

Civic Community: Online Communities of Practice in Parkland

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CIVIC COMMUNITY

Abstract

While urbanization continues apace in Western states, people are also relocating to the fringes of both the urban and rural landscape to a sort of middle ground mixture of urban, suburban and rural. This diversity expands beyond just geography to culture, income level, education level and race.. It is in these middle areas that homelessness, drugs, crime, and a need for community all exist. This study examines a little of how one community, Parkland, Washington, came to be one of these middle areas. Like many other areas similar to Parkland there has been an influx of people over the last decade and with it there has been very little help from the city or the state to address the issues that arise. There are three food banks and a traveling ministry that delivers food to those who are housebound. There is no dedicated police department or sub station, homeless shelter, resources centers, fire station or place to get resources or help.

The social media of online communities of practice (OCPG) can facilitate the creation of an online civic community whose benefits extend beyond the individuals and their online group to the entirety of the geographically bound area of their group. This can increase both the breadth and depth of a civic community.

This study helps contribute to our understanding of the way in which OCPGs provide connections in a physically bound community. Social cohesion and civic engagement were observed while monitoring the different online groups. The results of this are a stronger and more effective civic community. Through the observation It was also noticed that on some occasions the benefits of social cohesion and civic engagement extend beyond both the OCPGs members and the community of Parkland.

CIVIC COMMUNITY

Table of Contents

1. Chapter 1: Purpose of this Study	4
a. Introduction	5
b. Key Concept Definitions	7
c. Key Terms/Definitions	10
d. Importance of Study	11
e. Research Question	13
f. Background	14
g. Purpose of this Study	19
h. Hypothesis	20
2. Chapter 2: Review of Literature	21
3. Chapter 3: Methodology	28
A. Samples	29
a. Measures	30
b. Design	31
c. Procedure	32
d. Ethics	33
4. Chapter 4: Results and Discussion	35
a. Results	36
b. Demographics	36

CIVIC COMMUNITY

c. Discussion	39
d. Policy Implication	43
e. Conclusion	44
6. Appendices	48
Appendix A:	48
Appendix B:	69
Appendix C:	80

CIVIC COMMUNITY

Chapter 1: Purpose of this Study

CIVIC COMMUNITY

Introduction

The idea of *community* has multiple definitions, but all have a recurring theme. There is a general consensus that a community is a group of people who have a shared space and or common characteristic, belief or culture that brings them together as a group. This collective group of common characteristics or shared space is distinct in some respect from the larger society within which they exist (Dictionary.com, n.d.).

We can find more about community in *Making Democracy Work* (1993: 83-120) Robert Putnam and his colleagues studied civic virtue in politics. While investigating how economic modernity and institutional performance relate to each other in modern Italy, they found a strong connection between the performance of political institutions and the character of civic life. They went on to coin the connection “civic community” (Smith, 2013).

Economic modernity brings with it a shift in the value of proximity to rural areas vs. urban areas. As rural areas become less dedicated to farming, and urban areas expand in size and real estate value, people in lower to middle class get pushed out to the fringes. Gentrification, low income housing programs, expansion of the vocational, technical and professional positions in the urban areas and multiple other factors contribute to the gaps that exist in the spaces that rest between rural and urban areas (Morell, 2010). It is in these spaces where the gaps in resources and funding in comparison to number of inhabitants and their need can be seen.

Homelessness, crime, resource attainment, safety and a general sense of community are starting to be addressed through traditional *civic community* vehicles as well as through modern technology enhanced vehicles such as social networking sites like Facebook, MySpace, Instagram, Twitter and Snapchat. One particular form of *civic community* vehicle is “online

CIVIC COMMUNITY

communities of practice” groups (OCPG).

Online communities of practice groups (OCPG) hosted by these social networking sites are being used to close the gaps in community cohesion. *Communities of Practice* are defined by William Jeffrey Swain and Susan M. Land as “groups of people who share a concern or passion for something they do and learn how to do it better as they interact regularly” Through the OCPG, members get a need met, a concern addressed, shared knowledge, and information needed for personal and/or group improvement. Communities of Practice have an overarching purpose to achieve goals. These goals can be collective, such as civic improvement, community building and development, These goals can also be personal goals that are addressed through the membership to the groups (Swain, William Jeffrey, and Susan M. Land, 2013).

OCPGs help, support, and inform their group members, which has the potential to “flatten out social hierarchies related to gender, social class, ethnicity, age, distance, education, socioeconomic status, life experience and lifestyle. This leveling effect allows for large groups of people to belong to a seemingly heterogeneous online support community” (Swain, 2013). The flattening that occurs due to the online aspect of these groups appears to be increasing levels of community development and civic engagement by way of promoting equality, social cohesion and social capital. When the resulting benefits from the online community of practice membership are also localized to a geographically bounded community, the larger collective community can also benefit. The OCPG’s can behave like the vehicle driving the increase of community cohesion in these spaces that lay on the fringes and that could be something valuable for other communities to have knowledge of (Joinson, 2007, pg133).

The question arises: Do these OCPGs actually work to build community? The present

CIVIC COMMUNITY

research will contribute to answering that question by examining changes to two key concepts--‘civic engagement’ and ‘social cohesion’--in one geographic community located on the fringes after the introduction of OCPGs

Key Concept Definitions

According to Putnam and his colleagues (1993, 88), civic engagement, political equality, solidarity/trust/tolerance and associations are the four common core elements of a *civic community*. Social capital is both the result as well as an essential contributor to the creation of a *civic community*. While there are varying descriptions of social capital, a general consensus has emerged. “The commonalities of most definitions of social capital are that they focus on social relations that have productive benefits” (Claridge, 2004). A social relation occurs when two or more people engage with each other. This coming together of members in a community to organize norms, trust, and networks that can be used to improve the community as a whole or to improve the individual lives of its members is also sometimes referred to as *community cohesion*. An *association* can be described as social structures of cooperation. An online community of practice (OCPG) is an online social structure of cooperation, trust and norms brought together for a common theme/practice/goal. For the purposes of this study *civic community* as I conceptualize it will be measured by civic engagement and community cohesion.

CIVIC COMMUNITY

Civic engagement

The term “civic engagement” will be used to describe and measure citizenship, political equality and civic engagement. Civic engagement as defined by *A Roadmap to Civic Engagement* consists of the following characteristics:

<i>Addressing society's problems in an informed manner.</i>	<i>Involving the community in decision-making processes.</i>
<i>Showing respect as well as dissent for laws.</i>	<i>Embracing the concept of participatory democracy.</i>
<i>Recognizing the difference between legally defined and culturally defined citizenship.</i>	<i>Questioning governmental policies and practices.</i>
<i>Engaging in an active process that goes beyond passive citizenship.</i>	<i>Reaching varying degrees of political awareness and advocacy, ranging from basic knowledge (e.g., knowing the local mayor's name) to developing a voice and making oneself heard</i>
<i>Establishing a balance between rights and responsibilities.</i>	<i>Exhibiting stewardship, i.e., being responsible for one's community.</i>
<i>Understanding the concept of the common good and who defines it.</i>	<i>Recognizing the value and human dignity of each person.</i>
<i>Being able to negotiate differences.</i>	<i>Determining ways to alter public policy.</i>

(Fletcher & Springsteen, 2003)

CIVIC COMMUNITY

Community cohesion/social capital

A second element is “community cohesion,” sometimes described as social capital. Community cohesion is both the result and an important contributor to the creation of a *civic community*. As previously described at the base level social capital is viewed as a “relational connection that results in a productive mutual benefit”(Claridge,2004). This productive benefit will be looked for across all relational connections that contribute to the OCPG’s well being, civic engagement and community trust. Trust will be measured by asking participants about their feelings of trust in their communities online and off.

1. **Social Cohesion:** is defined as a cohesive society that (Estelle, n.d.).

- Works toward the well being of all its members
- Fights exclusion and marginalization
- Creates a sense of belonging
- Promotes trust
- Offers its members the opportunity of upward mobility
- Results in social capital and is the result of social capital

Key Terms/Definitions:

- **Well Being:** The state of being comfortable, healthy or happy and encompasses physical, mental and social domains (oxford dictionary) Health is a state of complete physical, mental, and social well-being and not merely the absence of disease or infirmity.(WHO)
- **Happy** as the feeling of or showing of pleasure or contentment (Oxford Dictionary).

CIVIC COMMUNITY

- **Comfort** is providing physical ease and relaxation; physically relaxed and free from constraint; free from stress or fear; free from financial worry; having an adequate standard of living.(Oxford dictionary)
- **Marginalization:** to relegate to the fringes, out of the mainstream; make seem unimportant (dictionary.com)
- **Exclusion:** an act or instance of excluding.(dictionary.com)
- **Belonging:** inclusion, sense of belonging, comfort, accepted
- **Trust:** Sense of trust, tolerance, feeling of safety
- **Upward Mobility:** rising from a lower to a higher social class or status
- **Social inclusion:** process of improving the terms for individuals and groups to take part in society. It aims to empower poor and marginalized people to take advantage of rising global opportunities
- **Social capital:** the resources that result from people cooperating together toward common ends
- **Social mobility:** the ability of individuals or groups to move upward or downward in status based on wealth, occupation, education, or other social variables

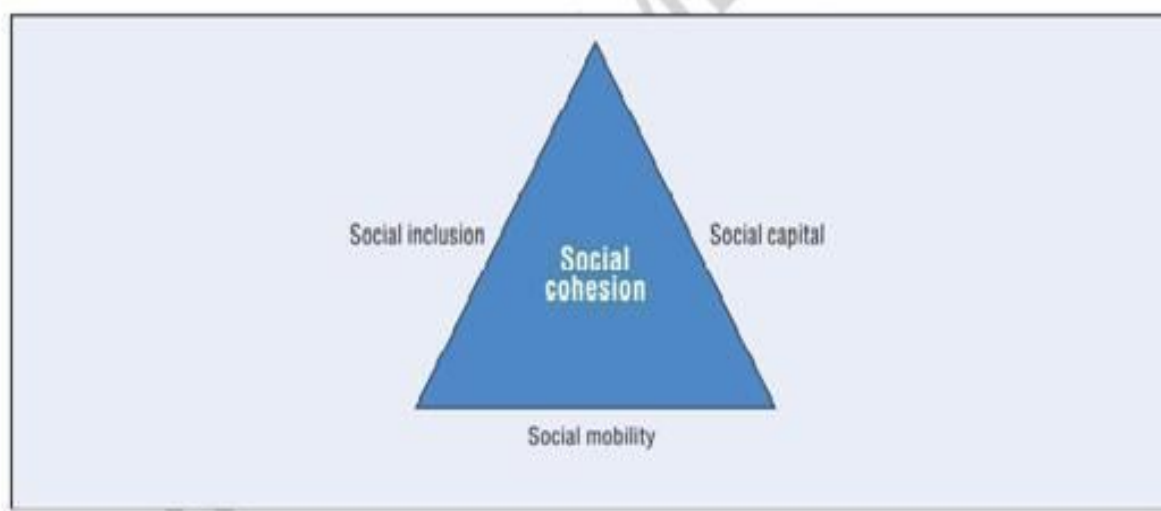
Importance of Study:

As previously explained social capital is the positive benefit resulting from a social relation. Putnam and others suggest that social capital is essential to a *civic community*. Yet, you cannot have social capital without social cohesion. Social cohesion is found in many aspects of society; however, little is known about how OCPG's that are geographically bound affect the geographically bound community. If social cohesion and civic engagement are critical to a *civic*

CIVIC COMMUNITY

community, then measuring the occurrence and magnitude of social cohesion and civic engagement in all aspects of society will be critical. Therefore, this study seeks to measure social cohesion and civic engagement within OCPG'S. We seek to understand the contributions of OCPG"s to social cohesion within a geographically bound parkland community.

Figure 1. The components of social cohesion



Source: OECD (2011), Perspectives on Global Development 2012: Social Cohesion in a Shifting World, OECD Publishing, http://dx.doi.org/10.1787/persp_glob_dev-2012-en

Social capital is essential to social cohesion and according to Putnam social capital is features of social organization such as networks, norms, and social trust that facilitate coordination and cooperation for mutual benefit' (Putnam 1995, p. 67). Community cohesion and civic engagement are essential for a *civic community* and especially important when considering that the communities sit in the middle outskirts of the rural and urban areas. These outskirt communities do not have the same state and federal resources readily available to them

CIVIC COMMUNITY

that those in the middle urban and rural areas have. Considering the influx of people relocated to the outskirts of both the urban and rural areas one could expect to see diversity of socio-economic, household composition and culture. If the online aspect of these OCPG's can facilitate the creation of a geographically bound online *civic community* whose benefits extend beyond the individuals and their online group to the entirety of the geographically bound area then it has the potential to increase both the breadth and depth of a *civic community*.

Research Questions

This study focuses on one specific geographic location—Parkland, Washington. Therefore, this study seeks to measure the level of *civic community* based on the presence of social cohesion and civic engagement between the members of the OCPG'S. We seek to understand the contributions of OCPG"s to social cohesion and civic engagement within the geographically bound Parkland community. Further, this study will contribute to our understanding of the way in which OCPG's provide connections in a physically bound community that results in social cohesion and civic engagement that extends beyond both the OCPG's members and the community of Parkland. To do this we investigate three research questions:

1. Can the membership to a geographically bound online community of practice group foster an online *civic community* as operationalized through measures of social cohesion and civic engagement?
2. Can the membership to a geographically bound online community of practice foster a *civic community* with non-members that reside within the geographically bound community.
3. Can the membership to a geographically bound online community of practice create

CIVIC COMMUNITY

benefit for non-members that reside outside the geographically bound community.

Background:

OCPGs have started to flourish on social media networking sites, and their membership has continued to increase daily. People are connecting with each other to create groups that appear to produce an online *civic community*. Parkland unique make up has quite a few communities of practice as well as online communities of practice.

Parkland is an outskirt community to Tacoma, Washington, itself part of an urban corridor that includes Seattle. Parkland is a census designated place (CDP). Census Designated Places “are the statistical counterparts of incorporated places, and are delineated to provide data for settled concentrations of population that are identifiable by name but are not legally incorporated under the laws of the state in which they are located (Branch, 2012).” Parkland has a population density that is 4049% greater than the average population density of Washington state(areavibes.com, nd). Its poverty level is 18% higher than the national average (areavibes.com, nd). Parkland has a crime rate that is 89% higher than the national average and the unemployment rate is 40% higher than the national average (areavibes.com, nd).

CIVIC COMMUNITY

Population By Races And Gender			
	Male	Female	Total
Total Population	17,384	18,419	35,803
White	10,588	10,961	21,549
Hispanic or Latino	2,408	2,218	4,626
Black or African American	2,064	2,080	4,144
Two or More Races	1,578	1,583	3,161
Asian	1,154	1,815	2,969
Some Other Race	1,174	1,006	2,180

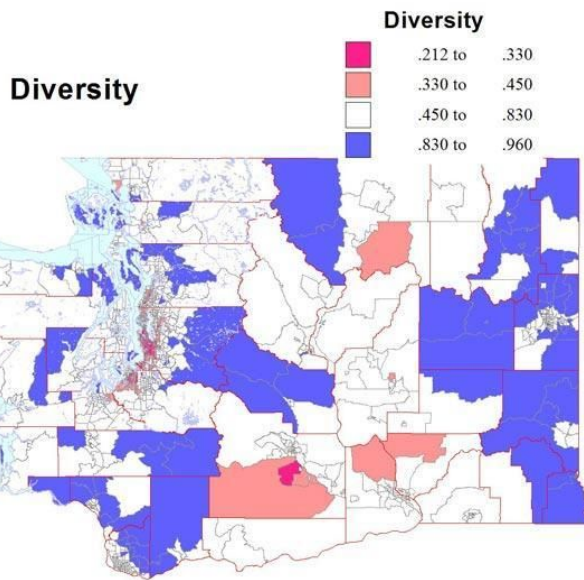
CIVIC COMMUNITY

Native Hawaiian Pacific Islander	597	707	1,304
American Indian	229	267	496
Three or more races	177	200	377

The center of Parkland is also where PLU is located. Parkland encompasses three zip codes (98444, 98445, 98446) and its landscape is located where the outskirts of the rural areas of Spanaway, Puyallup, Graham, Fredrickson and Roy, and the urban areas of Tacoma, Olympia, University Place, Lakewood and Spanaway meet. Parkland is an area that has a majority of the amenities a city has including but not limited to; grocery stores, banks, auto part stores, bowling alleys, car lots, gas stations, fast food restaurants, dine in restaurants and its own utility company. However, it has but very few of the state or federal resources. There is no designated police station, department, substation or fire department.

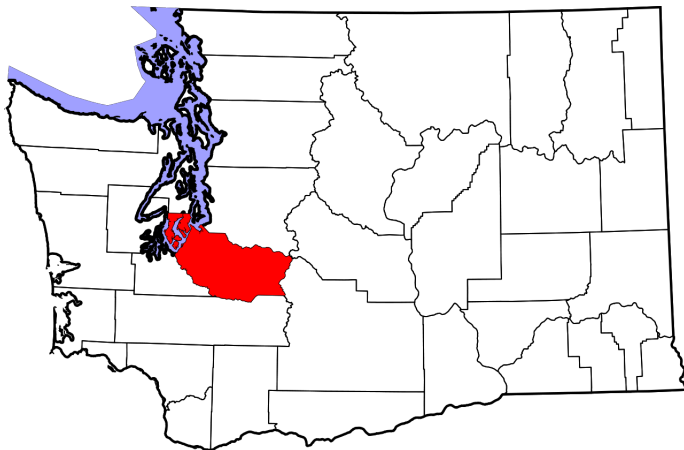
http://www.plw.coop/about_us.html

CIVIC COMMUNITY



<http://www.newgeography.com/content/002220-stories-2010-census-race-and-ethnic-change-washington-state>

CIVIC COMMUNITY



<http://parklandatlas.scottlrogers.net/parkland-jblm/>

Pacific Highway runs down the center of Parkland and is punctuated with stores that include, but are not limited to, privately and corporately owned convenience stores, strip malls, hotels, salons, grocery stores, fast food/dine in restaurants, and gas stations.

areavibes.com is a website that tells people where the best place to live is based on a livability score that they created that assesses a livability score. A livability Score is created from an algorithm based on but not limited to various important metrics for each city, including: amenities, cost of living, crime rates, education, employment, housing and weather.

The only rating Parkland has received is an A+ rating on areavibes.com for its amenities. Parkland is also bordered by Joint Bases Fort. Lewis and Mcchord (JBLM). This diverse place called Parkland is located on the outskirts of both the rural and urban areas. It is occupied by those who have lived there most of their lives, those who have been relocated there by will and/or force, and those there only for a short time due to their education or military obligations. This makes Parkland unique and the focus of this study. Parkland is located in Tacoma, WA and

CIVIC COMMUNITY

sits on the unincorporated edges of pierce county along with Midland, Collins and Central.

These four areas make up the Franklin Pierce School District. A majority of the district's student body resides in Parkland. Also a most of the schools in the district are located within Parkland.

“Seattle has long been the most or among the few most diverse places in the state and many people probably believe it still is. But according to the 2010 census Seattle has been displaced by dozens of places in its own region! It has become slightly more diverse, as suburban cities, mainly but not only to the south have become markedly more diverse. Many might also think eastern Washington, with its increasing Latino population, must be highly diverse. But no, the hotbed of diversity is from the southern part of Seattle, through south King County, to and beyond Tacoma...The top six most diverse places are just beyond the city of Seattle, and their diversity is amazingly high. In Pierce County a belt of high diversity extends from Fife and the Puyallup reservation across south Tacoma to Lakewood, Parkland, Spanaway and Ft.Lewis-McChord. this is truly a remarkable transformation. ”The main story from the (2010) census findings is the continued gentrification of Seattle, with displacement of minorities and the less affluent out of the center of the city, especially to south King county and Pierce county. The city core is becoming whiter, while the edges and suburbs, north and east as well as south are becoming far more diverse.” (Morrill,2010)

Over time the OCPG’s that are geographically bound to Parkland have started to create an online *civic community*. These OCPG’s seem to also be increasing the community cohesion and civic engagement taking place offline within Parkland. The online aspect of initial contact seems to be leading to in-person contact and a mutually beneficial bonding within the community of Parkland. Often it can be observed that the group cohesion, civic engagement and the benefits that arise from membership to a the Parkland bound OCPG’s extend beyond the group or its individual members, to its members’ families, friends, and social circles not affiliated with the group or in some instances with others that are not residents of Parkland.

Purpose of the Study

The purpose of this mixed methods ethnographic and survey study was to explore how

CIVIC COMMUNITY

geographically bound online communities of practice impact the way individuals engage with each other inside the groups and how those groups and the individual members engage with the community of Parkland as a whole online and off. Do these OCPG act as vehicles that facilitates ways for a community to create new and/or increase existing community cohesion and civic engagement that result in a *civic community*. Can its benefits extend beyond the intended targeted members?

Hypothesis:

It is hypothesized that this study will show how the membership to an OCPGs can facilitate a social cohesion and civic engagement as measured by Putnam's theory of *civic community* within the geographically located area of Parkland. It is further hypothesized that the benefits of increased community cohesion and civic engagement will extend beyond the OCPG's members. Finally it is hypothesized that this type of *civic community* benefit will extend beyond members and Parkland residents.

The resources that are embedded in social networks and their sub groups also known as OCPG's provide benefits to its individual group members. This will also provide benefit to the successful functionality of the online community as well as the individuals and community members of Parkland as a whole. Everyone will benefit differently from these connections and everyone has different aspects of themselves and their belongings that contribute to the shared group and individual benefits. Not all of these benefits can be easily measured. Some benefits are purely emotional, some are monetary, some are resources and still others are the connection itself and the sense of belonging that accompanies it or tolerance that results from it. Benefit can

CIVIC COMMUNITY

be felt, received, held or given and come in no specified shape or set of descriptors other than how the person receiving or giving of it feels about it (Claridge,2004).

Chapter 2: Literature Review

CIVIC COMMUNITY

Literature Review

There are many studies that attempt to describe the key components of a *civic community*. For the purpose of this paper we will use community cohesion and civic engagement to measure for a *civic community*. It is my opinion that a democratically ideal local *civic community* is the equivalent to a micro level mirror image of what Alexis de Tocqueville describes as an ideal democratic country.

[T]he most democratic country in the world now is that in which men have in our time carried to the highest perfection the art of pursuing in common the objects of common desires and have applied this new technique to the greatest number of purposes. Is that just an accident, or is there really some necessary connection between associations and equality.... Feelings and ideas are renewed, the heart enlarged, and the understanding developed only by the reciprocal action of men one upon another.

(Alexis de Tocqueville 1850 (pp 514-5 in the 1994 edition) as cited by (Smith, 2001)

Communities that are built by individuals who come together to benefit themselves as well as the community are the communities best suited to further create and maintain a *civic community*. Research into the different ways a community communicates and meets its members needs can help open doors for the creation of initiatives and policies that are focused at the local community level. The community cohesion and civic engagement being facilitated through these groups can help to develop strong civic communities (Smith, 2001). The increase of community participation in local government, organizations and groups that are geographically bound can help increase opportunities for members to create relationships both inside and outside of the online group. It also creates the likely opportunity for these connections to develop within the bounded community. These connections can help to increase trust in one's community.

According to Putnam the more preexisting social capital that exists within a community the more

CIVIC COMMUNITY

likely that community is to have an easier time garnering volunteers for local civic engagements within a geographically bound cohesive community and therefore help develop and maintain *civic community*.

The definition of social capital is a broad and encompassing. There is no undisputed definition or set of measures for social capital. The consensus of researchers is the general claim that social capital is a “social relation that results in a productive benefit” (Claridge,2004). Robert Putnam's theory of social capital, is the closest measure to my conceptualization of a micro level of community cohesion and includes measures of social capital, community cohesion, community building and community development. *Bowling Alone* and other articles concede that community cohesion, community building and community development are all ways to measure social capital. At a basic level it does not appear that one can obtain social capital without social cohesion, nor can one have social cohesion that does not result in some level of benefit felt mutually by the participants, i.e., social capital. It is because of this that for the purposes of this research social cohesion and social capital will be called community cohesion and measured for by the same indicators. It is my understanding that one cannot happen without the other. I recognize and acknowledge that how these two conceptions are viewed is slightly different by every discipline.

Social capital can impact income and resource accessibility. Research has shown that income and resource accessibility can impact socio-economic mobility (Lin, 1999). In *Our Kids*, Robert Putnam writes about how socio-economic status plays a large role in how likely a child is to succeed in life. Putnam collected and compared data about levels of education, workforce entry levels, current and the future well-being and resulting economic mobility in children from

CIVIC COMMUNITY

both high and low socioeconomic classes. His study revealed that children from lower socioeconomic classes did poorly across all measures in comparison to children from high socioeconomic classes (2015).

In Bowling Alone, Robert Putnam describes that community involvement has declined over the last 4 decades. He describes how physical and geographical memberships to leagues, associations, clubs, and groups has declined. Putnam describes how this decline has created a void of community cohesion, trust and civic engagement. In *Our Kids* Putnam explains how the results of monetary deficiencies also contribute to multiple secondary aspects of life causing other deficiencies in the lives of those who are low income. These secondary deficiencies contribute to the struggle children from low income homes face. Community involvement, community/family cohesion, environment, health, safety and a general sense of well-being are all negatively impacted at some level by the lower income. The negative impact of these secondary deficiencies intensify the already financially struggling child's life (Putnam, 2015). *Our Kids* also points out how a child from a low income family tends to be surrounded by others that live with similar circumstances and the environment that encompasses them further contributes to the obstacles they face and will face in their futures (Putnam, 2015).

Today the social networking done through online social networks has helped to create online communities that have common passions, interests, and/or geographical locations. These online communities have appeared to be useful in exchanging information, providing social support, garnering participation in civic and volunteer activities, as well as fostering trust and friendship building..

CIVIC COMMUNITY

These groups offer other tangible and intangible resources. Some examples of this type of benefit are listed below;

- social support
- physical or socio-emotional help
- health care resources, information and equipment
- food
- child care
- playdates and social outlets
- resources for children
- pet care items and resources
- clothing information and resources
- housing resources and information
- neighborhood watches
- the ability to further the depth of the cohesion by bringing people together online initially often to be followed up by an in person interaction.

There are OCPGs that focus on connecting the members of Parkland to one another for the purpose of creating either individual or communal benefit. Some of these groups behave as community boards where neighbors discuss topics of interest to the whole neighborhood. These topics consist of safety, tangible or intangible items provided to and/or needed by members of the OCPG members, services that are provided or needed, neighborhood resources, and other related topics. This allows community members from near and far across all zip codes encompassed by Parkland to connect with each other as if they were next door neighbors.

The study will compare the number of individuals in a suburban community that are

CIVIC COMMUNITY

participating in the OCPG's with each other as well as to the total known geographically bound population of the suburban community. The study is looking for examples of community cohesion and civic engagement resulting from the membership to the OCPG's. If further check for the effect these groups have on the geographically bound community beyond the online group. What percent of the community is being directly affected and what percentage of the community as a whole is being affected indirectly. The results of those participating in one or more OCPGs will be observed to determine if their involvement as a whole is showing an increase in social cohesion. If all of those living in Parkland who participate in one or more OCPGs show an increase in social cohesion, then it can be said that the community of Parkland as a whole has had an increase in social cohesion.

The members of OCPGs join voluntarily and the focus of the groups are to inform and or help the residents of Parkland. Parkland is a small bordered area within Tacoma that is considered a Census Designated Place (CDP). If this study shows economic improvement and is able to be reproduced multiple times in other communities, then we may be able to find a pattern of practice and a mode of operation that work in not only connecting communities and producing social capital but also by increasing the socio-economic class of whole communities. This could benefit children and families living in poverty gain mobility and increase their probability of success in the future. This study is at a micro level. If this study could be reproduced throughout all the communities in Tacoma and results were positive the implications for change at a macro level are possible.

CIVIC COMMUNITY

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Chapter 3: Methods and Measures:

CIVIC COMMUNITY

Methods and Measures:

How a community engages with technology can influence the programming and creation of future technology. This study could make available to the community of Parkland knowledge of how these groups can be utilized to benefit the individual residents and the community of Parkland as a whole.

Sample

The population of interest for this study are between the ages of 18 and 68 living in the United . The population that is accessible to this study consists of all persons who belonged to either one or more of the following Facebook groups: Being Neighborly in Parkland; Buy Nothing Parkland; Parkland Neighborhood Watch; Mayfair, Parkland Neighborhood Watch; Buy, Sell Trade, Puyallup, Parkland, Spanaway, Graham Area; Parkland Friends; Business Owners of Parkland/Spanaway; \$10 or Less, Tacoma/Parkland/Spanaway/Lakewood Only or they were a friend of someone in one or more of the groups and received the link through their association with the member between the dates of February 8, 2017 and April 12, 2017. This resulted in a sample size of 30 persons.

On average, study participants were 38 years old and high school graduates. Education ranged from Less than high school to PhD/MD. (High School or equivalent (43.33%), Technical or vocational degree (23.33%), Associates degree (10%), Bachelor's degree . The majority of participants (83.3%%) were female.

While the study sample cannot be considered representative of the original population of

CIVIC COMMUNITY

interest, generalizability was not a primary goal -- the major purpose of this study was to determine whether the membership to an online community of practice group bound by the geographical boundaries of Parkland, Washington *contributes to the creation and/or increase of civic community in Parkland*. Any measure of community cohesion or civic engagement evident in this exploratory study can be generalized as measures of *civic community*.

Measures

A survey named Social Cohesion was created by myself. The survey has a total of 22 questions. Within the 22 questions there were multiple questions that had up to 9 individual questions included under the question number. See Appendix A. There were 28 questions that measured for *civic community*. Measures of community cohesion and civic engagement were used to guide the survey. There were 7 in person non formal minimally structured interviews done. 6 of the 7 interviews were lost to a data storage malfunction. See Appendix A. All of the online Facebook groups mentioned within this study were monitored daily. Snapshots of various comments and posts were kept to show examples of community cohesion and civic engagement. The survey was created to measure the existence of community cohesion and civic engagement. Community Cohesion and civic engagement were measured by: Physical/health/well-being; breadth (reach) and depth (strength of connection) and creation of community cohesion, economic (needs met, locally owned businesses affected); political(existence, creation and level of civic engagement); emotional (emotional support received or given); social(types and strength of new bonds created and/or change in existing bonds); trust (over all feeling of trust for friends, family, members, and community; reinforcement and or creation of positive behavior and environmental improvement

CIVIC COMMUNITY

fluctuations in the lives of the group's members (Putnam, 2000).

Questions on the survey and in the interviews are written to measure the existence, creation and or changes in civic engagement and community cohesion. The survey questions also aimed to highlight instances of these measures both inside and outside the OCPG's and the community of Parkland. See Appendix A for the Survey in its entirety.

DESIGN

Social Cohesion (SC)(Amber Monson, 2017) is a 22-item survey that measures self reported levels of participation in *civic community*. The survey asked about different measures of civic engagement and community cohesion. Questions measured for wellbeing, trust, reciprocity, feelings of safety, new networks and other aspects of community cohesion and civic engagement. The survey first asked for a self reported perceptions, feelings of and/or engagement in the different measures and then asked if the prevalence of the measure increased, decreased or stayed the same over different time periods. five questions about community cohesion and 1 question about civic engagement also asked if the presence of these measures existed due to the OCPG membership. See survey in Appendix A.

5 individual in person interviews were conducted. These were done at a local Starbucks located in Parkland near the corner of Pacific Ave. and Tule Lake Road. The interviews were very loosely scripted and loosely documented. It was the intention to maintain a genuine connection with minimal interruptions to the conversation. The conversation was about the interviewee's experience with these different online community of practice groups. See

CIVIC COMMUNITY

Appendix C for a complete list of questions and answers that were documented. It was the overall belief that these groups did make possible connections that may not have transpired otherwise. All interviewees were aware of both negative and positive results of membership. All interviewees shared concerns that some took advantage of others good grace and one of the interviewees found themselves drastically humbled by the degree of need that existed.

All seven group sites were monitored daily. The notifications for every group went directly to the researcher in real time. Daily the sites were monitored for evidence of community cohesion and civic engagement. Snapshots of conversations and posts were taken to example the types of civic engagement and community cohesion that were taking place between its members. Signs that this was taking place with non members and outside the online community were watched for also. See Appendix B for snapshots.

Procedure

Between February 8, 2017 and April 12, 2017 each person was assigned a random ID. This was a mixed methods study, open to members and non members of Facebook OCPG's that reside in or around Parkland, WA. In addition to the survey in person interviews were done and observations of group comments and posts were also done. For those members and non-members of online communities of practice (OCPG) geographically bound by Parkland and surrounding areas who participated the purpose of the study was explained prior to entering the survey. The first question asked for acknowledgment of their understanding and voluntary involvement. Participants were assured anonymity and were given an opportunity to decline to participate in the study. All study participants were given the same survey. The survey was created in Catalyst,

CIVIC COMMUNITY

coded numerically and uploaded into SPSS. In person interviews and daily OCPG observations of 7 different OCPG's were also cataloged and analyzed. See Appendix A for interviews.

Interviews were used to render peoples further expanded upon feelings of these things already being witnessed through the use of these OCPG's. Positive social changes that can be initiated at both the micro and macro levels through the use of OCPG's that results in increased community cohesion and civic engagement were analyzed for. These measures in turn equated to a *civic community* and could be beneficial for others not studied in this research and their community.

The Social Cohesion Survey was designed to contribute to the evidence base across a range of important policy areas including cohesion, civic engagement, race equality, volunteering and charitable giving. The Survey and interviews were aimed at capturing the ways in which the community of Parkland as a whole and its individual residents and local small business owners engage with each other online and off. This was studied to see if these engagements were facilitated by the connections from within the OCPG's. They further aimed to be able to pull from the data the direction and or creation of change (increase, decrease, stayed the same or was created). Questions on the survey were framed in a way that determines if these connections existed prior to the introduction of the OCPG. It is recognized that some level of *civic community* may have been present prior to the introduction of the OCPG. In the cases where this was true it was further studied to see if the levels of community cohesion and civic engagement have changed since the introduction of the OCPG and in what ways has it changed.

ETHICS

As the researcher I must also acknowledge that I am an active member of many of these OCPG's geographically bound by Parkland. Because of this, the group feeds, comments and

CIVIC COMMUNITY

conversations will be monitored daily. The results of all forms of observation, interviews and surveys were analyzed. levels of *civic community* for the individuals living in Parkland belonging to the online group were measured using a point scale 1= yes 0= no. The survey and interviews were created to measure for *civic community* through measures of community cohesion and *civic community* building and development. The selection bias exists due to the online FB groups and method of survey advertisement an access. It can also be mentioned that the sample size was small in comparison to the community as a whole and may not be representative of the community. These limitations made it difficult to determine if these results are reality or a skewed reality due to the limitations. There is also a possibility that these demographic questions used are missing other key demographics.

CIVIC COMMUNITY

Chapter 4

CIVIC COMMUNITY

Results

Members of the different OCPGs through Facebook that are geographically bound to Parkland were asked to volunteer to take the survey. They were asked to help a “me” a member of their community complete the surveys for my capstone project that is centered around Parkland and its residents. Due to the rules for Buy Nothing Parkland the details of the survey and its link were sent through private messages once a community member requested it.

Demographics

Thirty respondents completed the survey instrument, 5 males (16.7%) and 25 females (83.3%). The respondent’s ages ranged from 18 to 68, with a mean of 37.83 years(SD=12.967). per capita income ranged from less than \$1,000 to \$55,000 or more with a median range of \$25,000-\$34,999. The combined household income for the respondents’ ranged between \$1,001-\$14,999 to \$55,000 or more with a median range of \$35,000-\$54,999.

Thirty respondents were asked to report the different types of income that made up the household income. Many of the households had multiple sources of income. They and the frequency in which they were reported as part of the household income are as follows: wages (66.7%); pension(6.9%); retirement (13.8%); disability (24.1%); TANF(6.9%); school loans(3.4%); scholarships/grants (3.4%); unemployment(3.4%); child support (20.7%); social security (17.2%) and other (17.2%). Respondents were asked to report the average number of hours worked each week. The results were as follows: 12 people reported working 0 hours per week, (1) person reported working 1 - 16 hours per week, (3) people reported 17-32 hours per week, (4) people reported working 33-40 hours per week, (10) people reported working 41+

CIVIC COMMUNITY

hours per week.

Thirty respondents were asked to report their household composition, type of home, years of residence, bedrooms in home, zip code, how many adults were in their homes, how many children were in their homes, how many people on disability were in their homes and how many children they were responsible for. The results of the demographics selected are as follows: household composition - Just a Partner (10%), Just Children (6.7%), Partner and Children (43.3%), Extended or Blended Family (20%), Other(20%); Type of Home - A house you own (53.3%), A house you rent (36.7%), Apartment (6.7%), Other (3.3%); Years at Current Residence (M=13.48, Median=7 yrs)(SD=15.67); Bedrooms in home - 1 bedroom (3.3%), 2 bedrooms (20%), 3 bedrooms (33.3%), 4 bedrooms (43.3%); Zip (98444= Parkland = 20 participants), (98445 = Parkland = 6 participants), (98446 = Parkland = 6.7), (98372 = Puyallup = 1 participant), (98409 = South Tacoma = 1 participant); Adults in home - 1 adult (3.4%), 2 adults (62.1%), 3 adults (17.2%), 4 adults (6.9%), 5 adults (3.4%), More than 5 adults (6.9%); Children living at home - 0 children (36.7%), 1 child (16.7%), 2 children (26.7%), 3 children (3.3%), 4 children (13.3%), 5 children (3.3%); People with Disabilities Living in Home - 0 persons with disabilities (66.7%), 1 person with disabilities (26.7%), 2 persons with disabilities (3.3%), 3 person with disabilities (3.3%); Children Supported Outside of the Home - 0 children outside home (83.3%), 1 Children Supported Outside of the Home (10%), 2 Children Supported outside of Home (3.3%), 3 Children Supported of Home (3.3%).

Thirty respondents were asked to report their highest level of education completed, licensed drivers in household, running vehicles in household, and languages spoken in home, the results are as follows: Highest Level of Education Completed - Less than High school or

CIVIC COMMUNITY

Equivalent (43.3%), Trades, Tech or Voc Certificate (23.3%), Associate's Degree (10%), Bachelor Degree (20%), Masters Degree (3.3%); Licensed Drivers in Household - 0 licensed drivers (3.3%), 1 licensed driver (10%), 2 licensed drivers (56.7%), 3 licensed drivers (20%), 4 licensed drivers (6.7%), 5 licensed driver (3.3%); Running Vehicles in Household - 1 running vehicle (16.7%), 2 running vehicles (50%), 3 running vehicles (23.3%), 4 running vehicles (3.3%), 5 running vehicles (3.3%), More than 5 running vehicles (3.3%); Languages spoken in the home - 1 language (93.1%), 2 languages (6.9%).

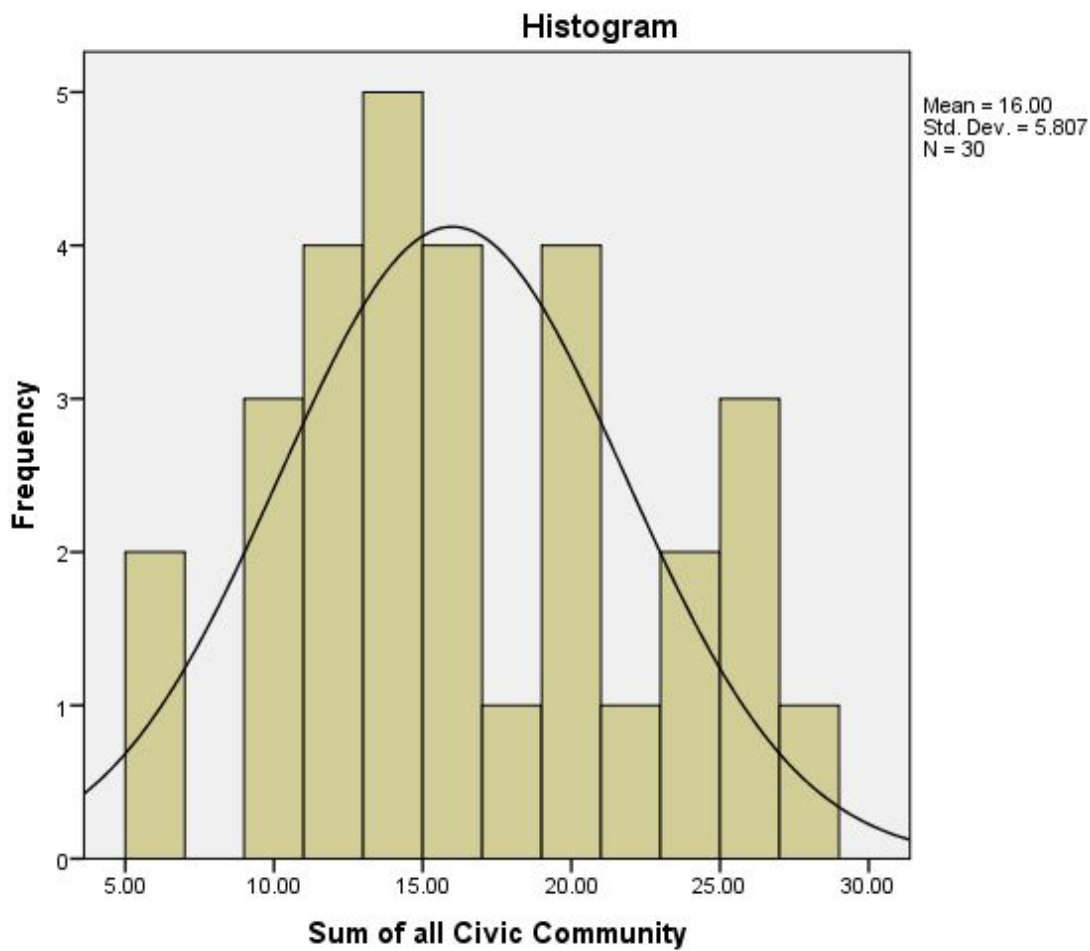
A T-test with the dependent variable of *civic community* sum was run with the independent variable being people over the age of 35 and under the age of 35. This was not significant. A T-test with the dependent variable of *civic community* sum was run with the independent variable being current group members. This was not significant. A T-test with the dependent variable of *civic community* sum was run with the independent variable being those with a home and those without a home. This was not significant. A T-test with the dependent variable of *civic community* sum was run with the independent variable being those with children at home and those without children at home. This was not significant. A T-test with the dependent variable of *civic community* sum was run with the independent variable being those who own a home and those who do not own their home. The test looking at homeownership was approaching significant. ($T=1.84$, $df=27$, $p=.076$).

An ANOVA was ran with the dependent variable being *civic community* sum and the independent variable was hours worked per week recoded as no, part time and full time, but this was not significant.

A measure of *civic community* was created. It contained 28 items (see appendix a). (range

CIVIC COMMUNITY

6 -27, mean 16, SD 5.81).

**DISCUSSION:**

In the process of attempting to recode some of the data so that it could be used for further analysis I realized that some of my data was not recorded appropriately and something must have gone astray. Through my investigation into what had happened with the recoding It was decided that all measures of community cohesion and civic engagement could be combined to give an

CIVIC COMMUNITY

overall sum of *civic community*.

The survey, snapshots and interviews were analyzed for the exchange of benefits, resources, community engagement and community cohesion. The combination of observations and personal perception of the various conversations, personal engagement, survey results and interviews is where the policy implications and thoughts about the area stem. 6 of the 7 interviews were lost due to a storage device malfunction.

The researched OCPG's met the criteria of being a group that is online and bound to the community of Parkland. There are some groups that include some surrounding areas of Parkland and the participating survey members were filtered out by zip code. Data from group members living outside of Parkland was analyzed for a possible presence of external social changes that results from the community members belonging to the OCPG's that are residents of Parkland.

There were outside occurrences that indicate that the social changes in the Parkland community achieved through membership to the OCPGs has potential to reach beyond the borders of Parkland. The practice of information sharing and/or helping the individual members living within the limits of Parkland and outside are taking place both online and off, with in Parkland and outside Parkland.

Through observation and engagement, it was noticed that the participants of the groups and the groups as a whole benefit from the membership. These benefits then trickle through the invisible connections that extend from participants to their families and extended social circles. These extended benefits and connections increase the breadth of the community by creating opportunities for community members to meet each other in person and form both online and

CIVIC COMMUNITY

offline relationships. These connections strengthen the community involvement in multiple civic/community engagements, which in turn strengthens and increases the cohesion of the community. These connections increase community trust, resource attainment, economic mobility, and political ties.

The members of these group also have a fair share of struggle, disagreement and discourse. This is not necessarily negative and to be expected. The connections in the community seem to create a safe place for this discourse to be discussed and resolved. The recognition that difference of opinion and belief can exist between people that work together towards the common good for all is beneficial to *civic community*. This study is micro level view of community and takes a bottom-up view of how residents of a community are engaging with each other through the use of technology, specifically the online community of practice groups.

The bonding of the individuals of these OCPG's results in a bridging of the gaps that geographic distance, race, gender, socioeconomic status, political or socioeconomic may have otherwise kept in existence. Furthermore it appears that this enhanced *civic community* is not limited to just the OCPG as a whole, but is also shared by the individual members in their individual personal offline lives, as well as Parkland residents that are not apart of the groups and finally people from outside communities.

The breadth (reach) and depth(strength) of the *civic community* happening through the use of the OCPG's does increase. Breadth in this study is defined as how far reaching the connections and their subsequent benefits are within the community of Parkland. i.e. People are connecting online and/or in person who never knew each other and the resulting benefit of the OCPG membership does extend beyond its members and to the Parkland community as a whole.

CIVIC COMMUNITY

Depth was be measured by measuring how the connections made through use of the OCPG's develop and grew more inclusive and cohesive. *Community Cohesion*: "networks and norms of civic engagement" (Putnum 2000). fosters trust for one another in a community. It is Putnam's belief that "when members of a community trust each other, trade with each other, meet each other's needs, lend money and services to one another that democracy flourishes and *civic community* increases".

This research project started out with 3 research questions and they were as follows:

1. Can the membership to a geographically bound online community of practice group foster an online *civic community* as operationalized through measures of social cohesion and civic engagement?

2. Can the membership to a geographically bound online community of practice foster a *civic community* with non-members that reside within the geographically bound community.

3. Can the membership to a geographically bound online community of practice create benefit for non-members that reside outside the geographically bound community.

These questions could not be answered due to the limitations of selection bias, small sample, no control group and no base line level of *civic community* without the OCPG. These questions were kept in mind as the research changed to exploratory. A majority of the variables were ran multiple ways and no combination of demographics or measure of *civic community* and group membership resulted in a significant finding. Looking at the data from the survey and combining my observation and conversations it is my belief that *civic community* does exist. I further believe that this *civic community* is both facilitated by and encouraged through the use of

CIVIC COMMUNITY

online communities of practice focused on the betterment of the local Parkland community.

Throughout this research I found myself thinking about the fringes of the city and started to think about these areas more like the in between areas. It would be my suggestion that further research into these areas be done. Starting in Seattle and heading South to Portland a person could pass through or be in close proximity to many of these in between areas ie. Renton, Des Moines, Federal Way, Kent, Auburn, Covington, Maple Valley, Bonney Lake, Puyallup, South Hill, Roy, Enumclaw, Buckley, Lakewood, Spanaway, Parkland, Midland, University Place, Kelso, Longview, Little Rock... Mil. I-5 runs from Seattle to Tacoma, Tacoma to Olympia and Olympia to Portland. Do these areas, the location of lakes, rivers and the Puget Sound combined with the distance from urban or rural living dictate where the pocket areas high in population, density, diversity and low in resources and income exist in the in between. Are there things that decrease in the rural or urban areas that seem to increase in the in between areas? What is happening in other areas similar in demographics to Parkland.

Policy Implications

Based on the different likes and dislikes, survey results and observations of the OCPG's I suggest the creation of an application or group that is set up to do all the things the individual groups in this study do. The group or application should come with a defined set of rule of engagement/use. The group could be ran by the community and the members could take turns as the acting administrators and moderators. This helps give everyone a voice and allows everyone to know what it is like to both follow and enforce the pre established rules. The application or group should include members of the police department, local business owners, local

CIVIC COMMUNITY

government, school district employees and residents of the area. This will not address all concerns. However, it is a revamping and clustering of multiple groups with the same goal. It could bring all the members of the community who do use the online aspect of the OCPG's to communicate and those who maybe wouldn't have thought about using it together in one place to join together and build both an active and cohesive *civic community*.

Conclusion:

Impact can be seen in a higher magnitude when an OCPG is not only bound by its common goal or practice, but also by a geographical location, such as a town or city. The residents of Parkland and the OCPGs bound by Parkland are helping the community members of Parkland meet their needs and form relationships that strengthen their immediate families and the community in which they reside in. OCPGs focused on benefiting the physically bound residents of Parkland appear to be creating connections both online and off between Parkland residents that are resulting in both stronger community cohesion and stronger more quantifiable social capital. This social capital is resulting in an increase in community members participation as well as desire for further community cohesion, civic engagement and *civic community*.

CIVIC COMMUNITY

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CIVIC COMMUNITY

Appendices

Appendix A: survey

Parkland Online Community of Practice Survey

CONSENT FORM AND SURVEY INTRODUCTION

**Amber Monson, Master of Arts in Policy Studies Student, School of
Interdisciplinary Arts and Sciences, University of Washington Bothell.**

PURPOSE OF THE STUDY

You have been invited to complete an online survey on your experiences with living in Parkland, WA and your membership to online communities of practice.

The purpose of this study is to analyze the effects of online communities of practice groups on the community of Parkland. We are interested in learning about the affects these online groups have on a community cohesion. This

CIVIC COMMUNITY

study is important because it may provide insights into building and developing a cohesive community. This consent form will give you the information you will need to help you decide whether to be in this study or not, your rights as a volunteer, and the study procedures.

STUDY PROCEDURES

We are asking you to complete an online survey that should take approximately 20 minutes to complete. Your participation is voluntary and you are free to decline to answer any question you do not wish to answer. We will ask questions about your demographics and your experiences in Parkland and as a member of an online community of practice group on Facebook. your personal identifying information will be removed from your responses and kept confidential.

RISK, STRESS, AND DISCOMFORT

The possible risks or discomforts from this study are minimal. You may have various feelings when being asked questions about what you think or feel about different aspects of your community. You can ask questions about this study at any time by e-mailing Amber Monson at adm32@uw.edu

BENEFITS

The study is not designed to benefit you immediately but your responses will

CIVIC COMMUNITY

help us learn how to improve the well-being of the people living in and around Parkland,WA.

CONFIDENTIALITY

We intend to protect your privacy. Your name and identifying information will not be used in any report that is published. Your responses will be sent to a database called catalyst at the University of Washington where data will be stored in a password protected electronic format. Catalyst DOES NOT collect identifying information such as your name, email address, or IP address. Only Amber Monson will have access to the catalyst data base. We will keep the data beyond the duration of the study so that we can analyze the results for developing community interventions.

OTHER INFORMATION

Being in the study is voluntary and you can stop at any time, refusing to be in the study or stopping participation will involve no penalty or loss of benefits to which you are already entitled. If you think you have a concern related to this research study contact the study coordinator or investigators at adm32@uw.edu or 253-267-9774 and they will address your concerns.

Thank you for participating in this survey.

CIVIC COMMUNITY

Question 1.**PARTICIPANT STATEMENT**

“The study described above has been explained to me. I voluntarily consent to participate in this activity. I have had an opportunity to ask questions. If I have questions about my rights as a research subject I can contact the University of Washington Human Subjects Division at [206-543-0098](tel:206-543-0098). I will receive a copy of this consent form”.

Required.

Agree

Disagree

Question 2.

What is your age in years?

Enter an integer (without commas).

Question 3.

What is your gender?

Female

CIVIC COMMUNITY

Male

FTM Transgender

MTF Transgender

Gender Fluid

Question 4.

How many hours a week do you work?

0

1-16 hours per week

17 -32 hours per week

33- 40

41+

Question 5.

What is the zip code of your address?

98444

98445

98446

Other:

Question 6.

CIVIC COMMUNITY

Who do you live with?

alone

just a partner

just children

partner and children

extended or blended family

friends

Other

Question 7.

Do you live in/on?

A house you own

A house you rent

Appartment

A Room

Shared housing

Public housing

Campus housing

Shelter

Vehicle

Tent

CIVIC COMMUNITY

The Street

Other

Question 8.

How long have you lived in your local community?(in years)

Enter a number (without commas).

Question 9.

How many languages are spoken in your home?

1

2

3

4+

Question 10.

Please mark the appropriate numeric answer for each question?

	0	1	2	3	4	5	More than 5
How many running vehicles does your	0	1	2	3	4	5	More than 5

CIVIC COMMUNITY

household have?

How Many licensed drivers live in your home?	0	1	2	3	4	5	More than 5
--	---	---	---	---	---	---	-------------

How many bedrooms does your home have?	0	1	2	3	4	5	More than 5
--	---	---	---	---	---	---	-------------

How many children live in your home?	0	1	2	3	4	5	More than 5
--------------------------------------	---	---	---	---	---	---	-------------

How many adults in your home?	0	1	2	3	4	5	More than 5
-------------------------------	---	---	---	---	---	---	-------------

	0	1	2	3	4	5	More than 5
--	---	---	---	---	---	---	-------------

How many people in your home are unable to work due to a disability?	0	1	2	3	4	5	More than 5
--	---	---	---	---	---	---	-------------

How many children do you support that do not live in your home?	0	1	2	3	4	5	More than 5
---	---	---	---	---	---	---	-------------

CIVIC COMMUNITY

In the past week, how many conversations have you had with other community members?	0	1	2	3	4	5	More than 5
--	---	---	---	---	---	---	----------------

How many people within your community did you talk to yesterday?	0	1	2	3	4	5	More than 5
---	---	---	---	---	---	---	----------------

Question 14.

What are the sources of your household incomes? Choose all that apply

Wages or Salary

Pension

Retirement benefits

Disability benefits

TANF

School loans

Scholarships and/or Grants

Unemployment benefits

Child Support

Social Security

CIVIC COMMUNITY

Other

Question 15.

Please mark the appropriate yearly gross income for both questions.

What is your current income? Select

one...

Less than \$1000

\$1,001 to \$14,999

\$15,000 to \$24,999

\$25,000 to \$34,999

\$35,000 to \$44,999

\$45,000 to \$54,999

\$55,000 +

What is your households Select

combined income? one...

Less than \$1000

\$1,001 to \$14,999

\$15,000 to \$24,999

\$25,000 to \$34,999

\$35,000 to \$44,999

\$45,000 to \$54,999

\$55,000 +

CIVIC COMMUNITY

Question 16.

What is your highest level of education completed?

Less than Highschool or Equivalent

Highschool or Equivalent

Trades, Tech or Voc Certificate

Associates Degree

Bachelors Degree

Masters Degreee

Ph.D., M.D.

Question 17.

Please answer these questions with a Yes or No, Then indicate if the frequency has increased, decreased or stayed the same over the last 24 months.

	Yes	No	Increased	Decreased	Stayed the same
Over the weekend do you have lunch/dinner with other people outside your household but within your community?	Yes	No	Increased	Decreased	Stayed the same

CIVIC COMMUNITY

When you go shopping in your local area are you likely to run into friends and acquaintances?	Yes	No	Increased	Decreased	Stayed the same
---	-----	----	-----------	-----------	-----------------

In the past 6 months, have you done a favor for or helped a community member/neighbor?	Yes	No	Increased	Decreased	Stayed the same
--	-----	----	-----------	-----------	-----------------

	Yes	No	Increased	Decreased	Stayed the same
--	-----	----	-----------	-----------	-----------------

Are you on a management committee or organizing committee for any local group or organization?	Yes	No	Increased	Decreased	Stayed the same
--	-----	----	-----------	-----------	-----------------

In the past 3 yrs have you ever taken part in a local community project?	Yes	No	Increased	Decreased	Stayed the same
--	-----	----	-----------	-----------	-----------------

Do you enjoy living in a diverse community?	Yes	No	Increased	Decreased	Stayed the same
---	-----	----	-----------	-----------	-----------------

	Yes	No	Increased	Decreased	Stayed the same
--	-----	----	-----------	-----------	-----------------

CIVIC COMMUNITY

If a stranger, someone different, moves into your street, would they be accepted by the neighbors?

	Yes	No	Increased	Decreased	Stayed the same
--	-----	----	-----------	-----------	-----------------

Does your local community feel like home?

Question 18.

Please answer these questions with a Yes or No, Then indicate if the frequency has increased, decreased or stayed the same in the last 24 months.

					Stayed the same
--	--	--	--	--	-----------------

	Yes	No	Increased	Decreased	Stayed the same
--	-----	----	-----------	-----------	-----------------

Do you currently feel valued by the community in which you live?

					Stayed the same
--	--	--	--	--	-----------------

	Yes	No	Increased	Decreased	Stayed the same
--	-----	----	-----------	-----------	-----------------

Have you ever picked up other peoples rubbish in the community that you live in?

					Stayed the same
--	--	--	--	--	-----------------

	Yes	No	Increased	Decreased	Stayed the same
--	-----	----	-----------	-----------	-----------------

Do you help out a local group as a

CIVIC COMMUNITY

volunteer?

Stayed the
same

Yes No Increased Decreased

Do you feel safe
walking down your
street after dark?

Yes No Increased Decreased

Stayed the
same

Do you agree that
most people can be
trusted?

Yes No Increased Decreased

Stayed the
same

Can you get help
from members of
your community
when you need it?

Yes No Increased Decreased

Stayed the
same

Stayed the
same

Yes No Increased Decreased

Do you visit your
neighbors?

Yes No Increased Decreased

Stayed the
same

Have you attended
a local community
event in the past 6
months? (eg,
church event,
school concert, craft
exhibition)

Yes No Increased Decreased

Stayed the
same

CIVIC COMMUNITY

Are you an active member of a local organisation or club? (eg, sport, craft, social club)	Yes	No	Increased	Decreased	Stayed the same
---	-----	----	-----------	-----------	-----------------

Question 19.

Please mark the appropriate numeric answer.

In the past week, how many phone conversations have you had with community members?				1
	2	3	4	
			5+	

How many people within your community did you talk to yesterday?				1
	2	3	4	
			5+	

Question 20.

Please answer yes or no and then indicate if this has increased, decreased or stayed the same over the last 24 months

				Stayed the same
Yes	No	Increased	Decreased	

CIVIC COMMUNITY

Some say that by helping others you help yourself in the long run, do you agree?	Yes	No	Increased	Decreased	Stayed the same
--	-----	----	-----------	-----------	-----------------

If you need information to make a life decision, do you I know where to find that information?	Yes	No	Increased	Decreased	Stayed the same
--	-----	----	-----------	-----------	-----------------

Have you ever joined a local community action to deal with an emergency?	Yes	No	Increased	Decreased	Stayed the same
--	-----	----	-----------	-----------	-----------------

	Yes	No	Increased	Decreased	Stayed the same
Have you met new people in person that you met through any	Yes	No	Increased	Decreased	Stayed the same

CIVIC COMMUNITY

of the previously

named online

Facebook groups?

Have you had your	Yes	No	Increased	Decreased	Stayed the
needs met through					same

your membership to

any of the previously

named online

Facebook groups?

Have you helped	Yes	No	Increased	Decreased	Stayed the
meet another needs					same

through any of the

previously named

online Facebook

groups?

Stayed the

	Yes	No	Increased	Decreased	same
--	-----	----	-----------	-----------	------

Has your

membership to any

of the previously

named online

CIVIC COMMUNITY

Facebook groups

facilitated someone

you know outside

the group to have

their needs met?

Has your	: Yes	: No	Increased	Decreased	Stayed the
----------	-------	------	-----------	-----------	------------

membership to any					same
-------------------	--	--	--	--	------

of the previously

named online

Facebook groups

facilitated someone

you know outside

the group and

outside the

community of

Parkland to have

their needs met?

Have new	Yes	No	Increased	Decreased	Stayed the
----------	-----	----	-----------	-----------	------------

friendships					same
-------------	--	--	--	--	------

developed out of

your membership to

any of the previously

CIVIC COMMUNITY

named online

Facebook groups?

Question 21.

Please rank in order of 1-7 with 1 being the highest level of member activity and 7 being the lowest level of member activity with in the previously mentioned facebook groups. If you do not belong to a group please mark N/A

Buy Nothing Parkland Select one... 1

2 3 4 5 6 7

NA - don't belong to any above
group

Being neighborly in Parkland Select one... 1

2 3 4 5 6 7

NA - don't belong to any above
group

Parkland neighborhood watch Group Select one... 1

2 3 4 5 6 7

NA - don't belong to any above
group

CIVIC COMMUNITY

\$10.00 or Less,								Select one...	1
------------------	--	--	--	--	--	--	--	---------------	---

Tacoma/Parkland/Spanaway/Lakewood Only!	2	3	4	5	6	7			
---	---	---	---	---	---	---	--	--	--

NA - don't belong to any above group

Business Owners of								Select one...	1
--------------------	--	--	--	--	--	--	--	---------------	---

Parkland/Spanaway	2	3	4	5	6	7			
-------------------	---	---	---	---	---	---	--	--	--

NA - don't belong to any above group

Parkland friends								Select one...	1
------------------	--	--	--	--	--	--	--	---------------	---

	2	3	4	5	6	7			
--	---	---	---	---	---	---	--	--	--

NA - don't belong to any above group

Buy, Sell, Trade, Puyallup, Parkland,								Select one...	
---------------------------------------	--	--	--	--	--	--	--	---------------	--

Spanaway and Graham area	1	2	3	4	5				
--------------------------	---	---	---	---	---	--	--	--	--

	6	7						NA - don't belong to any above group	
--	---	---	--	--	--	--	--	--------------------------------------	--

Question 22.

Please rank online Facebook groups in order of 0 -7 with 7 being most beneficial and 0 being the least beneficial to you and the members of your home. If you do not belong to the group please select N/A

CIVIC COMMUNITY

**Erin Haas**

17 hrs · Tacoma

Dear neighbors.

Is anyone sending out christmas cards this year? Not many people do that so much anymore. But if you are, can I ask for you to also send a card to my husband in Korea? He is over there, and this time around feeling more lonely than any other tour. I think it would be a nice surprise and another thing to help lift his spirits. I'd be happy to supply postage if needed. But if anyone could find it in their hearts to write a little note of thanks and holiday wishes, I would love that and I think he would too. I would love for him to get a huge amount of unexpected christmas cards!!

It doesn't cost more than typical postage to send to him since his address is actually within the United States. But it does take about 12 to 14 days to reach him.

**Michael Haas**


?


Haas, Michael
HHC, 3-2 GSAB
Unit# 15188 Mailbox# 143
APO, AP 96271




**Michael Haas**


Back to the briefs


CIVIC COMMUNITY




 **Jessica Helean** We will gladly send him a card 😊 & a note. I'll mail out tomorrow. Also, wanted to say what an awesome & thoughtful wifey you are!
Like · Reply · 🗳️ 5 · 17 hrs · Edited


 **Erin Haas** Oh Jessica thank you! He deserves any support I can give or get for him!
Like · Reply · 🗳️ 1 · 16 hrs


 Write a reply...  




 **Angeliquic Sheppard** Most definitely!
Like · Reply · 17 hrs


 **Erin Haas** Thank you!!
Like · Reply · 🗳️ 1 · 2 hrs


 Write a reply...  

 **Marsha Misha DeWittie Chapman** A great idea! My hubby served multiple year-long tours in Iraq and was always so encouraged by the mail he received. We are happy to support our armed service members in any way we can!
Like · Reply · 17 hrs


 **Erin Haas** Thank you Marsha
Like · Reply · 2 hrs

 Write a reply...  




 **Amber Anten** I actually make my own cards!! (I'm a Stampin' Up lover!!) Please PM me the address and I will send a homemade one!
Like · Reply · 17 hrs


 **Erin Haas** That's such a lovely thought. A handmade card. So nice! Thank you Amber


CIVIC COMMUNITY


 **Amber Anten** 😊 Is there anything he particularly likes so I can customize it to fit him? I will make it tonight and send it out tomorrow!
Like · Reply · 🇺🇸 1 · 2 hrs




[↩ View more replies](#)


 Write a reply...  


 **Amber Anten** Oh duh... It's right there! Lol! You got it!
Like · Reply · 17 hrs


 **Sarah Kimble** I will definitely send him a card I remember what it was like being deployed and being away from family during the holidays
Like · Reply · 17 hrs


 **Erin Haas** Sarah, thank you. And thank you for your service as well, truly.
Like · Reply · 8 hrs




 Write a reply...  


 **Michelle Boverman** I'll send one 😊
Like · Reply · 16 hrs

 **Erin Haas** ❤️❤️❤️❤️ thank you so so much everyone. This is so awesome. You guys are wonderful thanks so very much ❤️❤️❤️❤️
Like · Reply · 🇺🇸 1 · 16 hrs

 **Shelly Louann** Awesome ask. .would love to 😊 Thank You & your family for your service
Like · Reply · 10 hrs · Edited

 **Erin Haas** Thank you Shelly
Like · Reply · 🇺🇸 1 · 8 hrs

 Write a reply...  

 **Jade Coral Ballentine** Eric Ballentine let's make sure this gets done

CIVIC COMMUNITY



Jade Coral Ballentine Eric Ballentine let's make sure this gets done

Like · Reply · 8 hrs



Erin Haas ❤️ thank you Jade

Like · Reply · 8 hrs



Write a reply...



Vicki Rae Earwood McCollom I will be sending him one today. Does he like anything particular so I can also send him a goodie box, love supporting our military men and women.....

Like · Reply · 2 · 7 hrs



Erin Haas Oh thank you Vicki Rae! Maybe a few packets of popcorn that he can pop? Mixed nuts or Peach rings. That is very thoughtful of you. Thank you so much, bless your heart

Like · Reply · 1 · 2 hrs



Vicki Rae Earwood McCollom Will get it in mail tomorrow...

Like · Reply · 2 hrs



View more replies



Write a reply...



Crystal Stolte I will have the kiddos make him cards when they get home tonight!

Like · Reply · 2 · 7 hrs



Erin Haas replied · 1 Reply



Kristina Pasquan done! Someone should post a GIFT post and ask for any other soldiers addresses!!

Like · Reply · 3 · 2 hrs



Write a comment...



CIVIC COMMUNITY

**Krystal Castacio**

17 hrs · Tacoma

Gift: Real Christmas tree 😊. Its about 7-7.5 feet tall, but has a long trunk so it can get shorter easily. Will include garland, ornaments and a set of christmas lights! 😊. Before you comment, please read the following rules:
1. Since this is a "living" gift, you must be able to pickup and load it in your vehicle on monday (tomorrow). 2. Please be in need of a tree (you don't have one already)! 3. Please comment with either a family picture OR a short story of what makes this holiday special to you. Will choose a winner tomorrow in the afternoon. Merry Christmas!



CIVIC COMMUNITY

**Kayla Fridrich**

December 3 at 9:01pm

GIFTED! No longer available

! 152nd and Canyon Road area. *This is absolutely not for resale* please regive to the group if it's not for you. Show me the adorable babe who'd be riding in this in order to be considered. Cute burgundy jogging stroller in great condition. Picking in a few days. 😊



CIVIC COMMUNITY



Nora Ellen Hansen

December 3 at 6:43pm · Tacoma

I just took a bag of trash and a bunch of recycling outside and was approached by a creepy guy reaching for me. If it hadn't been for a Pierce County sheriffs SUV going by I don't know what would've happened. It's really dark and raining out so I couldn't get a good look at the guy except that 2 of his teeth were either rotted or missing. His lips moved funny like he had an accent (I'm deaf) Police are looking for him right now. He bolted through my backyard and over the fence. I'm ok.... Just gonna stay inside now and snuggle my baby until I stop shaking.

Thank goodness for PCSD!! 🙏

👍 Like 💬 Comment

👹👍❤️ 17

[View 17 more comments](#)



Faith Roden 😭 oh my word! I am so glad you are safe!!! Ty Pierce county sheriff for being at the right place at the right time!!

Like · Reply · 👍 1 · 21 hrs



Chuck Steele Nora, I am so happy that the deputy was right there exactly when you needed help. Thanks to one shotgun bearing granny, one scary arse is locked up.

Like · Reply · 👍 1 · 21 hrs



Write a comment...



CIVIC COMMUNITY

**Rick V Dupea**

Yesterday at 3:26pm

We are giving away our four male ducks (green heads). They are from the same batch of chicks as the females so we can't keep them. They are great at getting spiders and slugs out of your yard, and are really beautiful and fun.

**Amber Johnson**

8 hrs

I have my Christmas visit with my son this Saturday and I'm short on funds to get him gifts, would anyone be able to help me out please? he is 5 years old. thank you in advance.

Like

Comment

CIVIC COMMUNITY



Vicki Rae Earwood McCollom I have these if you can pickup.



Like · Reply · 1 · 1 hr



Christina D. Woolery Where are you located ?

Like · Reply · 1 hr



Vicki Rae Earwood McCollom Parkland between Pacific Avenue and Goldengivens on 112th

Like · Reply · 16 mins



Jessica Rae Webb Christina are you picking up for her?

Like · Reply · 13 mins



Vicki Rae Earwood McCollom I just realized that this wasn't the person asking. Thank you for catching that Jessica.


Like · Reply · 1 · 11 mins



Jessica Rae Webb I've just seen it too many times. I realize everyone has needs and wants but it discourages the asker when someone hijacks the post. Not saying she is but I was just asking.



Like · Reply · 9 mins

CIVIC COMMUNITY


**Pamela Moore Heatherly** 6 hrs · Tacoma





Just saw this on the JBLM page

BURN ALERT: There is a prescribed burn going on in training area 12 along East Gate Road and west of Highway 507. Prescribed fires are controlled and monitored by firefighters and help JBLM maintain and restore ecological habitats as well as reduce the risk of wildfires. To report nuisance smoke please call 253-912-2049.

 Like  Comment

 1

**Bonnie Ashley** Good to know. Thanks!
Like · Reply · 4 hrs

 Write a comment...   

CIVIC COMMUNITY



Kimberly Joslin

May 19 at 3:39pm

Okay so i hate putting my business out here.. But i am at a breaking point. I am very new to this area and do not even know where to start on how to seek out help. My apartments are getting ready to evict me over a utility bill. I will not have money until next month due to having to leave my job because of under pay that wasnt fair. I have called 211 and they literally gave me 1 number.. The second time. I am in the parkland area 98445 zip. I cannot be homeless with my kids. I only need one time help and after that i will be fine. Found out that what my apartments do is take the amount from my rent which is 1350 and pays the bill so i am short on my rent now and thats why they are able to evict me.. I have no family or friends to help. I really dont know what to do at this point.. Please no rude comments. I am not asking for money i am seeking out resources for a single mom to not lose our home. Thank you



Like



Comment



Vicky Raphael http://www.ccsww.org/site/PageServer?pagename=fc_pierce



Pierce County - Catholic Community Services of Western Washington

The Tahoma Family Center, housed in the renovated...

CCSWW.ORG



Like · Reply · 3 · May 19 at 3:45pm






Kimberly Joslin Hi vicky thank you. I called them and the lady said they do not help with utility funds 😞


Like · Reply · May 19 at 3:46pm





CIVIC COMMUNITY


 **Sonny Smith** call the utility company they will usually set up a payment plan, also DSHS might be able to help, MCD, may help and churches may help
Like · Reply ·  1 · May 19 at 3:45pm


 **Kimberly Joslin** See the problem with that.. Is that they have bo say in it. I have tobgo thru my apartments. What they did is took from my rent and paidbthe bill.. So now i pretty much owe rent. I am a bit confused on that.. And once i am evicted ill have to come up with this month plus next month in order to not be evicted
Like · Reply · May 19 at 3:48pm


 **Sonny Smith** see if they will give you a 3 day pay or lease note and MDC should be able to get it for you or Associated ministries
Like · Reply ·  1 · May 19 at 3:58pm


 View more replies


 Write a reply...   





 **Shantel Noel** Who are the utilities thru? Sometimes all it takes is to call them
Like · Reply · May 19 at 3:48pm

 **Kimberly Joslin** Thru my apartment
Like · Reply · May 19 at 3:49pm

 **Shantel Noel** Oh I think I understand now. Hmmm try giving the rescue mission or Salvation Army a call. Since your utilities come out of your rent you really need rent help not utilities. Maybe they have some resources to help you
Like · Reply · May 19 at 3:51pm

 **Kimberly Joslin** Thank you
Like · Reply · May 19 at 3:52pm

 View more replies

 Write a reply...   

Appendix C: Interview questions

Donald -

Took my survey from - Buy sell trade

Why - Check it often and family is on it., I like to take part in painting rocks, crochet etc.

Things received = Cloths, other items, resource lists

CIVIC COMMUNITY

Why do you think admins from other groups have not wanted to interview - I think they might be afraid of the backlash, they might also be afraid of giving the group a bad name or getting complaints.

How do people behave towards you when you asks for resources or help - Some people are really standoffish,

Group about community = Puyallup surrounding area community - not allowed because a felon

Concerns: None of the community groups want to have him be a part.

Suggestions you have for administrators of these groups: Be more open, provide resources, be less exclusive - banned due to criminal

Mainly on for job search and resource attainment/ belongs to 42 groups

He would like to see more job groups that stay true to the geographical boundaries stated in the title.

What made you decide to do this interview.... I thought it was a job interview.

Any engagement with anyone in Parkland - no, has in graham, spanaway.

****The other 6 in person interviews were electronically stored on a zip drive that became damaged and is not able to be accessed. This interview outline is the only outline able to be recovered.