

KO/K-Net Report

Survey of Connectivity in Keewaytinook Okimakanak Communities

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*Online presentation from Sioux Lookout, Ontario
and Fredericton, New Brunswick
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Background

- Report for KO Chiefs and KO community members
- Responses from KO community members to KO/K-Net online survey in November 2011
- Invitations sent to everyone with a knet.ca email account
- 633 responses overall, including 131 from KO community members



Responses by KO community

Question: What community do you live in most of the time?

n = 131 (n = number of responses)

- North Spirit Lake - 24
- Poplar Hill - 8
- Kee-way-win - 27
- Deer Lake – 34
- Fort Severn - 38

Overview of research



- Report Includes data tables and quotes from KO community members
- Survey, analysis conducted with the University of New Brunswick
- Survey part of VideoCom research project with partners KO/K-Net and KORI <http://videocom.firstnation.ca>
- Research papers and publications are being prepared from the overall survey

Purpose of report

- Stimulate community feedback and input on the results
- Consider how the results can help develop strategies for networks and technologies in communities
- Identify potential future research collaborations for KO communities
- Coordinate survey follow-up with KO/K-Net



The Role of Technology



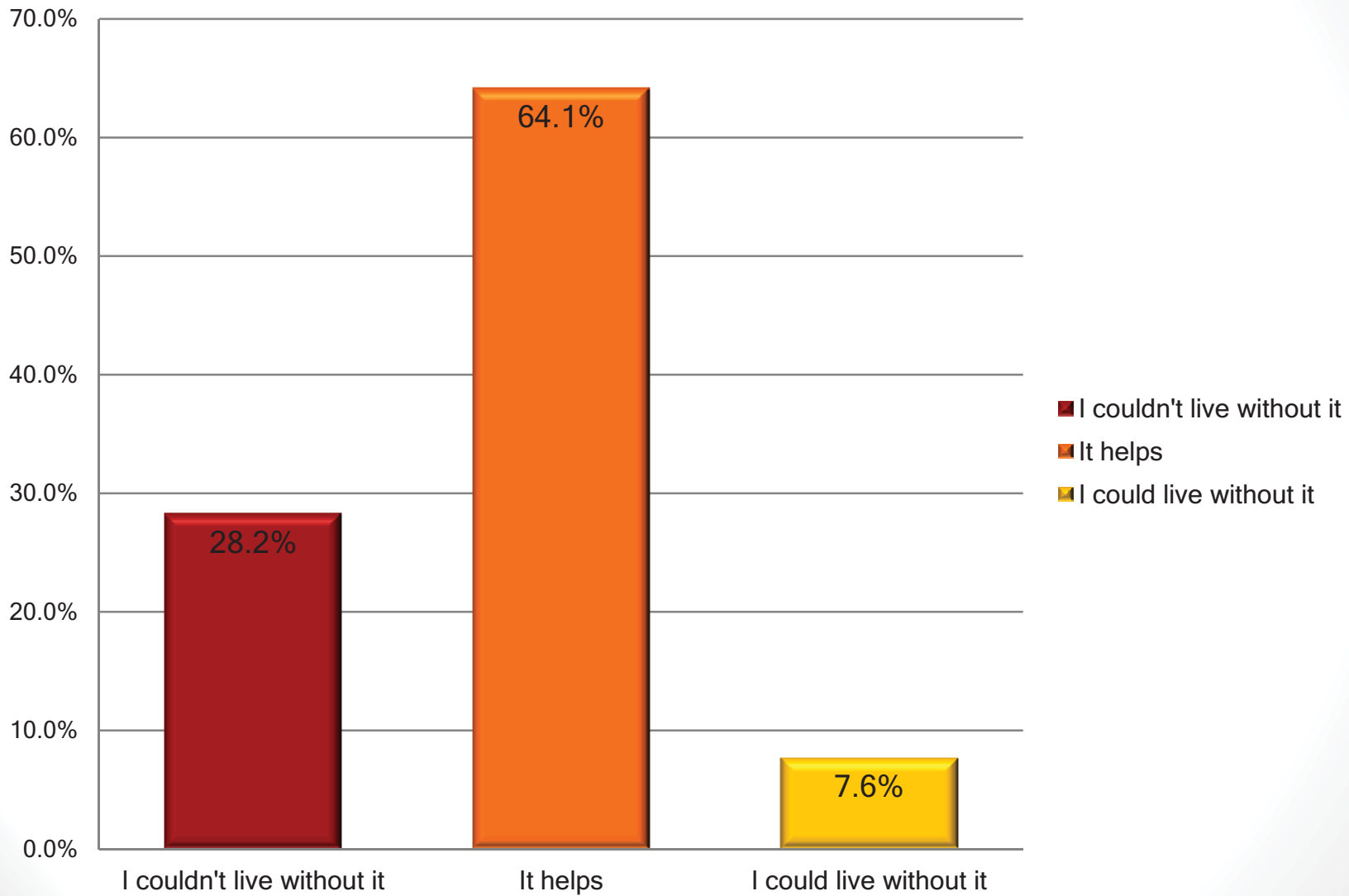
Most KO community members ...

- Say technology “helps” or they “couldn’t live without it”
- Buy technology only when there is no other option
- Use technology to preserve their culture in some way
- Most common ways of preserving culture are looking at art, listening to music, reading stories online by Aboriginal people



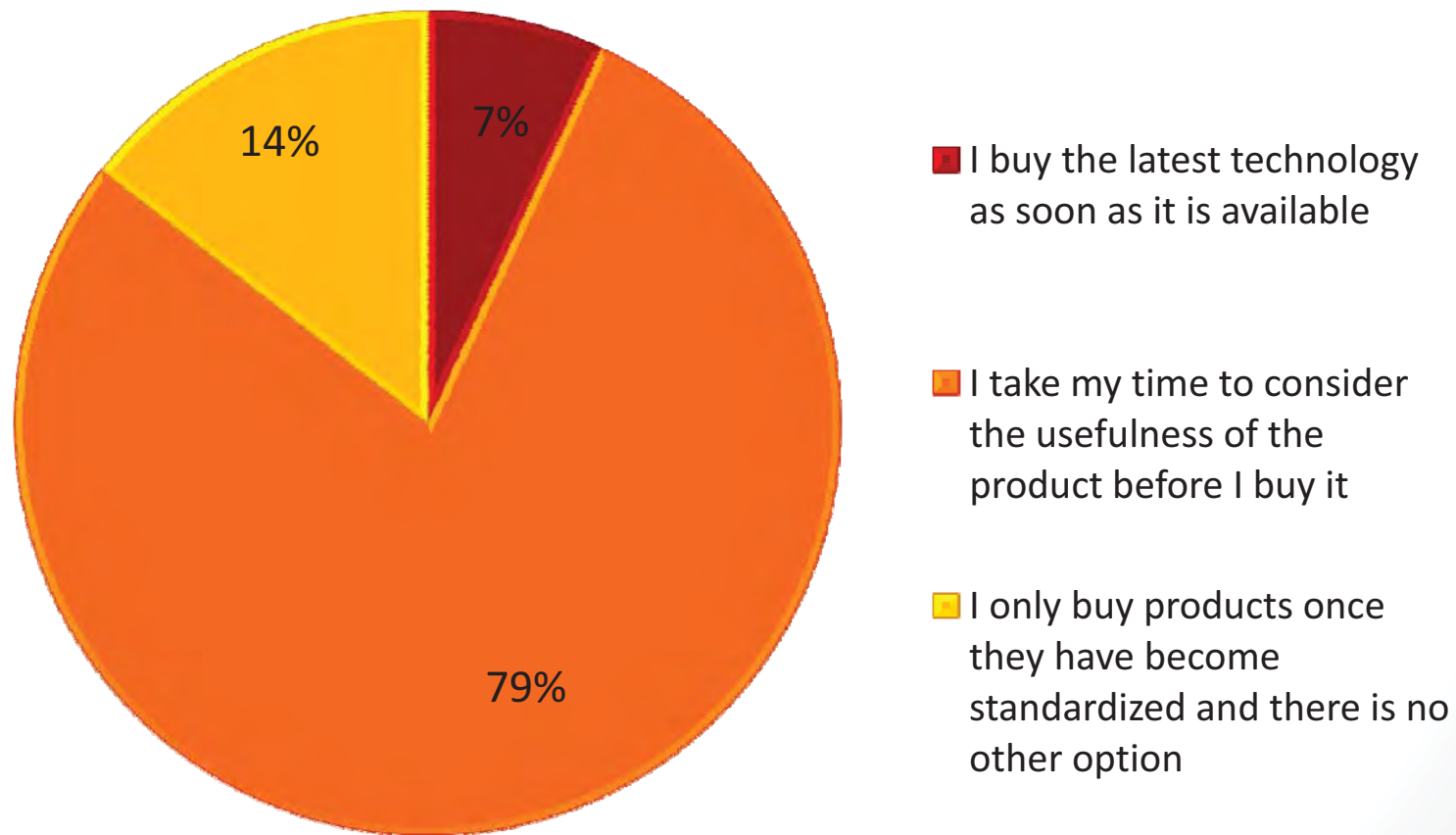
What role does technology play in your life?

Keewatinook Okimakanak First Nations only - n=131



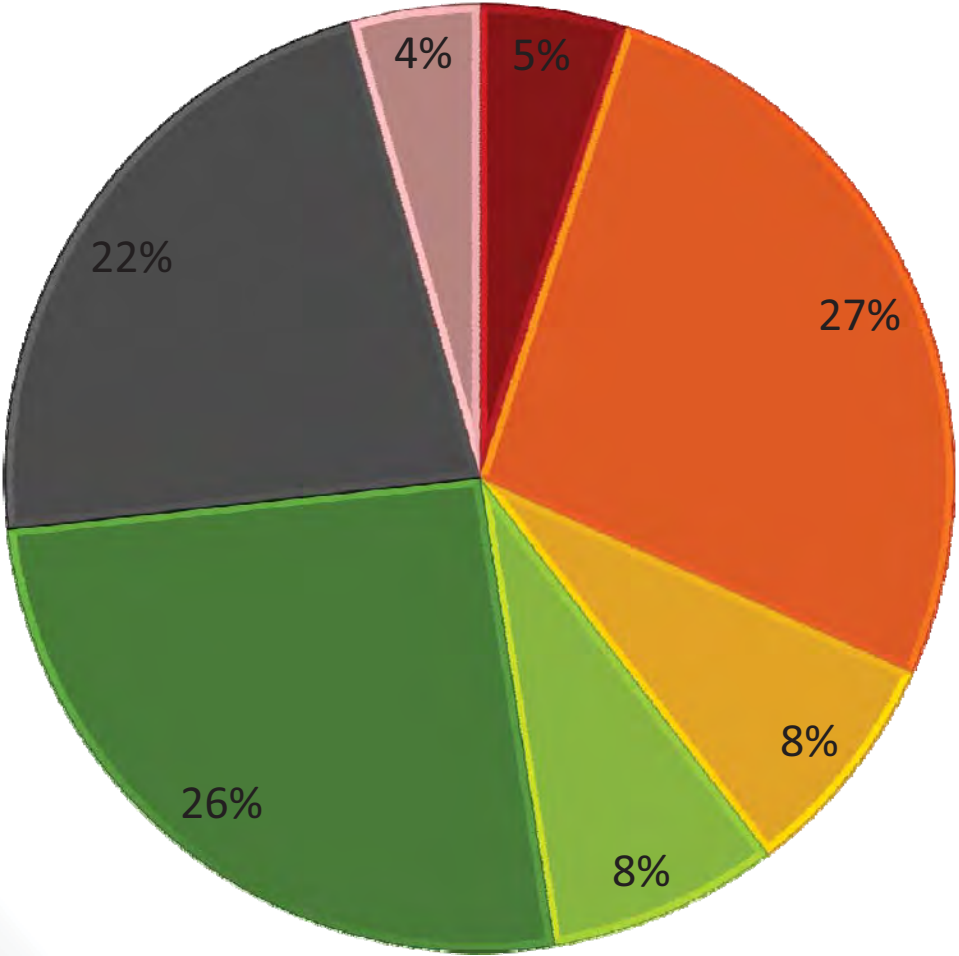
How quickly do you respond to new technology?

Keewaytinook Okimakanak First Nations only – n=131



In what ways do you preserve your culture on the internet?

Keewaytinook Okimakanak First Nations only – n=131

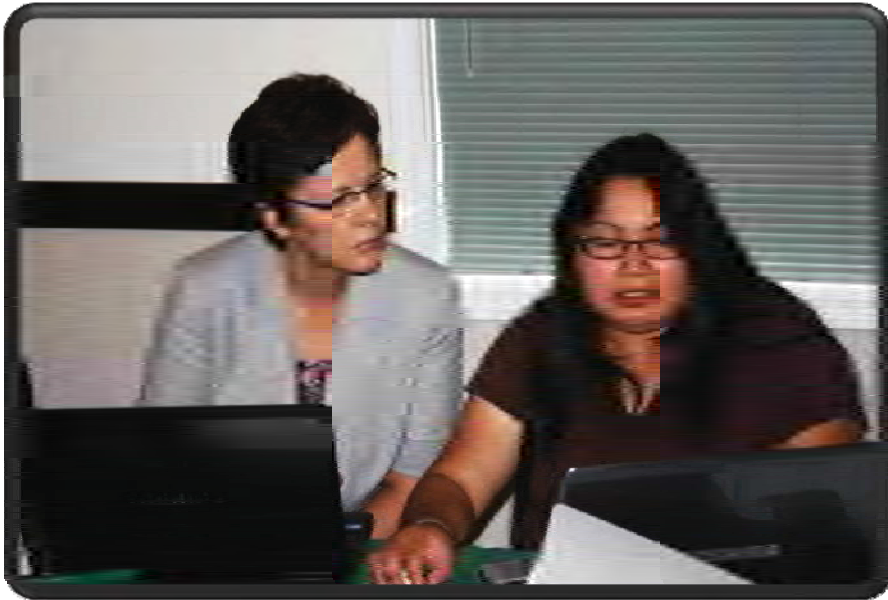


- Share my art or music online
- Listen to music or look at art online made by Aboriginal people
- Post announcements about powwows / cultural events
- Write a story and share it online
- Read stories / books online written by Aboriginal people
- Post photos/ news / stories/ social media
- I don't preserve my culture in any way

Quotes from KO community members

- *Technology is all good, puts a smile on my face.*
- *Technology is awesome, smaller gadgets, ie. mp3 players, ipods, etc, don't have to carry around those big stereos with back up D batteries :)*
- *... the slow uploading of video and images has limited the type and length of posting related to the cultural interests that i have posted. ... if the service was improved and there was increased space on servers, i would post more images and videos.*

Using Technology



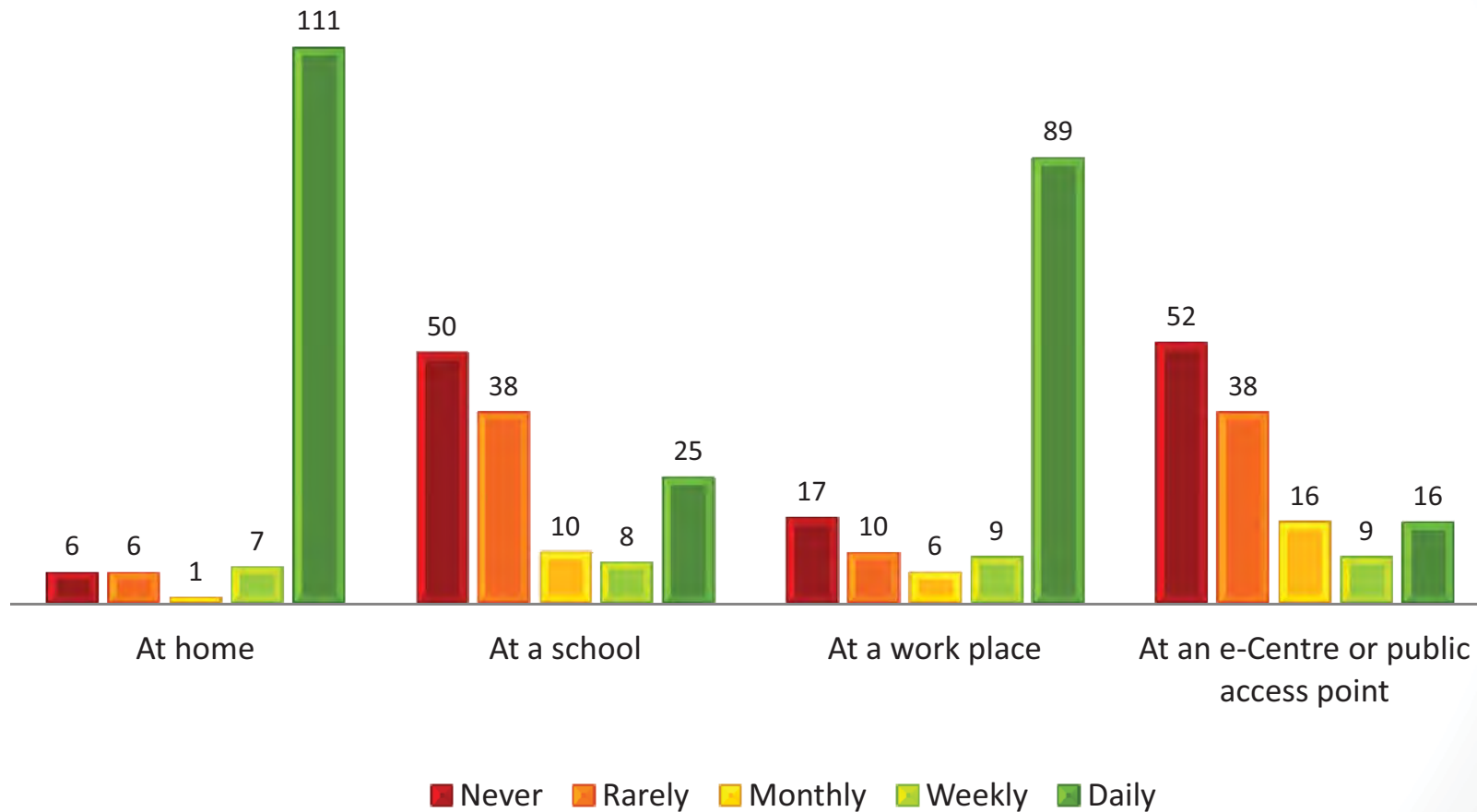
Every day, most survey respondents ...

- Use computer/internet from home or work
- Use social networking and send an email
- Communicate online with members of their own community or another community in NW Ontario
- Do not use videoconferencing



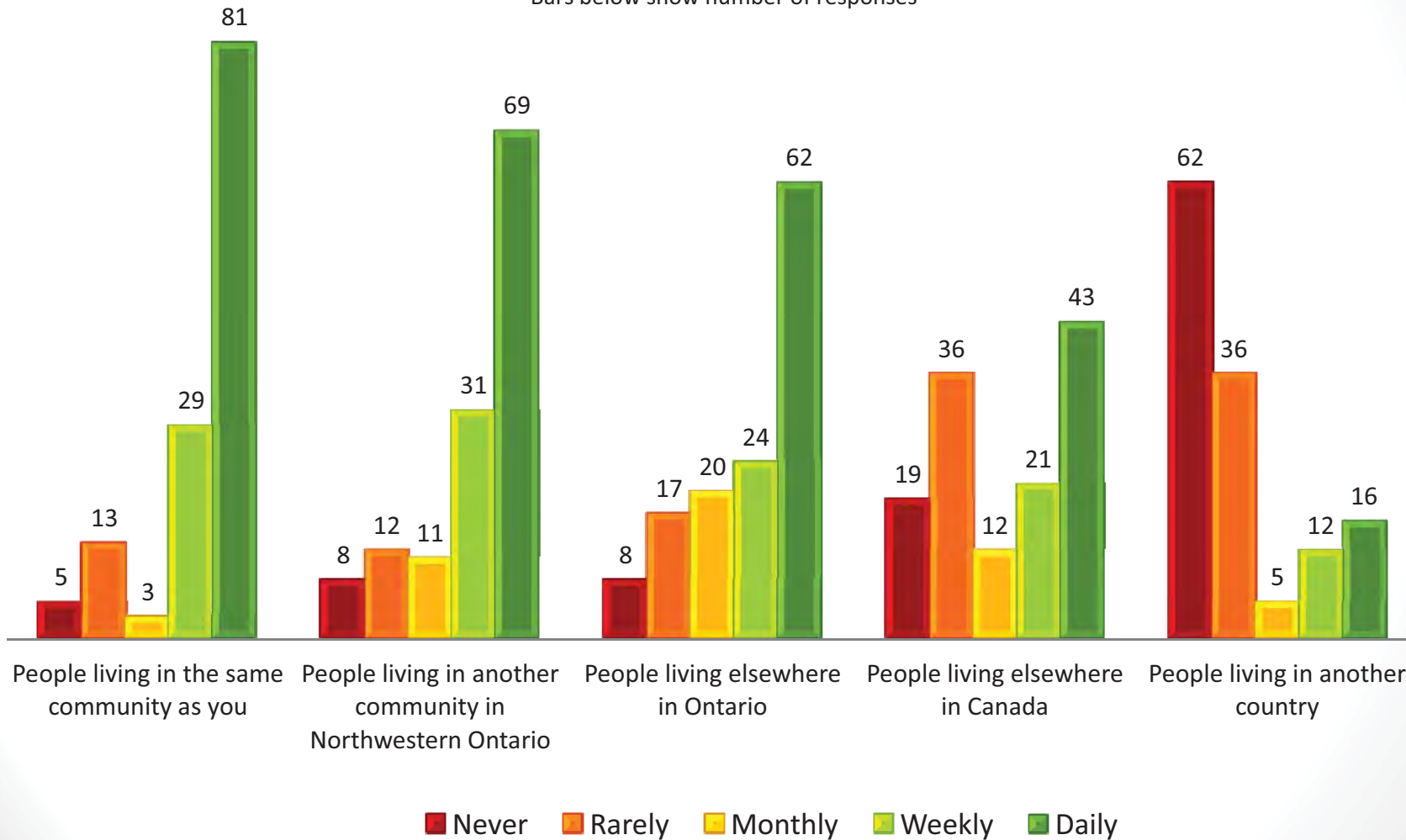
Where survey respondents use a computer/internet

Keewatinook Okimakanak First Nations only – n=131
Bars below show number of responses



How often they communicate online/ use social media, with...

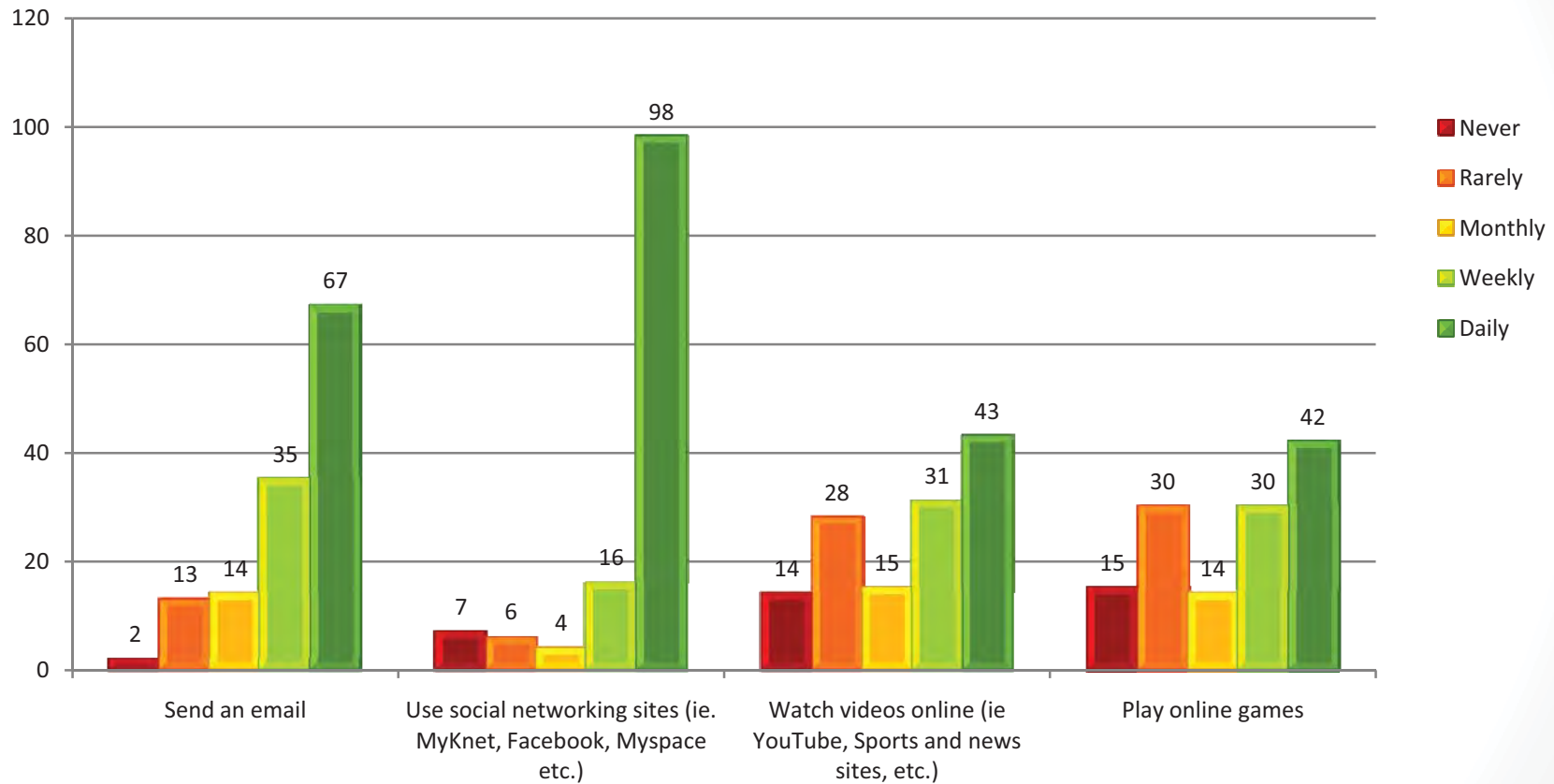
Keewaytinook Okimakanak First Nations only – n=131
Bars below show number of responses



They often do these activities online

Keewatinook Okimakanak First Nations only – n=131

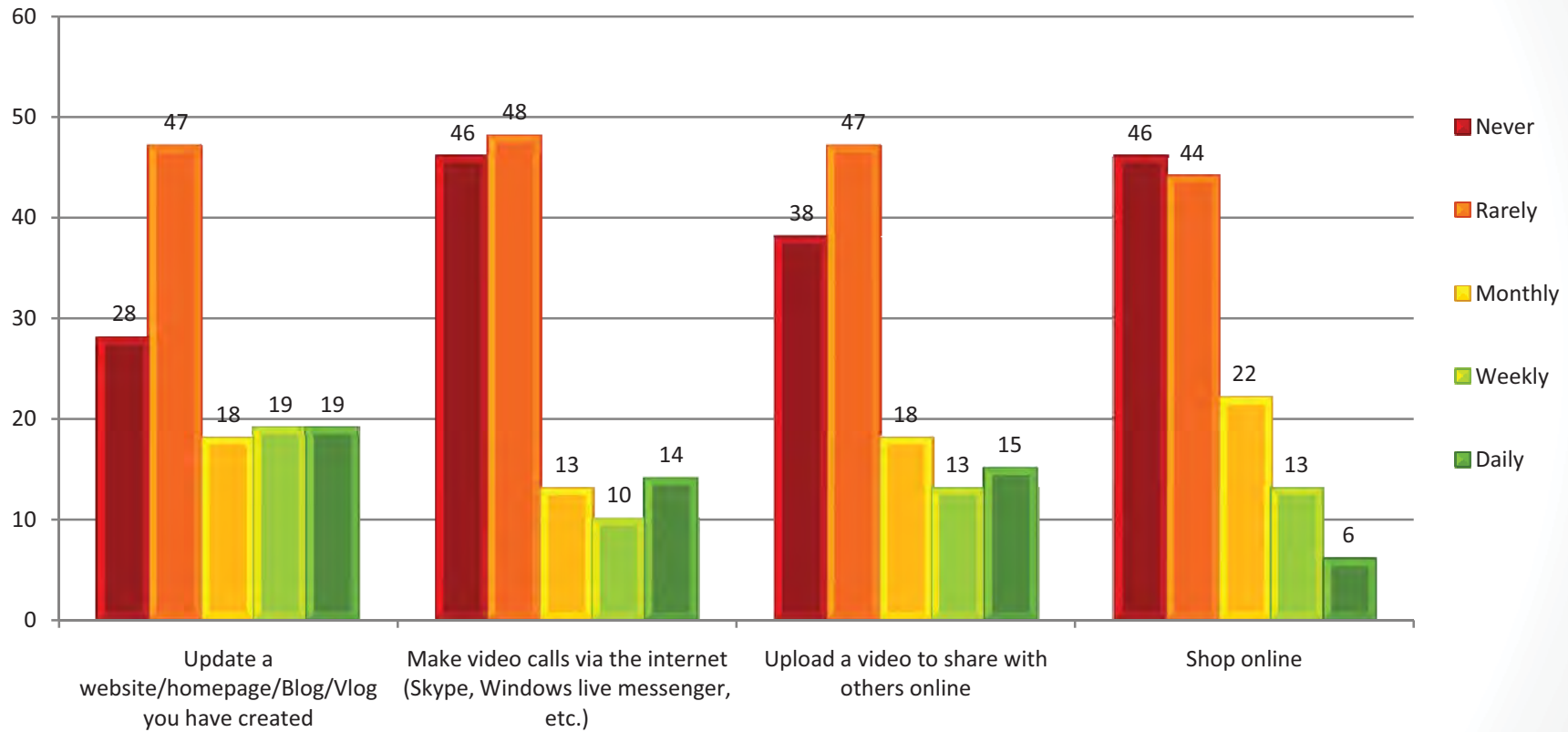
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They do these activities online less often

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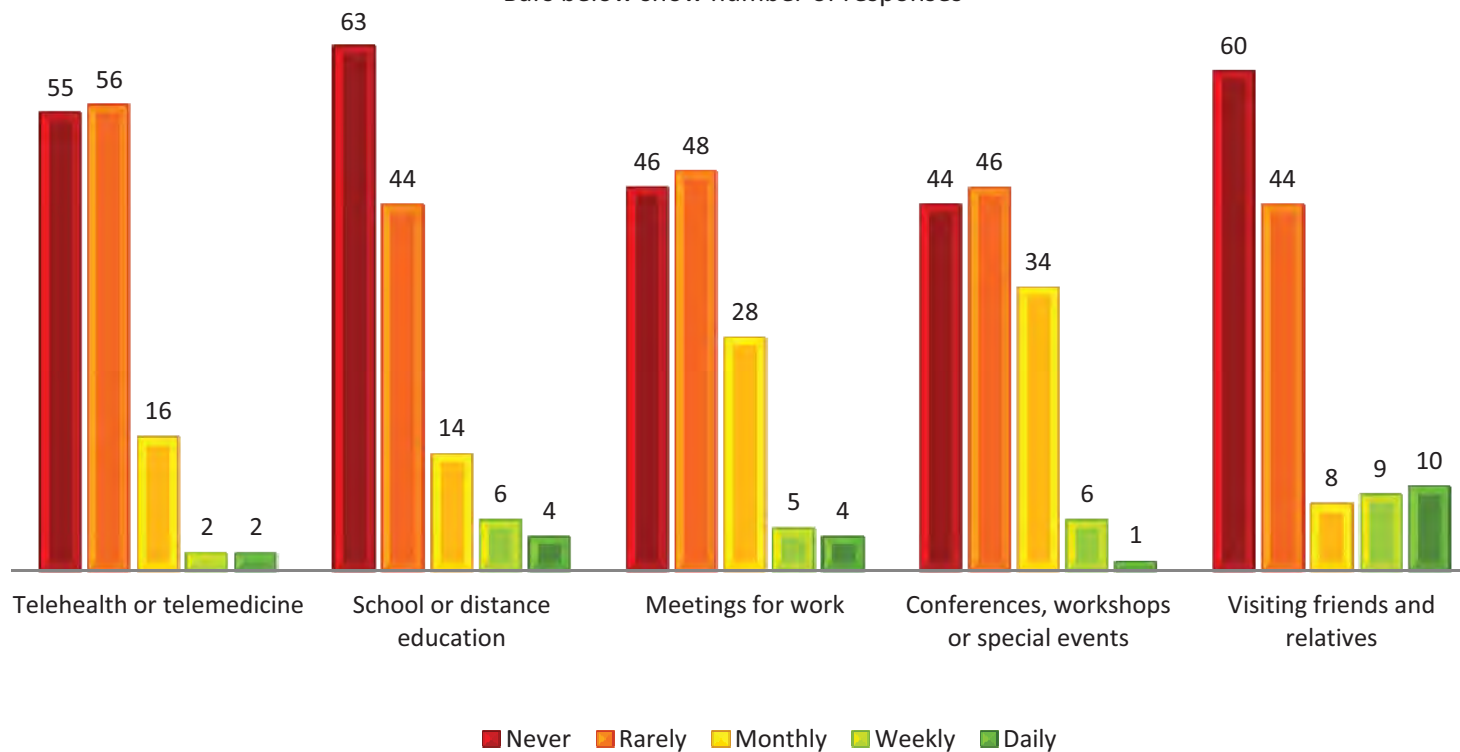
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Fewer people are using videoconferencing for ...

Keewaytinook Okimakanak First Nations only – n=131

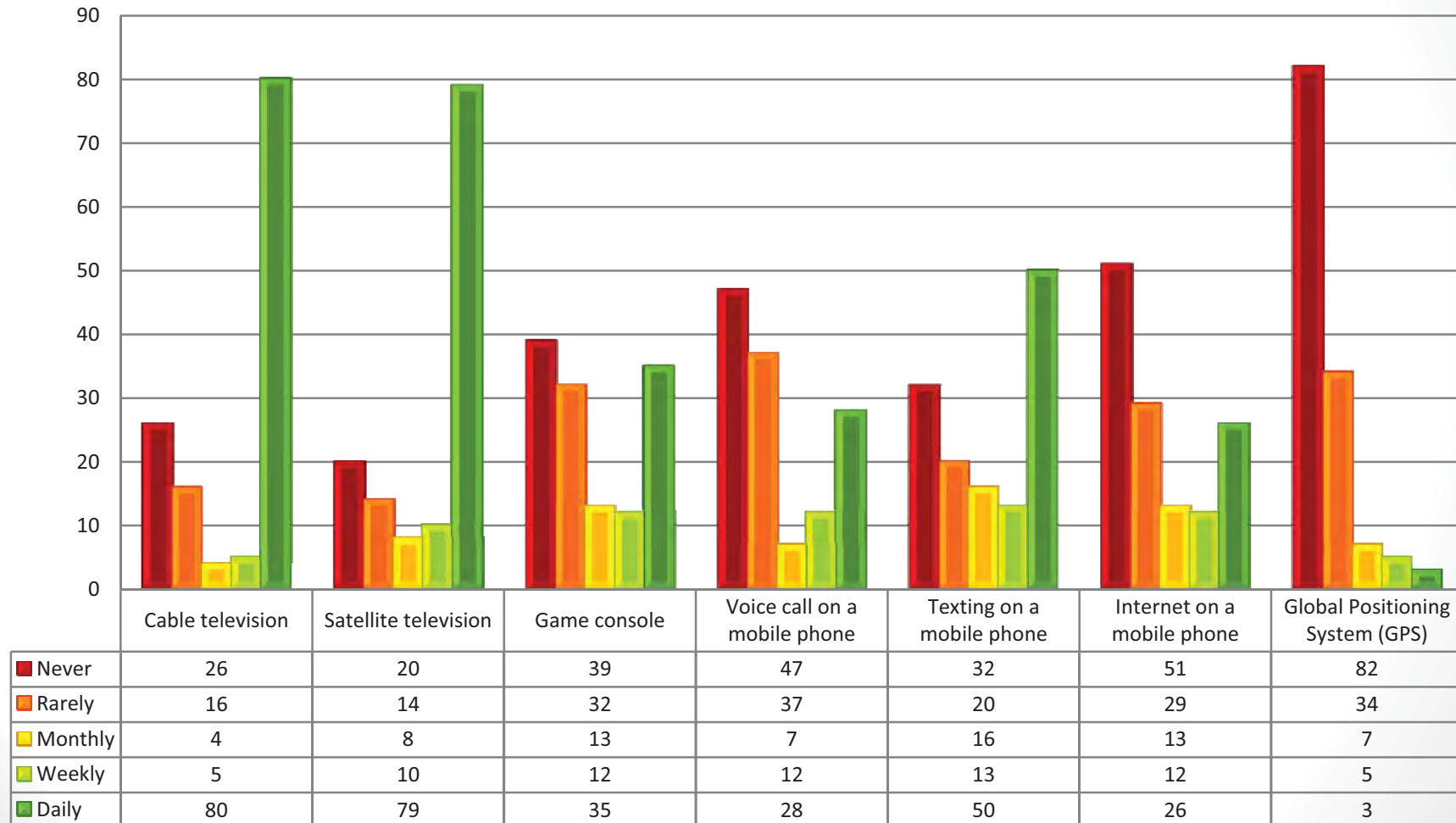
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How often do you use each technology listed below?

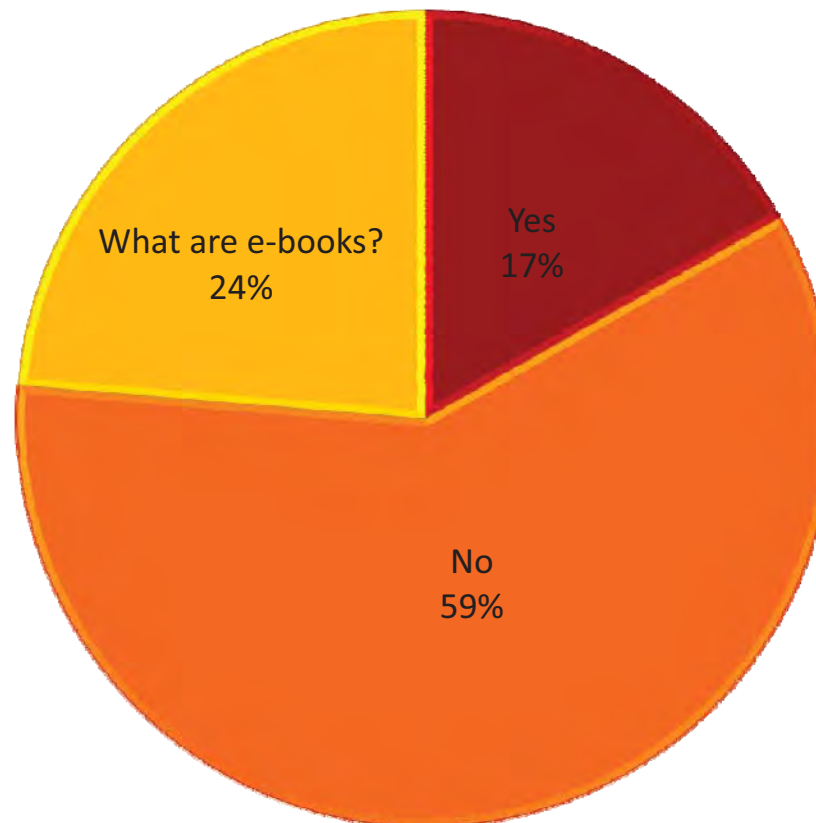
Keewaytinook Okimakanak First Nations only – n=131

Bars below show number of responses



I prefer to read e-books rather than physical copies

Keewaytinook Okimakanak First Nations only – n=131



Quotes from KO community members

- *It's useful when wanting to communicate with family in different communities - the internet and kmobile.*
- *Certainly our technology(ies) have allowed more northerners to be connected with others in Northern Ontario and elsewhere in Canada*
- *Good job on getting cell service up north, that made my year when I moved back to the community and found cell service, I would have been 'lost' without internet and cell and I probably wouldn't have stayed to live there without it.*

Feedback on KO Online Services



Feedback on KO online services

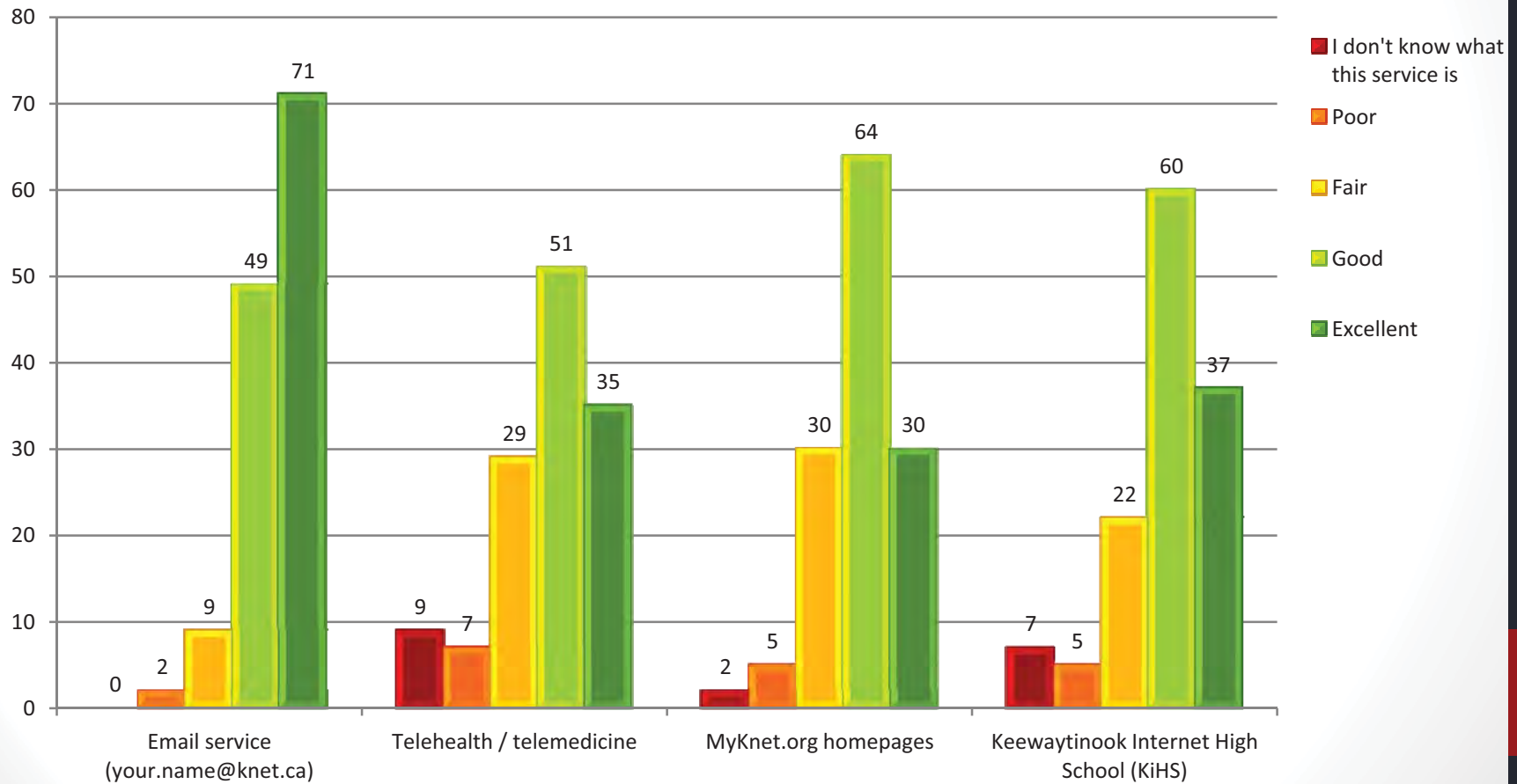
- Email service, telemedicine, KiHS and MyKnet.org rated as excellent or good
- High ratings for K-Net services overall
- Community members unaware of or unsure of some services
- Promotion will be required to raise awareness of some services in communities



Highest ratings for KO Services

Keewaytinook Okimakanak First Nations only – n=131

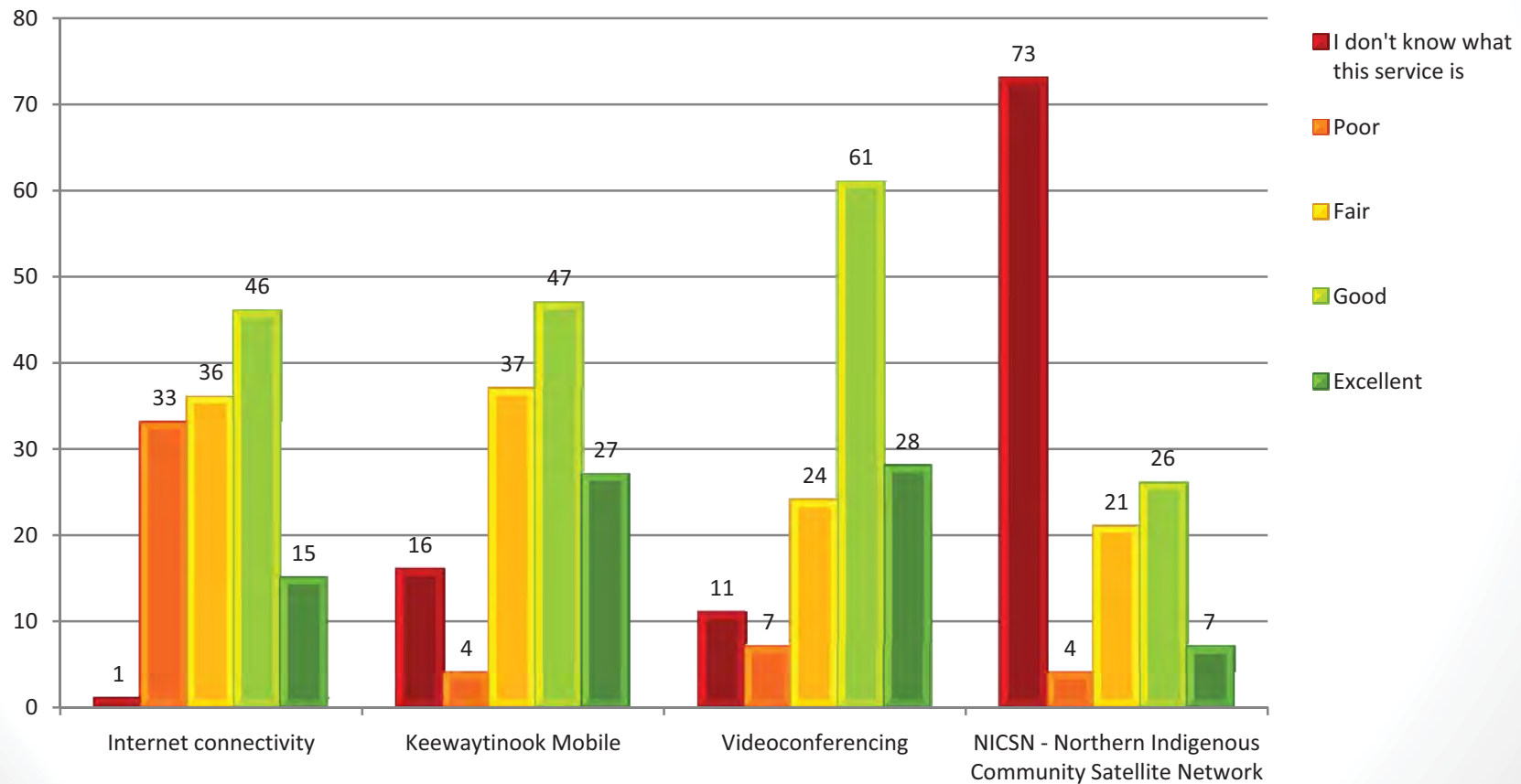
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Mixed ratings for KO Services

Keewaytinook Okimakanak First Nations only – n=131

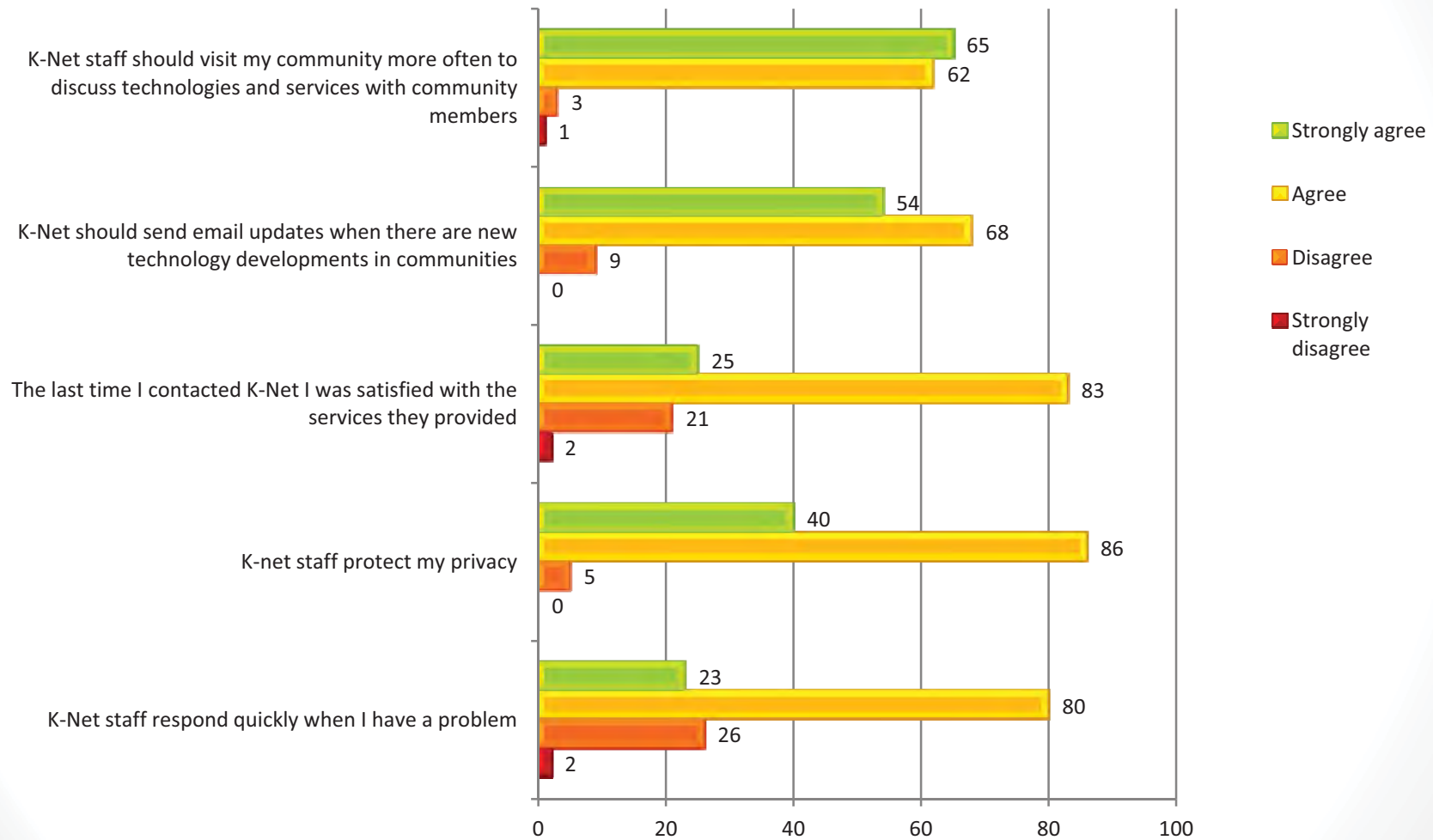
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Feedback on K-Net Services

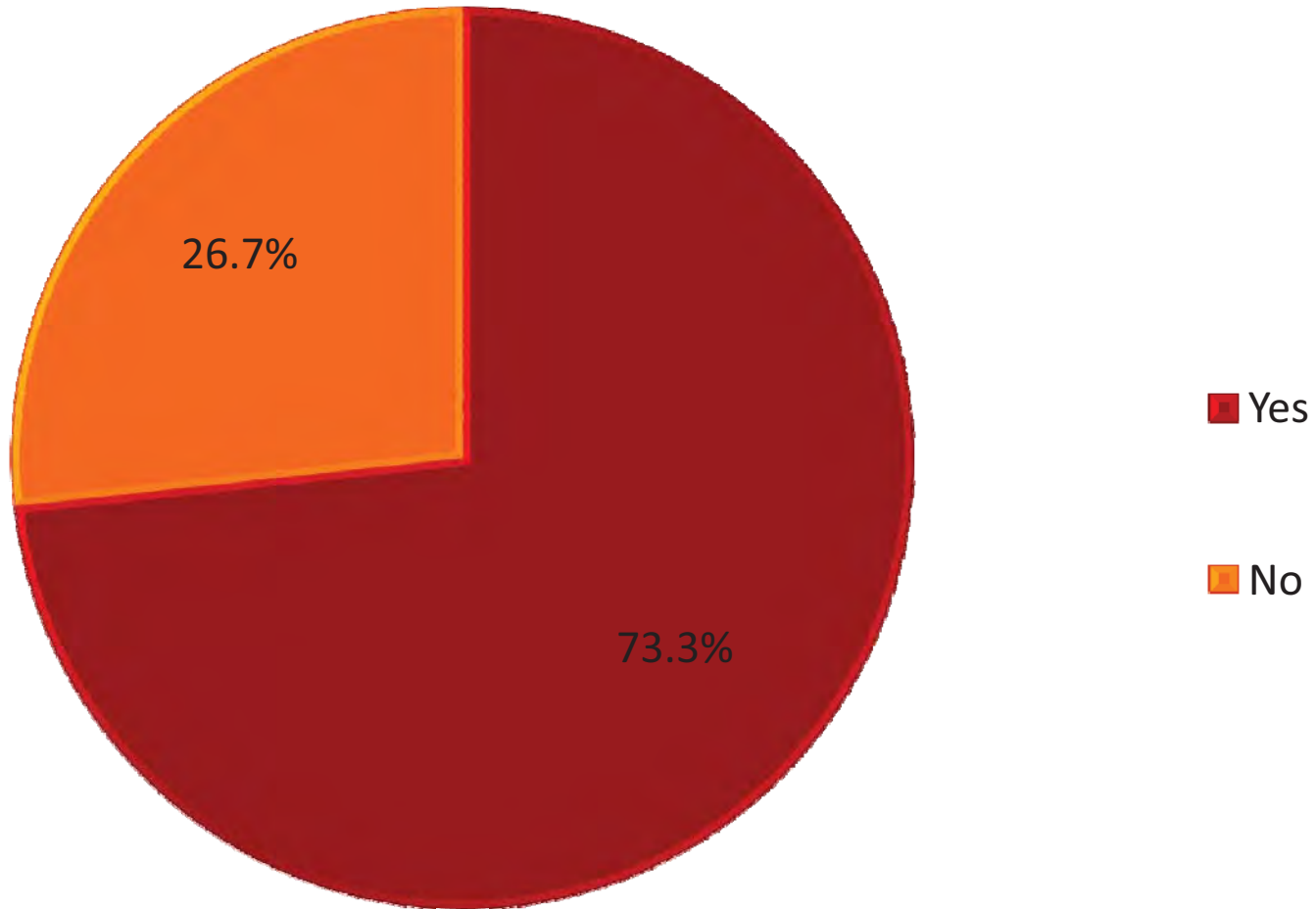
Keewaytinook Okimakanak First Nations only – n=131

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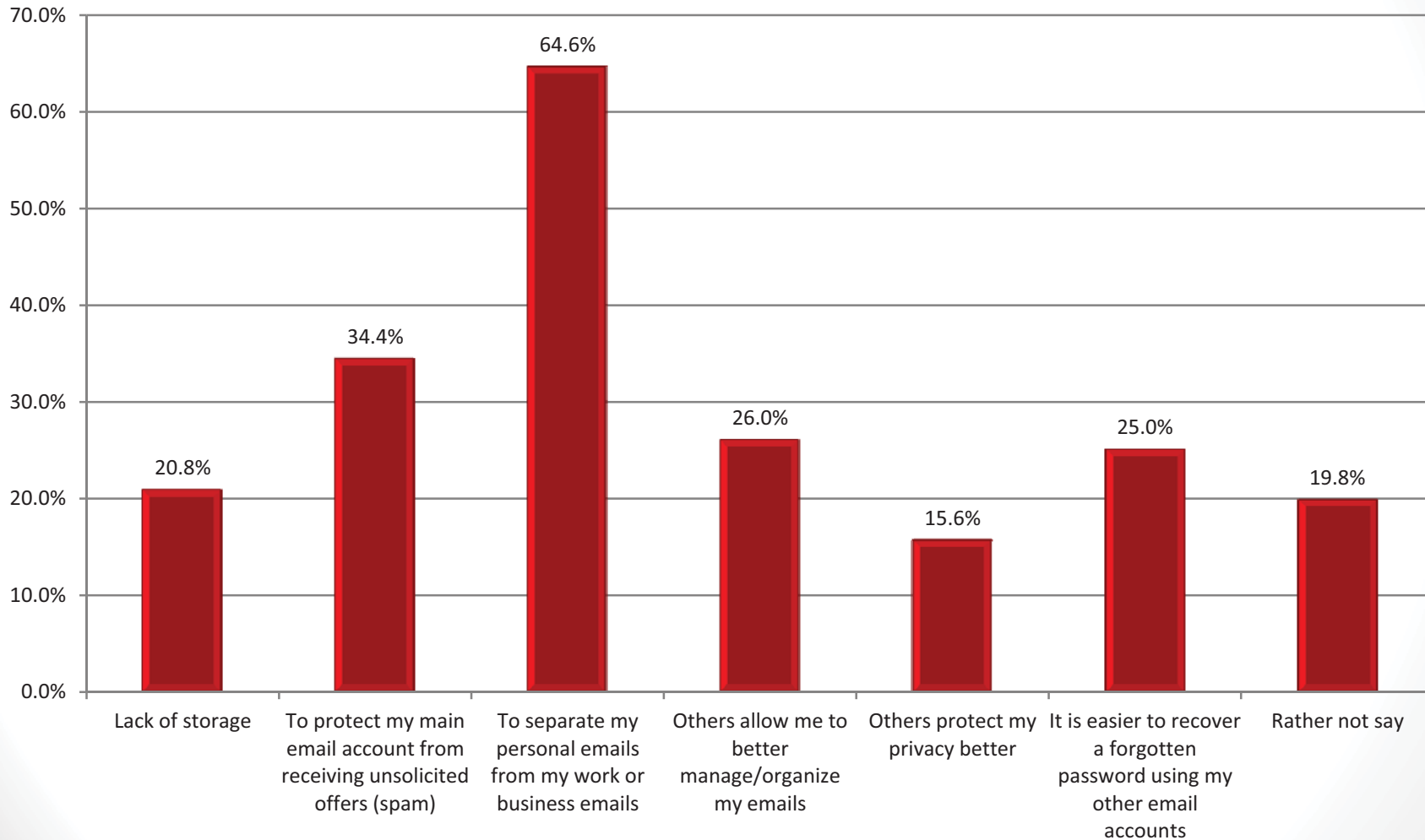


Do you have other e-mail addresses besides K-Net?

Keewaytinook Okimakanak First Nations only – n=131



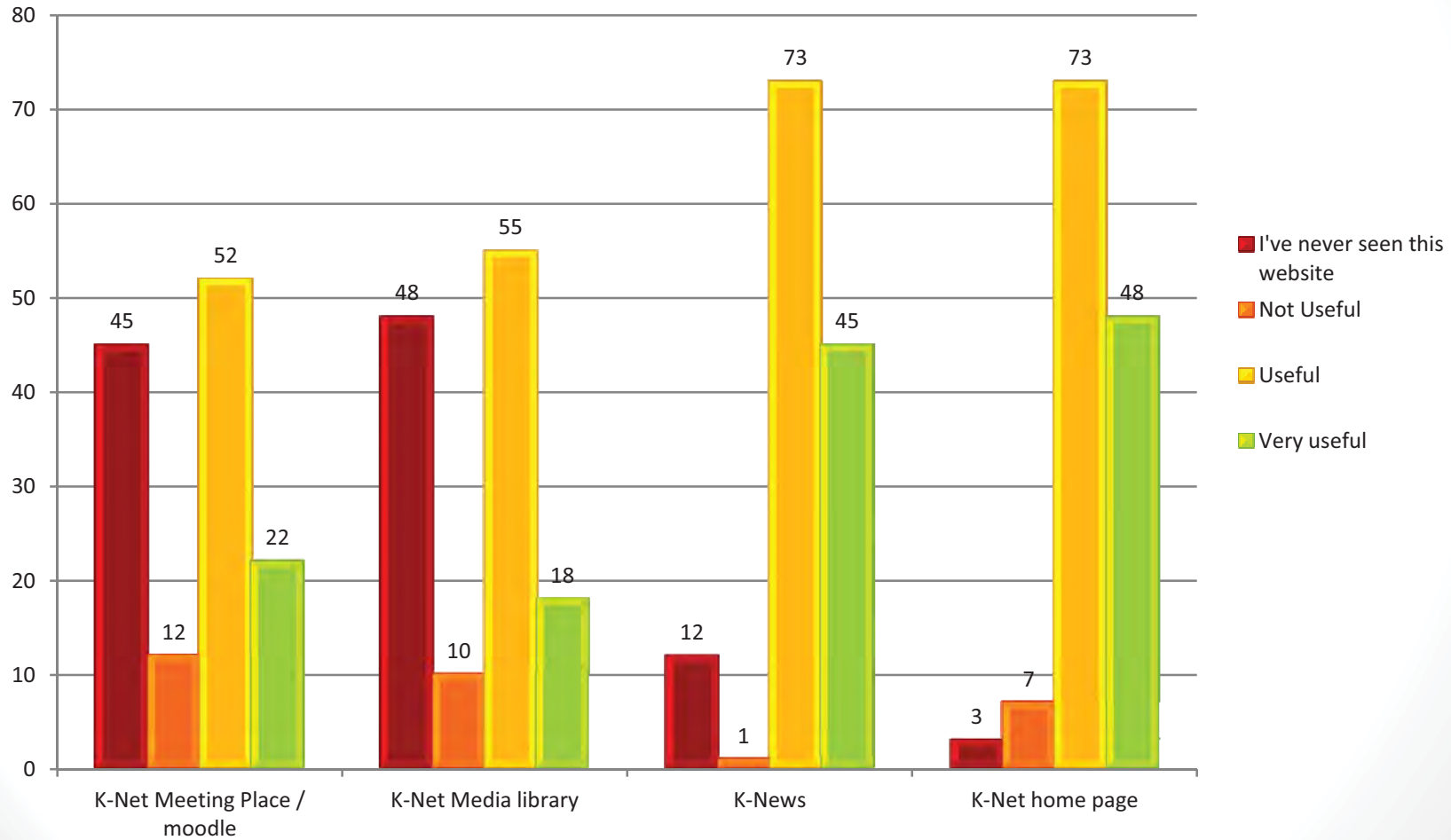
If you have another email address, why?



How useful are these K-Net websites?

Keewaytinook Okimakanak First Nations only – n=131

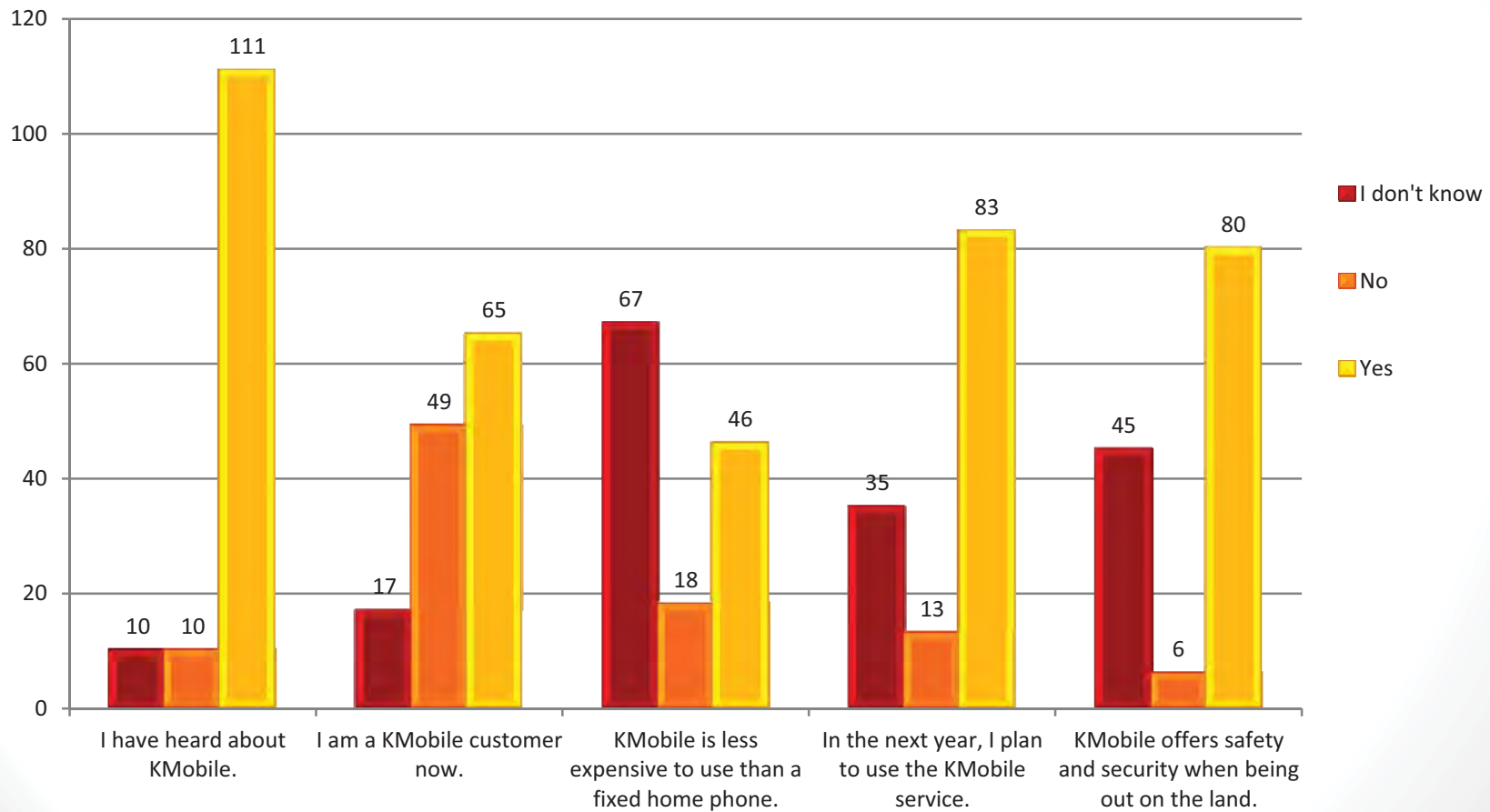
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Feedback on Keewaytinook Mobile (KMobile)

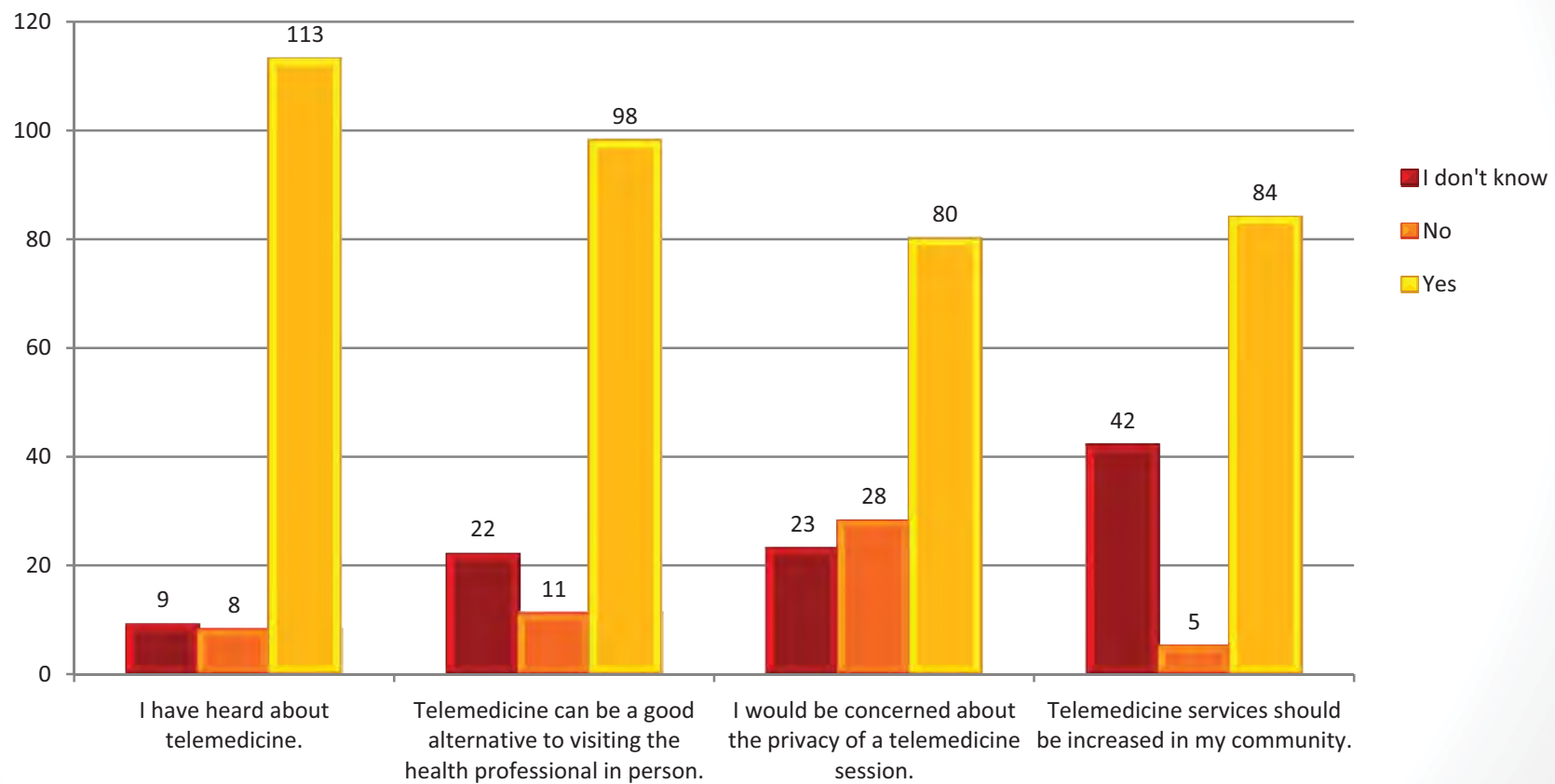
Keewaytinook Okimakanak First Nations only – n=131

Bars below show number of responses



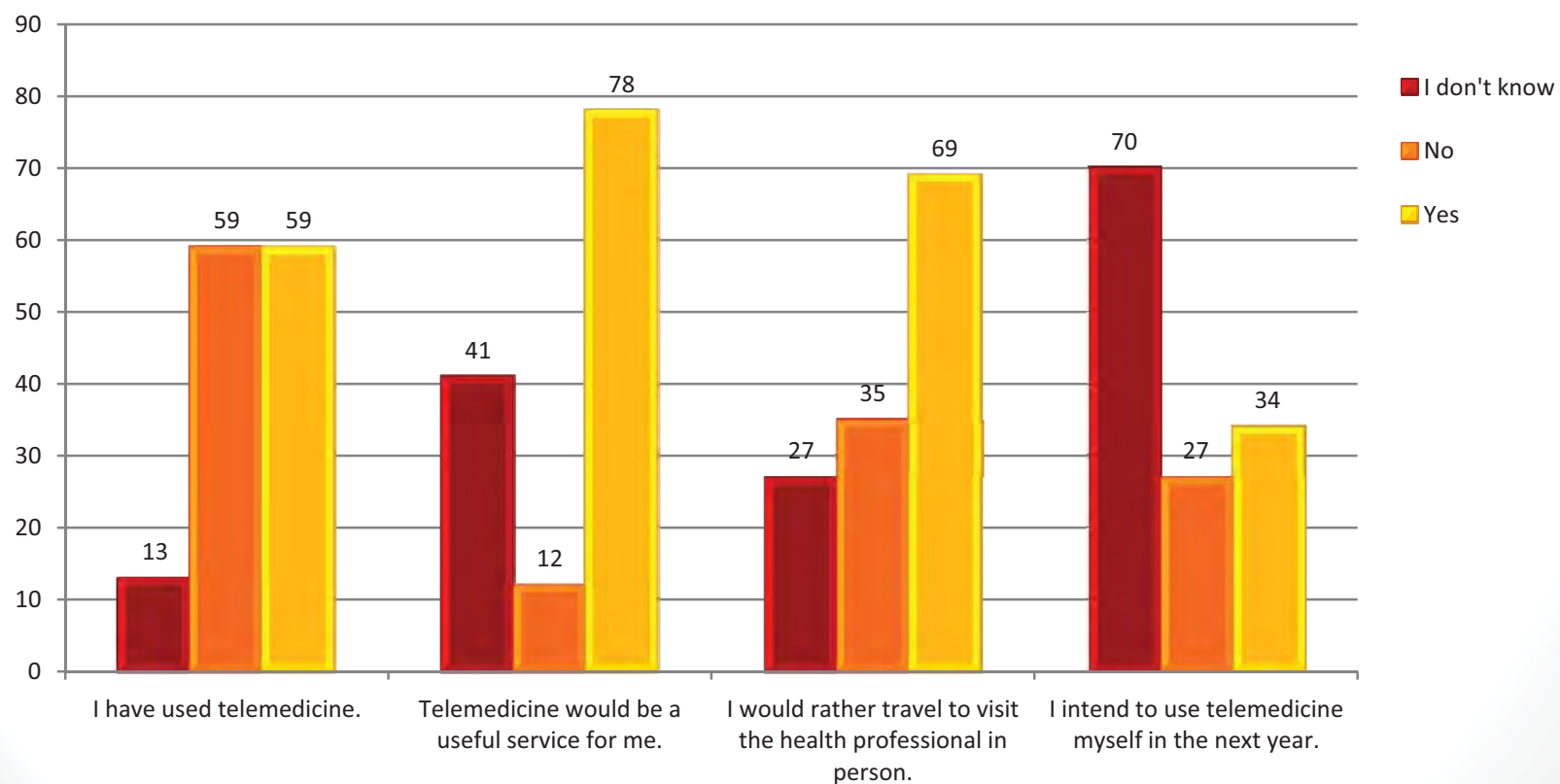
Feedback on Keewaytinook Okimakanak Telemedicine (KOTM)

Keewaytinook Okimakanak First Nations only – n=131
Bars below show number of responses



Feedback on Keewaytinook Okimakanak Telemedicine (KOTM)

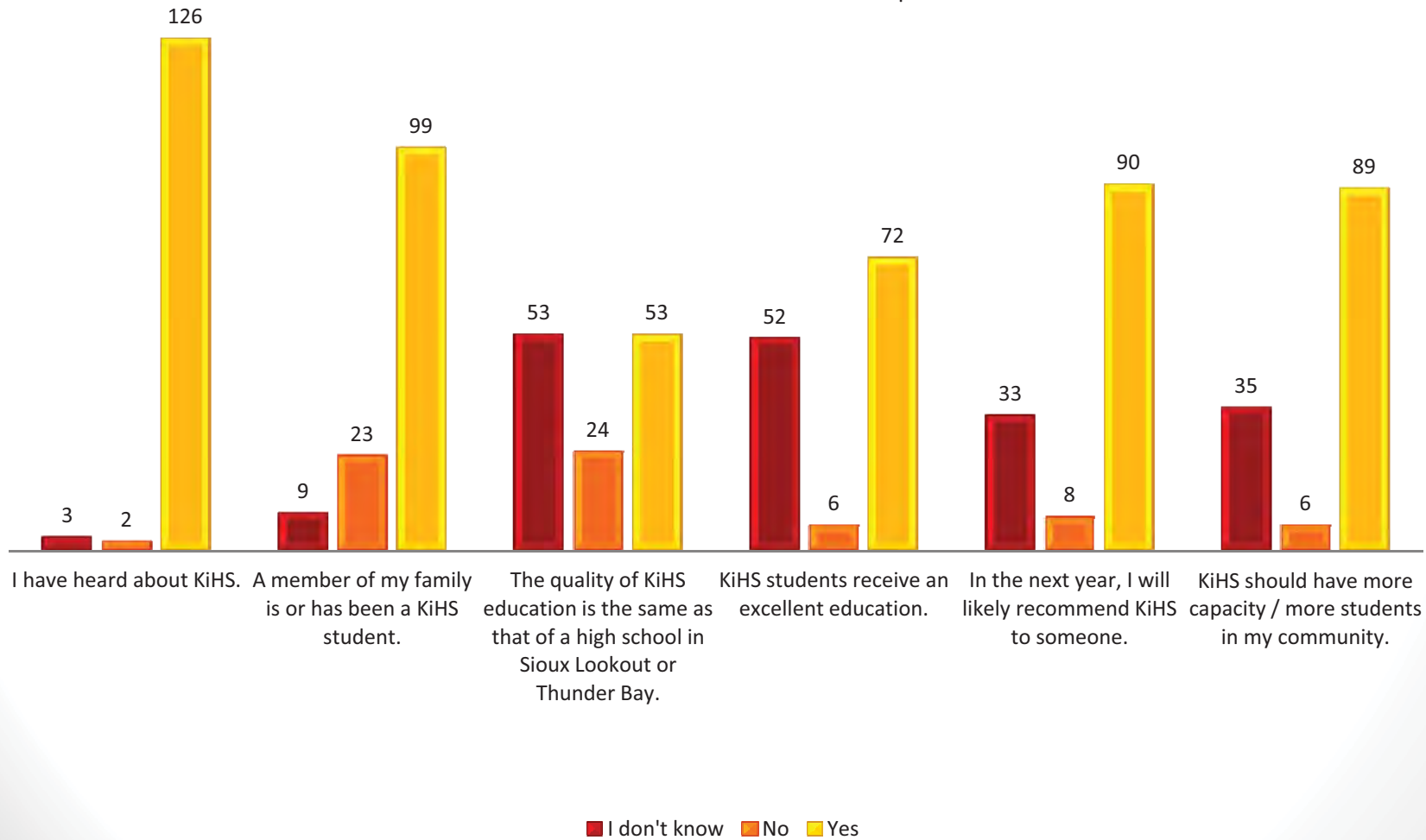
Keewaytinook Okimakanak First Nations only – n=131
Bars below show number of responses



Feedback on Keewaytinook Internet High School

Keewaytinook Okimakanak First Nations only n=131

Bars below show number of responses



Constructive feedback from KO community members

- *There are really no changes for the services provided by KO/K-Net services other than the speed of internet in the communities.*
- *Regular Training and Workshops for the technician. Financial investments has to be made towards the technicians. Skilled, knowledgeable technicians will in turn provide better service, reducing the overall cost of both the community and KO. Training and return demonstration should be done for each training workshop and hands on maintenance training.*
- *Communities need to upgrade. The internet in this community is really bad. Trying to do this survey is a test on one's patience. Even going to my telehealth appointment last week was unsuccessful because they could not get on...gatekeeper issue and nobody could fix it...even SL . Now awaiting a new date...*

Constructive feedback from KO community members

- *Stop making changes to the Myknet.org page editor. Its confusing and getting harder to understand.*
- *Telehealth -Doctors to see patients on time for telehealth appointment, patients leave by the time the doctors come around and we have left for lunch or something else and not to be reported as missed appointments.*
- *-more bandwidth on videoconferencing -kihs-all students be eligible to use videoconferencing, not just kihs students*
- *KNet Mobile - reception not always the greatest, loss of call at times, i dont know how my minutes are being used up when i pay \$2.50 for SMS, and \$2.50 for voicemail which I can't access.*

Constructive feedback from KO community members

- *faster internet!!!!*
- *faster service for the communities.. The equipment we have has never been serviced or upgraded since that time the community has grown and the people have 2or 3 laptops in each house therefore it slows the internet to a turtle speed.*
- *I mostly using the internet connection for online gaming purposes (Xbox360, PS3). Connection for gaming truely sucks. During the day, it lags like you wouldn't believe, connection is better at night.. really late at night like 3:00am - 6:00am. It would be awesome if i could play without lag at anytime during the day and not have stay awake til very night to get a decent gaming going on.*

Conclusions and next steps



A few conclusions about KO community members who responded to the survey



- They have embraced technology
- Everyday online communication is important for them
- They are thinking about technology use
- They want to be heard and consulted about technology development

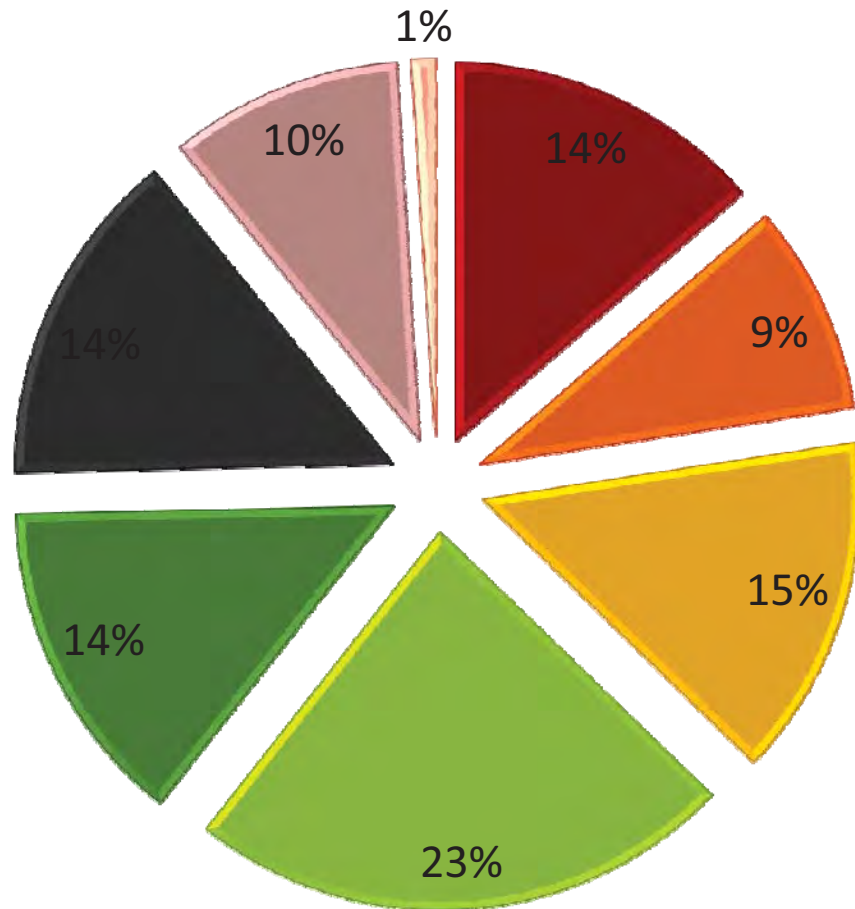
A few conclusions about KO online services



- Overall, KO services are rated highly by KO community members responding to the survey
- They are unaware or unsure about some of the benefits
- KOTM needs more community awareness
- Privacy of KOTM sessions could be the focus of an awareness campaign

What do you need to use technology more effectively?

Keewaytinook Okimakanak First Nations only – n=131



- Training
- Someone to help me with the technology
- A computer or better computer
- Better/faster internet
- A mobile phone that can access the internet
- A community cell network or better range on a cell network
- Money to pay for internet connection
- Nothing, I have everything I need

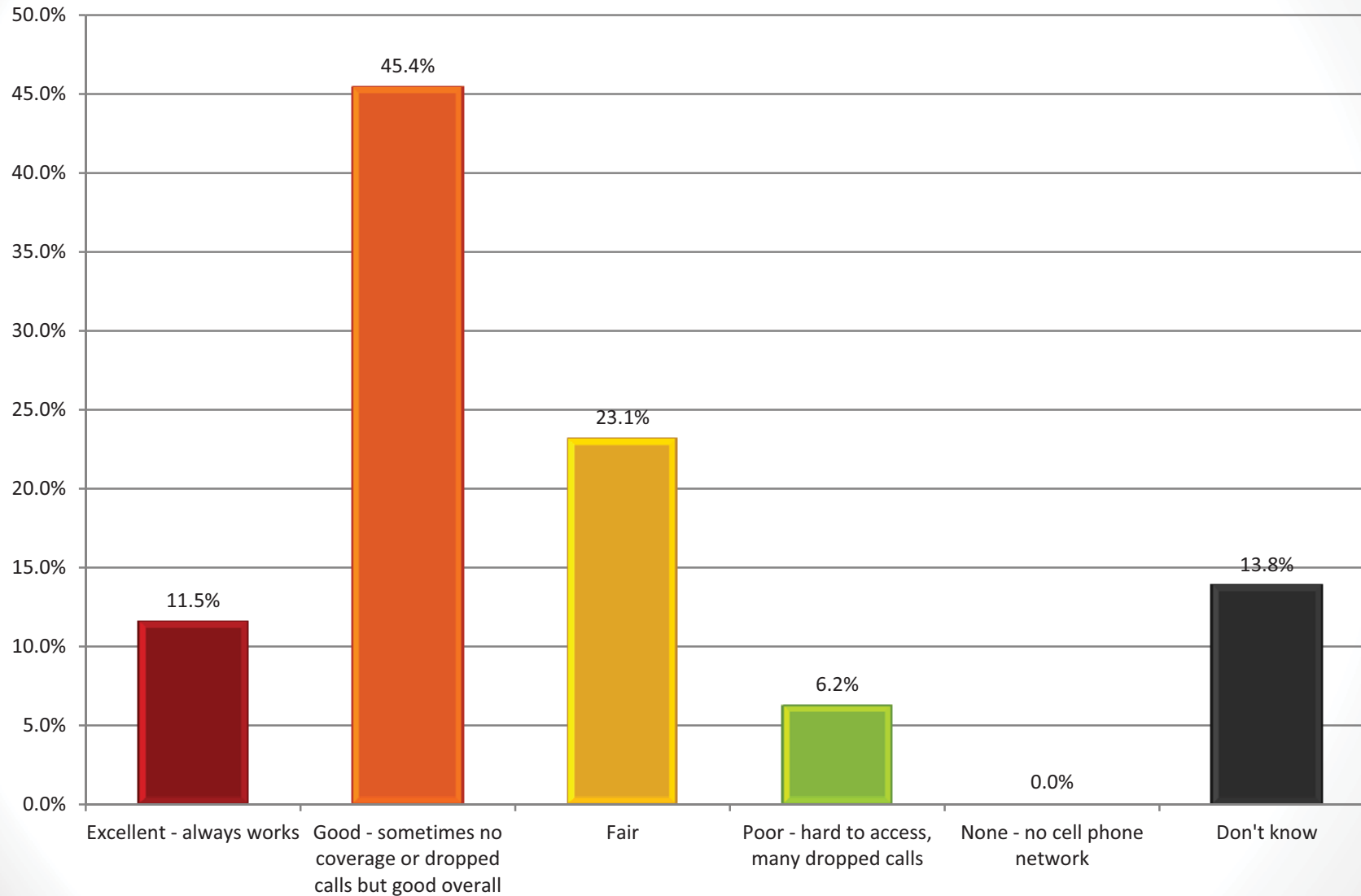
Technology needs expressed by KO community members

- “better, faster internet”
- High interest in cell service and mobile internet
- Need ongoing training, and support to use technology effectively
- Want more skilled IT staff support in the communities
- Want K-Net staff to visit KO communities more often



How would you describe the cell phone network in the community you live in most of the time?

Keewaytinook Okimakanak First Nations only – n=131



Acknowledgements

- A sincere thank you to the 131 KO community members who took the time to complete our survey
- Crystal Kakekaspan was the research assistant for the survey
- KO staff helped refine the survey questions
- K-Net staff helped with technical aspects of the data collection
- The survey is part of the VideoCom project, funded by in-kind contributions from the partners and cash contributions from the Social Sciences and Humanities Research Council of Canada (SSHRC)
- Meegwetch!

Follow-up

- For feedback and ideas about next steps, contact Brian Beaton, KO/K-Net brian.beaton@knet.ca
- For more details on survey analysis, contact Dr. Susan O'Donnell, University of New Brunswick susanodo@unb.ca

You are welcome to refer to this report in any future publications and reports. The reference is:

Beaton, B., Kakekaspan, C., & O'Donnell, S. (2012) KO/K-Net Report: Survey of Connectivity in Keewaytinook Okimakanak Communities. Online presentation from Sioux Lookout, Ontario and Fredericton, New Brunswick, April 2012.