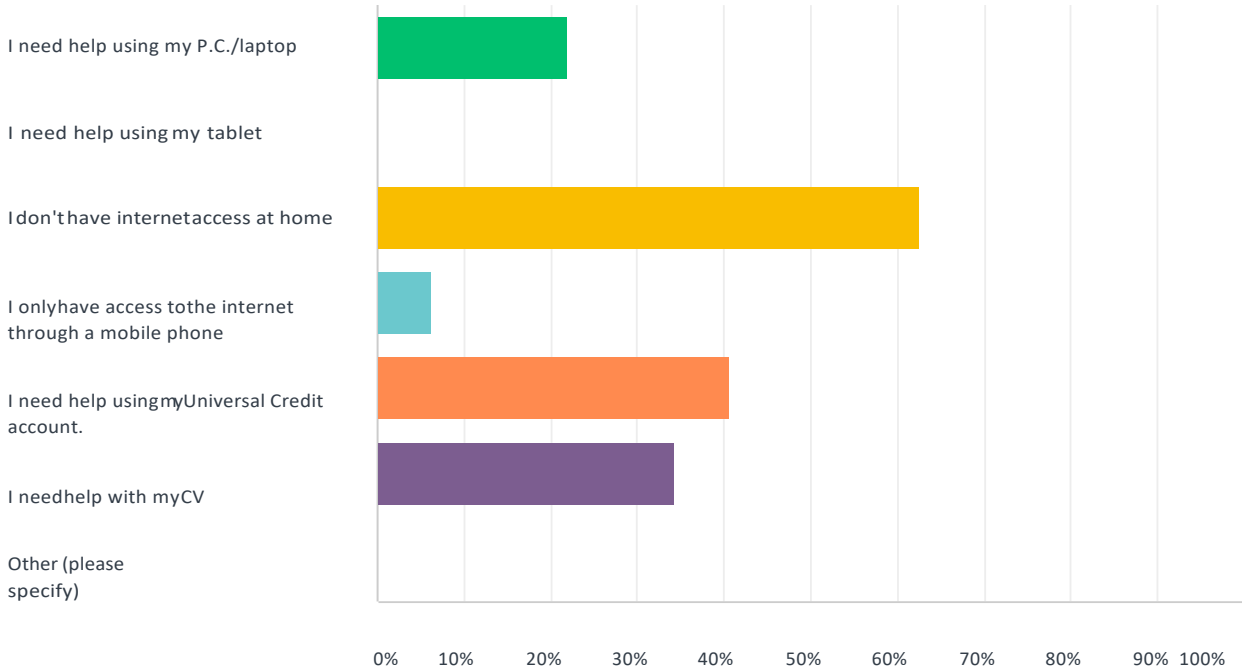


ANSWER CHOICES	RESPONSES	
Less than a month	18.75%	6
less than 6 months	25.00%	8
less than a year	15.63%	5
more than a year	40.63%	13
TOTAL		32

Work I.T. How can we help you?

Why have you come to the club?

Answered: 32 Skipped: 0

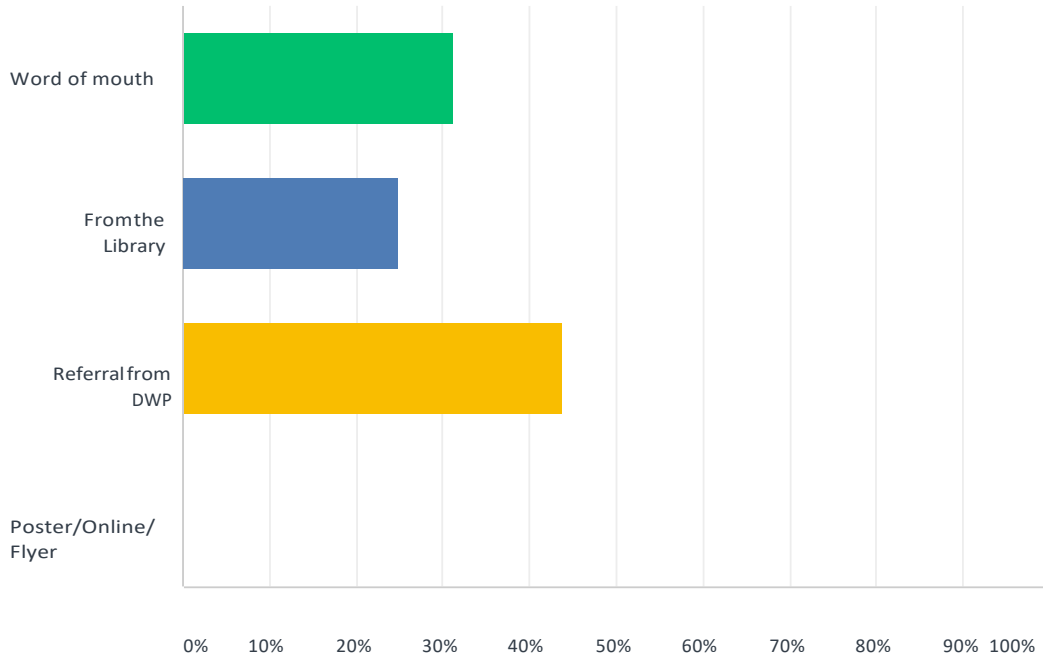


ANSWER CHOICES	RESPONSES	
I need help using my PC/laptop	21.88%	7
I need help using my tablet	0.00%	0
I don't have internet access at home	62.50%	20
I only have access to the internet through a mobile phone	6.25%	2
I need help using/accessing Universal Credit account	40.63%	13
I need help with my CV	34.38%	11
Other (please specify)	0.00%	0
Total Respondents: 32		

Work I.T. How can we help you?

How did you find out about the club?

Answered: 32 Skipped: 0

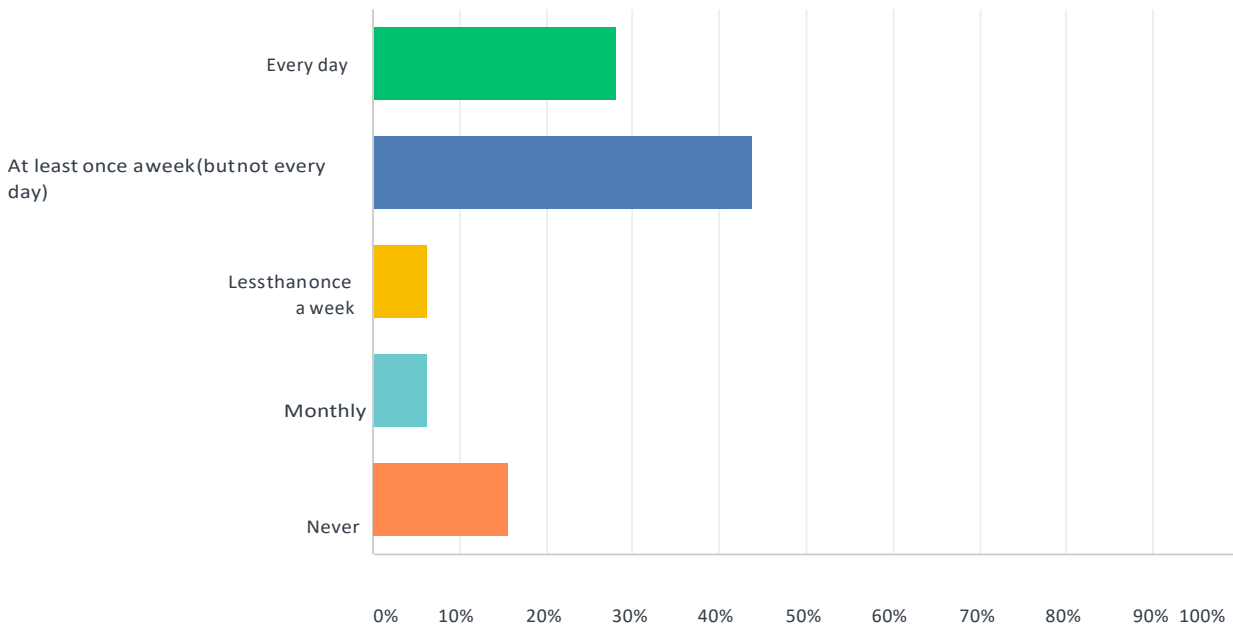


ANSWER CHOICES	RESPONSES	
Word of mouth	31.25%	10
From the Library	25.00%	8
Referral from DWP	43.75%	14
Poster/Online/Flyer	0.00%	0
Total Respondents: 32		

Work I.T. How can we help you?

How often do you use the internet?

Answered: 32 Skipped: 0

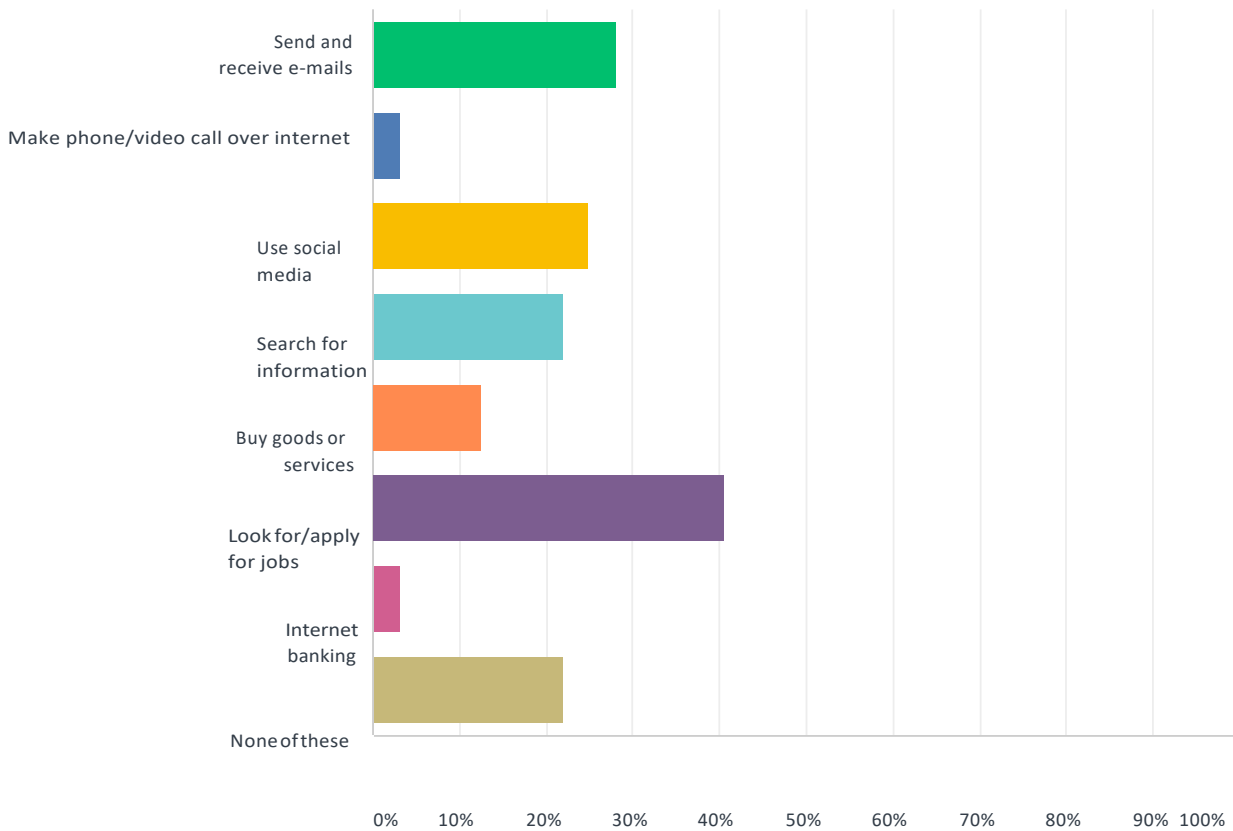


ANSWER CHOICES	RESPONSES	
Every day	28.13%	9
At least once a week (but not every day)	43.75%	14
Less than once a week	6.25%	2
Monthly	6.25%	2
Never	15.63%	5
TOTAL		32

Work I.T. How can we help you?

In the last month, which of the following activities did you use the internet for?

Answered: 32 Skipped: 0

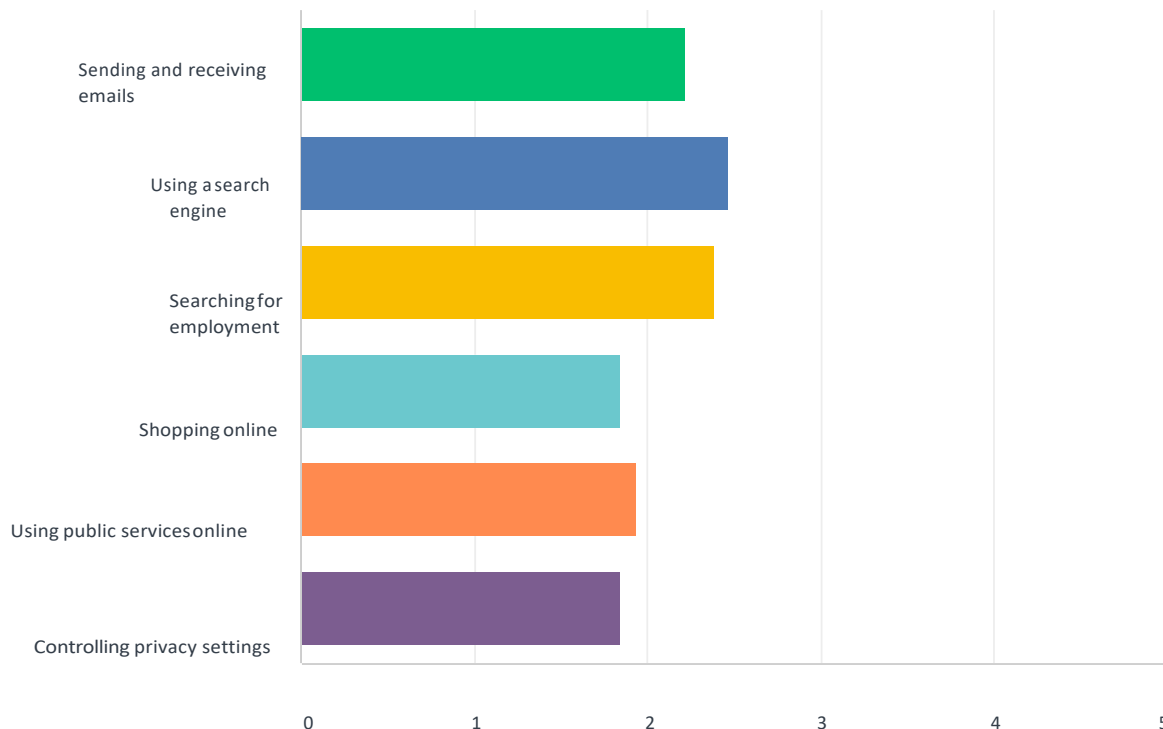


ANSWER CHOICES	RESPONSES	
Send and receive e-mails	28.13%	9
Make telephone/video calls over the internet.	3.13%	1
Use social media (such as Facebook or Twitter)	25.00%	8
Search for information	21.88%	7
Buy goods or services	12.50%	4
Look for/apply for jobs	40.63%	13
Internet banking	3.13%	1
None of these	21.88%	7
Total Respondents: 32		

Work I.T. How can we help you?

How confident are you doing the following things online?

Answered: 32 Skipped: 0



	1 NOT AT ALL CONFIDENT	2	3	4	5 VERY CONFIDENT	TOTAL	WEIGHTED AVERAGE
Sending and receiving e-mails	37.50% 12	31.25% 10	12.50% 4	9.38% 3	9.38% 3	32	2.22
Using a search engine e.g. Google, Bing	34.38% 11	25.00% 8	12.50% 4	15.63% 5	12.50% 4	32	2.47
Searching for employment online	34.38% 11	21.88% 7	25.00% 8	9.38% 3	9.38% 3	32	2.38
Shopping online	59.38% 19	18.75% 6	6.25% 2	9.38% 3	6.25% 2	32	1.84
Using public services online e.g. NHS Inform, Stirling Council Advice Services	50.00% 16	15.63% 5	28.13% 9	3.13% 1	3.13% 1	32	1.94
Controlling privacy settings online	59.38% 19	15.63% 5	15.63% 5	0.00% 0	9.38% 3	32	1.84

Work I.T. How can we help you?

Which online activities would you like to be more confident in?

Answered: 28 Skipped: 4

#	RESPONSES
1	Doing Admin etc.
2	n/a
3	Just more confident with everything.
4	n/a
5	All of them
6	n/a
7	Using computers
8	All activities
9	Writing C.V. to be apply to apply for jobs.
10	Making a C.V., applying for opportunities.
11	Autotrader site
12	Understanding privacy settings.
13	To be able to type a bit quicker on keyboard.
14	Accessing U.C. account
15	Use internet
16	Sending emails and shopping online.
17	Finding C.V. and sending it to employers. Word and other things like it.
18	Internet search engines for information and jobs. Also creating C.V.s
19	Searching Universal Credit.
20	Some of the websites
21	Searching, downloading, uploading.
22	Searching for employment online.
23	Getting help at Cowane Centre to improve skills.
24	Computing including attachments.
25	Computer including attachments
26	Improve e-mailing including attachments.
27	Learn to use it better for everything.
28	Using public services

Work I.T. How can we help you?

What are your plans for the future (e.g. seeking employment, volunteering opportunities)?

Answered: 28 Skipped: 4

#	RESPONSES
1	To secure employment
2	n/a
3	n/a
4	Employment
5	n/a
6	Hopefully find a job
7	Employment
8	Employment
9	Volunteering, part-time employment
10	More education such as reading and writing and spelling
11	Securing employment
12	Employment
13	Possibly employment
14	Employment
15	Seeking employment asap
16	Seeking something I am fit and able to do
17	Seeking employment
18	Joined Cowie Library to learn more computer skills
19	Seeking employment
20	Keep looking for work
21	University
22	Get a job
23	Volunteering
24	Seeking employment
25	Volunteering.
26	Volunteering
27	Not sure
28	Go back to work

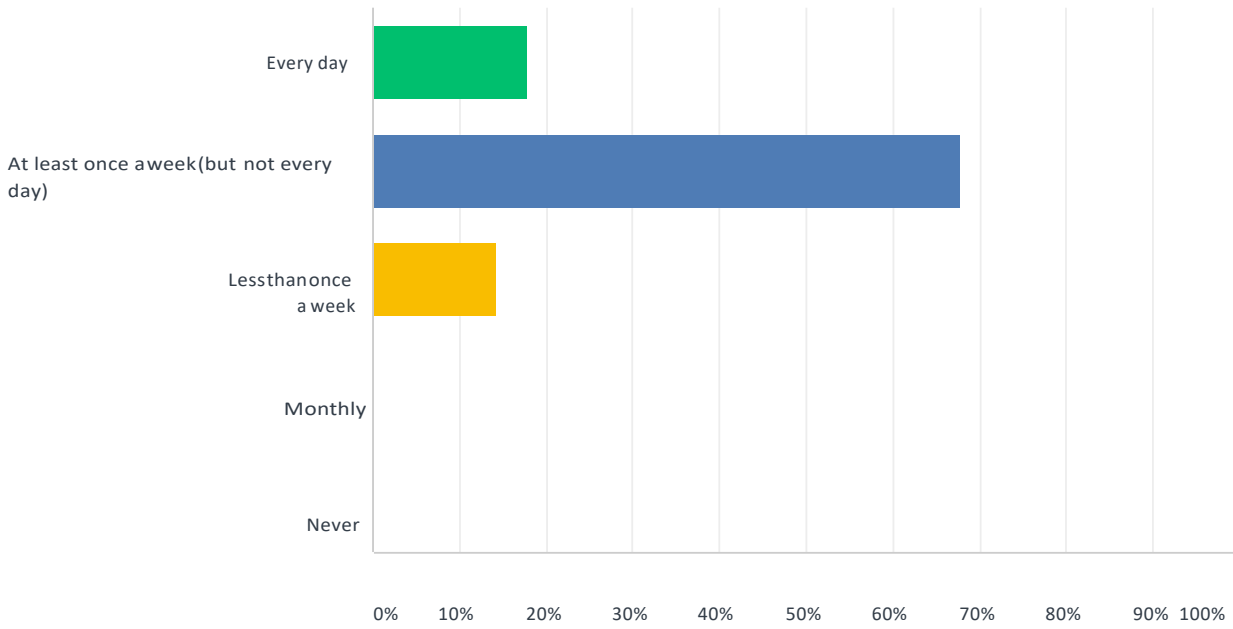
How many times have you attended the club?

Answered: 28 Skipped: 0

#	RESPONSES
1	5
2	6
3	8
4	8
5	8
6	8
7	15
8	4
9	6
10	24
11	6
12	10
13	4
14	6
15	6
16	23
17	12
18	6
19	18
20	24
21	18
22	24
23	24
24	24
25	24
26	24
27	5
28	8

How often do you use the internet?

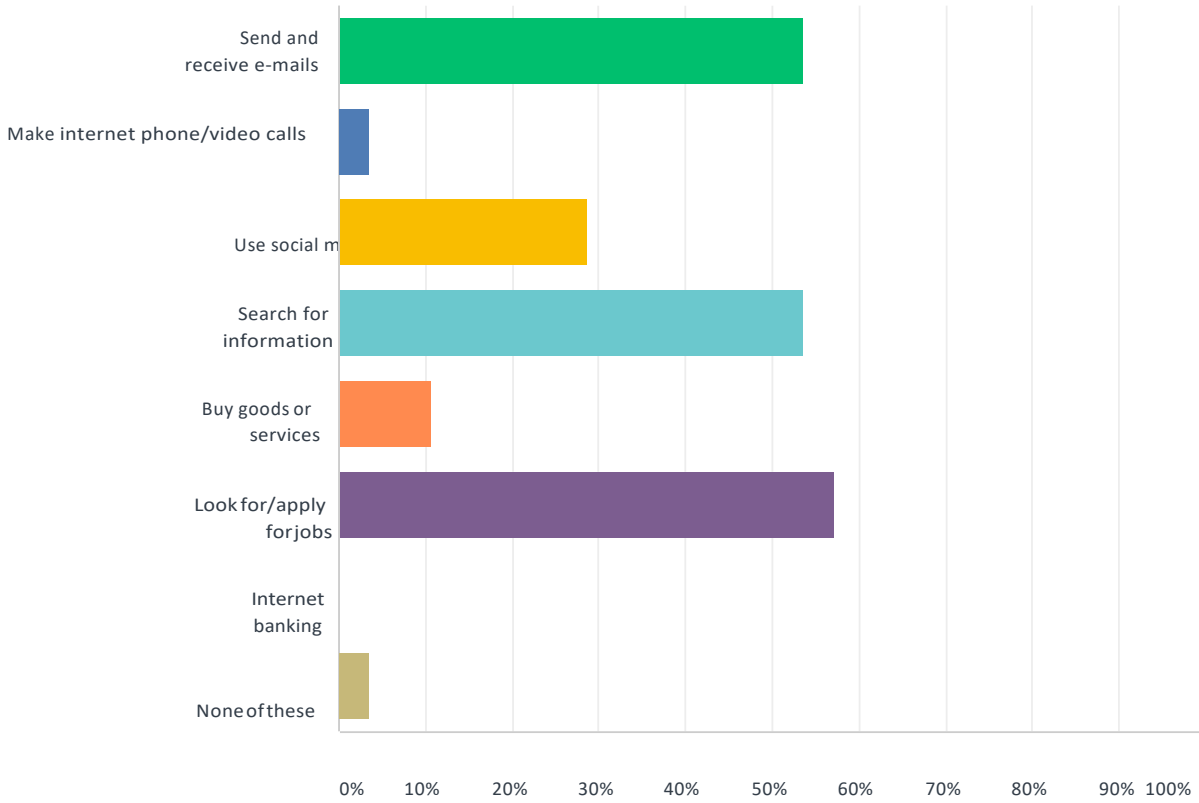
Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
Every day	17.86%	5
At least once a week (but not every day)	67.86%	19
Less than once a week	14.29%	4
Monthly	0.00%	0
Never	0.00%	0
TOTAL		28

In the last month, which of the following activities did you use the internet for?

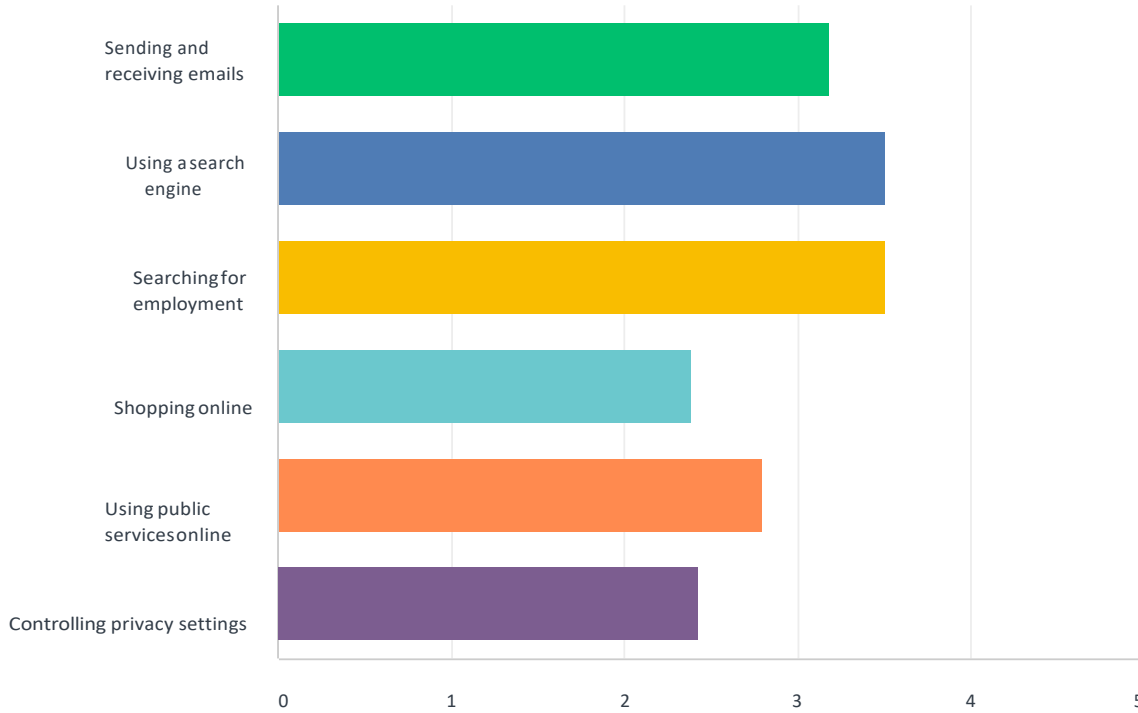
Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
Send and receive e-mails	53.57%	15
Make telephone/video calls over the internet.	3.57%	1
Use social media (such as Facebook or Twitter)	28.57%	8
Search for information	53.57%	15
Buy goods or services	10.71%	3
Look for/apply for jobs	57.14%	16
Internet banking	0.00%	0
None of these	3.57%	1
Total Respondents: 28		

How confident are you doing the following things online?

Answered: 28 Skipped: 0

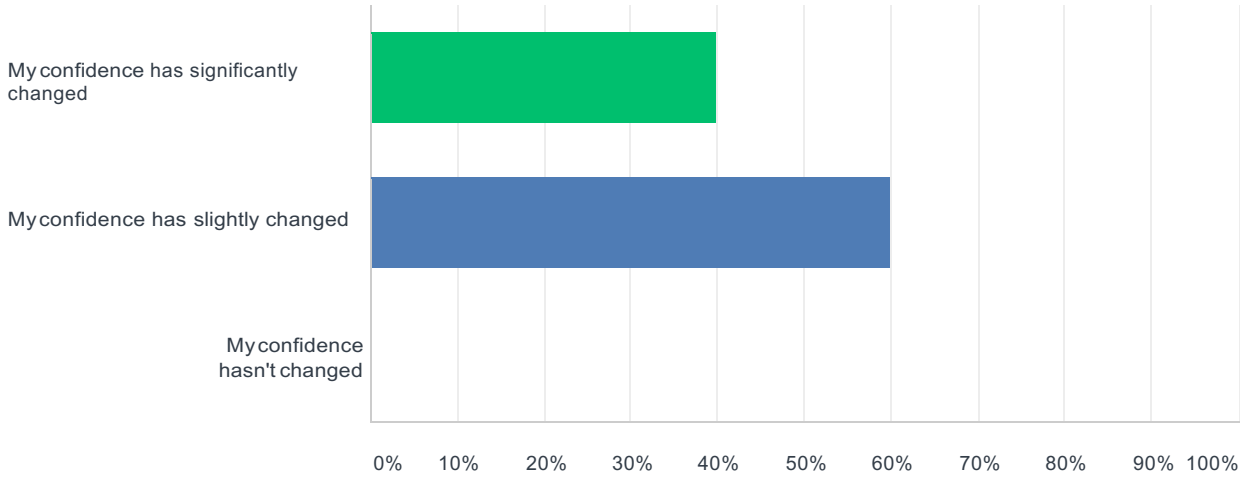


	1 NOT AT ALL CONFIDENT	2	3	4	5 VERY CONFIDENT	TOTAL	WEIGHTED AVERAGE
Sending and receiving e-mails	0.00% 0	28.57% 8	32.14% 9	32.14% 9	7.14% 2	28	3.18
Using a search engine e.g. Google, Bing	3.57% 1	17.86% 5	32.14% 9	17.86% 5	28.57% 8	28	3.50
Searching for employment online	0.00% 0	21.43% 6	28.57% 8	28.57% 8	21.43% 6	28	3.50
Shopping online	39.29% 11	7.14% 2	32.14% 9	17.86% 5	3.57% 1	28	2.39
Using public services online e.g. NHS Inform, Stirling Council Advice Services	14.29% 4	17.86% 5	46.43% 13	17.86% 5	3.57% 1	28	2.79
Controlling privacy settings online	25.00% 7	21.43% 6	42.86% 12	7.14% 2	3.57% 1	28	2.43

Appendix 17

How has your confidence in using the internet changed since coming to the club?

Answered: 28 Skipped: 0

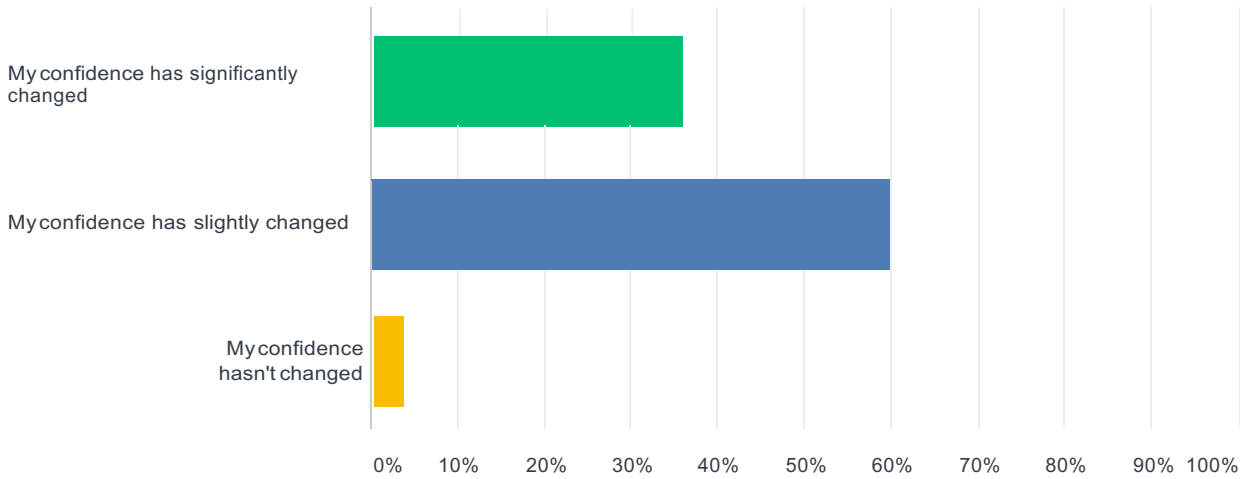


ANSWER CHOICES	RESPONSES	
My confidence has significantly improved	39.29%	11
My confidence has slightly improved	60.71%	17
My confidence hasn't changed	0.00%	0
TOTAL		28

Appendix 16

How has your confidence and ability to seek employment changed since coming to the club?

Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
My confidence has significantly improved	35.71%	10
My confidence has slightly improved	60.71%	17
My confidence hasn't changed	3.57%	1
TOTAL		28

What difference has the club made to you?

Answered: 27 Skipped: 1

#	RESPONSES
1	Can use computer better
2	More confident
3	More confident on computer
4	Boosted my confidence
5	Getting used to working with computers
6	Gave me a bit more confidence.
7	It has made me more aware of what there is available out there.
8	Boosted confidence
9	Good
10	Made me very confident in myself
11	It has helped me more in applying for jobs via email.
12	It has given me more confidence to use computers and meet people.
13	Learned something about constructing C.V.
14	Helping me to get a job
15	Being able to use the computers and understand more things that I can do on computers.
16	I've got more confident
17	It's helped me a lot because I didn't know how to even switcher a computer on.
18	It is very friendly and helpful
19	More confident online
20	Made me a bit confident. Friendly people.
21	It gives me practical support how to use the computer and having someone beside me helps. Also making friends and talking to people.
22	I have more confidence and the people are very friendly.
23	Enjoy coming as friendly and very helpful.
24	Learning new things. Enjoy meeting new people.
25	Gives me the chance to mix with others.
26	I feel more confident.
27	A great deal of knowledge learned