



As part of this new service, we would be grateful if members could complete a short questionnaire. Your feedback will help us better understand where support is most needed, allowing us to tailor our guidance and workshops to our members' needs and interests.

Digital Confidence & Needs Questionnaire

About you

A gentle starting point to help us understand how best we can support you

Name: _____ Member no: _____

What's the best way to contact you?: Phone _____

Email: _____

Which devices do you currently use?

- ☐ Smartphone ☐ Tablet ☐ Laptop ☐ Desktop PC
- ☐ I'm not sure ☐ Don't use any devices yet

How confident do you feel using your device(s)?

- ☐ Very confident ☐ Fairly Confident ☐ A bit unsure ☐ Very unsure
- ☐ I avoid using them

The Internet

Do you currently use the internet?

- ☐ Yes, regularly ☐ Yes but only for a few things ☐ Rarely
- ☐ I'm not confident using it ☐ Not at all (skip to the challenges and concerns section)

What do you use the internet for? (Tick any)

- ☐ Email ☐ Searching for information ☐ Shopping
- ☐ Online banking ☐ Social media ☐ Video calls
- ☐ Entertainment (YouTube, TV, music, etc)

Challenges and Concerns

Which of these do you find challenging or worrying?

- | | | |
|---|--|---|
| ☐ Remembering passwords | ☐ Avoiding scams | ☐ Using email |
| ☐ Searching for information | ☐ Online shopping | ☐ Online banking |
| ☐ Installing apps | ☐ Understanding settings | ☐ Security |
| ☐ Using a smartphone | ☐ Everything feels overwhelming | |
| ☐ Pressing the wrong button | ☐ Breaking something | ☐ Embarrassment |
| ☐ Not understanding the terms used | ☐ Too much change, too fast | ☐ Not Worried |
| ☐ Other (please specify) _____ | | |

Your goals

How do you prefer to learn?

- | | | |
|--|---|--|
| ☐ One-to-one help | ☐ Small group sessions | ☐ Demonstrations |
| ☐ Step-by-step printed guides | ☐ Hands-on practice | ☐ Slow-paced sessions |
| ☐ Fast-paced sessions | ☐ A mix of the above | |

Anything else you'd like us to know?

Once complete please hand back to one of the Digital Friends team at the monthly meeting,

Thank you!

digitalfriends@u3ameltonmowbray.org.uk