Usability Study of the American Community Survey

Each year, the Census Bureau and the Joint Program in Survey Methodology at the University of Maryland separately conduct many different usability evaluations. For example, they routinely test the wording, layout and behavior of products, such as Web sites, online surveys, and letters sent through the mail in order to obtain the best information possible from respondents.

You have volunteered to take part in a study to identify confusing questions in an Internet version of the American Community Survey (ACS). In order to have a complete record of your comments, your usability session will be recorded. We plan to use the recordings to improve the design of the product. Only staff directly involved in the usable design research project will have access to the recordings. We also plan to perform an eye-tracking analysis of your session. Your participation is voluntary and your answers will remain strictly confidential. You may skip any questions you do not wish to answer.

This usability study is being conducted under the authority of Title 13 USC. The OMB control number for this study is 0607-0725. This valid approval number legally certifies this information collection.

I have volunteered to participate in this usability study sponsored by the Census Bureau and the University of Maryland, and I give permission for my tapes to be used for the purposes stated above.

Participant's Name: _____

Participant's Signature:_____   Date: _____

Researcher's Name: _____   Date: _____

Researcher's Name: _____   Date: _____

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Questionnaire on Computer-and-Internet Experience and Demographics

YOUR ANSWERS ARE CONFIDENTIAL

Demographics

1. What is your age? _____

2. Are you male or female? _____

3. Are you of Hispanic, Latino, or Spanish origin?
   ☐ Yes
   ☐ No

4. What is your race? Choose **one or more** races.
   ☐ White
   ☐ Black or African American
   ☐ American Indian or Alaska Native
   ☐ Asian
   ☐ Native Hawaiian or Other Pacific Islander

5. What is your level of education?
   __grade school
   __some high school
   __high school degree
   __some college
   __2-year college degree
   __4-year college degree
   __some postgraduate study (e.g., M.A., M.B.A., J.D., Ph.D., M.D., programs)
   __postgraudate degree (e.g., M.A., M.B.A., J.D., Ph.D., M.D.)

Computer and Internet Experience

1. During the last month, about how many hours did you use the Internet **during a typical week?** _____

2. How much experience have you had with computers **to use the Internet**? Please check one option.

   ☐ A great Deal
   ☐ A lot
   ☐ A moderate amount
   ☐ A little
   ☐ None

3. How much experience have you had with computers **to do things other than use the Internet**? Please check one option.

   ☐ A great Deal
   ☐ A lot
   ☐ A moderate amount
   ☐ A little
   ☐ None

4. During the last year, how many times did you complete a survey on the Internet? _____

5. During the last month, where were you when you used the Internet? Please select all that apply.

   ☐ Home
   ☐ Work
   ☐ School
   ☐ Library
   ☐ Another place (please specify: _____)

6. Do you have a computer at your home?

☐ Yes
☐ No → (Skip to Question 7)

6a. What type of Internet connection do you use at home? Please check all that apply.

☐ Cable Service
☐ Dial-up Service
☐ DSL Service
☐ Satellite Dish Service
☐ Fiber-Optic Service
☐ Mobile Broadband Plan for a Computer or Cell Phone

6b. Browsers are software on a computer used to surf the Internet. Last month, which Internet browse did you typically use at home? Please check all that apply.

☐ Firefox
☐ Google Chrome
☐ Internet Explorer
☐ Safari
☐ Other: _____

6c. During the last month, what was the operating system on the computer you typically used at home?

☐ Linux
☐ MAC OS (version: _____)
☐ Windows (version: _____)
☐ Other (specify: _____)

7. Name at least two things you use the computer to do.
    a. _____
    b. _____

8. Name at least two things you use the Internet to do.
    a. _____
    b. _____

9. How difficult is it for you to learn to use Web sites that you have not visited before?

    ☐ Extremely difficult
    ☐ Very difficult
    ☐ Moderately difficult
    ☐ Not difficult at all

10. How difficult is it for you to use the Internet?

    ☐ Extremely difficult
    ☐ Very difficult
    ☐ Moderately difficult
    ☐ Not difficult at all