

This survey asks about your attitudes to using digital technology, about how you use it, and how your organisation supports you to use it.

These questions are designed to:

- 1. Help you to reflect on your digital attitudes and skills**
- 2. Help organisations collect data from those who work and volunteer for them, and use it to improve the way they use technology**
- 3. Help the National Lottery Heritage Fund to describe the digital attitudes and skills of people working across the UK heritage sector, and share good practice.**

Your answers are anonymous: we ask for your age group, gender and general job role area but not your name or anything that can identify you individually.

Questions are optional: if you're unsure, leave a question blank.

There are 23 questions and this will take about 8 minutes to complete.

Thanks for sharing your opinions and thoughts.

Your survey answers will be grouped with other responses, then shared with your organisation and the National Lottery Heritage Fund. By providing information in this survey you agree that The National Lottery Heritage Fund can process it as described in their [privacy policy](#).

ABOUT YOU

1. Which of these options best describes your role:

- Trustee / Board member
- CEO / Director / Senior Leader
- Specialist role (employed)
- Non-specialist role (employed)
- Freelancer
- Volunteer

2. How old are you?

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

3. What gender are you?

- Male
- Female
- Other
- Prefer not to say

4. Do you use any assistive technologies day-to-day? (e.g. screen reader, text magnifier)

- Yes
- No

DASH survey 2020 (English version)

DIGITAL ATTITUDES

5. Are you someone who:

	Never	Sometimes	Often
Helps other people use digital technologies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shares advice and information on social media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finds your own solutions to IT problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Looks after your health as a digital user (e.g. takes screen breaks)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. What is your attitude to learning new digital skills? Do you expect to:

Find it very difficult Find it very easy

7. What motivates you to develop your digital skills?

- Solving immediate tasks or problems
- Trying new things
- Developing myself / my career
- Making new contacts
- Other (please tell us what):

8. In the current coronavirus crisis, what new digital skill(s) have you learned (if any)?

9. Please give an example of a digital tool or app you find really useful in your daily life:

DASH survey 2020 (English version)

10. Are you able to carry out these digital activities?

	Not able	Able, not confident	Able and confident
Use video conferencing (zoom, skype, teams etc) for remote meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use social media to promote an event	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digitally record an activity, place or object (e.g. photo, audio, video)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use a collaborative work space (e.g. google docs, Basecamp, Slack)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Analyse data from a spreadsheet or database	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Do you have any of these digital skills (tick all that apply):

- Manage a digital collection or archive
- Develop a social media strategy
- Write relevant digital copy
- Design infographics and/or animations
- Publish digital content with open licencing
- Manage secure sharing of data with other organisations
- Design a survey for online / mobile delivery
- Carry out online research (e.g. for funding opportunities)
- Choose a suitable IT subcontractor
- Assess digital risks and opportunities for the organisation
- Other (please tell us your specialist digital skill):

12. What aspect of your organisation could be improved with digital ways of working?

13. What makes it difficult for you to develop digital skills in your role?

- Not enough time
- Not enough personal (face to face) support for digital skills
- Not enough online training and resources
- Lack of access to reliable devices and/or software
- Other (please tell us what):

14. What level of digital skills does your current role require of you?

No digital skills Advanced digital skills

15. What level of digital skills do you bring to the role, or to the organisation?

No digital skills Advanced digital skills

16. What digital skill(s) would you most like to develop in your role?

DASH survey 2020 (English version)

ORGANISATIONAL SUPPORT

17. When have you discussed your digital skills?

- When I was recruited
- At formal meetings e.g. appraisal
- Informally with colleagues / peers
- In response to the coronavirus lockdown
- Never discussed

18. What software application(s) or data system(s) do you use most in your role? If you don't know the names please just tell us the type e.g. bookings, HR.

19. If you use specialist software, do you find it ...

	N/A	Disagree	Neutral	Agree
Fit for purpose (does what you need it to do)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliable (works consistently on the device and network you use)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sector standard (as good as other organisations are using)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. Which of the following does your organisation provide you with?

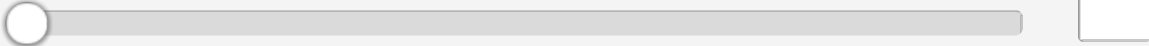
- Help to set up your own digital devices (e.g. to work from home)
- Training in systems/software relevant to your role
- Chance to be involved in decisions about digital working
- Opportunities to share digital practice with others in the sector
- Recognition for digital skills you bring to your role
- A digital lead/champion you can contact
- None of these

21. Which of the following does your organisation make you aware of?

- How to behave safely and respectfully online
- How to make digital media accessible to all
- How to handle data securely and within the law
- Digital licencing issues including open licencing
- How to look after your health and wellbeing as a digital user
- An organisational digital strategy
- None of these

22. How would you rate your organisation's support to develop your digital skills?

No support Excellent support



23. What one thing could your organisation do to better support digital ways of working?

That's the end of this survey!

This survey is anonymous, so we cannot send you your results. If you want to recreate your answers (e.g. to discuss with colleagues) you can download a paper copy of the questions from the [DASH project website](#) and mark them up as you go.

Thank you for completing the DASH survey!

You can learn more about the DASH project at <https://www.timmuslimited.co.uk/dashsurvey/>