

FACT SHEET

# Examining Gaps in Digital Inclusion in North Carolina



# Introduction

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The COVID-19 pandemic has vividly illustrated the economic and social costs of digital inequities—costs that have fallen disproportionately on people in marginalized communities, including immigrants, people of color, people with disabilities, and families living in poverty.

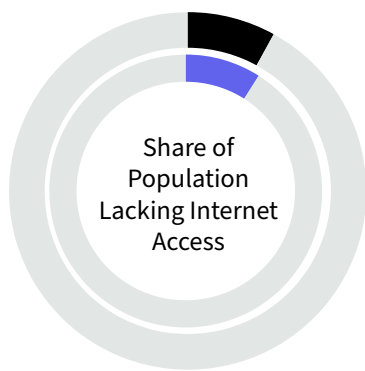
The inability to access high-speed, broadband internet makes participating in modern life difficult, especially given that information and services are increasingly provided online.<sup>1</sup> Applying for a job, accessing education, finding information on public services or health matters, and much more depend on digital access. Past research has already shown the scale of the digital divide: As recently as 2018, more than one in five low-income households had no access to the internet, compared with only about 1 in 20 of all other households that didn't have access.<sup>2</sup>

Income, however, is not the only factor that distinguishes differences in broadband access. The Digital Equity Act of 2021, as part of the landmark Infrastructure Investment and Jobs Act, identifies several covered groups of people who suffer disproportionately from gaps in access to broadband internet service.<sup>3</sup> These populations include:<sup>4</sup>

- Individuals who live in households with an annual household income that is at or below 150 percent of the federal poverty level
- Aging individuals, defined as those 60 years of age or older
- Veterans
- Individuals with disabilities
- Individuals with a language barrier, including those who are English learners and those who have low levels of literacy
- Individuals who are members of a racial or ethnic minority group
- Individuals who primarily reside in a rural area

In this report, we use data from the American Community Survey to examine the scale of the challenge and to see how many, and which, Americans could be helped by expanding broadband internet service.<sup>5</sup>

# North Carolina Overview



■ United States ■ North Carolina

In North Carolina, approximately

**903,000**

people, or

**1 in 12**

lacked internet service as recently as 2019, including dial-up internet service.

Nationally, nearly

**24.6M**

people, or

**1 in 13**

did not have internet access at home during the same period.

TABLE 1: SHARE OF INDIVIDUALS WITHOUT INTERNET, BY NATIVITY, 2019

U.S.-Born, North Carolina

829,000

8.9%

Foreign-Born, North Carolina

74,000

8.7%

Total, North Carolina

903,000

8.8%

U.S.-Born, Nationally

20,711,000

7.5%

Foreign-Born, Nationally

3,863,000

8.8%

Total, Nationally

24,574,000

7.7%

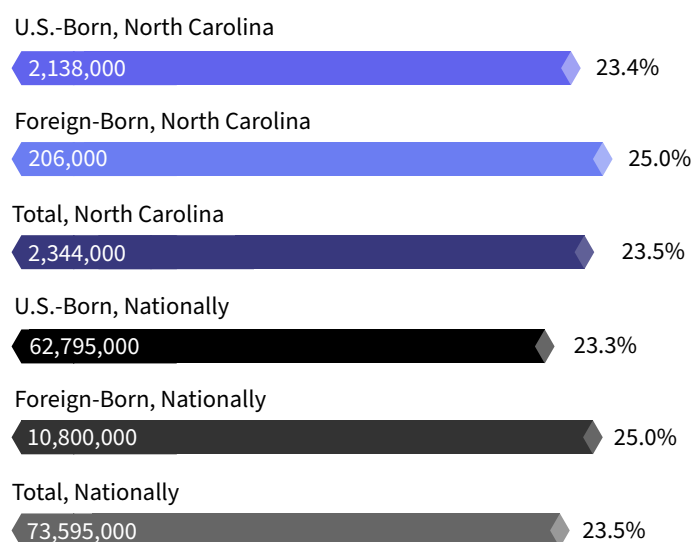
If we look at high-speed, broadband internet access alone, then significantly fewer people have access at home. The access to high-speed, broadband internet is essential to the ability to work or study from home. In 2019, nearly one in four, or 23.5 percent, of people in North Carolina lacked access to broadband internet. In total, more than 2.3 million people were without broadband access at home.

Immigrants were slightly more likely to lack broadband internet access than those born in the United States: 25.0 percent of immigrants lacked home broadband access compared with 23.4 percent of the U.S.-born. In total, 206,000 immigrants did not have high-speed internet at home.

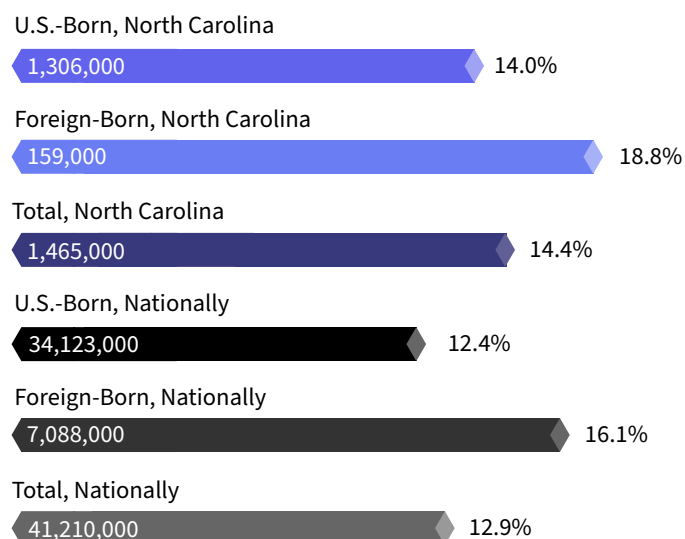
In addition to the internet, people also need a computer or tablet if they are to develop and maintain digital literacy or access the information and services increasingly offered online. In 2019, nearly 1.5 million people in North Carolina did not have access to either a desktop, laptop, or tablet computer.

Both immigrants and U.S.-born residents face poor access to digital tools, with 18.8 percent of immigrants in North Carolina lacking access to a computer or tablet compared with 14.0 percent of U.S.-born individuals.

**TABLE 2: SHARE OF INDIVIDUALS WITHOUT BROADBAND INTERNET, BY NATIVITY, 2019**



**TABLE 3: SHARE OF INDIVIDUALS WITHOUT ACCESS TO A COMPUTER, LAPTOP, OR TABLET, BY NATIVITY, 2019**



# Broadband Access among Covered Individuals

## People in Households at or below 150 percent of the Federal Poverty Level

Unsurprisingly, people in lower-income households had less access to high-speed internet at home. While 23.5 percent of the overall North Carolina population lacked broadband internet in 2019, just under half, or 46.8 percent, of people living at or below 150 percent of the federal poverty level did not have high-speed internet at home. Approximately 411,000 people in lower-income households did not have broadband internet access.

**TABLE 4: INDIVIDUALS IN HOUSEHOLDS WITH INCOMES AT OR BELOW 150 PERCENT OF THE FEDERAL POVERTY LEVEL LACKING BROADBAND ACCESS, BY NATIVITY, 2019**

	Population Lacking Broadband Access	Share of Population Lacking Broadband Access
<b>NORTH CAROLINA</b>		
U.S. Born, North Carolina	371,000	47.3%
Foreign-Born, North Carolina	40,000	42.8%
Total, North Carolina	411,000	46.8%
<b>UNITED STATES</b>		
U.S.-Born, Nationally	9,054,000	47.5%
Foreign-Born, Nationally	2,031,000	44.7%
Total, Nationally	11,085,000	47.0%



## Aging People (Those over 60 Years of Age)

Similarly, older people are more likely to lack high-speed internet at home. One in three, or 33.3 percent, of people in North Carolina over the age of 60 did not have broadband internet at home in 2019. Nearly 770,000 people over the age of 60 did not have broadband internet access at home.

**TABLE 5: AGING PEOPLE LACKING BROADBAND ACCESS, BY NATIVITY, 2019**

	Population Lacking Broadband Access	Share of Population Lacking Broadband Access
<b>NORTH CAROLINA</b>		
U.S. Born, North Carolina	740,000	33.9%
Foreign-Born, North Carolina	29,000	22.0%
Total, North Carolina	769,000	33.3%
<b>UNITED STATES</b>		
U.S.-Born, Nationally	20,083,000	32.8%
Foreign-Born, Nationally	3,175,000	31.0%
Total, Nationally	23,258,000	32.6%

## Veterans

Veterans had broadband internet access at rates similar to that of the overall U.S. population, with 24.9 percent of veterans in North Carolina lacking high-speed internet access at home. More than 150,000 veterans did not have high-speed internet at home.

**TABLE 6: VETERANS LACKING BROADBAND ACCESS, 2019**

	Population Lacking Broadband Access	Share of Population Lacking Broadband Access
Total, North Carolina	153,000	24.9%
Total, Nationally	4,494,000	27.0%

## People with Disabilities

People living with disabilities were significantly more likely to lack high-speed internet access at home. In 2019, 37.1 percent of people with a disability in North Carolina did not have broadband internet at home. This is slightly higher than the national share of 35.9 percent of people living with disabilities who did not have broadband internet at home.

**TABLE 7: PEOPLE WITH DISABILITIES LACKING BROADBAND ACCESS, 2019**

	Population Lacking Broadband Access	Share of Population Lacking Broadband Access
Total, North Carolina	488,000	37.1%
U.S.-Born, Nationally	14,037,000	35.9%

## Limited English Proficiency Speakers

Among those who speak a language other than English at home and speak English “less than well”—what we define as Limited English Proficiency (LEP) speakers—the rate of those without high-speed internet at home is significantly higher. Nearly 40 percent, of LEP individuals in North Carolina did not have high-speed internet at home in 2019. Approximately 86,000 LEP individuals were without high-speed internet.

**TABLE 8: LIMITED ENGLISH PROFICIENT (LEP) SPEAKERS LACKING BROADBAND INTERNET ACCESS, 2019**

	Population Lacking Broadband Access	Share of Population Lacking Broadband Access
Total, North Carolina	86,000	39.5%
Total, Nationally	4,782,000	38.7%

## Rural Residents

Rural communities disproportionately lack broadband coverage, often due to inadequate infrastructure networks. In 2019, approximately one in five, or 21.4 percent of people living in rural communities in North Carolina lacked access to broadband internet. In total, approximately 76,000 people were without broadband internet at home.

Immigrants who live in rural communities were less likely to face poorer access to broadband coverage in North Carolina, with 13.7 percent of immigrants lacking access to broadband internet, compared to 21.6 percent of U.S.-born individuals.

The data show that nearly 16 million residents of non-metropolitan counties in the United States—those areas farthest from larger towns and cities—lacked access to broadband internet at home in 2019. More than one in three, or 36.7 percent, of rural residents did not have high-speed internet access at home.

**TABLE 9: ACCESS TO BROADBAND INTERNET AMONG RURAL RESIDENTS, BY NATIVITY, 2019**

	Population Lacking Broadband Access	Share of Population Lacking Broadband Access
<b>NORTH CAROLINA</b>		
U.S. Born, North Carolina	75,000	21.6%
Foreign-Born, North Carolina	1,000	13.7%
Total, North Carolina	76,000	21.4%
<b>UNITED STATES</b>		
U.S.-Born, Nationally	15,330,000	36.6%
Foreign-Born, Nationally	638,000	39.3%
Total, Nationally	15,968,000	36.7%



## Racial and Ethnic Minorities

Racial and ethnic minority groups (including non-white or Hispanic) in North Carolina have lower rates of broadband coverage compared to the overall state population. While 23.5 percent of the overall North Carolina population lacked broadband internet in 2019, approximately 29 percent of racial and ethnic minorities did not have high-speed internet at home. More than one million individuals in a racial and ethnic minority group did not have broadband internet access.

Immigrants were slightly less likely to face poorer access to broadband coverage, with 27.1 percent of immigrants in North Carolina lacking access to broadband internet compared to 29.2 percent of U.S.-born individuals.

**TABLE 10: BROADBAND INTERNET ACCESS, FOR ALL ETHNIC MINORITIES (NON-WHITE OR HISPANIC), 2019**

	Population Lacking Broadband Access	Share of Population Lacking Broadband Access
U.S. Born, North Carolina	881,000	29.2%
Foreign-Born, North Carolina	185,000	27.1%
Total, North Carolina	1,066,000	28.8%

### ENDNOTES

1. National Digital Inclusion Alliance, “Definitions,” accessed March 25, 2022, <https://www.digitalinclusion.org/definitions/>.
2. New American Economy, “Back to School: A Look at the Internet Access Gap,” August 6, 2020, <https://research.newamericaneconomy.org/report/internet-access-covid-19/>.
3. H.R. 3684: Infrastructure Investment and Jobs Act, <https://www.govtrack.us/congress/bills/117/hr3684/text/enr>.
4. Given data limitations in the American Community Survey, information on broadband internet access of incarcerated individuals is not possible, even though they are also designated as a “covered population.”
5. Due to rounding, numbers presented throughout this report may not add up precisely to the given totals and percentages may not precisely reflect the absolute figures.