

**NHES:2009 Cognitive Research  
Round 2: Swim-Lanes Screener Protocol**

Date:\_\_\_\_\_ Time:\_\_\_\_\_ Interviewer:\_\_\_\_\_ Respondent ID:\_\_\_\_\_

**OBERVING THE RESPONDENT – STARTING INSTRUCTIONS**

PRESENT THE RESPONDENT WITH THE MAIL PACKET AND ASK THEM TO OPEN IT AND REVIEW IT AS IF THEY WERE AT HOME.

IF THE RESPONDENT DOES NOT BEGIN THE QUESTIONNAIRE AFTER REVIEWING THE MATERIALS ASK THEM TO COMPLETE THE SURVEY.

OBSERVE THE RESPONDENT WHILE THEY REVIEW THE MATERIALS AND NOTE WHAT ITEMS THEY REVIEW OR READ (SUCH AS THE LETTER) AND WHAT ITEMS THEY REVIEW FIRST (LETTER OR QUESTIONNAIRE).

ONCE THE RESPONDENT BEGINS THE QUESTIONNAIRE NOTE IF THEY HAVE ANY TROUBLE NAVIGATING THROUGH THE QUESTIONNAIRE, ANY QUESTIONS THEY APPEAR TO PAUSE AT, OR IF THEY FLIP BACK AND FORTH BETWEEN PAGES.

TAKE NOTES ON:

- 1. NAVIGATION**
- 2. INSTRUCTIONS**
- 3. ATTENTION**
- 4. WHAT IS FILLED IN**
- 5. WHETHER THE OTHER LANGUAGE IS DISTRACTING**
- 6. ACCURACY OF INFORMATION PROVIDED**
- 7. GET A TIMING ON TIME TO COMPLETE**

## **START OF INTERVIEW**

Today we are interested in learning about your reaction to a new study questionnaire. In a few minutes I will hand you the questionnaire package. I would like you to go through the questionnaire as though I were not in the room. There are no right or wrong answers I want to hear your thoughts and reactions.

Let's start by talking about how mail gets handled in your home. I would like you to walk me through the process. Does the mail come to a mailbox, a post office box, or through the door? Who picks it up?

What happens next?

PROBE IF NECESSARY:

Who sorts the mail?

What do you look at when deciding whether or not to open or an envelope or throw it away?

What about junk mail?

How about any mail you threw out without opening?

Would an address like "Rockville Resident" or "To the Family At.." make a difference?, etc.)

HAND THE RESPONDENT THE ENVELOPE.

LET THE RESPONDENT COMPLETE THE QUESTIONNAIRE BEFORE ASKING ANY QUESTIONS. MAKE SURE RESPONDENT OPENS THE ENVELOPE AND INTERACTS WITH THE MATERIALS.

SIT CLOSE ENOUGH TO THE RESPONDENT TO OBSERVE HOW HE/SHE INTERACTS WITH THE MATERIALS.

TAKE NOTES ON HOW THE RESPONDENT PROCEEDS THROUGH THE MATERIALS.

NOTICE WHETHER RESPONDENT MIXES LANGUAGES OR SEEMS TO STICK TO ONE LANGUAGE.

GET A TIMING ON HOW LONG IT TAKES THE RESPONDENT TO COMPLETE.

**Could you please say aloud what you are looking at so I'm able to follow what you are doing.**

**TO GET THE RESPONDENT GOING SAY SOMETHING LIKE:**

You are at home and this (the envelope) has just arrived. What happens now? Please show me how something like this would be dealt with in your home.

IF NECESSARY: I would like you to open this and do whatever you would do with it if you were at home.

IF NECESSARY: What is your initial reaction to the package? Tell me what you are thinking about.

IF NECESSARY:

Please fill out the questionnaire.

WHEN RESPONDENT APPEARS TO HAVE FINISHED:

It looks like you have finished filling out the questionnaire. Are you finished?

IF YES

If you were at home, what would you do next?

**RETROSPECTIVE PROBES**

WHEN THE RESPONDENT HAS FINISHED AND IS COMPLETELY FINISHED – START THE PROBING.

Before we start talking about the questionnaire, could you please tell me who is in your household. Just say all your family members and their ages.

MAKE SURE THEY TELL YOU ABOUT ANY:

BABIES  
PRE-SCHOOL KIDS  
SCHOOL AGE  
OLDER CHILDREN AT COLLEGE

Does this look different or similar to the other mail you receive?

How much time would you spend on something like this at home?

Is that a lot of time or a little time for you?

Do you think that you would do this (COMPLETE THE QUESTIONNAIRE) and mail it back?

Now let's look at the letter.

I noticed that you did/did not look/read the letter.

IF RESPONDENT DID NOT READ THE LETTER: Can you tell me why you didn't read the letter?

Could you please look at the letter now and tell me what you think?

IF RESPONDENT READ THE LETTER: What do you think about the letter?

Can you tell me in your own words what the letter said?

What was the main message in the letter?

You said XXXX, can you say more about that?

Is there any thing else you want to know or need to know to do this survey?

IF NECESSARY:

Can you say who is sponsoring the survey?

What is the purpose of the survey?

Did the letter make you want to fill out the survey?

Who do you think should complete the survey?

Can you say more about XXXXX?

Let's review the questionnaire.

### **POINT TO THE COVER PAGE**

What do you think about the cover page?

You said XXXX, can you say more about that?

### **IF NEEDED:**

Is there anything on the cover page that grabs your attention?

Is there anything that jumps out at you?

When you look at the cover page, what do you think the main message is?

### **LOOK AT REST OF THE SURVEY**

Let's take a look at the rest of the survey now. What was the first thing you noticed when you opened it?

What did you think of these questions?

Was there anything that grabbed your attention?

Were these questions interesting or not so interesting or ... ?

## LANGUAGE ISSUES

I see you completed the Spanish/English side. Can you tell me how that worked for you and why you chose Spanish/English?

Can you talk about what language you usually speak and what you feel more comfortable in.

If you got this at home, what language would you use?

How about other members of your household – what language would they use?

Does having both Spanish and English make it more difficult or more easy to fill out?

## NAVIGATION

INTERVIEWER REVIEWS EACH POINT IN THE QUESTIONNAIRE WHERE RESPONDENT NEEDED TO COMPLETE A SKIP. INTERVIEWER NOTES WHERE SKIPS WERE MISSED.

IF R MISSED A SKIP OR ERRONEOUSLY SKIPPED, POINT TO THE QUESTION AND ASK:

Can you tell me in your own words what this question is asking you to do?

## CONTENT OF SURVEY

If you were to describe this survey, what would you say this survey is about?

You said it was about XXXXX, is this something that is important or not so important to you?

Can you say more about that? [FIND OUT **WHAT IS IMPORTANT TO THEM**]

I'm now going to ask you about some of the questions in the survey. Remember there are no right or wrong answers, I just want to know what a question may mean to you.

**Is this house owned or being bought, rented, or occupied by some other arrangement by you or someone in you household?**

Can you tell me what this question is asking?

What does "Owned or being bought?" mean?

"Rented?" What does that mean?

"Occupied by some other arrangement?" What does that mean?

**What is the highest grade or level of school among the adults in this household?**

In your own words, what is this question asking?

How did you determine who this person was in your household?

**What is the best phone number to reach you if we have more education question about someone in your household?**

In your opinion, what's the purpose of this question? What phone number did you write here?

PROBE FOR HOME/LANDLINE, CELL, WORK, OR OTHER TYPE

Do you usually give your phone number out?

Is this something you feel comfortable or uncomfortable doing?

Can you say more about that?

**How many females age 21 or older live at this address?**

| | | number of females age 21 or older

**How many males age 21 or older live at this address?**

|\_|\_| number of males age 21 or older

How did you come up with your answer?

Can you say more about who is in your household?

IF NECESSARY

What does 'household' means to you; who were you thinking about?

**How many youth or children age 20 or younger live at this address?**

How did you come up with your answer?

**NAVIGATION/CONTENT – CHILD ENUMERATION**

Let's look at where you list the children/child.

INTERVIEWER CHECKS WHAT R PREVIOUSLY REPORTED AS FAMILY/CHILDREN.  
RECONCILE ANY DISCREPANCIES.

R COULD MAKE MISTAKE BECAUSE ONE CHILD PER PAGE FORMAT.

Was it easy or hard to fill in the information on each child?

IF NECESSARY:

You said earlier that you had XXX children and here you wrote ZZZ. What happened?

IF NECESSARY:

Can you tell me more about that?

**MAKE SURE THEY HAVE INCLUDED ELIGIBLE HOUSEHOLD MEMBERS.**

Are there any babies or very young children that you did not include?

How about people living in dorms/school housing?

Are there any nonfamily members living in your home?

Any people who live in your household part time?

Is there anyone 20 or younger that you thought about listing, but did not?

Is there anyone in your household that you were unsure about including?

Were there any questions that you think are sensitive and that people might be uncomfortable answering? Which ones?

[FIND OUT WHAT WAS SENSITIVE -- WHY IT WAS SENSITIVE—WHETHER THEY ARE WILLING TO PROVIDE THE INFORMATION.]

THANK RESPONDENT – GIVE HONORARIUM – SIGN RECEIPT.