



PROJECT-WIDE WORKSHOP

JUNE 28-30, 2011

BAINBRIDGE ISLAND, WA

REPORT ON WORKSHOP

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Workshop Participants: See Appendix A

Workshop Objectives:

- Launch phase three (data analysis and integration) of the study by:
 - Sharing – to bring all Global Impact Study research partners up to date on activities and findings; for PIs to receive peer review on their in-depth studies; for country research partners to convey field experiences and discuss what is common or unique among contexts
 - Discovering – to dive into the data, surface what is exciting or surprising, and begin to identify lines of analysis
 - Committing – to confirm commitments, and identify owners/collaborations for activities such as papers, conference panels, and other opportunities for analysis and dissemination

Executive Summary:

The Global Impact Study Project-Wide Workshop was held June 28-30, 2011 at the Islandwood Campus in Bainbridge Island, WA. The workshop had three main objectives within the overarching objective of launching the third and final phase of the Global Impact Study: 1) Sharing among the workshop participants about the various research activities and findings to date, 2) Discovering potential lines of analysis emerging from the data , and 3) Committing to project outputs and communication activities for dissemination. Over the three days, workshop participants discussed their research and findings, received feedback on their work, reviewed the user and venue survey data, discussed areas for analysis and integration of the data from both the surveys and in-depth studies, and considered how the Global Impact Study, both collectively and by individual research partners, can best aggregate and disseminate the findings from this study in final outputs.

The first day of the workshop focused on updates from the in-depth studies. The second day offered an opportunity for participants to learn about the emerging findings and initial analysis of the user and venue survey data. Research implementation teams also gave an overview of country-specific public access landscapes, and all participants were able to delve deeper into the survey data and begin discussions on data integration. As the second day ended, participants began to talk about potential project outputs and dissemination activities, such as an academic book and panels at ICTD 2012. After a presentation on the data integration framework, the third day was composed of smaller working groups: the research implementation teams on country-specific outputs, the PIs on their final report structure and the potential for an academic book, and the survey data analysis working group on survey data cleaning and further analysis. Following these working sessions were additional working sessions between Abi Jagun and the research implementation teams regarding the Policy study, the survey data analysis working group discussing the survey data with the in-depth study PIs, and participants identifying specific upcoming opportunities, such as conferences, for outputs and dissemination. The

workshop wrapped up on a positive, upbeat note, with all of the participants saying some form of “public access rocks!” in their native language and taking a group picture.



This report contains a more detailed overview of the three days, as well as summaries and notes from the workshop sessions. Overall takeaways from the workshop:

1. Potential of Survey Data: There is great interest in the user and venue data, and in-depth study PIs are being encouraged to draw on the data for their individual studies. Some PIs are already doing this.
2. Status of In-depth Studies: Two-thirds of the project’s in-depth studies are in the data analysis phase:
 - Five in-depth studies have completed or are almost finished with fieldwork and have begun data analysis (Collaborative Knowledge Sharing, Infomediaries, Mobile internet, Interpersonal Communication, Non-instrumental Uses)
 - Benefit-Cost Analysis and Sustainable Livelihoods have finalized their proposals, and fieldwork will begin soon.
 - The Policy study is still in proposal preparations. The proposal PI was able to have several conversations with different country representatives to gauge the appropriate parameters for this study.
3. Continuing Role for Research Implementation Teams: There is strong interest amongst the research implementation teams (Bangladesh, Brazil, Chile, Ghana, Lithuania, and Philippines) to further advance the project data (surveys and in-depth studies) on a country-specific level, with outputs such as policy briefs, toolkits, and presentations at conferences
4. Potential Book Project: In-depth study PIs are interested in writing and producing an academic book as an additional major output.
5. Data Analysis and Integration Framework: Participants were introduced to the data integration framework in order to begin thinking about how their research components fit into the overarching narrative of the study.

Several items have been identified for follow up with different individuals and teams. They include:

- The potential for development of analytical categories from the survey data to serve as a platform for overall data analysis, including analysis of the in-depth studies data (e.g., typologies of users, uses and impacts).
 - Availability of financial support for research implementation teams who want to carry out independent data analysis, dissemination and advocacy work based on the Global Impact Study data.
 - Submission of panel and/or workshop proposals to the ICTD 2012 conference.
 - Sharing of IDRC evaluation report
-

Three Day Overview

- Day One:

The program began with opening remarks from Chris Coward and welcome addresses by the Dean of the iSchool, Harry Bruce, and the study's sponsors Frank Tulus and Sandra Fried.. While they only attended the first day of the workshop, they expressed their eagerness to see what results will come out of the study, both collectively and within each in-depth study, and reiterated their commitment to support the work of the Global Impact Study.

The afternoon focused on the eight in-depth studies of the Global Impact Study. Each PI presented a high-level overview of their study. Depending on the stage the study is in, they discussed the methodologies used, the data collection techniques, and/or a snapshot of any early findings. After the presentations, all of the participants had the opportunity to discuss the in-depth studies in more detail with the PIs during breakout sessions. These sessions offered more specific information on the in-depth studies, as well as provided each PI with feedback on their studies from the workshop participants.

- Day Two:

The second day of the workshop largely focused on the user and venue surveys. George Sciadas, chair of the Survey Working Group, gave an overview of the user and venue surveys. The three first outputs based on the survey data, a public access venue User Profile report, a report on public access venue Uses and Services, and a report on Perceived Impacts of public access venues, were presented individually in three groups. George Sciadas presented on the User Profile report, Araba Sey and Chris Rothschild presented on the Uses and Services report, and Mike Crandall presented on the Perceived Impacts report. In these small groups, the authors had an opportunity to discuss some of the early, descriptive-level findings from the survey data, and get feedback from the participants. Following the presentations in the three groups, participants split into four groups and discussed what they learned in the report presentations. These discussions generated multiple ideas for further analysis of the survey data, as well as feedback on how to make the data more usable through cleaning and clustering.

In the afternoon, representatives from each of the six countries participated in a session that offered the workshop participants an overview of the public access landscape in each country. Following the high level presentations, research implementation team representatives discussed similarities and differences in each of the countries, and responded to questions and comments from the other workshop participants.

The remainder of the afternoon gave the PIs and research implementation team representatives time to work with the user and venue survey data. This working session provided the participants the opportunity to dig further into the data, make connections with the in-depth studies, and further identify interesting themes and lines of analysis to conduct with the survey data. There were also opportunities for small groups to meet, such as the Infomediaries PIs meeting with research implementation team representatives from Bangladesh, Chile, and Lithuania, and Abi Jagun meeting with research implementation team representatives to discuss the Policy study.

The second day concluded with discussions about potential outputs and dissemination activities from the study. Conversations included ideas on how to approach and structure an academic book publication with the study's findings and possible panels and activities to propose for ICTD 2012 in Atlanta.

- Day Three:

The third and last day of the workshop opened with a presentation by Francois Bar on the data integration framework. The framework, created by Francois, Chris Coward, and Araba Sey, will guide the integration of all of the separate components of the Global Impact Study.

The remainder of the morning involved several working sessions devoted to discussing project outputs and dissemination. The research implementation team representatives met with Francois and Melody Clark to brainstorm potential country-specific outputs, such as policy briefs, country reports, and toolkits for practitioners. The in-depth study PIs met with Chris Coward to discuss what their final reports might look like and outline ideas for how their final reports would feed into a possible academic book. During this time, the survey data analysis working group met together to discuss the feedback received from workshop participants during day two. Based on these discussions, another session was held for the survey analysis team and in-depth study PIs to discuss survey data analysis options, priorities and dependencies.

Other sessions were held for small groups to meet together on a variety of topics. The survey data analysis team worked with the PIs to discuss survey data integration with the in-depth studies. The Policy in-depth study PI, Abi, continued to discuss country-specific policies with research implementation team representatives, and most of the participants held small discussions about potential collaboration on possible study outputs and activities, including ideas for participation in the ICTD 2012 conference.

The workshop wrapped up on a positive, upbeat note, with all of the participants saying some form of "public access rocks!" in their native language and taking a group picture.

In-depth Study Presentations

DATE: June 28, 2011

OBJECTIVES

- PIs share what they have been working on in their respective in-depth studies
- Discover uniqueness, similarities, and differences between what each in-depth study has been doing

NOTES

The PIs from each of the eight in-depth studies gave a short, high-level presentation on their respective in-depth studies. Each PI had only seven minutes to describe their study, discuss the methodology, and share any emerging findings. Following four presentations, each PI had a longer breakout session with participants. The next four PIs then presented and had their breakout sessions. Summaries from each presentation are below, and more detailed notes and the feedback each PI received in the breakout sessions can be found in Appendix B.

Collaborative Knowledge Sharing (Mike Best)

Mike discussed the three main components of the Collaborative Knowledge Sharing study: surveys in two cybercafés, video monitoring to see how users collaborate, and creation and installation of a BusyBoard to identify ways and types of information people share. The study is currently conducting data analysis.

Interpersonal Communication (Erwin Alampay)

Erwin described the context of the study, that many Filipinos have worked and continue to work abroad with family members staying in the Philippines. Surveys and focus groups were implemented in two areas of the Philippines, an urban area and a rural area. The study is still in the data analysis phase, but Erwin shared some emerging findings, including the presence of “informal” internet cafes in urban areas and that texting is necessary to coordinate communication on the computer, especially when neither party has home access.

Benefit-Cost Analysis (Tyler Davis)

Tyler discussed Benefit-Cost Analysis at a high level, including that it is not meant to be a tool to determine policy decisions, but a way to inform policy-making. In the Benefit-Cost Analysis study in Chile, Tyler will take two approaches, contingency valuation and a travel-cost method, to try to determine what the costs and benefits of public access venues in Chile are.

Sustainable Livelihoods (Angelina Totolo)

Angelina described the Sustainable Livelihoods study, the newest in-depth study of the Global Impact Study. The study is using the Sustainable Livelihood framework developed by DFID, and will consist of a literature review, quantitative surveys of library users and venues, and qualitative interviews.

Mobile internet (Jonathan Donner)

Jonathan discussed the methodology behind the Mobile internet study, including operator interviews, interviews and observations of public access venue users, and a quantitative user questionnaire. The main question of the study, simplified, is “why are users still at public access venues if they have the internet in their pockets?” Fieldwork is almost complete, and data analysis has begun on the data they have so far.

Policy (Abi Jagun)

Abi discussed the desk research based Policy study. Focusing on the six main Global Impact Study countries, the goal of this study is to explore policies that directly influence the establishment, operations, and sustainability of public access venues. Questions for the study include what policies about public access ICTs exist, what objectives do they attempt to achieve, and what level of influence do the policies have?

Non-instrumental Uses (Beth Kolko)

Beth described the main research questions and research design for the Non-instrumental Uses study. The main research questions include whether or not people gain substantive skills from non-instrumental uses, if the skills gained are transferrable, and if the skills gained lead to a greater desire to use computers. The study explores these questions by four main data collection activities: ethnographic observations, interviews of public access venue users, computer-based exercises, and employer surveys. The study has begun data analysis on the data they have so far.

Infomediaries (Ricardo Ramirez)

Ricardo described the Infomediaries study and some of the emerging findings from the country reports from Bangladesh, Chile, and Lithuania. The study is exploring the role of infomediaries as contributors to impact. Some of the emerging findings suggest that empathy of the infomediary may be perceived as less important than ICT skills; yet both are ingredients of effective infomediation. Data analysis has begun, and they will also integrate survey data into their qualitative data.

Surveys

DATE: June 29, 2011

OBJECTIVES

- Inform participants of top-level findings from the survey data so far

NOTES

Overview of the surveys

George Sciadas and Araba Sey gave an overview of the surveys, including survey development, implementation, data, and early findings. The surveys were developed through a collective (and time-consuming) process. All user and venue data from Bangladesh, Brazil, Chile, and the Philippines has come in. As a fifth country, Ghana, was added earlier this year, their data will be ready later this summer. The non-user survey data has started to come in, but the team hasn't looked at it yet.

The survey working group has been working on a data analysis plan, with contribution from other project members. The surveys are long and complicated and will require a lot of cleanup before the data is ready for public use. Over the next six months, there will be very intense analytical activities.

Survey structure:

- Started with 250 venues in each country. These venues were distributed widely across the country—different sized cities/towns, different types.
- The composition of the venues, in terms of types, does not reflect the proportions found in the inventory. Cybercafés were sampled heavily. In most countries, there aren't many libraries. In Bangladesh, they have a very hard time finding any libraries (about 6 surveyed). In the Philippines, they surveyed about 17.
- Surveyed about 1,000 users in each country. Individuals 12 years and older.
- Non-user survey, areas around the venues were selected. Surveyed 400 people in each country.

The objective of the surveys: to capture the impacts of public access ICTs.

- The surveys capture the services available to users and how they use them.
- Studying “perceived impacts,” not “actual impacts,” in this first cut at analysis.
- Use the surveys to relate to in-depth studies. It is expected that all of the in-depth studies will find a way to connect the survey data.

Each of the first three survey report authors presented on their reports.

Survey Reports: User Profiles

DATE: June 29, 2011

OBJECTIVES

- Inform participants of top-level findings from the survey data so far, specifically a draft report on User Profiles

NOTES (from George Sciadas)

George Sciadas made a synoptic presentation of the draft paper on User Profiles, focusing on key characteristics of users emerging from the surveys. Generally, many users are young but, with the exception of seniors, a high proportion of adults are there too. In Bangladesh, the proportion of females is small, just over 20%. To a lesser extent, females are under-represented in Brazil too, but gender is not really an issue in Chile and the Philippines. Public access venue users are much more educated than the population at large, and overwhelmingly they are either students or employed individuals. Moreover, they tend to come from lower-middle income families, while participation from the poorest strata is low. Users tend to live close to the public access venues they frequent, visit regularly and spend quite a bit of time there. Overall, users are not a homogeneous group but rather comprise several distinct groupings of individuals, which can be identified, and quantified, on the basis of age, gender and other variables of interest captured by the surveys.

During the ensuing discussion participants commented on the findings and wanted to go into more details concerning different profiles of users. Options were explored for arriving at typologies of users that would cover several research needs of interest. A specific suggestion was made that user experience should be one of the defining variables. In addition, users wanted to know more details about some aspects of the data which may influence interpretation. Notably, the issue of the school drop-outs in the Philippines was brought up, as was the unique situation of the libraries in Chile and policies targeting older females as they affect the presentation of the data and help explain the data. Moreover, detailed issues started to surface, such as ways of comparing incomes across countries either via percentiles or through conversion to a common currency, as well as some specific technical issues concerning the extraction of data, particularly across the user and venue surveys. All of them were collected and addressed during the summary of the break-out sessions.

Survey Reports: Perceived Impacts

DATE: June 29, 2011

OBJECTIVES

- Inform participants of top-level findings from the survey data so far, specifically a draft report on Perceived Impacts

NOTES (from Mike Crandall)

Mike Crandall presented on a draft report on the Perceived Impacts. This report is based on the perceived impact portions of the user surveys. Highlights include the role of public access venues in introducing new users to computers and the Internet, with between a third and a half of the survey respondents indicating that their first computer use was in a public access venue, and between a third and three quarters of the users indicating that their first Internet use was in a public access venue. Bangladesh and the Philippines both showed higher first time use than Chile or Brazil. Users also identified public access venues as the most important place for their computer skill development in three of the four countries with Bangladesh and the Philippines again much higher than Brazil or Chile (the only country where the home was the most important place for skill development). One third to one half of the survey respondents across the countries indicated that public access venues were the most important place for developing their Internet skills.

Three quarters of users in all countries use a public access venue on a regular basis (at least weekly), again with the Philippines and Bangladesh at the high end of daily or almost daily use. In addition, users in all the countries indicated that use would go down if a public access venue were not available, ranging from over a third of users in the Philippines to almost 90% in Bangladesh. Still to be explored are the questions that asked directly about perceived impact, both on respondents and on others, though an initial look indicates great variability by domain and a strong use for other people that roughly mirrors the domain use by individuals. The Philippines show the highest use for others, with more than 40% of the respondents indicating that they use for others every time or most of the time they visit a public access venue. Highest domain uses are Communications and Leisure, Education and Income related activities.

Because the analysis is still in early stages, discussion centered on how these early findings might be used in various in-depth studies, particularly the infomediary study. Integration of the non-user and venue surveys into the findings will be important to produce a clearer picture of overall impact.

Survey Reports: Uses and Services of public access venues

DATE: June 29, 2011

OBJECTIVES

- Inform participants of top-level findings from the survey data so far, specifically a draft descriptive report on Services and Uses of public access venues

NOTES (from Araba Sey and Chris Rothschild)

Araba and Chris presented a summary of data on public access venue services and uses. The report covers data on availability and use of specific public access venue services derived from both venue operators and users, the reach and accessibility of public access ICTs, reasons for using public access ICTs and types of activities performed at venues. Public access ICT venues provide a wide range of services but the primary focus for most of them is making computer and internet infrastructure available to the public. Basic access to computers and the internet is also the main reason why people use public access venues. The social space created by public access venues also appears to be important as users indicated that working or being with friends is an important reason for using public access venues. Users are most interested in internet browsing, email and social networking. Their activities revolve around education, income/employment, communication and entertainment. There are country level differences in the findings which will be important to test and account for; for example, the extent to which users seek out venue staff for help is much higher in Bangladesh than in any of the other survey countries.

Discussions focused on options for collapsing the categories of uses into a typology of usage. Such analytical techniques will be considered after the descriptive level analysis has been completed.

Research Implementation Teams

DATE: June 29, 2011

OBJECTIVES

- Inform participants of country contexts
- Discover similarities and differences in contexts, fieldwork experiences, and research findings

NOTES

Marta Voelcker moderated this session in which a representative from each of the research implementation team provide an overview of public access in their respective countries. A brief summary of the descriptions of each country are below, and full notes can be found in Appendix C. Discussion following the presentations focused heavily on the issue of ICT training – where to provide it, how to provide it, and the overall lack of ICT training in these countries.

Lithuania

Most public access venues in Lithuania are libraries. More than half of public access venue users say free access is important. Home access, even in rural areas, is increasing every year, but 19% of users have no alternatives for access.

Bangladesh

In Bangladesh, there are not many libraries, and the libraries that are there are owned by the government and have almost no computers or public access. The other public access venues, telecentres and cybercafés, are used by lower middle class people using the access for employment and business purposes. Only about 20% of the users are female.

Philippines

Most of the public access venues in the Philippines are cybercafés, as only 8% of the libraries offer access and only 6% of telecentres do. Most of the users are very young, and 74% of them have relatives working overseas. Most of the users use the access for education, but public schools do not offer ICT education.

Brazil

In Brazil, more than 50% of the users have computers and internet at home, but people come to the public access venues to meet friends and get training. The top uses of public access include education,

entertainment, and employment, and 93% of users said that using computers for leisure activities increase their computer skills.

Chile

In Chile, there are about 21,000 public access venues, and 20,000 of them are cybercafés. Cybercafés tend to attract more advanced users, while the libraries focus on ICT training for beginner users. There has been a recent shift in the government's approach to ICT universal access; instead of access for all, they are focusing on access for all at home.

Ghana

Ghana is still in the process of collecting user, venue, and non-user data. There are only 11 libraries in Ghana that offer internet access. Public access is important to the government and policy, but progress has been slow. Access decreases as you get further away from middle-class areas.

Survey Team Working Session with Research Implementation Team Representatives

DATE: June 29, 2011

OBJECTIVES

- Discuss in more detail specific data related to each country with the research implementation teams

NOTES (from George Sciadass)

George Sciadass held a separate session with the research implementation team representatives to discuss in more detail specific data issues related to each country. One of the objectives was to ensure that some of the important issues already identified in the datasets reflect indeed the true picture in the country, and solicit input from the research implementation teams as we explored mitigation strategies. A parallel objective was to get more detailed intelligence from the research implementation teams on additional issues that may not have come up yet, and which may affect the interpretability of the data. In both cases, all such issues should be documented and become integral parts of the metadata that will accompany the public release of the datasets.

Among the specific issues discussed were:

- The lack of female users in Bangladesh, and to a lesser extent in Brazil. While the lower participation of women and girls in Brazil is consistent with the situation emerging from other related data sets, the case of Bangladesh is more reflective of socio-cultural norms, particularly in rural areas. As well, the presence of “info-ladies” who visit houses in the country.
- The high proportion of young people not enrolled in school and not part of the labor force in the Philippines. It was ascertained that their vast majority are school drop-outs, which do not wish to identify as such. It was therefore decided to create a separate category so they don’t appear as “retired”.
- The notion that libraries in Chile are unique and probably not representative of libraries in the other countries – where our sample is very thin
- The fact that the survey was not allowed to take place in several neighborhoods in Chile due to the national telecentre program “I love my neighborhood”.
- The high levels of education, particularly in the Philippines and Bangladesh. The relationship between advanced degrees and young ages needs a bit further investigation in the Philippines.
- The initial miscoding of Internet cafés in Chile, which has now been corrected.
- The issue of the very high number of households allegedly on private wells in Chile was clarified.
- The need to go beyond poverty lines in analytical work was discussed, and the research implementation teams were asked for country data on the distribution of income that would match as much as possible the income ranges in the user survey – and if possible, similar data on education.

- Research implementation teams would submit a note with any additional documentation on such and similar matters that are of interest to include in metadata documentation.
-

Infomediaries Working Session with Bangladesh, Chile, and Lithuania Representatives

DATE: June 30, 2011

OBJECTIVES

- Discuss strengths and weaknesses and revisions needed on draft country reports

NOTES (from Ricardo Ramirez)

The three project co-PIs met in Seattle prior to the full Global Impact Study workshop to assemble a summary of emerging findings, based on the draft country reports from Chile, Bangladesh, and Lithuania, plus the survey findings. It allowed them to identify strengths and weaknesses in the three country reports, and on that basis they proposed report revisions to the three research implementation teams. The PIs were also able to signal variables of interest to the survey team, namely the segregation of findings relevant to the infomediary study by venue type, and by user profiles (literacy, level of expertise). Revised country reports are now expected during the month of August. The three co-PIs tentatively agreed to meet one more time in Seattle this fall to advance the analysis and complete the in-depth study by December of this year.

ICTD 2012 Ideas

DATE: June 29, 2011

OBJECTIVES

- Generate ideas for panels, papers, etc. for ICTD 2012

NOTES

Following up on a pitch by Mike Best for the project to make a submission to the ICTD 2012 conference, workshop participants were invited to offer ideas for panels or workshops that they might be interested in organizing for the conference. The following topics were suggested:

- Survey data panel/session
 - Panel on generating research results that are applicable across multiple contexts/countries
 - Doing ICTD research in multiple contexts using mixed methods
 - Country teams: policy implications
 - Panel on what in-depth studies tell us about public access ICTs
-

Integration Framework

DATE: June 30, 2011

OBJECTIVES

- To present the data integration framework to the workshop participants and get their questions and feedback

NOTES (from Francois Bar)

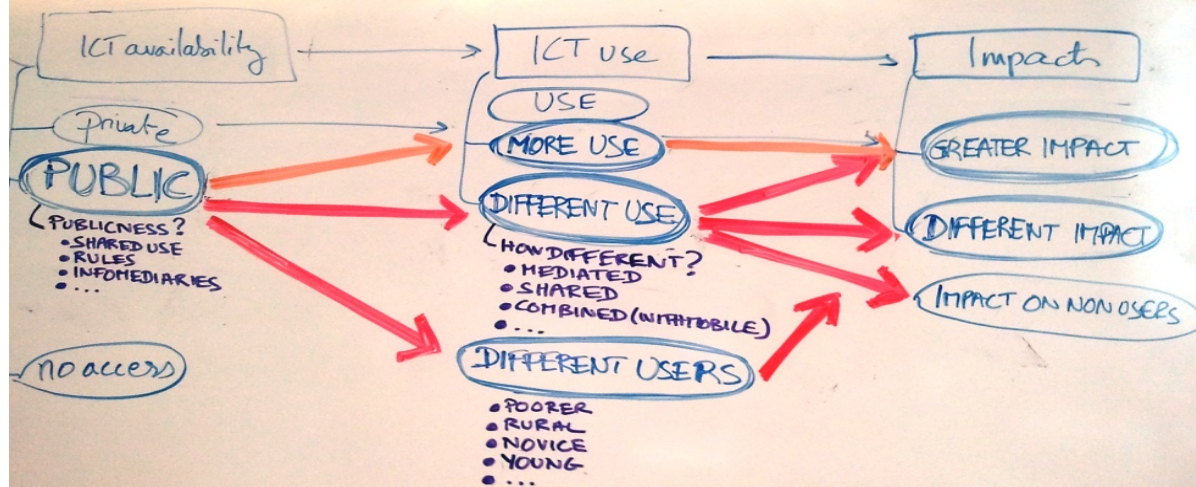
Francois Bar provided an overview of the data integration framework for the Global Impact Study.

A prevailing conclusion of much of the literature is that public access to ICTs is a poor and temporary substitute for private access. It holds that people would prefer private access, but can't afford it, so use public access; and that as soon as they can afford private access, they will stop using public venues. Anecdotal evidence pushed our team to question that belief. We often saw that people frequent public venue even when they have access at home, and that their use of public venues persists over time. We have structured our research approach to test the alternative hypothesis that, in addition to being a substitute for private access, public access also offers additional and complementary impacts to private access. Public ICT availability leads to ICT use by previous nonusers, more use by existing users, as well as different types of use by all users. Increased use leads to increased impact, while different users and uses lead to different types of impact, including impact on non-users. The various components of the Global Impact Study, including the inventory, the user, venue, and non-user surveys, as well as the in-depth studies, have been designed with this framework in mind and provide complementary approaches to the analysis.

Discussion of the framework included a comment that the framework seemed to be unduly focused on what happens inside the public access venue. It was suggested that provision be made for dynamics within the community outside the venues. Francois explained that although this may not have been explicitly represented in the framework visual, the framework incorporates and allows for that level of analysis, in particular through the non-user survey and through in-depth investigations such as the infomediary study.

GIS INTEGRATED CONCEPTUAL FRAMEWORK

SURVEY & IN-DEPTH STUDIES INTEGRATION
THEORY OF CHANGE



Research Implementation Team Working Session

DATE: June 30, 2011

OBJECTIVES

- Brainstorm and identify country-specific outputs and activities

NOTES

Representatives from each of the research implementation teams participated in a working session with Francois Bar and Melody Clark to discuss and identify potential country-specific outputs and activities.

The main outputs/activities identified were:

- Country-level reports
 - All six countries are interested in this type of output
 - Reports would be descriptive level
 - Country-specific, with some comparison to other countries when appropriate
 - In both English and local languages
- Policy briefs
 - Gender: all six countries are interested in a policy brief on this topic
 - ICT education (partnering with cybercafés, etc.): Philippines
 - Regulations for competition: Chile, Ghana
- Toolkits for practitioners
 - Toolkits for cybercafé operators especially – would include lessons learned and best practices
 - Bangladesh & Brazil are especially interested in this
- PhD programs
 - Actively target local PhD programs at universities to use the data, either by country or across all countries
 - Ghana is especially interested in this, but other countries are interested as well
- Action research
 - Training and engaging with youth at public access venues to become infomediaries, etc.
 - Philippines is interested in this
- Conferences
 - ICTD 2012
 - March 2012 in Atlanta
 - eAsia 2011 & 2012
 - December 2011 in Dhaka
 - 2012 – most likely in Philippines
 - CPR South 2012

- April 2012 in Capetown
- Academic papers
 - All six countries are interested in this type of output
 - Potential topics:
 - Gender analysis
 - Cybercafé lifecycle
 - Infomediaries

The teams indicated that for some of these activities they would require financial support (See Appendix D for more details on potential topics, activities, and participants).

PI Working Session

DATE: June 30, 2011

OBJECTIVES

- Discuss final reports and outputs

NOTES

The in-depth study PIs met with Chris Coward to discuss their final reports and how they can tie in with other aspects of the Global Impact Study.

Vision:

Stitching in-depth & county reports into a book.

Provocation/Integration

Public access venues are (are not?) poor, temporary substitutes for private access

Workflow

1. Survey data has to be cleaned
2. Someone has to drive and support in-depth multivariate survey analysis (cluster analysis, regressions, etc.)
3. That will yield consistent, evidence-based theory, themes, and taxonomies (TTTs)
4. TTTs will be shared, introduced in time to inform write up of in-depth study/country chapters
5. Book chapters, +/- 10,000 words. Don't need to cover everything, but should echo/amplify TTTs and the 'provocation' of the book as a whole

Emerging themes

- Gender
 - Urban Rural
 - Venue Type (or clustered attributes of public access venues)
 - User type/needs
-

Survey Team Working Session

DATE: June 30, 2011

OBJECTIVES

- Discuss feedback from workshop participants

NOTES (from Araba Sey)

The survey team reviewed comments received directly from workshop participants during the survey report presentations as well as those listed on the idea board. The following observations and decisions were made:

1. Venue ID mismatch
 - This has already been identified by the team and is being addressed by SRD.
2. Retired student-age respondents in BZ and PH
 - Incongruent cases will be moved to an "Other" category with a note explaining that this category holds people who appear to be neither students nor in the workforce, and do not self-identify as unemployed.
3. Venue Type variable in user survey
 - This is being worked on. The user survey will have new fields for Venue Type & Rural/Urban location. Combination with other categories will have to be done as needed by data users.
4. Convert income to one currency
 - This is not likely to be a useful exercise because of variations in the contexts for the income categories. The team can provide a supporting information table for reference: identifying poverty line and purchasing power parity at the time of the data collection.
5. Create quintiles for income
 - This would be problematic for a number of reasons including high proportions of missing data.
6. Developing typologies
 - The team can explore possibilities but will remain focused on less complex analysis for now based on the research questions the surveys were designed to answer.
7. Data availability in real time
 - It would not be practical to do this in real time. The process will be staged: compiling feedback, implementing as appropriate, and then uploading new datasets. A tentative goal was proposed to receive feedback by end of August and have final updated datasets by the end of September.
8. Reasons for missing data
 - The team cannot provide reasons for non-responses since the survey activity was not designed to collect that type of data. The support team from the Center for Statistical Consulting will assist to establish thresholds for using or discarding questions based on the amount of missing responses.
9. Foreign language characters
 - US language name column can be provided for cities, if needed, but the dataset will maintain foreign language names.

10. Case letter harmonization
 - This will be streamlined in due course
 11. Reliability of the inventory
 - The methodology page of the inventory database currently indicates the confidence levels estimated by the implementation teams when they submitted their first set of inventory data. The survey process has provided additional information from each country about the accuracy of the data, and the inventory is being updated to reflect this. The inventory is updated as new information is received.
 12. 5000 page report on surveys
 - Implementation reports from each country are available in the dGroups library in the metadocumentation folders.
 13. Identifying exclusions in sampling
 - The implementation reports provide some of this information. Each implementation team will be requested to update their reports to ensure that all relevant information has been included.
 14. Assumptions about user survey
 - Underlying assumptions will be explicated in the methodology report being prepared by George. This will focus on issues around the sampling methodology, not the data analysis or findings.
-

Survey Data Analysis Working Group Meeting with PIs

DATE: June 30, 2011

OBJECTIVES

- Discuss survey data analysis with in-depth study PIs

NOTES (from Araba Sey)

The survey analysis team met with PIs of the in-depth studies to discuss emerging ideas about developing typologies from the survey data as a basis for in-depth study data analysis. Some PIs indicated that they were already able to make use of the survey data, although they would be interested in any advanced associations that might be developed. Others indicated that it would be difficult for them to use the data in its current form. Opinions on this issue included that typologies would reduce the number of categories to be handled and provide coherence to the project reports. Advocates also suggested that user profiles should not be based on demographics (e.g. clustering by needs and behaviors).

While acknowledging the validity and usefulness of these suggestions, the survey analysis team noted that the main issue was one of prioritization and sequencing of activities, since the expectation expressed was that the survey analysis team would have to produce the typologies before in-depth study PIs could proceed with their study analysis and reporting. With data cleaning and descriptive data review underway, it is too early in the analysis process for the survey team to begin attempting the type of statistical techniques that would be needed to develop such typologies. In addition, the survey analysis team is committed to producing some early reports on the data (in accordance with long-established plans), which would be delayed if attention is to be shifted to exploratory work to determine appropriateness of the data, and identify methodologies and the requisite expertise to carry them out. This does not preclude other research partners from beginning such explorations independently, and they were encouraged to do so. This would be in line with the goal of having all PIs participate in the development of the study's overarching narrative, as opposed to having the survey team impose a structure.

Decisions:

- Feedback on survey reports: PIs should review the three survey reports, as well as the survey data itself and share suggestions for further questions and analytical themes, as well as noting where results are consistent with or differ from what they are finding in their in-depth studies.
- Data cleaning: PIs should play with the data and let the survey team know any errors they encounter. A time period will be set for people to send feedback and for the next upload of an updated dataset.
- Typology development:

- Francois will have further discussions with George to ascertain the feasibility of this request
 - Tyler Blake will investigate the potential and requirements for this to be done
 - The survey team should consider pushing back processing of the non-user survey data in order to work on this
 - Some small meetings may be held in the future if/when an appropriate statistical analysis expert is identified to carry out this task. Some PIs may be invited to join those discussions.
-

Policy Working Session with Research Implementation Teams

DATE: June 30, 2011

OBJECTIVES

- Discuss country-specific policies with Abi Jagun for the Policy study

NOTES (from Abi Jagun)

During the workshop, Abi was able to have one-on-one conversations with all the country teams with the exception of Godfred Frempong (Ghana). The main objectives of the discussions were to establish contact with the teams, understand the policy environment in each country, and also to begin the process of identifying the policies/initiatives that have had and/or are having an impact on the development of public access venues.

The questions being asked are: what are the country survey results telling us about public access venues and what policies may be contributing to these results?

In other words, with specific reference to 'impact,' the discussions were aimed at getting an inventory of the policies that could be said to explain/have influenced the characteristics of public access venues and/or their use in each country. For example, discussions about the findings of the inventory studies revealed that in Lithuania out of approximately 1,350 public access venues, 40 were cybercafés. Furthermore, cybercafés tend to be located within tourist hubs and can be said to cater mainly to tourists; Lithuanians therefore tend to make more use of other types of public access venues (including public libraries) or get access through a personal/home or work computer. It is likely that funding for infrastructure development, provided by the European Union, has led to a high-speed network that makes connectivity more affordable to individuals. Investments in upgrading public libraries (via a partnership between the Bill and Melinda Gates Foundation and the Ministry for Culture) have also resulted in better quality access to computers and the internet at such venues, access that is provided free of charge. The combined effect of initiatives/policies such as these is increased 'popularity' of public access venues that provide services free of charge and yet offer the same 'quality' of access (speed of connection, latest models of computers, short waiting times to get access to a computer, etc.) as privately-owned for profit public access venues.

Similar insights to that explained above were also obtained from my discussions with other country teams. Discussions relating to the Philippines brought out issues relating to lack of implementation and/or enforcement of policies. This was linked to the absence of ICT-type roles in several government functions. Technology/ICTs can therefore be considered to be 'new' within the government environment and this is likely to affect orientation towards ICT initiatives and funding for them. Discussions relating to Chile brought out clear examples of how the implementation of a program of digital inclusion has had clear impact on the use of public access venues and in particular the use of public libraries by what used to be a marginalized (when it comes to ICT use) segment of the population - the 'housewife.' Issues relating to the high turnover of cybercafés (i.e. cybercafés have what is judged to be a low average life-span) were also identified and are being investigated separately by the country team.

By the end of the workshop, Abi gained, in addition to a preliminary set of policy documents from some countries, a clear sense of the way in which the study and analysis will be structured so as to provide a narrative that will support the findings from the country surveys.

APPENDIX A: Workshop Participants

Name	Affiliation	Role
Facilitator		
Sarah Fisk	Community at Work	Facilitator
TASCHA		
Melody Clark	TASCHA	Research Coordinator, Global Impact Study
Chris Coward	TASCHA	PI, Global Impact Study
Michelle Fellows	TASCHA	Research Assistant, Global Impact Study
Karen Hirst	TASCHA	Administrative Coordinator, Global Impact Study
Chris Rothschild	TASCHA	Research Analyst, Global Impact Study
Becky Sears	TASCHA	Research Manager
Araba Sey	TASCHA	Research Lead, Global Impact Study
Sponsors		
Sandra Fried	Bill and Melinda Gates Foundation	Sponsor
Jeremy Paley	Bill & Melinda Gates Foundation	Sponsor
Frank Tulus	IDRC	Sponsor
iSchool Guests		
Harry Bruce	University of Washington	Dean, iSchool
Maria Garrido	University of Washington	Research Faculty, iSchool, TASCHA
Cheryl Metoyer	University of Washington	Dean of Research, iSchool
Research Implementation Teams		
Vida Berenseviciute	S4ID	Representative, research implementation team, Lithuania
Masum Billah	D.Net	Representative, research implementation, Bangladesh
Godfred Frempong	STEPRI	Representative, research implementation, Ghana
Rodrigo Garrido	FUDEA	Representative, research implementation team, Chile
Jairo Hott	FUDEA	Researcher, Chile
Mayette Macapagal	Ideacorp	Representative, research implementation, Philippines
Birute Mankeviciute	S4ID	Representative, research implementation, Lithuania
Freddy Mora	FUDEA	Researcher, Chile
Ananya Raihan	D.Net	Representative, research implementation, Bangladesh
Marta Voelcker	FPD	Representative, research implementation, Brazil
In-Depth Study PIs		

Erwin Alampay	University of the Philippines	PI, Interpersonal Communications Study
Mike Best	Georgia Tech	PI, Collaborative Knowledge Sharing Study
Tyler Davis	University of Washington	Co-PI, Benefit-Cost Analysis Study
Jonathan Donner	Microsoft	Co-PI, Mobile internet Study
Andy Gordon	University of Washington	Co-PI, Infomediaries Study
Abi Jagun	Independent Researcher	PI, Policy Study
Beth Kolko	University of Washington	PI, Non-instrumental Uses Study
Balaji Parthasarathy	International Institute of Information Technology, Bangalore	Co-PI, Infomediaries Study
Ricardo Ramirez	Independent Researcher	Co-PI, Infomediaries Study
Angelina Totolo	University of Botswana	PI, Sustainable Livelihoods
Working Group Members		
Francois Bar	University of Southern California	Chair, Research Working Group
Mike Crandall	University of Washington	Member, Survey Data Analysis team
Carlos Manjarrez	IMLS	Member, Survey Working Group
George Sciadas	Statistics Canada	Chair, Survey Data Analysis team

APPENDIX B: Notes on In-Depth Study Presentations and Feedback from Breakouts Sessions

Collaborative Knowledge Sharing (Mike Best)

Notes

The study started with five original hypotheses. The study won't make progress on all of them, as it is an ambitious list. The study has three main research components:

1. Surveys in two cybercafés

Findings:

- Sharing ranges from simplistic to formalized, can be fleeting and voyeuristic.
 - Resource constraints do not drive sharing.
 - Learning from others and working together are main motivations for sharing.
2. Blob (video) monitoring to see how people interact. This is still ongoing.
 3. Creation and study of BusyBoard (an information sharing screen) to find ways people share across websites and how that contributes to social interactions. People are sharing information on football, movies, and advertising their work.

Feedback

- Operationalize sharing?
 - Share-ees, shared single computers
- Study asked:
 - Do you seek help? Of whom? Where?
 - Do you offer help? To whom? Where?
- Demographics revealed no difference
- Language ability? Didn't ask, but did ask about education and economic questions, like do you own a car, etc.
 - Revealed differences in "sharers" and non-sharers
- How long are the sharing sessions?
 - Didn't look at that
- We asked about motivation – self-report, no psych. Inventories
- 45 minute inquiry – couldn't really add more as it was already long
- Many people reported learning from a watching others in a cybercafé
- Sharing was "productive" rather than for fun
- Did "business center" venues have more business meetings?
 - Little difference, but Busy cafes had more people meeting for business than the other cafe, First

- First had a slightly younger crowd and different users, but richer does not mean more business
- Number one activity was email, two was general browsing and social networking
- Pictures? Not of people, but yes of the venue set up
- What was pre-loaded on the computers?
 - Don't know, but no games at Busy
- First was a local hangout; At Busy, people came from all over because of the quality of computers and speed of the internet
- Do places get reputations as the place of X? What is the affect of this?
- This study only focused on sharing with other customers, not with employees or formal infomediaries
- Study asked if users came with someone or meet someone there, but not did you "plan"?
- Issue of learning being a motivation or just anecdotally
- Different social gesture: asking for help from a stranger rather than sharing something they like "cute cat I found"
- Issue of co-working using public access venue as your office
 - Heavy users are doing this in Chile and Bangladesh
 - Are people using it this way with sharing?
 - People did respond that they wanted spaces they could utilize to share and work together
- Collaboration versus sharing and what space supports which?
 - Sharing of a single computer – that's how the study operationalized sharing
 - But we still asked all those questions and still found significant numbers doing other types of sharing
- People who shared a computer were more likely to do other types of sharing
- People reported high levels of experience and expertise – did not yield interesting differences, neither did demographics
- Different demographics by time of day, also different uses of the building and space
- Was existing literature on knowledge sharing useful?
 - We were looking at different stuff
 - Ethnographic stuff is somewhat interesting
 - Other surveys: people do talk about learning from each other
- If they are more experience, maybe that is why they are learning from each other instead of the employees
- New forms of sharing: social media
 - We'll know more in the future – this study could inform virtual landscapes

Interpersonal Communication (Erwin Alampay)

Notes

Context of the study:

- 8.2 million Filipinos have worked abroad.
- Remittances from overseas family workers (OFW) are valuable: \$1.5 million dollars in one month.
- Increasing phenomena of children left behind who do not have either parent (or both) at home

Hypotheses of the study:

1. Public access venues increase frequency of communication, decrease mobile use, and decrease communication expense
2. Use of public access venues among children of OFWs:
 - Help strengthen family cohesion/connectedness
 - Is used for parental control
 - Impacts livelihoods

Two cities in the study:

1. Quezon City very urban, poor, concentrated populations
2. Calapan is a small, agri-fishery based “city”

Emerging results:

- The team was surprised to find informal internet cafes in urban poor communities, as the team had been told otherwise by local NGOs.
- Mobile-public access venue interphase: texting is necessary to coordinate online communication, especially when either party doesn’t have home access
- Among OFW children, the team found high internet access at home (48%) and low proportion of non-internet uses (6.5%)
- Regarding the perceived parental knowledge of children, no significant differences were found between public access venue only, home only, and public access venue and home.
 - What does this say about how children reveal themselves online?
- Future direction:
 - Make comparisons between national data on Internet use at home and in public access venues
 - Dive deeper into how they use public access venues for self expression
 - Explore how well children know parents

Feedback

- We could look at frequencies of types of use for interpersonal communication by type of access.
- More use among those with home access...?
- What about impact on government programs? Is there public data available on those programs?
- Mobile phones: how complimentary are they (e.g., text message at café --> online chat?)
- Cost savings spent on lengthier communications – surprising finding
- To what extent is privacy an issue for mobile use in public access venues?
 - Poor substitute?
 - Less voice communication than texting?
- Sample: different venues for inventories, surveys, and in-depth

- Gaming cafes -→ fewer women
 - Types of services influence user types
- What types of recommendations will come out of this study?
 - Privacy
 - Types of services
 - Conditions that increase use
 - Increasing communications
 - Increasing services to families that could be facilitated through public access venues
 - Embassies abroad – implications of findings?
- Why are there low numbers of non-internet users in sample?
 - Urban sample
 - Children
- Of those with home access, how many use public access venues?
 - Maybe half
 - Factors like gender and location are considered
- Did this study try to estimate numbers of informal and illegal venues?
 - Internet cafes are thriving in poor areas, and these may be the populations we're most interested in.
- There are privacy issues – users tend to use chat more than voice communication.
- Infomediaries – venue operators help customers sometimes. It depends; not when the services include gaming.
- What about programs to help customers?
 - For example, to help adults prepare for trips abroad.
 - Children playing games help each other.
- Something about the ecology is very important
 - NGOs 2km away didn't know about other venues
 - NGOs discourage migration; influence on internet cafes
 - NGOs have a different agenda
- We need a paper about differences in datasets (NGOs versus ours and high-level inventory versus in-depth)
 - Cover illegal, unknown, nomadic cybercafés
- Variables on home access – if the child has home access, do the parents abroad also have it at home? Does this affect frequency of use?
- Does knowledge about parents' lives abroad influence children's views of working abroad?
- Is there more gaming among those with parents abroad? Do parents play online games with their children?
- Gender issues? Usage patterns?
- Higher skilled workers more likely to be skilled with ICTs
- Migrant women in Europe using telecentres; libraries often require registration.
- Migration is different between those from urban and rural communities.

Benefit-Cost Analysis (Tyler Davis)

Notes

Benefit-Cost Analysis (BCA) is basically glorified accounting. It involves looking at categories of benefits and costs. This can seem inappropriate when you're assessing non-monetary benefits. But BCA isn't a tool for policy-making, it's about policy-informing. If you have a target population that you want to have more access to public access venues, it can be helpful.

The travel-cost method identifies minimum benefits. This minimum is the cost of a person's time expenditure used to access the technology.

The contingent valuation method measures how much are people willing to pay to have access to ICTs. This will consist of a random-digit sample of 800-900 individuals. The survey will use referendum scenarios to ask dichotomous choice questions. Contingent valuation provides a higher estimate than the travel-cost method because it includes non-use.

For the analysis, this study will slice costs and benefits against venue type, rural vs. urban, education, and income. This will inform policymakers about what users are showing how they are benefiting by given characteristics.

Feedback

- You can't use this method to say this is the right project
- Treat the tool (of cost-benefit) as informative
- Danger is that people think cost-benefit is a prescription
- Time/travel cost is non-monetary cost
- Contingent valuation is for stated preference
 - Method is survey choices
 - Benefits are non-monetary
- Will use travel cost method as base, then contingent valuation
- Sample for libraries is very small
- If your sample is small, use qualitative methods, not statistics
- CBA is an attempt to put dollar values on non-market services
- Mean travel time to public access venues is 10-13 minutes
- Context for travel time is important, but hard to get at
- How do you start to look at benefits?
 - Your benefit has to be more than the cost to you
- With contingent valuation, you can contract across venues
- Any demographic differences in willingness to pay?
- There is enough data with travel cost method to get at the benefits
- Travel cost doesn't necessarily say providing social networking is valuable, a benefit

- We can say something about library services as a whole, but not to this detail – can't drill down to these specifics in this study due to time and resources
- We don't have data or time or resources to do hedonic pricing, like SPL did in Seattle (by monetizing different services)
- The data of how much the government has invested is there, and it could be summarized
- Travel cost asks where you came from, what distance that is, as it could be very different from where the person lives – how far out of their way did they go to get to public access venue?
 - The people who travel the shortest distance have the lowest cost?
- How can the study disaggregate distances when people are going into town to mail a letter, to the market, to the library, etc.?
 - Can't do that in this study – not enough data, time, resources
- Is there a trade-off element? People choosing to go one place over another?
 - It's complicated
 - Give people the opportunity to share how they feel regarding paying for something.
 - You want to narrow down known biases

Sustainable Livelihoods (Angelina Totolo)

Notes

This study is using DFID's sustainable livelihood framework. People find ways to make a livelihood using the resources available to them. To overcome vulnerabilities, shocks, and obstacles in their environment, people use resources available (e.g., capital assets). Structures (government, private sector) govern how people use the resource.

Some of the study's research questions:

1. Do ICTs in libraries reduce vulnerability by enhancing education? Employability? Income generation strategies?
2. What is impact of libraries on people (based on sustainable livelihoods outcomes)?

The study will consist of a literature review, quantitative surveys of users and venues, and qualitative interviews. There are 19 sites with internet access in libraries. This study will choose 4 sites to sample.

Feedback

- Possible natural experiment opportunity (19 → 8)
 - Administer same survey to 2-3 non-internet connected libraries, as administered to 10
 - Could provide variability
 - Not talking about individual non-users, but connected libraries versus non-connected libraries (venue)
 - Could help to pin cause of impact (staff, internet connection)
- Determine and share decision process behind choosing 19 for internet funding versus remaining 8 (Gates funding)

- Is the difference between the 19 and the other relevant? Can they be comparable? i.e. the 19 are considered “ready.”
- Viewing ICTs as an asset within the sustainable livelihoods is good
 - Always assumed that people have something
 - Sounds similar to capabilities framework
- Everyone has something to bring to the table
 - People who succeed bring something special
- Government policy questions – are people using the internet in the way government wants? Are people area of government goals and initiatives?
- Very few countries where ICT emphasis area is around education
- Are there government initiatives that incent ICT update? For example, northern Nigeria grain market – users will want to access information and conduct transactions using ICT
- Is there a comparison of places that uses non-digital resources (newspapers, etc.) and those that have ICT? Does this tell us anything?
 - Interesting comparison – value of information to the user from internet vs. non-internet sources.
- May want to consider infomediaries in this study. For example, a farmer may like/need help sustain livelihood.
- Libraries are preferred over internet cafes because libraries are free.
- Research design – there was a very deliberate choice to focus on public libraries.
- Is there something about self-selection of “library users” that makes them different from the general population?
- Why has this specific framework, sustainable livelihoods, been selected?
 - It is a theory from the development community.
 - Perspective – finding people where they are.
 - How it can create an environment for people to develop their own livelihoods

Mobile internet (Jonathan Donner)

Notes

Target users: Low-income teens in urban Cape Town. The PIs think they are early adopters of mobiles. They have more computer power than expected.

Question: You have the internet in your pocket, why are you still at the venue?

The study involves:

- Semi-structured operator interviews.
 - What are the rules across different venues?
- Interviews and observations with teens in cybercafés.
 - Not seeing a lot of simultaneous phone and PC use. You don’t divide your attention when you’re paying to use the PC for 30 minutes, for example.
- Quantitative user questionnaire.

- Sample size of 300. Explores access modes, tasks, PC behaviors, trade-offs public access venues verses mobiles.
- Grounded theory.
 - This is still a thematic discussion.

Framing:

- Francois spoke about public access not being just poor, substitute, temporary.
 - This study is showing this. Mobile internet can be competitive, co-present, and complementary (intersection of mobile and PC is more powerful than either in isolation).

Emerging themes:

- Teens manage a repertoire of access, including social media on PCs.
- Beyond access? Libraries offer lower costs (it's subsidized), better affordances, and safer spaces.
- More visible complementariness in cybercafés (phones allowed, USB connections) than in libraries.

Feedback

- Are data collection instruments subtle enough to find complementarity?
 - Complementarity is probably found in user and operator interviews
- Anything that claims “bridging the digital divide” is worthy of scrutiny
- Is there an assumption that the computer is superior?
 - Interesting to tease out when exploring complementarity
- Do survey respondents know when they are using internet on a mobile?
 - Try to get at through survey questions
 - Need to be intentional with terminology
- Many connections with interpersonal communications in-depth study
- What is the role of the infomediary?
- Mobiles are sometimes a substitute, sometimes complementary – depends on user needs and services offered.
- In the US, there isn't a difference between public library users and general population when it comes to age, household internet access penetration, and education
 - Maybe need to look at what users need at that moment
 - Younger users have concentrated use. Older users have a wider range of uses, less visits.
- Did the observation in this study change the behavior of study participants?
 - Yes, more on this soon
- Is there a clean way to separate the activities (information, communications, etc.)?
 - Have advertising instruction, perspectives coming from different directions
- Is application use tied to devices? For example, Facebook is nicer on the computer, so might use computer more than mobile for this app?
 - This would be an interesting study in Chile

- Do kids write an email the same way they write a text?
- Possible danger – mobile is not a substitute for PC (example: “excuz the typoz”)
- We are sloppy with our terminology
 - Is it terminology or concepts?
 - Program versus document
 - Are digital natives better at these concepts? Search versus Google
 - The web is in trouble
- Drilling down on the role of space
 - Reputation of libraries = nerds?
 - Good to do comparison with cybercafés because of difference in reputation
- Triangulating through operator survey, user survey, open
- What would it be like to build a mobile public access application?
 - This is an early inventory
 - Simplest thing: save what you were doing (capture) on the PC to the phone, instead of having to print
 - We’ve got a deal: Jonathan is doing user needs/specs, Gary (??) is doing HCI
- Application to leverage comparative strengths of mobiles and PCs
 - Something that allows a user to walk away from library with information
 - There are varying levels of greatness in terms of users being able to transition between spaces, devices, services
- Important not to try and solve everything at this time – this study will frame up the space for the next few years.

Policy (Abi Jagun)

Notes

This desk research based study is looking at:

- Policy and policy impact on access to public access ICTs.
- Policies that directly influence the establishment, operations, and sustainability of public access venues.
- The study approach and methodology are still being discussed.
- The study will focus on six Global Impact Study countries.

Hypothesis:

- Enabling and effective policies are key to the success of initiatives aimed at increasing public access to ICTs.

Questions:

- What policies exist?
- To achieve what objectives?
- With what level of influence?

Proposed design:

- Literature review
- Policy audit: searching and cataloging policies to build an inventory.
- Mapping and analysis: Within countries, policies, stated objectives, indicators of “establishment, operations, and sustainability” of public access venues.

Topics for discussion:

- Policy decisions are based on ideology rather than on evidence.
- Aligning the goals of those that create policies with those that receive them.
- Would like to hear about the policies identified as impacting public access venues in other in-depth studies and the country research.

Feedback

- Important to understand the policy landscape – policy and objective of policy
- An exercise: what have you seen that helps people and what has impeded them?
- Can we define policy – is it at national level? Many levels? Regulations?
 - Reference definition written for study
- Important not to aggregate policies that are real and in operation and policies that are aspirational
 - Can include both, but not mix them. Needs to be clear what is in place and what is just being discussed.
- Any work on showing policies that “work”?
 - Some work to curtail use and access
 - Not allowing competition, etc. with libraries
- Impact of national policies – they do affect local situations
- There are even global policies that have impact – how to have boundaries of policies at different levels?
- Can be driven by external organizations and influence
- Peter Benjamin – licensing telecentres in South Africa study found there was built-in competition based on licensing policies – telecentres bundled with mobile services
- In Nigeria – having to be an internet service provider and NGOs unable, so could not offer access locations
- Timeframe of this study? Things are changing and policy documents change
 - We are looking at the current documents and asking, is this in operation or aspirational?
 - When you see older docs (in Lithuania), you’ll see the impact, but not as much as in the current document
- Looking at only six countries so we can look at the contexts
 - Key is to find out the impact of each policy when possible
 - But how do you measure impact?

- “Mainstreaming” issue
 - E.g., Lithuania – every project should have ...; South Africa must have mobile platforms
- More dynamic countries are changing faster, and it is more difficult
- Funded or unfunded mandate: if it is funded, you can at least ask, where did the money go? And see if there is a change.
 - If you can see any change, you can follow that path.
- A process trail
 - Ask an individual: did you change? Why did you change?
 - If they answer (or indicate) “because of the policy” then you have an answer
- Will this study be looking for similar policies in the six countries?
 - Yes, it is planned that this study will
- It would be interesting to look at the private sector influence in each country
 - Change in Chile from public access to private access
- Peter May and other authors – congressional testimony, who talks to whom, and what policy changes come out (Tyler has references)
 - Qualitative
 - Who lobbied? (mobile companies, etc.)
 - Tracks keywords
- Chile – you can ask what policies would you identify that have had an impact on access and uses. And then start there to look at that trail.
- Evaluate public access venue development that happens with a mission, strategy, etc. and other development that happens without any of that structure
- For this study and budget, it should start with simply an inventory, classification mapping of policies – “in country ‘A’ here’s what they do and why”
 - This is really what is possible
 - Mapping
- Review the survey and look for topics that may be policy related (gender, etc.)
- In Brazil, look at government policies related to incentive for private ownership.
- Difference in venues included and different rules for each – separate policies and different reputations
 - Some places allow gaming versus “educational” locations

Non-instrumental Uses (Beth Kolko)

Notes

Research questions:

1. Do people gain substantive skills from non-instrumental uses?
2. Are the skills gained transferable?
3. Does it lead to greater desire to use computers?

Research design:

1. This study is using data from ethnographic observations at public access venues
2. Interviews of 45 public access venue users
3. Computer-based exercises (to get away from self-report of skill level)
4. Survey of employers (what types of ICT skills did the your last hires have?)

Emerging findings:

- When it is busy, when there is a line, public access venues don't want people doing non-instrumental things.
- We need to split out activities online from the purpose for the activity. (e.g., why is someone using email?)
- Where, who, and why introduced & first use.
 - Over half started using at LAN house.
 - Over 60% were introduced to ICTs by family member (regardless of first place of use)
 - Over 65% said non-instrumental use was the reason they first started using it.
 - The younger people report gradual exposure (e.g., I saw my sister using it) rather than "we bussed across town. Big deal.")

Feedback

- Is there a way to capture gaming skills with a game and then link these to outcomes?
 - This is being done to some extent.
- Some games couldn't even send an email, though.
- Could gaming centers without PCs be used as a contrast regarding skills transferability?
- Computer-based exercises and employer survey results will be exciting to see, as an attempt to get away from self-reporting.
- Young users give short responses to questions wherever you go, which is challenging for data collection and analysis.
- Beth is using saturateapp.com as a tool.
- Why pay money to use games when you could at home?
- IBM once hired people specifically for their World of Warcraft skills
- Is there a way we can test for leadership skills in a controlled environment?
- Hesitant to speculate on which skills will and will not be transferrable. Waiting for the data.
- Policy can potentially be shaped with analysis of the varying purposes behind different types of use.
- It is hard to examine transferability without a longitudinal study.
- People use computers for many purposes. Putting restrictions on types of use likely have repercussions on other types of use. Similar to Jonathan's Mobile internet study.
- There's a lot of variation in the types of games people play. How does this fit in the analysis?
 - Use categories of games, categories people understand
- What kind of recommendations could come from this study?
 - Venue policies on use affect users' incentives for using public access venues.

- There are risks in restrictive policies.
- Venues develop their own cultures too.
- Responses will be skewed in terms of gender and age.
- How will this study define “non-instrumental”?
 - This will be fine-tuned to reflect the data.
- In Brazil, the government might provide resources to LAN houses. This work could influence this policy.
- Will this study discuss negative outcomes of non-instrumental uses? Like addiction to games?
 - If it is in the data.

Infomediaries (Ricardo Ramirez, Andy Gordon, Balaji Parthasarathy)

Notes

This study is looking at the role of infomediary as contributor to impact. Why do people seek assistance, what is the role of empathy vis-à-vis technical skills by infomediaries, how does this vary across different type of venues?

This study will use survey data from Lithuania, Chile, and Bangladesh.

Emerging findings:

- Is infomediary empathy more important than ICT skills among novices? Every type of user is interested in empathy. Survey findings suggest technical skills are more important, while the qualitative findings indicate that empathy is valued by all users, but for different reasons.
- While in some contexts, non-profit public access venues were seen as more empathetic, especially for the elderly and for novices, examples of empathetic behavior were also noted in for-profit venues.
- When asked about a ‘most significant experience’ as a proxy for outcomes by users, only the data from Bangladesh show a link to empathy. In the other countries, ICT skill acquisition was a ‘most significant change’ that was reported, but not directly attributed to empathy – though it would have been a component of the training received.
- There are different forms of empathy indicators, including going beyond call of duty or going against your bottom line. In some cases, advanced users prefer to be left alone. This suggests that they may be a ‘sweet spot’ of infomediation.
- The findings will also be reviewed under ‘recursive cumulative framework for access’ by from Jan van Dijk, where novices at the earlier level of access required a different combination of assistance relative to those in the more advanced levels.
-

Feedback

- People who don’t ask for help are “advanced users”

- How can you determine the knowledge and skills of some operators if the users don't ask questions, such as in LAN houses in Brazil?
- Software skills aren't just about hard, tech skills
- What about formal training of operators?
 - Some venues have qualification requirements
 - In public libraries, staff come with "public service" background
- What happens to venues when really good infomediaries (such as Alexi) leave?
- People ask for help much more in Bangladesh than in Chile
- Some of the things the users want/need have nothing to do with technology (examples include environment, etc.)
- Empathetic behavior of infomediaries – "going out of their way"
- Some reasons people ask for help are in flux with different, emerging technologies (mobiles, etc.)
- Flexibility is an important characteristic of infomediaries
- Age of venue versus length of time staff have been there
 - Relationships, friendships between users and staff matter
- "Coziness" (warm, friendly) of public access venue is important, especially in Lithuania and Southern Chile
- The sample proportions (libraries, telecentres) vary greatly across the three countries
- Negative side of infomediaries?
 - None particularly came out in surveys, focus groups, or interviews
- What about gatekeeping?
 - In Lithuania, kids had negative things to say about infomediaries
 - Gatekeeping abounds
- At times the differences between infomediaries in for profit and non-profit venues are less marked than expected
- Infomediaries "scan" environment to assess user needs
 - Empathy: it is in the literature in nursing and business
- Proportion of gender among infomediaries?
 - Perhaps more women, especially in libraries?
- Innate traits versus learned skills – you can teach tech skills, but you can't teach empathy?
- Turnover of staff in venues: high turnover is a problem for venues
- How did empathy or skills play out in the study's domains (employment, etc.)?
- Where do users go first when information seeking? Google? Peers? Infomediaries?
- Looking at empathy as a customer service/profit strategy
- Final report will look at "what the future will look like"
 - Apple store example – infomediary rich
 - Some places are infomediary free

APPENDIX C: Notes from Research Implementation Team's Fishbowl Session

Lithuania

- More than 90% of public access venues in Lithuania are libraries
- Private access at home is increasing every year
- Access to internet is higher than computer access
- Rural areas access is growing steadily
- 19% have no alternatives for access
- Assistance by librarians is required by new users mostly
- Users appreciate free access (more than half say free access is most important)
- Printing, copying, and meeting other people are some things people do in the libraries
- When private computers are out of order, then the venue becomes alternative access
- The possibility to work without distractions is better at libraries

Bangladesh

- Not many libraries
- Libraries that are owned by the government have almost no computers or public access
- Employment and business top the list of uses in public access venues
- public access venues lower middle class mostly
- Female users are only 20% of users
- Recently the government has implemented 4,500 telecentres, but this isn't reflected in the surveys, as they weren't there for sampling

Philippines

- More internet cafes than libraries (only 8% libraries offering access, 6% of telecentres)
- There are over 1,000 libraries and supposedly 300 provide access, but that is not true
- 12,000 internet cafes that are registered, but they found 20% are gone
- Very young users
- 29-30% of internet penetration in the country
- 74% people have relatives working overseas
- Most young people are using computers and internet for education, but public schools do not provide ICT education

Brazil

- Low training
- More than 50% of users have home computers and internet, but they say that public access venues are best place to learn how to use computers
- People go to public access venues to meet friends and use computers
- Education, entertainment, employment are the top uses of public access venues
- 93% of users said use of computer for leisure increases their computer skills

Chile

- Population is 16 million people, and internet penetration is about 40%
- Almost 1 mobile phone per person
- The earthquake in 2010 changed the condition and implementation of survey, inventory
- Change in government's approach about universal access – the new government introduced "internet for all – at home," not just internet for all as in public access
- The government prohibited collecting data in 177 neighborhoods
- 21,000 venues – 20,000 are cybercafés, the rest are non-profit
- Biblioredes (the library program) emphasize the use of ICT; library as place to achieve ICT skills – beginner users
- Cybercafés have more advanced users

Ghana

- Still collecting survey data
- public access in Ghana overall
 - Telecommunications policy launched in 2004
 - Moved from phones to community technology centers (CTCs)
 - 320 CTCs are being constructed
 - Ghana Investment Fund: moving from telecommunications to e-communications
 - Ghana – 11 libraries have internet access and have mobile libraries
 - public access is part of and important to the government and policy
 - When you move out of middle-class areas, access decreases
 - More men accessing public access than women

Discussion/questions

- If government can't provide ICT training, someone should
- Main barriers to get a job in Brazil are basic reading and writing skills – can ICTs help develop these basic skills?
- Libraries that have ICT could help to develop training
- Training that happens in libraries needs to happen in other places, non-library facilities (transfer of services and programs that are working in some venues to all other venues)
 - But will those services (like training) be free in places other than libraries?
- Huge proliferation of for-profit training places, like in Ghana

- In Philippines, most public schools don't have libraries

Appendix D: Research Implementation Team Ideas for Outputs

Theme	Activities/Outputs	Owner	Description/Notes
ICT education	Journal paper	Angelina	Contribution to literature
Formal and informal learning	Inside country report and maybe a paper	Marta	The use of information per type of venue and infomediary trying to show to policy makers how public access venues could be used as places to develop reading skills or to bring written language to people's lives.
Who is served by public access venues?	Infomediary report?	Vida, Mayette	2 possible contributions to LT
Tools for practitioners	Toolkit/Practitioners guide	Masum	A toolkit which will help public access venue owners to decide dos and don't to ensure their sustainability
Gender	Journal article	Ananya	TASCHA-peer review ICTD-2012
Cost-Benefit	Alternative method for cost-benefit	D.Net	Refining method already developed and data available
CPR South 2012, beyond	Paper	Godfred	Use country data & others to prepare on a specific theme
Policy	Impact of policies on public access venues, policy brief	Ananya	Chile data
Policy activities/briefs	Production of policy briefs	Godfred	Synthesis of key issues/findings for attention of stakeholders
Policy activities/briefs	Direct engagement with stakeholders	Godfred	Dissemination workshops, etc.
Policy activities/briefs	ICT education cybercafés and other public access venues as partners of primary, secondary public schools (in Philippines or developing countries)?	Mayette	Based on data and analysis of impact study prepare brief for consideration
Policy activities/briefs	Policy brief for Bangladesh	Masum (D.Net)	Brief on issues having policy implication

Action research	Training/engaging youth to be infomediaries	Mayette	Define modules backed curriculum as study of PI and Chilean country team
Cybercafé life cycle	Research	Rodrigo, Mayette	Policy brief paper: state of art; combine inventory and observation on the field
PhD programs/engagement	PhD	Godfred	Use of country/other data to understand PhD in local university
PhD programs/engagement	PhD	Angelina	PhD using country data

Appendix E: Action Items from June 2011 Workshop

Updated July 31, 2011

Action Item	Owner(s)	Deadline/Timeline	Status 9/20/11
ICTD 2012: Decide what, if any, panels, papers, presentations, etc. GIS will do for ICTD 2012	Chris C., Araba, Francois?	July 22, 2011 is the deadline for paper submission Panel proposals are due October 7, 2011	We decided to propose two sessions: <ul style="list-style-type: none"> • Survey data panel/session • Workshop on data analysis – working with the data (need someone to lead)
Share M&E report or summary of findings (from the “Bike Rack”)	Chris C.	N/A	Done
Survey data cleaning	Araba, Chris R.	Fall 2011	Araba and Chris R. working on with SRD and Alex
Clustering of survey data – decide which variables to cluster the data by	Araba, Chris R.	Fall 2011	Araba working with Hil on this
Follow up with country teams on their country-level ideas for outputs	Chris C., Melody?	TBD	Will do after we discuss with Frank
Follow up with country teams on what support, if any, TASCHA, IDRC, etc. can provide for country-based outputs	Chris C.	TBD	Will do after we discuss with Frank
Send out new timeline of when data cleaning issues brought up in workshop will be resolved and the data will be revised	Araba, Chris R.	N/A	Done
Follow up with PIs (and country teams) to urge them to read the three survey reports and provide feedback ASAP	Araba	ASAP	Will do with revised drafts

Review three survey draft reports and provide feedback to Araba and Chris R.	PIs, research implementation teams	ASAP	Waiting on above
Continue to review survey data for analysis and any data issues	PIs, research implementation teams	ASAP	Ongoing
Decide on the final report that each PI will submit	Chris C., Araba, Francois?	ASAP	In progress
Follow up/think about the PIs vision of stitching in-depth & country reports together for book	Chris C., Araba, Francois?	Fall 2011	In progress
Integrate Ghana user & survey data with other five countries as soon as possible	Araba, Chris R.	As data is available	In progress
Share communications plan with research partners and on website	Melody	ASAP	In progress
Develop a plan for those two (or more) major outputs (plan, outline, etc.)	Chris C., Melody	Fall 2011	In progress
Develop template for final reports	Chris C., Araba	ASAP	In progress
Survey to follow up on workshop	Melody	N/A	Done – sent out 7/25/11
Financial meeting to go over budget	Karen	N/A	Done

APPENDIX F: Agenda

June 28, 2011 - Workshop Day 1	
Before 8:00am	Breakfast on your own at hotel
8:00am	Meet in the lobby of the hotel to board vans
8:15am	Depart hotel for ferry (ferry leaves Seattle at 8:45am)
9:30am-9:45am	Arrive at Islandwood
10:15am-11:45am	Opening session <ul style="list-style-type: none">• Welcome• Overview & plan for the workshop• Sponsor's welcome
11:45am-1:15pm	Lunch
1:15pm-3:10pm	In-depth Study Presentations & Session for Feedback Round 1 <ol style="list-style-type: none">1. Collaborative Knowledge Sharing (Mike B.)2. Interpersonal Communication (Erwin)3. Cost-benefit (Tyler)4. Sustainable Livelihoods (Angelina)
3:10pm-3:30pm	Break
3:30pm-5:00pm	In-depth Study Presentations & Session for Feedback Round 2 <ol style="list-style-type: none">5. Mobile Internet (Jonathan)6. Policy (Abi)7. Non-instrumental Uses (Beth)8. Infomediaries (Andy, Ricardo, Balaji)
5:15pm-5:30pm	Wrap-up
6:30pm	Dinner in the dining hall; optional activities on Bainbridge Island

June 29, 2011 - Workshop Day 2	
7:00am-8:30am	Breakfast – will be available beginning at 7am, through 8:30am, in the dining hall
8:30am-9:00am	Opening
9:00am-	Survey presentations

10:00am	
10:00am-10:15am	Break
10:15am-11:45am	Small group survey discussion
11:45am-1:00pm	Lunch
1:00pm-2:15pm	Research implementation team presentations and discussion
2:15pm-2:25pm	Break
2:25pm-4:00pm	Various small working groups: <ul style="list-style-type: none"> - Small group working session with survey data - Policy discussions between Abi and research implementation teams - Infomediaries discussion between PIs and representatives from Bangladesh, Chile, and Lithuania - Survey data analysis working group meeting with research implementation team representatives
4:00pm-4:30pm	Possible output discussions <ul style="list-style-type: none"> - ICTD 2012 - Academic book
Evening	Dinner on your own, either on Bainbridge or in Seattle; optional Seattle activities

June 30, 2011 - Workshop Day 3	
7:00am-9:00am	Breakfast - available beginning at 7am through 9am in the dining hall
9:00am-9:30am	Opening
9:30am-10:15am	Data integration discussion
10:15am-10:30am	Break
10:30am-12:30am	Small group working sessions <ul style="list-style-type: none"> - Research Implementation Teams discussion on country-specific outputs

	<ul style="list-style-type: none"> - PIs discussion on in-depth study final reports - Survey data analysis working group meeting on data cleaning and analysis
12:30pm -2:00pm	Lunch
2:00pm-3:30pm	Small group working sessions <ul style="list-style-type: none"> - Survey data analysis working group meeting with PIs - Policy discussions with research implementation team representatives - Ideas and collaboration opportunities for possible project outputs
3:30pm-4:30pm	Closing
4:30pm-5:00pm	Load up vans
5:00pm	Leave Islandwood for ferry (ferry leaves at 5:30pm)
6:30pm	Arrive in Seattle; vans take you to hotel to check in; dinner on your own