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SURVEY FINDINGS

HOW YOU ACCESS THE INTERNET

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How You Access the Internet

The survey ran on TechSoup from April 3rd 2006 till May 8th 2006. There were a total of 2,289 respondents. This is the largest number of respondents ever for these surveys. The purpose of the survey was to get an understanding of how TechSoup users access the Internet. In particular, we were interested in the following:

- Browsers
- Internet Connection
- Screen Resolution

Please note that the survey is of TechSoup users who voluntarily take the survey. These results are not necessarily representative of the larger population.

Baseline Questions

On every survey we ask these baseline questions. This gives us an understanding of who is taking our survey and provides us an opportunity to compare the respondent pool across surveys.

1. What is your primary position in your organization?
Respondents: 2289

Primary Position	%	Responses
IT Manager	17.1%	391
Executive Director	14.4%	330
CEO/CFO/President/COO	10%	230
Jack/Jill-of-all-trades	8%	184
Tech Admin	5.9%	134
Board Member	4.5%	103
Fundraising/Outreach	4.2%	97
Administrative assistant	4.2%	97
Finance	3.8%	88
Consultant	3%	68
Program officer	2.9%	67
Operations	2.9%	66
Assistant Director	2.7%	61
Volunteer	1.8%	41
Librarian	1.7%	40
Marketing	1.7%	39
Teacher/Instructor	1.4%	32
Other	13.5%	119

- There was a higher representation of IT managers on this survey in comparison to previous surveys. This may be because it is a more technical survey that attracted more interest from IT managers
- High level managers (Executive Directors, CEO/CFO/President/COO and Board members) made up 28.9% of survey respondents.

2. What is your organization's yearly budget? (in U.S. Dollars)

All Respondents: 2286

Organizational budget	%	Responses
None – all volunteer	5.1%	116
Below \$100,000	17.8%	406
\$100,000 - \$250,000	11.7%	267
\$250,000 - \$500,000	12.6%	289
\$500,000 - \$1 Million	13.8%	316
\$1 – 2 Million	11.8%	269
\$2 – 5 Million	11.2%	256
\$5 – 10 Million	6.1%	140
Over \$10 Million	3.7%	84
Don't Know	6.3%	143

- As with previous surveys, 55% of respondents came from budgets of less than \$1 million.

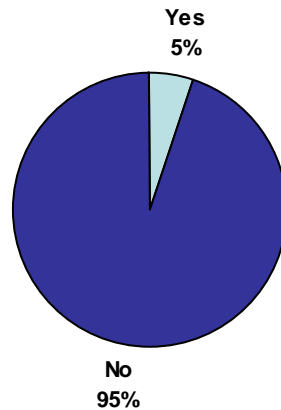
3. Choose the category that best describes the organization you work for?

All Respondents: 2,287

Organization category	%	Responses
Human services – multipurpose and other	17.4%	397
Education	12%	274
Arts, culture and humanities	8.6%	196
Youth development	6.2%	141
Health	6%	137
Community improvement, capacity building	5.9%	136
Housing, shelter	5%	115
Environmental quality, protection and beautification.	4.8%	110
Civil rights, social action and advocacy	4.2%	96
Mental health, crisis intervention	3.2%	73
Religion related, spiritual development	2.9%	67
Public society benefit – multipurpose and other	2.7%	62
Not applicable	2.7%	62
Animal-related	2.4%	55
Philanthropy, voluntarism and grantmaking foundations.	2.1%	47
Employment, job-related	1.8%	42
Diseases, disorders, medical disciplines	1.7%	40
Mutual/membership benefit organizations, other	1.1%	25
Food, agriculture, and nutrition	1.1%	25
Public safety	1%	24
Recreation, sports, leisure, athletics	.8%	19
International, foreign affairs and national security.	.7%	15
Crime, legal related	.7%	15
Science and technology research institutes and services.	.5%	11
Social science research institutes and services.	.4%	9
Medical Research	.1%	3
Not known	.6%	13

- The top categories were Human Services, Education and Arts Culture and Humanities. This is consistent with previous surveys.

4. Do you work for an organization or consultancy outside the United States?
 Respondents: 2,289



5. You have indicated that you work for an organization outside the United States. Where are you located?
 All Respondents: 112

Country	%	Responses
Canada	78%	87
United Kingdom	6%	7
Republic of Ireland	.9%	1
Israel	.9%	1
Australia	3.6%	4
South Africa	.9%	1
Germany	.9%	1
Nepal	.9%	1
Vanuatu	.9%	1
New Zealand	1.8%	2
Spain	.9%	1
Costa Rica	1.8%	2
Scotland	.9%	1
Bolivia	.9%	1

- There was a full 5% of respondents from outside the United States. Not surprisingly, the vast majority are from Canada. It is a pleasant surprise that 22% are from outside North America.
- It is also a pleasant surprise that there was a large number of countries where English is not the official language. These are core TechSoup users that care about TechSoup.

How You Access the Internet Survey Questions

6. What default browser do you currently use?

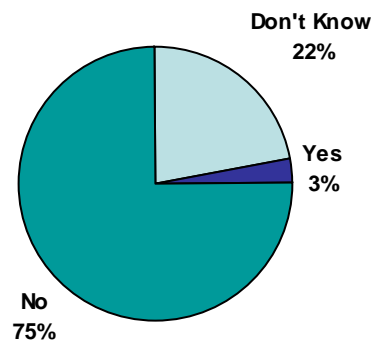
All Respondents: 2,283

Default Browser	%	Responses
Internet Explorer	65.6%	1497
Firefox/Mozilla	25.7%	586
Safari	3.9%	88
Netscape	2.2%	51
Opera	.5%	12
Konqueror	0%	0
Don't Know	.2%	4
Other	2%	45

- Internet explorer is still the most popular browser but Firefox/Mozilla has a decent representation of users as well.
- These proportions largely held for all organizational budget sizes. It also held for international respondents as well.

7. Do you plan on changing your default browser in the next year?

All Respondents: 2284



8. You have indicated that you plan on changing your default browser in the next year. What browser do you plan to use?

Total Respondents: 64

Default Browser	%	Responses
Firefox/Mozilla	71.9%	46
Safari	6.2%	4
Opera	4.7%	3
Internet Explorer	3.1%	2
Netscape	1.6%	1
Konqueror	1.6%	1
Don't Know	7.8%	5
Other	3.1%	2

- 75% of respondents are not planning on changing their browser. However of those that are, Firefox/Mozilla is the browser of choice.
- The dominance of Firefox/Mozilla held for all budget sizes and international respondents.

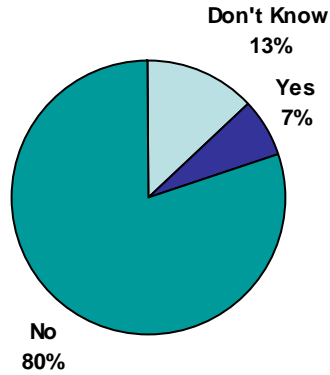
9. What operating system do you primarily use?

Total Respondents: 2275

Operating System	%	Responses
Windows XP	78.3%	1781
Windows 2000	10.9%	248
Windows 98 or earlier	1.9%	44
Other version of Windows	.2%	5
Apple OSX	4.2%	95
Macintosh OS 10	2.6%	59
Macintosh OS9 or earlier	.3%	7
Linux	.4%	10
FreeBSD	0%	0
SunOS	0%	0
Solaris	0%	0
Unix	0%	0
Don't Know	.1%	3
Other	1%	23

- Respondents have up to date operating systems. Windows is the dominant operating system. Apple operating systems make up 7.1% of respondents. This is a slightly higher market share than the national average of 5%.
- The dominance of Windows held for international respondents.

10. Do you plan on changing your operating system within the next year?
 Total Respondents: 2257



11. You have indicated that you plan on changing your operating system within the next year. What operating system do you plan to use?
 Total Respondents: 174

Operating System	%	Responses
Windows XP	58.6%	102
Windows Vista	10%	18
Other version of Windows	6.9%	12
Apple OSX	5.2%	9
Linux	4%	7
Windows 2000	2.9%	5
Macintosh OS 10	2.3%	4
Windows 98 or earlier	0%	0
Macintosh OS9 or earlier	0%	0
FreeBSD	0%	0
SunOS	0%	0
Solaris	0%	0
Unix	0%	0
Don't Know	4%	7
Other	16.1%	28

Respondents from organizations with budgets over \$1 Million:

Total Respondents: 57

Operating System	%	Responses
Windows XP	66.7%	38
Windows Vista	12%	7
Other version of Windows	7%	2
Apple OSX	1.8%	1
Linux	1.8%	1
Windows 2000	3.5%	2
Macintosh OS 10	1.8%	1
Windows 98 or earlier	0%	0
Macintosh OS9 or earlier	0%	0
FreeBSD	1.8%	1
SunOS	0%	0
Solaris	0%	0
Unix	0%	0
Don't Know	0%	0
Other	3.5%	2

- 80% of respondents are not planning on changing their operating system. Of those that are, Windows is the operating choice with over 80% of respondents indicating that they are planning on changing to some version of Windows.
- 7.5% of respondents indicated that they are planning on going with an Apple operating system.
- Larger organizations have an even stronger leaning towards Windows. 89% of respondents from organizations with budgets over \$1 million are planning on moving to Windows.

12. How do you primarily connect to the internet?

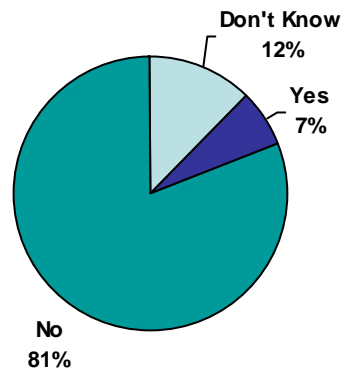
Total respondents: 2253

Connect to Internet	%	Responses
DSL	50.2%	1136
Cable Modem	24%	544
T1	11%	250
Dial up	4.9%	110
Wireless	4.6%	105
Satellite	.7%	15
T3	.2%	6
T2	.09%	2
Don't know	1.1%	24
Other	3%	70

- DSL seems to be the preferred internet connection according to survey respondents. Cable Modem and T1 connections are quite popular as well. This breakdown held for all organizational sizes and international respondents.

13. Do you plan on changing your internet connection in the next year?

Total respondents: 2253



14. You have indicated that you plan on changing your internet connection in the next year. What internet connection do you plan to use?

Total respondents: 162

Connect to Internet	%	Responses
DSL	27.8%	45
Cable Modem	19.8%	32
Wireless	12.3%	20
T1	11%	18
Satellite	2.5%	4
T2	.6%	1
T3	.6%	1
Dial up	0%	0
Don't know	13%	21
Other	11%	18

Organizations with budget sizes over \$ 1 Million
 Respondents: 50

Connect to Internet	%	Responses
T1	26%	13
Cable Modem	20%	10
DSL	12%	6
Wireless	6%	3
Satellite	2%	1
T2	0%	0
T3	2%	1
Dial up	0%	0
Don't know	12%	6
Other	20%	10

- Most respondents are not planning on changing their internet connection. Of those that are planning on changing their internet connection, there is an interest in switching to DSL, Cable Modem and Wireless.
- Respondents from larger organizations are leaning more toward T1 lines and Cable Modems in comparison to the general respondent pool.

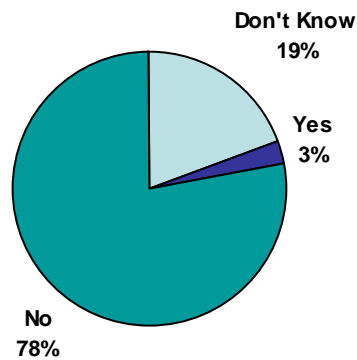
15. What screen resolution do you use?

Total respondents: 2252

Screen Resolution	%	Responses
1024 x 800	45.1%	1015
800 x 600	18.2%	410
Higher	15.4%	346
640 x 480	3.2%	71
Don't Know	12.3%	277
Other	5.9%	133

- Respondents have high screen resolution. 63.3% of respondents have at least 1024 x 800 screen resolution. This seems to be in line with the general screen resolution of all users on the web.
- These percentages held for organizations with small and large budget sizes. It also held for organizations outside the United States.

16. Do you plan on changing your screen size resolution in the next year?



17. You have indicated that you plan on changing your screen resolution. What screen resolution do you plan to use?

Total respondents: 84

Screen Resolution	%	Responses
Higher	45.2%	38
1024 x 800	38.1%	32
800 x 600	3.6%	3
640 x 480	0%	0
Don't Know	10.7%	9
Other	2.4%	2

- Only 3% of responses are planning on changing their screen resolution. 83.3% of users are looking to have 1024x800 or higher resolution.