

H2R Interview Guide and Probes

This is intended to be a semi-structured interview covering five main themes:

- A. Census 2010 Mock Interview and Household Roster
- B. Household composition and complexity
- C. Characteristics of the “main” dwelling unit and identification of additional families and/or dwelling units
- D. Census 2010 enumeration
- E. Communication and general “contactability” for censuses and surveys
- F. General knowledge, awareness and attitudes toward census

While each theme has been developed and illustrated with specific questions, the questions are to be used as a guide to convey to respondents what the general goals of the study are, and the kinds of information we are looking for. That is, the questions should be used as a jumping-off point for more in-depth, conversational interviewing – not as a standardized questionnaire. Also embedded within the question text are probes. As with the questions, these probes are here as a default to provide specific wording to the interviewer if the question itself fails to elicit the kind of information we want.

Last Updated: Tuesday, February 02, 2021

Interview Date: _____, 2012

Start Time: _____ am / pm End Time: _____ am / pm

Interviewer Initials: _____

(Read the following text)

Hi. My name is _____ and I work for the U.S. Census Bureau / Louisiana State University. Thank you for agreeing to participate in this study.

We are conducting a study to find out how we can improve on our procedures so that we make sure that everyone is counted in the census. So we'd like to learn more about your experience with the 2010 census, and how we can reach you so that you and your community are represented in the national population count.

This interview is completely confidential. Any names and/or locations of specific places that you mention will not show up in any reports. Your participation is voluntary and you can decline to answer any question and/or end the interview at any time. If you have any questions about the study you can contact [LSU/Census Bureau].

I would like to be able to focus on what you say during the interview. Rather than spend my time taking a lot of notes, I would like to have your permission to tape record today's conversation. Is that okay with you?

→ Consent Form (have person sign the Consent Form)

→ Turn on Tape Recorder

Okay. Let's begin.

SECTION A: 2010 CENSUS MOCK INTERVIEW AND CURRENT HOUSEHOLD ROSTER

INTRO: Before we start the conversation, I'd like to give you the Census form that we used in 2010 and ask you to fill it out for everyone living or staying in this household now, as if this were a real Census.

- [Hand respondent the 2010 form and ask them to fill it out for up to 12 household members]
- [IF NECESSARY: If you'd rather not give names you can just use initials or some other description like "oldest son" – just a label so that when we talk about these individuals we'll know which person we're talking about.]
- [Take completed Census form and transcribe information onto HH Roster]
- [Compare this HH roster to list of household members from telephone screener]
- [If anyone in HH Roster was NOT listed in screener, list names on HH Roster (marking Section A)]
- [If screener list is different from this list, discuss and reconcile any differences, starting with A1]

- A1. Did you conduct the telephone interview with us or did someone else in the household do that?
[] Respondent
[] Someone else
a. Who? _____
b. What is the relationship between the person who conducted the telephone interview with us and [NAME]? _____
- A2. Any thoughts on why [you/person who conducted interview] did not list NAME?
- A3. Did NAME just move in recently?
- A4. Does NAME have another place they live or stay?
- A5. [other probes]?

SECTION B: HOUSEHOLD COMPLEXITY

INTRO: Now I'd like to learn more about how everyone in the household is related to each other.

- B1. [If needed] First let me make sure I understand who Person 1 is, and how others are related to him/her. [Review each person's relationship based on Census form; use categories below as needed].
- B2. Now let me make sure I understand how other household members are related to each other [Probe on how other household members are related (eg: Person 2 to Person 3] use categories below as needed].

RELATIVES

- Husband, Wife, Spouse, Domestic Partner
- Son, Daughter, Adopted, Step or Foster Child
- Mother, Father
- Sister, Brother
- Grandfather, Grandmother
- Aunt, Uncle
- Adoptive or Step Parent

NON-RELATIVES

- Boyfriend, Girlfriend
- Friend
- Roommate
- Renter, Boarder

WORKERS

- Nanny, Babysitter
- Live-in Help, Maid

OTHERS

- B3. Now I'll read a list of people who might have been left off the list. Did I miss any...
- a. Children in shared-custody arrangements?
 - b. Girlfriends or boyfriends who stay often but have their own place to live?
 - c. Anyone who is on vacation, on a business trip, or visiting relatives or friends?
 - d. Babies or toddlers?
 - e. Foster, adopted or step children?
 - f. Roommates, renters or boarders?
- B4. Is there anyone who is staying here temporarily until they find a place of their own?
- B5. How about anyone who comes and goes but you don't consider to really live here, such as someone who...
- a. you keep a room or space for?
 - b. uses this address to receive mail and/or phone messages?
 - c. contributes money for food, rent or bills, but is not living/staying here now?
 - d. has a key who can come and go at any time?
 - e. Invites their own visitors/guests over?
 - f. helps with chores or yard work?
 - g. keeps personal belongings such as clothing, jewelry, even furniture here?
 - h. eats here frequently?
- Probe:
Why don't you consider NAME to live here? Can you tell me about you arrived at your conclusion?
- B6. How about anyone who lives or stays here some or all of the time and does work at the house, such as a nanny, babysitter or live-in help like a maid?
- B7. How about anyone who is staying somewhere else, such as someone...
- a. in a nursing or retirement home
 - b. in a hospital
 - c. away at college or boarding school
 - d. in jail or prison
 - e. away in the military
- B8. [If anyone was mentioned in B3-B7 list in HH Roster, mark Section B and ask] Does NAME usually live here or usually live someplace else?
- B9. [If someplace else]:
- a. How often do they stay at the other place?
 - b. For how long are they at the other place?
 - c. Why do they go back and forth?
 - d. Would the people at that other place consider NAME to be a household member?

e. Which of the places stayed does NAME consider to his/her permanent address?

B10. Does NAME stay anywhere else besides the places you've already mentioned?

Yes

a. How many different places has NAME lived in the past two years?

b. Can you tell me a bit more about the reasons why NAME moves around so much?

No

SECTION C: PHYSICAL DWELLING UNIT

INTRO: These next questions are about your home.

- C1. [Ask if necessary]: Is this a house, a townhouse or row house, an apartment, a mobile home or some other type of structure?
- House
 - Townhouse or Row house
 - Apartment
 - Mobile Home
 - Other (specify) _____
- C2. Do you have a separate, detached garage?
- Yes
 - c. Is there a separate living space or apartment above the garage?
 - d. Are there any people living there that you did not mention earlier?
 - No
- C3. Do you have a yard and/or property surrounding your residence?
- Yes
 - a. Are there any mobile homes or campers parked on your property?
 - b. Are there any people who stay in the mobile home/camper most of the time?
 - No
- C4. Do you have any other rooms or space, such as an attic?
- Yes
 - a. Does the room/space/attic have a separate entrance?
 - b. Are there any people living there that you did not mention earlier?
 - No
- C5. [If anyone is mentioned in C2, C3 or C4]:
- a. What are their names? (List on HH Roster, mark Section C)
 - b. How did we miss this person on the Census form? [review completed form]
 - c. How did we miss this person in the series of questions B3-B7 [review questions]
- C6. Now thinking about just your housing unit, is there only one family living here or are you “doubled up” with another family?
- C7. [If appropriate] What about in [other dwelling unit]? Is there only one family living there or are they doubled up?

SECTION D: CENSUS 2010 ENUMERATION

INTRO: Now I'm going to ask you a few questions about your experience with the most recent U.S. Census from in 2010. The questions ask you to think back to around March and April of the year 2010.

D1. Were you living here during that time [March/April 2010]?

Yes → D3

No → D2

D2. Where were you living in March/April of 2010? _____

D3. Do you recall receiving a 2010 Census form [at the place where you were living]?

Yes → D4

No → D5

D4. Did you complete and return the Census form?

Yes

a. What motivated you to want to return the Census form?

b. Can you describe who was living with you at the time?

- Who did you include on the form?
- Why did/didn't you include them?

No/Don't know

a. Can you tell me why you didn't complete the form?

b. Did someone else in the household complete and return the Census form?

Yes

- Can you tell me why [other household member] was the one who completed and returned the form?
- How is [other household member] related to you?

No/Don't know

- Can you tell me why no one in the household completed and returned the form?
→ D5

D5. Do you recall a Census taker coming to your residence?

Yes

- Did you complete the interview?
- [If not]: Can you tell me why [other household member] was the one who completed the interview?
- Who was included as a household member?
- Why were they or why were they no included?

No/Don't know

SECTION E: COMMUNICATION

Now we'd like to learn more about how you communicate – with the “outside world,” your community and other household members].

E1. What language is spoken most often in this household?

English

Spanish

An Asian or Pacific Islander language (e.g. Chinese, Japanese, Vietnamese)

Other _____

E2. Is there at least one telephone line inside your home that is working and is not a cell phone? Do not include telephones used for business or telephones used only for computers or fax machines.

Yes

No

Don't Know

Refused

PROBE:

- Can you tell me about why you don't have/use a telephone land line?

E3. Do you use one or more cell phone?

Yes

No → D9

Don't Know

Refused

PROBE:

- Can you tell me about why you don't have/use a cell phone?

E4. How many cell phones do you use?

_____ Cell Phones

Don't Know

Refused

PROBE:

- What's the reason(s) for using more than one cell phone?

E5. Of all the telephone calls that you receive, are:

All or almost all calls received on a cell phone

Some received on a cell phone and some on a regular landline phone

Very few or non received on a cell phone

E6. Do you use your cell phone for anything besides making and receiving phone calls?

- Yes
- No
- Don't Know
- Refused

E7. How often do you perform the following activities on your cell phone? (Circle response)

	Very Often	Often	Somewhat Often	Not Very Often	Not at All
Text Messaging	5	4	3	2	1
Apps	5	4	3	2	1
Emailing	5	4	3	2	1
Photos	5	4	3	2	1
Internet → D12a	5	4	3	2	1
Music	5	4	3	2	1
Video	5	4	3	2	1
Podcasts	5	4	3	2	1
Other → Ask Question D12b	5	4	3	2	1

E8. What can you tell me more about your Internet activities on your phone?

PROBE:

- What types of websites do you visit?
- Have you ever visited a U.S. government website before on your phone?
- Have you ever taken an online survey on your phone?

E9. What types of activities fall under "Other?"

E10. Do you own and/or use a laptop or desktop computer?

Yes → E11

No

E11. Do you access the Internet from your computer?

PROBE:

- What types of websites do you visit most often?

E12. What about your U.S. postal mail? About how often do you check to see if you have mail?

Probe:

- About how long after checking your mail do you open/review it?
- Why does it take [FILL IN RESPONDENT'S PREVIOUS ANSWER]?

[If NAME frequently moves from one household to another, or has moved often in the past few years]:

E13: We'd like to learn more about how to reach people when they move around a lot. Which place (if any) do you consider your "main" residence?

PROBE:

- Why?

E14. What would be the best way to reach you at that main residence? [through the mail, telephone, text, other household members]?

PROBE:

- Can you tell me more about that? [Is there a landline at the residence? Do you receive calls there? Do you receive mail there?]

E15. Would it be possible to reach you at multiple places, or only one?

PROBE:

- Can you tell me more about that?

E16. How do you keep in touch with other members in your household?

PROBE:

- For example, if the rent is due, or if a household repair is needed, how would you tell other household members? Would you talk to them, call or text them, leave a note, etc?
- What types of issues or problems might you discuss with other members of your household?

E17. Can you tell me about how mails works in your household? Is one person responsible for always checking and picking up the mail or do you take turns?

Probe:

- Is there one place, table, etc., in your house for mail?
- Are household members responsible for handling their own mail or is their someone here who manages the mail, pays the bills, opens up birthday cards, etc.?

E18. Often, before a survey is sent out, a letter will be mailed out letting you know that you'll be receiving a survey soon. Take a look at this [Hand Respondent the ACS Advance Letter] and just give me your general impressions about the letter.

Probe:

- Have you ever received a letter like this?
- What are you thinking about when you read the letter?
- Would receiving such a letter change whether or not you filled out and mailed back the survey? How so?

E19. I'll read a list of different ways the Census Bureau attempts to contact people to be part of our studies. Can you tell me how likely you would be to respond to each?

	Very likely	Somewhat likely	Neutral	Somewhat unlikely	Very unlikely
Knock on door					
Letter or form in mail					
Phone call					
Email					
Text					
Social media contact					
[others?]					

PROBE:

- Why would/would not respond to these?
- [For somewhat unlikely or very unlikely] Is there some change the Census could make so that you'd be more likely to respond?

E20. In what ways could the Census improve the timing or method of collecting census data?

PROBE: If the Census were administered online, would you be more likely to participate?

SECTION F: KNOWLEDGE, AWARENESS AND ATTITUDES TOWARD CENSUS

F1. The Census Bureau used advertising and marketing, targeted media outreach, national and local partnerships, school-based programs and hosted special events to make people aware of the Census in 2010.

PROBE:

- Can you tell me more about any advertising, partnerships or events?
- What kinds of [FILL IN RESPONDENT'S PREVIOUS ANSWER] do you remember?
- Do you recall if the [FILL IN RESPONDENT'S PREVIOUS ANSWER] made you feel more or less favorable towards the Census?

F2. Overall, how would you describe your general feelings about the Census? Do you feel...?

- Highly favorable
- Moderately favorable
- Neutral
- Not too favorable
- Rather unfavorable

PROBE:

- What makes you say [FILL IN RESPONDENT'S CHOICE]?

F3. Thinking about the Census overall, how important do you feel it is for you to participate in the Census? Would you say it is...?

- Very important
- Somewhat important
- Not too important
- Not at all important

PROBE:

- What makes you say [FILL IN RESPONDENT'S CHOICE]?

F4. If the Census were held today, how likely would you be to fill out and mail in the Census for. Would you say you...?

- Definitely would
- Probably would
- Might or might not
- Probably would not
- Definitely would not

PROBE:

- What makes you say [FILL IN RESPONDENT'S CHOICE]?

F5. Your participation in the Census helps determine funding for a number of programs and services. I am going to read you a list of programs and services. How important is each one of these to you, using a scale of 1 to 5, where 1 is not at all important and 5 is very important.

	Very Important	Important	Somewhat Important	Not Very Important	Not at all Important
Schools / Education System	5	4	3	2	1
Hospitals / Healthcare	5	4	3	2	1
Care of the Elderly	5	4	3	2	1
Roads / Highways	5	4	3	2	1
Job Training Programs	5	4	3	2	1
Daycare for Children	5	4	3	2	1
Public Transportation	5	4	3	2	1
Fire and Police Stations	5	4	3	2	1
Political Representation in Congress	5	4	3	2	1

F6. Does the law require you to answer the Census questions?

Yes, it's required

No, it's not required

PROBE:

- What makes you say [FILL IN RESPONDENT'S CHOICE]?

F7. Is the Census Bureau required by law to keep information confidential?

Yes, it's required

No, it's not required

PROBE:

- Can you tell me a bit more about [FILL IN RESPONDENT'S CHOICE]?

F8. What are your general impressions of the Census Bureau?

F9. Can you tell me a bit about how think about surveys in general?

F10. What do you think about government surveys?

F11. Is there anything else you'd like to add that you didn't get a chance to talk about yet?

F12. And lastly, do you have any questions for me?

Household Roster

Person Number	Section Listed	Name or Description/Label	Sex	Age	Relationship to Person 1 from 2010 Census form
1					Self (Respondent)
2					
3					
4					
5					
6					
7					
8					
9					
10					