July 2011 CPS Computer & Internet Use Questions
4/28/11

SCI1   **Do you use a cellular phone or smartphone?**

(1)   Yes➔Skip to SC2a
(2)   No➔Skip to SCI3
DK/RF➔Skip to SCI3

SC2a   **When you use your cellular phone or smartphone, do you…**
Read and select all that apply

(0)   []   None
(1)   []   **Make phone calls?**

(2)   []   **Send/receive text messages?**

(3)   []   **Browse the Web?**

(4)   []   **E-mail?**

(5)   []   **Use maps or use GPS navigation?**
(6)   []   **Play games?**

(7)   []   **Access social network sites (such as Facebook or Twitter)?**
(8)   []   **Download "apps" or applications?**
(9)   []   **Listen to music or other audio?**
(10)   []   **Take photos/videos?**
DK/RF

ALL SKIP TO SCI3

SCI3   **How many desktop, laptop, netbook, notebook, and tablet computers are there in use in this household?**

Enter number _ _ _   [0-20]

If SCI3 IS 1 OR MORE COMPUTERS, GO TO SCI4
ELSE GO TO SCI5

IF SCI3 > 1, fill "newest"
Else fill " "

SCI4   **In what year was the (newest) computer obtained?**

Enter Year   _ _ _ _ [1950-2011]

ALL GO TO SCI5

SCI5   **Does anyone in this household use the Internet from home?**
Include using the Internet on mobile devices such as smartphones and laptops as well as on desktop computers.

<1> Yes →Skip to SCI7
<2> No →Skip to SCI6

DK/RF(Skip to PERSCR[1-16])

SCI6   **Has anyone in this household ever used the Internet from this home?**

<1> Yes →Skip to SCI18
<2> No →Skip to SCI20

DK/RF(Skip to PERSCR[1-16]))

SCI7   **At home, does anyone in this household access the Internet using…**
Read and select all that apply

(1)   []   **Dial-up service?** →and SCI7 not in (2-7) then skip to SCI8 else skip to SCI11

(2)   []   **DSL service?** →Skip to SCI11
(3)   []   **Cable modem service?** →Skip to SCI11

(4)   []   **Fiber-optic service**→Skip to SCI11
(5)   []   **Mobile broadband plan (for a computer, cell phone, smartphone, or tablet)** ?   →Skip to SCI11
(6)   []   **Satellite service?**→Skip to SCI11
(7)   []   **Some other service?**_____→Skip to SCI7s
DK/RF(Skip to SCI15)

SCI7s *Enter verbatim response* **(What other service?)**

_____ →SKIP TO SCI11

SCI8 **What is the main reason that you do not have high-speed (that is, faster than dial-up) Internet access at home?**

Do not read response options

<1> [] Don't need it, not interested→Skip to SCI15
<2> [] Too expensive →Skip to SCI10

<3> [] Can use it somewhere else→Skip to SCI15
<4> [] Not available in area →Skip to SCI9
<5> [] No computer or computer inadequate→Skip to SCI15
<6> [] Privacy or security concerns -> Skip to SCI15
<7> [] Other reason →Skip to SCI8s
DK/RF→Skip to SCI15

SCI8s *Enter verbatim response* **(What is this other reason?)**

_____ →SKIP TO SCI15

SCI9 **What high-speed access is not available?**

(1) [ ] **Mobile** →Skip to SCI15
(2) [ ] **Wired** →Skip to SCI15
(3) [ ] **Or both** →Skip to SCI15
DK/RF→Skip to SCI15

SCI10 **What costs are you most concerned about?** (read and select all that apply)

(1) [] **Cost of the computer and/or other hardware (e.g., modem)**
→Skip to SCI15
(2) [] **Cost of installing internet service**→Skip to SCI15
(3) [] **Cost of monthly internet service**→Skip to SCI15
(4) [] **Some other cost**, Skip to SCI10s
DK/RF→Skip to SCI15

SCI10s *Enter verbatim response* **(What is this other cost?)**

_____ →SKIP TO SCI15

SCI11 **Do you have Internet as part of a "bundle" through your Internet Service Provider?**

   <1> Yes→Skip to SCI12
   <2> No→Skip to SCI14
   DK/RF→Skip to SCI15

SCI12 **Which services besides broadband are included in the bundle?**
  Read and select all that apply

   (1) [] **Basic TV Channels** →Skip to SCI13

   (2) [] **Premium TV Channels**→Skip to SCI13

   (3) [] **Telephone service**→Skip to SCI13

   (4) [] **Some other service** →Skip to SCI12s
   DK/RF →Skip to SCI13

SCI12s *Enter verbatim response* **(What is this other service?)**

  _____ →SKIP TO SCI13

SCI13 **How much is the Internet portion of that "bundle" per month?**

  Enter Dollars _ _ _ _ [0-999]

  DK/RF

  ALL SKIP TO SCI15

SCI14 **How much does your Internet service provider charge you per month?**

  Enter Dollars _ _ _ _ [0-999]

  DK/RF

  ALL SKIP TO SCI15

SCI15 **Have you ever switched Internet Service Providers for home access?**

<1> Yes →Skip to SCI16

<2> No→Skip to SCI17
DK/RF→Skip to SCI17

SCI16 **What is the main reason that your household decided to switch?**

If switched more than once, have respondent answer about the most recent switch.

Do not read response options

<1> [] Less expensive→Skip to SCI17
<2> [] Faster speed→Skip to SCI17
<3> [] More reliable→Skip to SCI17

<4> [] Better customer service→Skip to SCI17
<5> [] Mobility/Ability to use service outside the home→ Skip to SCI17

<6> [] Preference for a name brand→Skip to SCI17
<7> [] Other reason →Skip to SCI16s
DK/RF→Skip to SCI17

SCI16s *Enter verbatim response* **(What is this other reason?)**

_____ → Skip to SCI17

SCI17 **What is the most important factor to you regarding your Internet service?**

<1> [] **Connection speed** →Skip to PERSCR[1-16])

<2> [] **Reliability of Internet service** →Skip to PERSCR[1-16])

<3> [] **Affordability** →Skip to PERSCR[1-16])

<4> [] **Customer service**→Skip to PERSCR[1-16])
<5> [] **Mobility/Ability to use service outside the home**→Skip to PERSCR[1-16])

<6> [] **Name brand**→Skip to PERSCR[1-16])

<7> [] **Other factor**→Skip to SCI17s
DK/RF→Skip to PERSCR[1-16])

SCI17s *Enter verbatim response* **(What is this other factor?)**

_____→ Skip to PERSCR[1-16])

SCI18 **What is the MAIN reason you no longer have the Internet at home?**

Do not read response options

    <1>   []   Don't need it, not interested→Skip to PERSCR[1-16])
    <2>   []   Too expensive→Skip to PERSCR[1-16])
    <3>   []   Can use it somewhere else→Skip to PERSCR[1-16])
    <4>   []   No longer available in area →Skip to SCI19
    <5>   []   No computer or computer inadequate→Skip to PERSCR[1-16])
    <6>   []   Privacy or security concerns→Skip to PERSCR[1-16])
    <7>   []   Other reason→Skip to SCI18s
    DK/RF→Skip to PERSCR[1-16])

SCI18s *Enter verbatim response* **(What other reason?)**

    _____ → Skip to PERSCR[1-16])

SCI19 **What high-speed access is not available?**

    (1)   [ ]   **Mobile**
    (2)   [ ]   **Wired**
    (3)   [ ]   **Or both**
    DK/RF

ALL SKIP TO PERSCR[1-16])

SCI20 **What is the MAIN reason that you don't have the Internet at home?**

Do not read response options

    <1>   []   Don't need it, not interested→Skip to PERSCR[1-16])
    <2>   []   Too expensive→Skip to PERSCR[1-16])
    <3>   []   Can use it somewhere else→Skip to PERSCR[1-16])

<4> [] Not available in area →Skip to SCI21
<5> [] No computer or computer inadequate→Skip to PERSCR[1-16])
<6> [] Privacy or security concerns→Skip to PERSCR[1-16])
<7> [] Other reason→Skip to SCI20s
DK/RF→Skip to PERSCR[1-16])

SCI20s *Enter verbatim response* **(What is this other reason?)**

_____ → Skip to PERSCR[1-16])

SCI21 **What high-speed access is not available?**

(1) [ ] **Mobile**
(2) [ ] **Wired**
(3) [ ] **Or both**
DK/RF

ALL SKIP TO PERSCR[1-16])

PERSCR [1-16]

Of the following, who uses the Internet?

Include using the Internet from any computer or mobile device at home or elsewhere.

Read all names in household 3+ and select all that apply

IF PERSCR[1] = 0 or Dk or Rf, GO TO PRIM1
IF PERSCR[1] = [1-16], GO TO LOCINT

LOCINT The next set of questions asks about where (you, Names) access the Internet.

Enter 1 to continue.

IF PERSCR[1] = [1-16] AND SCI5 ne 2, GO TO HOME[1-16]
IF PERSCR[1] = [1-16] AND SCI5=2, GO TO SCHL[1-16]

HOME[1-16]
       Does Name1 access the Internet from home?
       How about Name 2? Does Name2 access the Internet from home?
       Etc.

       <1> Yes
       <2> No
       DK/RF

ALL SKIP TO SCHL[1-16]

SCHL[1-16]**Does Name1 access the Internet from a computer at school?**
       How about Name2?
       Etc.

       <1> Yes
       <2> No
       DK/RF

If PEMLR = 1 or 2, GO TO WRKA[1-16]
Else if SCI3=0, GO TO LIBR[1-16]
ELSE GO TO CAFÉ[1-16]

WRKA[1-16] **Does Name1 access the Internet from work?**
How about Name2?
Etc.

<1> Yes
<2> No
DK/RF

IF SCI3=0, GO TO LIBR[1-16]
ELSE GO TO CAFE[1-16]

LIBR[1-16]   **Does Name1 go to a library to access the Internet?**
How about Name2?
Etc.

<1> Yes
<2> No
DK/RF

GO TO COMM[1-16]

COMM[1-16] **Does Name1 go to a community center to access the Internet?**
How about Name2?
Etc.

<1> Yes
<2> No
DK/RF

GO TO CAFE[1-16]

CAFE[1-16]   **Does Name1 go to an Internet café, coffee shop or Wi-Fi hot spot to access**
the Internet?
How about Name2?

<1> Yes
<2> No
DK/RF

IF SCI3=0 GO TO ELHS[1-16]
ELSE GO TO DEVINT

ELHS[1-16]   **Does Name1 go to someone else's house to access the Internet?**
      How about Name2?
      Etc.

      <1> Yes
      <2> No
      DK/RF

ALL GO TO DEVINT

DEVINT **The next set of questions asks about the devices (you, Names) use to access the Internet.**

Enter 1 to continue.

ALL GO TO DESK[1-16]

DESK[1-16] **Does Name1 use a desktop PC to access the Internet?**
      How about Name 2? Does Name2 use a desktop PC to access the Internet?
      Etc.

      <1> Yes
      <2> No
      DK/RF

ALL GO TO LAPT[1-16]

LAPT[1-16]   **Does Name1 use a laptop or netbook computer to access the Internet?**
      How about Name2?
      Etc.

      <1> Yes
      <2> No
      DK/RF

ALL GO TO TABL[1-16]

TABL[1-16]   **Does Name1 use a tablet or ebook reader to access the Internet?**
      How about Name2?
      Etc.

      <1> Yes

<2> No
DK/RF

ALL GO TO CELL[1-16]

CELL[1-16]   **Does Name1 use a cellular phone or smartphone to access the Internet?**
How about Name2?
Etc.

<1> Yes
<2> No
DK/RF

ALL GO TO GAME[1-16]

GAME[1-16] **Does Name1 use a game system or console such as the Wii, XBOX or**
Playstation to access the Internet?
How about Name2?
Etc.

<1> Yes
<2> No
DK/RF

ALL GO TO TVBA[1-16]

TVBA[1-16] **Does Name1 use a TV-based Internet device such as Apple TV or Roku to**
access the Internet?
How about Name2?
Etc.

<1> Yes
<2> No
DK/RF

ALL GO TO PRIM1

PRIM1 **The remaining questions refer to your own Internet use.**
How often did you USUALLY access the Internet over the last year? Consider time spent on the Internet from any computer or mobile device at home, work, or any other location. Did you usually access the Internet…

Read answer categories.

<1>   []   **Every day?** →Skip to PRIM2
<2>   []   **At least once a week but not everyday?** →Skip to PRIM2
<3>   []   **Once a week?** →Skip to PRIM2
<4>   []   **Once a month?**   →Skip to PRIM2
<5>   []   **Less than once a month?**→Skip to PRIM2
<6>   []   **Never?**→Skip to LEADIN
DK/RF→Skip to LEADIN

FILL INSTRUCTIONS FOR PRIM2:
IF PRIM1 = 1, FILL "DAY"
IF PRIM1 = 2 OR 3, FILL "WEEK"
IF PRIM1 = 4 OR 5, FILL "MONTH"

PRIM2 **How many hours per (day/week/month) do you USUALLY use the Internet, including time spent at work?**

For 30 minutes or more, round to the next whole number.

Less than 30 minutes should be entered as 0.

_ _ _

ALL GO TO PR3a

PR3a **Do you rely on the Internet for any of the following:**
Read and select all that apply.

(0)   []   None →Skip to INTROA
(1)   []   **Working from home or telecommuting?**→Skip to INTROA

(2)   []   **Entertainment (such as games, videos, or music)?** →Skip to INTROA

(3)   []   **Financial services (such as banking, investing, or trading)?** →Skip to INTROA
(4)   []   **Job seeking or job training?** →Skip to INTROA

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(5) [] **Education or schoolwork (such as taking a class online)?** →Skip to INTROA

(6) [] **Personal communications (such as email, instant messaging, social networking, blogging, or sharing photos)?** →Skip to INTROA

(7) [] **Healthcare?** →Skip to INTROA

(8) [] **General Information (such as news, weather, sports, maps, or government)** →Skip to INTROA

(9) [] **Consumer services (such as online shopping, travel, or household services)** →Skip to INTROA

(10) [] **On-the-go services such as finding the nearest restaurant or traffic report** →Skip to INTROA

(11) [] **Something else** →Skip to PR3aSP

DK/RF→Skip to INTROA

PR3aSP **What other use?**

_____

SKIP TO INTROA

Intro A **These next few questions ask if you use the Internet for specific activities.**

Press enter to continue.

ALL GO TO PRIM5

PRIM5 **Do you use the Internet for phone calls or conferencing?**

(1) Yes
(2) No
DK/RF

ALL GO TO PRIM6

PRIM6 Do you use the Internet **to access government services, forms, or information?**

(1) Yes
(2) No
DK/RF

Include tax forms.

ALL GO TO PRIM7

PRIM7 Do you use the Internet **when conducting a job search (research listings, post a resume, and so on)?**

    (1)   Yes
    (2)   No
    DK/RF

ALL GO TO PRIM8

PRIM8 Do you use the Internet **for job training or courses?**

    (1)   Yes
    (2)   No
    DK/RF

ALL GO TO PRIM9

PRIM9 Do you use the Internet **to research information on health plans or health practitioners?**

    (1)   Yes
    (2)   No
    DK/RF

ALL GO TO PRIM10

PRIM10 Do you use the Internet **to research health information for self-diagnosis or treatment?**

    (1)   Yes
    (2)   No
    DK/RF

ALL GO TO PRIM11

PRIM11 Do you use the Internet **to access your medical records, for audio-visual consulting with a doctor, or for remote procedures such as heart rate monitoring?**

    (1)   Yes
    (2)   No
    DK/RF

ALL GO TO LEADIN

LEADIN **I will now ask about how concerned you are with Internet safety.**

    Press enter to continue.

GO TO PRIM12

PRIM12 **Compared to providing personal information over the telephone, how concerned are you about providing personal information over the Internet? Are you…**

    Read answer categories.

    <1>   **more concerned**
    <2>   **less concerned**
    <3>   **about the same**
    DK/RF

IF AT LEAST ONE CHILD IN HOUSEHOLD < 18 YEARS OF AGE, GO TO PRM14
ELSE GO TO PRM15

PRM14   (filter if children < 18 in the household)
    Which of the following methods do you use to ensure child safety when using the Internet?

    Read and select all that apply

    Select none if none of these methods are used.

    (0)   []   None→Skip to PRM15
    (1)   []   **Blocking or filtering software ("Nanny" software)?** →Skip to PRM15

    (2)   []   **Monitoring browsing history and email?** →Skip to PRM15
    (3)   []   **Prohibiting children from using Internet entirely?** →Skip to PRM15

(4)　　[]　　**Prohibiting use of Internet in private locations?** →Skip to PRM15

(5)　　[]　　**Only allowing children to use Internet with direct adult supervision?**
　　　→Skip to PRM15
(6)　　[]　　**Setting rules and guidelines for use without direct adult supervision?**
　　　→Skip to PRM15
(7)　　[]　　**Other method**→Skip to PR14SP
DK/RF→Skip to PRM15

PR14SP **What other method?**

_____ →Skip to PRM15

PRM15 **Through which of the following sources do you obtain news or other information?**
R*ead and select all that apply*

(0)　　[]　　None – END INTERVIEW
(1)　　[]　　**Watching TV?**

(2)　　[]　　**Listening to radio?**
(3)　　[]　　**The Internet?**
(4)　　[]　　**Reading print newspaper or magazines?**
(5)　　[]　　**Conversing with friends/family/co-workers?**

(6)　　[]　　**Other**
DK/RF –END INTERVIEW

IF PRM15=6 GO TO PR15SP

IF PRM15 HAS ONLY ONE OPTION SELECTED AND THAT OPTION IS NOT OPTION #3
(THE INTERNET), THEN AUTO-FILL PRM15b EQUAL TO THE SELECTED OPTION
AND END INTERVIEW.

IF PRM15 HAS ONLY ONE OPTION SELECTED AND THAT OPTION IS OPTION #3
(THE INTERNET), THEN AUTOFILL PRM15b=3 AND GO TO PRM16

IF PRM15 HAS MORE THAN ONE OPTION SELECTED, THEN FILL THESE OPTIONS IN
PRM15b AND GO TO PRM15b

PR15SP **What other source?**

_____

IF PRM15 HAS ONLY ONE VALID RESPONSE AND THAT OPTION IS #6 (PRM15=6 ONLY), STORE THAT RESPONSE IN PRM15b AND SKIP TO END

ELSE IF PRM15 HAS MORE THAN ONE VALID RESPONSE, THEN SKIP TO PRM15b

PRM15b **Which one is your PRIMARY source of news or other information?**

Read if necessary
(options will be filled with precodes chosen in PRM15)

(0) [] None
(1) [] Watching TV
(2) [] Listening to radio
(3) [] The Internet
(4) [] Reading print newspaper or magazines
(5) [] Conversing with friends/family/co-workers
(6) [] Other
DK/RF

IF PRM15=3 (INTERNET), THEN GO TO PRM16
ELSE END INTERVIEW

PRM16 **Through which of the following online resources do you obtain news or other information?** *Read and select all that apply*

(0) [] None– END INTERVIEW
(1) [] **News sites (such as online Newspapers, Magazines, or CNN.com)?**

(2) [] **Search engines (such as Google)?**
(3) [] **Social networking sites (such as Facebook or Twitter)?**
(4) [] **Other Internet sites (such as blogs, message boards, or Wikipedia)?**

DK/RF – END INTERVIEW

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IF PRM16 HAS ONLY ONE OPTION SELECTED, AUTO-FILL PRM16b WITH THAT
RESPONSE OPTION AND END INTERVIEW

IF PRM16 HAS MORE THAN ONE OPTION SELECTED, FILL THESE OPTIONS IN
PRM16b AND GO TO PRM16b

PRM16b **Which online resource do you PRIMARILY use when seeking news or other
information?**

Read if necessary
(options will be filled with precodes chosen in PRM16)

(0)   []   None
(1)   []   News sites (such as online Newspapers, Magazines, or CNN.com)
(2)   []   Search engines (such as Google)
(3)   []   Social networking sites (such as Facebook or Twitter)
(4)   []   Other Internet sites (such as blogs, message boards, or Wikipedia)
DK/RF

END INTERVIEW