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53% of Americans Say the Internet Has Been Essential During the COVID-19 Outbreak

Americans with lower incomes are particularly likely to have concerns related to the digital divide and the digital “homework gap”

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How we did this

Pew Research Center conducted this study to understand how Americans think about the role of the internet and cellphones amid the coronavirus outbreak. For this analysis, we surveyed 4,917 U.S. adults from April 7 to 12, 2020. Everyone who took part is a member of Pew Research Center's American Trends Panel (ATP), an online survey panel that is recruited through national, random sampling of residential addresses. This way nearly all U.S. adults have a chance of selection. This gives us confidence that any sample can represent the whole U.S. adult population (see our [Methods 101 explainer](#) on random sampling). The survey is weighted to be representative of the U.S. adult population by gender, race, ethnicity, partisan affiliation, education and other categories. Read more about the [ATP's methodology](#).

Portions of this analysis cover different income groups. To create the upper-, middle- and lower-income tiers used in this report, family incomes based on 2018 earnings were adjusted for differences in purchasing power by geographic region and for household sizes. Middle income is defined as two-thirds to double the median annual income for all panelists. Lower income falls below that range; upper income falls above it. For more information about how the income tiers were determined, please read [this](#).

See here to read more about the [questions used for this report](#) and the report's [methodology](#).

53% of Americans Say the Internet Has Been Essential During the COVID-19 Outbreak

Americans with lower incomes are particularly likely to have concerns related to the digital divide and the digital “homework gap”

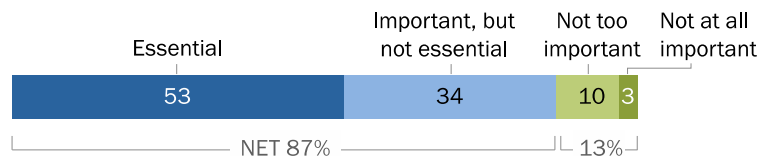
The [coronavirus outbreak](#) has driven many commercial and social [activities online](#) and for some the internet has become an ever more crucial link to those they love and the things they need.

A new Pew Research Center survey conducted in early April finds that roughly half of U.S. adults (53%) say the internet has been essential for them personally during the pandemic and another 34% describe it as “important, but not essential.”

As Americans turn to the internet for critical purposes, there are [rekindled debates](#) about how [the digital divide](#) – that is, the gap between those who do or do not have access to technology – may hinder people’s ability to complete everyday tasks or even schoolwork. Most recently, [President Donald Trump](#) announced plans to address broadband connectivity in future economic relief efforts related to the outbreak.

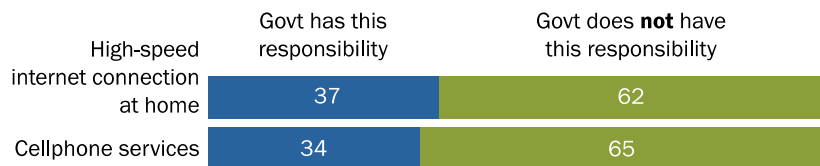
Roughly half of adults say the internet has been essential to them during the coronavirus outbreak ...

% of U.S. adults who say the internet has been ___ to them personally during the coronavirus outbreak



... but majorities do not think it is government’s responsibility to ensure connectivity for all

% of U.S. adults who say the federal government ___ to ensure all Americans have each of the following during the coronavirus outbreak



Note: Those who did not give an answer are not shown.

Source: Survey of U.S. adults conducted April 7-12, 2020.

“53% of Americans Say the Internet Has Been Essential During the COVID-19 Outbreak”

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The new national survey of 4,917 U.S. adults conducted April 7 to 12 using the Center’s American Trends Panel explores public attitudes about the role of government in addressing these issues and finds that a majority of Americans (62%) do *not* think it is the federal government’s responsibility

to ensure that all Americans have a high-speed internet connection at home during the COVID-19 outbreak. And a similar share (65%) do not think the federal government should be responsible for ensuring cellphone services to all.

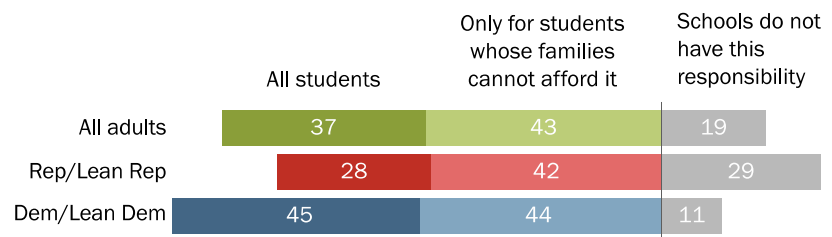
There are partisan differences when it comes to views about the government's role in ensuring internet and mobile connectivity during this time. Roughly half of Democrats and independents who lean to the Democratic Party (52%) say it is the federal government's responsibility to ensure that all Americans have a high-speed internet connection at home during the outbreak, and 45% think it is the government's responsibility to ensure that people have cellphone services. By comparison, smaller shares of Republicans and Republican-leaning independents hold this view about the government ensuring home broadband access (22%) or cellphone services (21%).

As most schools around the nation have closed and classes and assignments have shifted online, some [policymakers have raised concerns](#) about how [less digitally connected students](#) will fare in this new learning environment.

When asked about the role of schools in providing technology to students, 37% of adults say K-12 schools have a responsibility to provide all students with laptop or tablet computers in order to help them complete their schoolwork at home during the COVID-19 outbreak. And 43% think schools have this responsibility, but only for students whose families cannot afford it. In total, 80% of Americans think schools have this obligation to at least some students, while about one-in-five (19%) say they do not have this responsibility to any students.

While most Americans say schools should provide computers to at least some students during outbreak, parties divided on if this should be done for all

% of U.S. adults who say that K-12 schools have a responsibility to provide laptops or tablet computers to ___ in order to help them complete schoolwork at home during the coronavirus outbreak



Note: Those who did not give an answer are not shown.

Source: Survey of U.S. adults conducted April 7-12, 2020.

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While majorities of both Democrats and Republicans - including independents, who lean towards these parties - believe that schools have a responsibility to provide technology to *at least some students* to help them complete their schoolwork, there are partisan differences when it comes to the idea of providing laptops or tablets to *all students*. Some 45% of Democrats believe schools

should be obligated to provide computers to all students during the outbreak, compared with 28% of Republicans. Meanwhile, Republicans are more likely than Democrats to believe schools do not have a responsibility to provide computers to any students (29% vs. 11%).

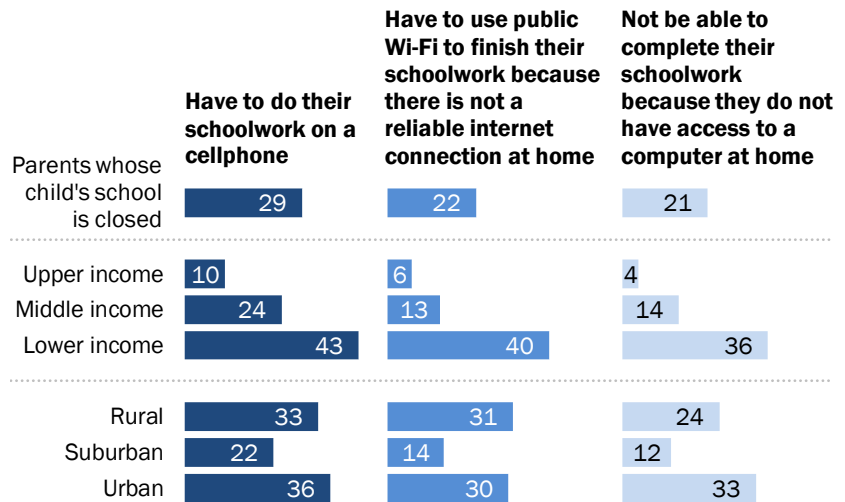
Amid concerns that students' learning [may be harmed](#) due to the widespread school closures, the early April survey also finds that [94% of parents](#) who have children in elementary, middle or high school say their children's school is currently closed due to the outbreak. And a portion of these parents say it is at least somewhat likely their children will struggle with schoolwork because of technology limitations.

Overall, roughly one-in-five parents with homebound schoolchildren say it is very or somewhat likely their children will not be able complete their schoolwork because they do not have access to a computer at home (21%) or have to use public Wi-Fi to finish their schoolwork because there is not a reliable internet connection at home (22%). And about three-in-ten parents (29%) report that it is at least somewhat likely their children will have to do their schoolwork on a cellphone.

These concerns are especially prevalent among parents with lower incomes.¹ Some 43% of lower-income parents with children whose schools shut down say it is very or somewhat likely their children will have to do schoolwork on their cellphones; 40% report the same likelihood of their child having to use

Many parents with lower incomes say it's likely their child will face digital obstacles when trying to do schoolwork at home during outbreak

Among parents with children whose schools are closed, % who say it is **very** or **somewhat** likely that as their children do their schoolwork at home during the coronavirus outbreak, they will ...



Note: Only parents of elementary, middle and high school students whose school is currently closed were asked this question. Family income tiers are based on adjusted 2018 earnings. Those who did not give an answer or who gave other responses are not shown.

Source: Survey of U.S. adults conducted April 7-12, 2020.

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¹Family incomes are based on 2018 earnings and adjusted for differences in purchasing power by geographic region and for household sizes. Middle income is defined here as two-thirds to double the median annual income for all panelists. Lower income falls below that range; upper income falls above it.

public Wi-Fi to finish schoolwork because there is not a reliable internet connection at home, and about one-third (36%) say it is at least somewhat likely their children will not be able to complete schoolwork because they do not have access to a computer at home.

At the same time, rural and urban parents whose children's schools have closed are more likely than their suburban counterparts to think that it is at least somewhat likely their children will struggle with their schoolwork because of lack of digital resources at home.

This survey conducted April 7 to 12 also covered another key aspect of the digital divide: whether Americans are worried about their ability to pay their internet or cellphone bills over the coming months.² Some 28% of those who have a high-speed connection at home say they worry a lot or some about paying for this service over the next few months, and 30% of smartphone owners say they worry at least some about paying their cellphone bill. Hispanic or black broadband or smartphone users and those with lower incomes are especially likely to say they worry about these types of bills.

² In this survey, the questions relating to people with cellphone service were asked of those who say they have smartphones.

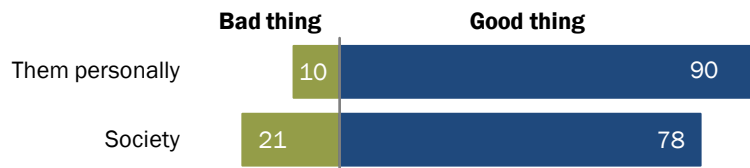
The vast majority of Americans view the impact of the internet positively, and nearly nine-in-ten say it's been an essential or important tool during the coronavirus outbreak

There is evidence that some people are [using the internet more](#) in the midst of the coronavirus outbreak and that new kinds of online activities are gaining popularity. The early April survey examines how this might be affecting people's overall views about the role of the internet in their lives and in society, more broadly.

Asked to state their views when they add up all the advantages and disadvantages of the internet for them personally, nine-in-ten Americans say the internet has mostly been a good thing for them. At the same time, 78% believe it has been a mostly good thing for society. As has been true [in previous Center surveys](#), the public is more likely to say the internet has been a bad thing for society than a bad thing for them personally (21% vs. 10%). This overall positive view of the internet is shared by vast majorities across each of the major demographic groups surveyed.

Most Americans say the internet has been mostly a positive thing for them and society, but more say it's been good for them, than society

% of U.S. adults who say the internet has mostly been a ___ for ...



Note: Those who did not give an answer are not shown.

Source: Survey of U.S. adults conducted April 7-12, 2020.

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Americans were also asked how important the internet has been for them during the coronavirus pandemic. Fully 87% of adults say the internet has been at least important for them personally during the coronavirus outbreak, including 53% who describe it as essential.

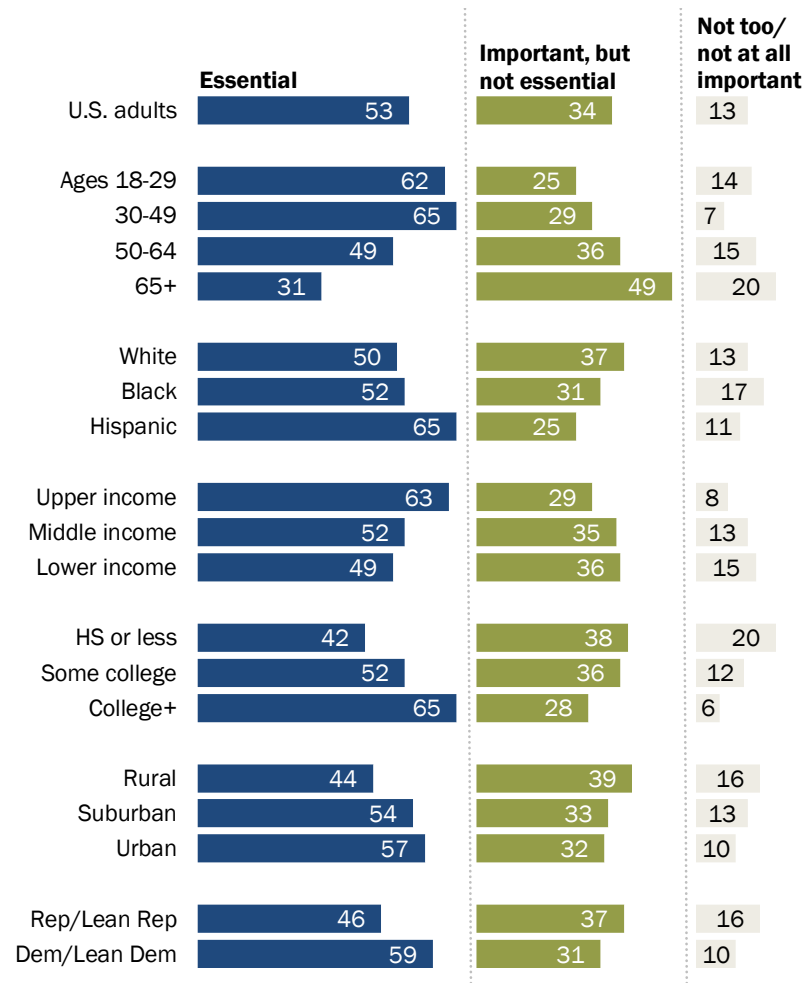
Relatively few Americans – 13% – think the internet has been not too or not at all important for them during the outbreak.

Majorities across all demographic groups consider the internet at least important during this time, but there are some distinctions on whether they have found it be essential. Roughly two-thirds of adults under the age of 50 say the internet has been essential for them during the outbreak, compared with 49% of adults ages 50 to 64 and 31% of adults age 65 and older.

There are also some differences by education level. Some 65% of college graduates say the internet has been essential during the outbreak, compared with 52% of adults with some college education and 42% of those with a high school education or less. Upper-income adults, Hispanics, and urban or suburban residents are also particularly likely to describe the internet as essential for them during the coronavirus outbreak.

Hispanic adults, college graduates and adults under 50 are especially likely to say the internet has been essential during the coronavirus outbreak

% of U.S. adults who say the internet has been ___ for them personally during the coronavirus outbreak



Note: White and black adults include only those who are non-Hispanic. Hispanics are of any race. Family income tiers are based on adjusted 2018 earnings. Those who did not give an answer are not shown.

Source: Survey of U.S. adults conducted April 7-12, 2020.

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Roughly half of Americans with lower incomes are worried about paying their broadband and cellphone bills over the coming months

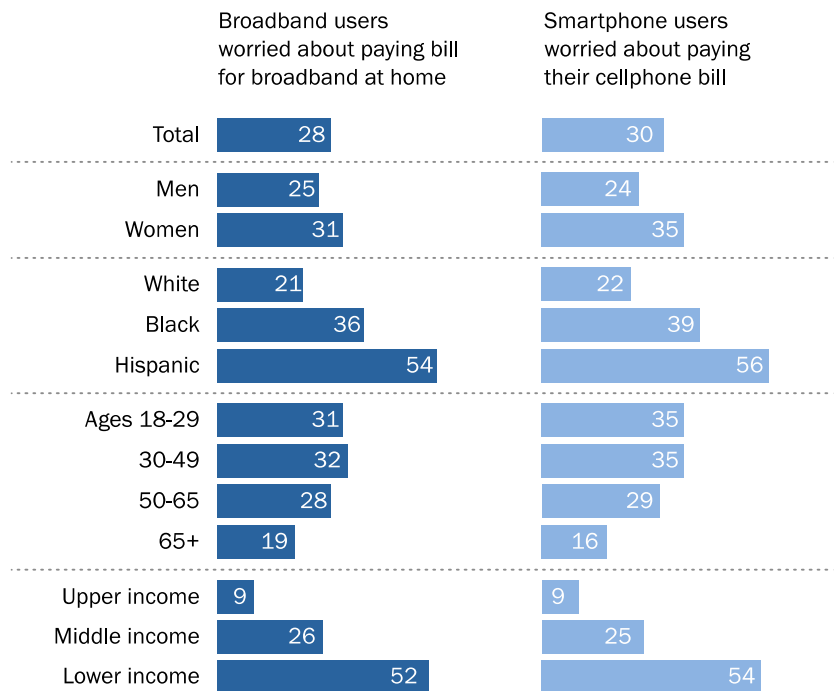
With numerous everyday tasks being driven online, there is renewed attention on the impact of the digital divide. Before the pandemic, Center surveys showed that there is still a share of the population that [is not digitally connected](#) in some way.

Other Pew Research Center reports show that many Americans face substantial new financial struggles because of this outbreak. About half say the coronavirus poses a [major threat to their personal finances](#), and, as of early April, 43% of Americans say that someone in their household has [lost their job or experienced a pay cut](#).

In light of this, the new survey asked digital technology users how worried they are about being able to pay for their high-speed internet connection in their home and the cellphone services over the next few months. Some 28% of home broadband users say they have some (19%) or a lot of worry (9%) about affording this expense over the next few months. And 30% of smartphone users say they worry a lot (11%) or some (18%) about paying their cellphone bills.

Hispanic and lower-income tech users are especially worried about paying home broadband, cellphone bills

*% of home broadband and smartphone users who say they worry **a lot** or **some** about paying their bills over the next few months for ...*



Note: White and black adults include only non-Hispanics. Hispanics are of any race. Family income tiers are based on adjusted 2018 earnings. Those who did not give an answer are not shown.

Source: Survey of U.S. adults conducted April 7-12, 2020.

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Americans with lower incomes are especially likely to express concern about broadband and cellphone bills. Roughly half of lower-income broadband users (52%) say they worry a lot or some about being able to pay for their high-speed internet connection over the coming months, compared with 26% of those with incomes in the middle and just 9% of those in the high-income tier. Among smartphone owners, 54% of those who have lower incomes say they worry at least some about paying their cellphone bills, compared with 25% of those who are middle income and just 9% of upper-income users.

At the same time, Hispanic adults are particularly likely to express concerns about paying their tech-related bills. For example, 54% of Hispanic broadband users say they worry about being able to pay for their home internet services, compared with 36% of black users and 21% of white users. Similar patterns are present when asked about worries related to paying cellphone bills over the next few months, with Hispanic smartphone owners being more likely than their black or white counterparts to say they worry about this.

There are also some differences by age. Broadband and smartphone users ages 18 to 64 are more likely than those ages 65 and up to say they worry about being able to pay their internet or cellphone bills.

Democrats are more inclined than Republicans to believe the government has a responsibility to ensure internet and mobile connectivity during this time

A central question in the digital divide debate is what role, if any, should government play in helping those without access. More recently, some states have started to [subsidize broadband access for those who currently lack access](#), while [President Trump](#) announced plans to tackle connectivity issues during the outbreak.

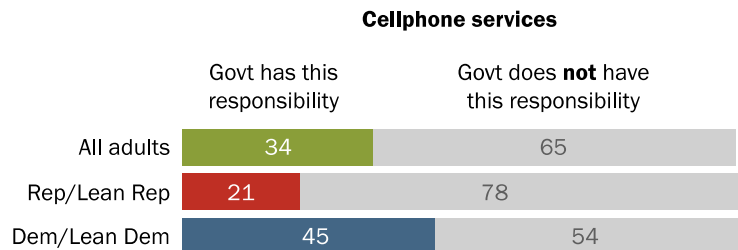
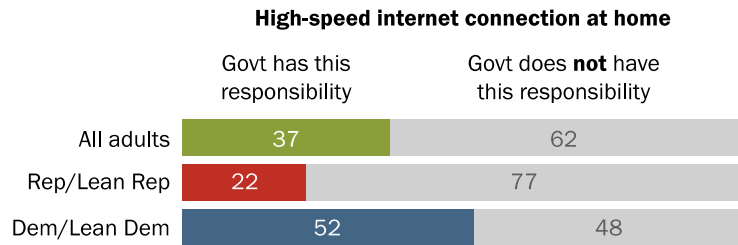
Overall, a majority of Americans in this early April survey say it is *not* the responsibility of the federal government to ensure that all Americans have a high-speed internet connection (62%) or cellphone service (65%) amid the pandemic, while about four-in-ten believe that the government should bear this responsibility.

While there is not clear majority support among either party for this, Democrats and independents who lean toward the Democratic Party are more likely than their Republican and Republican-leaning counterparts to believe that the government should have a role in providing these services. Roughly half of Democrats

(52%) say the federal government has a responsibility to ensure that all Americans have a high-speed internet connection at home during the COVID-19 outbreak, while just 22% of Republicans hold his view. Democrats are also about twice as likely as Republicans to believe the federal government has responsibility to provide cellphone service for all Americans amid this crisis (45% vs. 21%).

Democrats more likely than Republicans to think the government should be responsible for ensuring home broadband, cellphone services amid COVID-19

% of U.S. adults who say the federal government has or does not have the responsibility to ensure all Americans have ___ during the coronavirus outbreak



Note: Those who did not give an answer are not shown.
 Source: Survey of U.S. adults conducted April 7-12, 2020.
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There are also differences within the Republican Party by income. Among Republicans and Republican leaners, 36% of those with lower incomes say the federal government has a responsibility to ensure that all Americans have a high-speed internet connection at home during this pandemic, compared with 20% of those in the middle-income tier and just 13% of those who in the upper income tier. When asked about their views about ensuring cellphone services, 35% of lower-income Republicans and Republican leaners agree that the government bears this responsibility, while smaller shares of middle- and upper-income Republicans say this (19% and 13%, respectively).

By comparison, there are more modest differences found between upper- and lower-income Democrats.

Broadband users who express concern about affording their high-speed internet bill in the coming months are more likely than those who are less worried about their internet connectivity bills to back the idea that the federal government should ensure high-speed internet access during the coronavirus outbreak (52% vs. 31%). Similarly, smartphone users who say they worry about affording their cellphone bills for the next few months are more likely than those who are less worried about their phone bills to say that they think the federal government has a responsibility to ensure that all Americans have cellphone service during the coronavirus (47% vs. 29%).

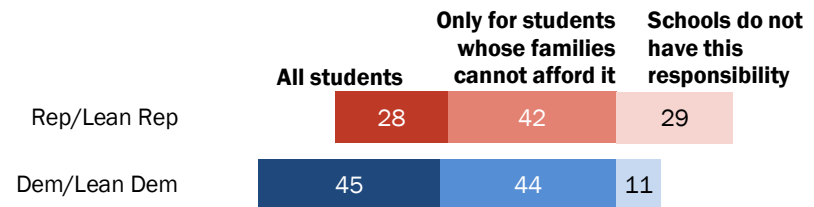
Americans mostly believe that K-12 schools should provide computers to at least some students during the COVID-19 outbreak

In this more challenging education environment, the question becomes: Should school systems provide technology to K-12 students? When asked about schools' responsibility to provide laptop or tablet computers to students in order to help them complete their schoolwork at home during the coronavirus outbreak, 37% of Americans say K-12 schools have this responsibility to *all students*, and 43% say they are only responsible for providing these resources to students whose families cannot afford them. By comparison, 19% believe schools do not have this responsibility to any students.

While majorities of both Democrats and Republicans say schools have the responsibility to provide computers to at least some students, there are partisan differences when it comes to whether this should be available to all students. Democrats and the independents who lean Democratic are more likely than Republicans and their leaners to say schools have this responsibility to all students (45% vs. 28%).

Democrats more likely than Republicans to say schools have a responsibility to provide all students with computers during the COVID-19 outbreak

% of U.S. adults who say that K-12 schools have a responsibility to provide laptops or tablet computers to ___ in order to help them complete schoolwork at home during the coronavirus outbreak



Note: Those who did not give an answer are not shown.

Source: Survey of U.S. adults conducted April 7-12, 2020.

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At the same time, 29% of Republicans (compared with 11% of Democrats) say schools do not have a responsibility to provide computers to any students during the COVID-19 outbreak.

Acknowledgments

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Methodology

The American Trends Panel survey methodology

The American Trends Panel (ATP), created by Pew Research Center, is a nationally representative panel of randomly selected U.S. adults. Panelists participate via self-administered web surveys. Panelists who do not have internet access at home are provided with a tablet and wireless internet connection. The panel is being managed by Ipsos.

Data in this report is drawn from the panel wave conducted April 7 to April 12, 2020. A total of 4,917 panelists responded out of 6,092 who were sampled, for a response rate of 81%. This does not include one panelist who

was removed from the data due to extremely high rates of refusal or straightlining. The cumulative response rate accounting for nonresponse to the recruitment surveys and attrition is 4.4%. The break-off rate among panelists who logged on to the survey and completed at least one item is 1.7%. The margin of sampling error for the full sample of 4,917 respondents is plus or minus 2.1 percentage points.

American Trends Panel recruitment surveys

Recruitment dates	Mode	Invited	Joined	Active panelists remaining
Jan. 23 to March 16, 2014	Landline/ cell RDD	9,809	5,338	2,310
Aug. 27 to Oct. 4, 2015	Landline/ cell RDD	6,004	2,976	1,335
April 25 to June 4, 2017	Landline/ cell RDD	3,905	1,628	685
Aug. 8 to Oct. 31, 2018	ABS/web	9,396	8,778	6,411
Aug. 19 to Nov. 30, 2019	ABS/web	5,900	4,720	4,686
	Total	35,014	23,440	15,427

Note: Approximately once per year, panelists who have not participated in multiple consecutive waves or who did not complete an annual profiling survey are removed from the panel. Panelists also become inactive if they ask to be removed from the panel.

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This study featured a stratified random sample from the ATP. The sampling strata were defined by the following variables: age, ethnicity, education, country of birth (among Hispanics), internet status, party affiliation, voter registration and volunteerism.

The ATP was created in 2014, with the first cohort of panelists invited to join the panel at the end of a large, national, landline and cellphone random-digit-dial survey that was conducted in both English and Spanish. Two additional recruitments were conducted using the same method in 2015 and 2017, respectively. Across these three surveys, a total of 19,718 adults were invited to join the ATP, of which 9,942 agreed to participate.

In August 2018, the ATP switched from telephone to address-based recruitment. Invitations were sent to a random, address-based sample (ABS) of households selected from the U.S. Postal Service's Delivery Sequence File. In each household, the adult with the next birthday was asked to go online to complete a survey, at the end of which they were invited to join the panel. For a random half-sample of invitations, households without internet access were instructed to return a postcard. These households were contacted by telephone and sent a tablet if they agreed to participate. A total of 9,396 were invited to join the panel, and 8,778 agreed to join the panel and completed an initial profile survey. The same recruitment procedure was carried out on Aug. 19, 2019, from which a total of 5,900 were invited to join the panel and 4,720 agreed to join the panel and completed an initial profile survey. Of the 23,440 individuals who have ever joined the ATP, 15,427 remained active panelists and continued to receive survey invitations at the time this survey was conducted.

The U.S. Postal Service's Delivery Sequence File has been estimated to cover as much as 98% of the population, although some studies suggest that the coverage could be in the low 90% range.³ The American Trends Panel never uses breakout routers or chains that direct respondents to additional surveys.

³ AAPOR Task Force on Address-based Sampling. 2016. "[AAPOR Report: Address-based Sampling](#)."

Weighting

The ATP data was weighted in a multistep process that begins with a base weight incorporating the respondents' original selection probability. The next step in the weighting uses an iterative technique that aligns the sample to population benchmarks on the dimensions listed in the accompanying table.

Sampling errors and tests of statistical significance take into account the effect of weighting. Interviews are conducted in both English and Spanish.

In addition to sampling error, one should bear in mind that question wording and practical difficulties in conducting surveys can introduce error or bias into the findings of opinion polls.

Weighting dimensions

Variable	Benchmark source
Gender	2018 American Community Survey
Age	
Education	
Race/Hispanic origin	
Country of birth among Hispanics	
Years lived in the United States among Hispanics	
Home internet access	
Region x Metropolitan status	2019 CPS March Supplement
Volunteerism	2017 CPS Volunteering & Civic Life Supplement
Voter registration	2018 CPS Voting and Registration Supplement
Party affiliation	Average of the three most recent Pew Research Center telephone surveys.

Note: Estimates from the ACS are based on non-institutionalized adults. Voter registration is calculated using procedures from Hur, Achen (2013) and rescaled to include the total US adult population.

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The following table shows the unweighted sample sizes and the error attributable to sampling that would be expected at the 95% level of confidence for different groups in the survey:

Group	Unweighted sample size	Plus or minus ...
Total sample	4,917	2.1 percentage points
Men	2,229	3.3 percentage points
Women	2,679	2.8 percentage points
White, non-Hispanic	3,551	2.5 percentage points
Black, non-Hispanic	443	6.8 percentage points
Hispanic	558	6.9 percentage points
Ages 18-29	533	6.1 percentage points
30-49	1,496	3.8 percentage points
50-64	1,515	3.8 percentage points
65+	1,355	3.9 percentage points
Lower income	909	4.6 percentage points
Middle income	2,186	3.1 percentage points
Upper income	1,607	3.6 percentage points
Rural	1,110	4.3 percentage points
Suburban	2,533	3.0 percentage points
Urban	1,264	4.3 percentage points

Group	Unweighted sample size	Weighted %	Plus or minus ...
Republican/Lean Republican	2,034	45	3.2 percentage points
Democrat/Lean Democrat	2,764	51	3.0 percentage points

Sample sizes and sampling errors for other subgroups are available upon request.

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Appendix

Defining income tiers

To create upper-, middle- and lower-income tiers, respondents' 2018 family incomes were adjusted for differences in purchasing power by geographic region and for household size. "Middle-income" adults live in families with annual incomes that are two-thirds to double the median family income in the American Trends Panel (after incomes have been adjusted for the local cost of living and for household size). The middle-income range for the panel is about \$37,500 to \$112,600 annually for a three-person household. Lower-income families have incomes less than roughly \$37,500, and upper-income families have incomes greater than roughly \$112,600.

Based on these adjustments, among respondents who provided their income and household size, 32% fall into the lower-income tier, 45% in the middle-income tier and 23% fall in the upper-income tier.

For more information about how the income tiers were determined, please see [here](#).

Topline questionnaire

**2020 PEW RESEARCH CENTER'S AMERICAN TRENDS PANEL
WAVE 65 APRIL 2020
FINAL TOPLINE
APRIL 7-12, 2020
TOTAL N=4,917**

THE QUESTIONS PRESENTED BELOW ARE PART OF A LARGER SURVEY CONDUCTED ON THE AMERICAN TRENDS PANEL. OTHER QUESTIONS ON THIS SURVEY HAVE BEEN PREVIOUSLY RELEASED OR HELD FOR FUTURE RELEASE.

NOTE: ALL NUMBERS ARE PERCENTAGES UNLESS OTHERWISE NOTED. THE PERCENTAGES LESS THAN 0.5% ARE REPLACED BY AN ASTERISK (*). ROWS/COLUMNS MAY NOT TOTAL 100% DUE TO ROUNDING.

	Sample size	Margin of error at 95% confidence level
U.S. adults	4,917	+/- 2.1 percentage points

ASK ALL:

COVIDSCHL1 Do you think K-12 schools have a responsibility to provide students with laptop or tablet computers in order to help them complete their schoolwork at home during the coronavirus outbreak?

Apr 7-12,
2020

37	Yes, schools have this responsibility to all students
43	Yes, schools have this responsibility, but only for students whose family cannot afford it
19	No, schools do not have this responsibility
1	No answer

ASK ALL:

PARENTK12 Are you a parent or guardian of any children who are now enrolled in elementary, middle or high school and who live in your household?

Apr 7-12,
2020

24	Yes
76	No
*	No answer

ASK IF PARENT/GUARDIAN OF K-12 STUDENT (PARENTK12=1) [N=1,139]:

COVIDSCHL2 Are your children's schools currently closed due to the coronavirus outbreak?

Apr 7-12,
2020

94	Yes, school is closed
2	No, school is not closed but I expect that it will close
1	No, school is not closed and I do not expect that it will close
3	My children are homeschooled
*	No answer

ASK IF CHILDREN'S SCHOOL IS CLOSED (COVIDSCHL2=1): [N=1,079]:COVIDSCHL7 As your children do their schoolwork at home due to the coronavirus outbreak, how likely, if at all, is it that they will... **[RANDOMIZE ITEMS]**

		Very <u>likely</u>	Somewhat <u>likely</u>	Not too <u>likely</u>	Not at all <u>likely</u>	No <u>answer</u>
a.	Have to use public Wi-Fi to finish their schoolwork because there is not a reliable internet connection at home Apr 7-12, 2020	11	11	16	61	1
b.	Not be able to complete their schoolwork because they do not have access to a computer at home Apr 7-12, 2020	9	11	16	62	1
c.	Have to do their schoolwork on a cellphone Apr 7-12, 2020	14	15	21	49	1

ASK ALL:

COVWEBSOC Overall, when you add up all the advantages and disadvantages of the internet, would you say the internet has mostly been a good thing or a bad thing for... **[RANDOMIZE ITEMS]**

		<u>Good thing</u>	<u>Bad thing</u>	<u>No answer</u>
a.	Society Apr 7-12, 2020	78	21	1
b.	You, personally Apr 7-12, 2020	90	10	1

ASK ALL:

COVINTESS How important, if at all, has the internet been for YOU PERSONALLY during the coronavirus outbreak?

Apr 7-12,
2020

53	Essential
34	Important, but not essential
10	Not too important
3	Not at all important
*	No answer

ASK ALL:

COVDIGGOV Do you think the federal government has a responsibility to ensure that all Americans have each of the following during the coronavirus outbreak? **[RANDOMIZE ITEMS a-b]**

		<u>Yes, the federal government has this responsibility</u>	<u>No, the federal government does not have this responsibility</u>	<u>No answer</u>
a.	High-speed internet connection at home Apr 7-12, 2020	37	62	1
b.	Cellphone services Apr 7-12, 2020	34	65	1

ASK ALL:

COVPAYTECH How much, if at all, do you worry about being able to pay for each of the following over the next few months? **[RANDOMIZE ITEMS]**

	<u>A lot</u>	<u>Some</u>	<u>Not too much</u>	<u>Not at all</u>	<u>No answer</u>
ASK IF HAS HIGHER SPEED BROADBAND SERVICES (BBHOME1=2) [N=4,460]:					
a. High-speed internet connection at home					
Apr 7-12, 2020	9	19	28	44	*
ASK IF HAS A SMARTPHONE (SMARTPHONE=1)[N=4,569]:					
b. Your cellphone bill					
Apr 7-12, 2020	11	18	27	43	*