

Appendix A: Introduction

- Hi! Thank you for coming in today.
- I have a couple colleagues in the next room that will be observing and taking notes.
- Explanation of the study purpose:
 - Today we're going to be testing a part of the Consumer Expenditure survey. This survey collects information about how US households spend their money. We currently ask people to complete a paper diary to keep track of expenses, but with the increased use of the Internet, we want to give people the option of entering this information on their computers and smartphones. Today we'll be working with a desktop Internet version and a mobile Internet version of the website.
 - It's important to note that this is not a test of your ability. Our purpose today is to find out how easy or difficult it is to use the diary and to identify ways to improve it. Your feedback now can help make our future work more productive.
- Consent Form and permission to audiotape
- Any questions before we begin?

Appendix B: Screenshots of Mobile and Web Diaries

Login

Initial Setup

Expense Summary

	Date	Description	Cost
Edit	Dec 12	Milk	\$3.99
Edit	Dec 12	Wheat Bread	\$2.99

Common Entry

Food Away From Home

Food At Home

Clothing

AT&T LTE 8:23 AM 100%
respond.census.gov

Logout CE Diary Home Info

December 12, 2014

Enter Description

\$0.00

Clothing, Shoes, Jewelry, and Accessorie

Was the item for:

Male Female

Age:

Under 2 2-15 16 & Over

Purchased for someone outside your household

Cancel Save

Other Expense

AT&T LTE 8:23 AM 100%
respond.census.gov

Logout CE Diary Home Info

December 12, 2014

Enter Description

\$0.00

All Other Products and Services

Purchased for someone outside your household

Cancel Save

Edit Expense

AT&T LTE 8:24 AM 100%
respond.census.gov

Logout CE Diary Home Info

December 12, 2014

Milk

\$3.99

Food and Drink for Home Consumption

Is this item:


Fresh Frozen

Bottled/Canned Other


Purchased for someone outside your household

Cancel Delete Save

Login



CONSUMER EXPENDITURE
DIARY SURVEY



Login

Username:
 -

Password:


[Forgot password?](#)

Burden	Accessibility
Privacy	Security

OMB No.: 1220-0050
Approval Expires: 3/31/2016

**** WARNING ****
You have accessed a UNITED STATES GOVERNMENT computer. Use of this computer without authorization or for purposes for which authorization has not been extended is a violation of Federal law and can be punished with fines or imprisonment (PUBLIC LAW 89-474). System usage may be monitored, recorded, and subject to audit. Any information you enter into this system may be used by the Census Bureau for statistical purposes, including but not limited to improving the efficiency of our data collection programs. For information regarding the use of this system, and how your privacy is protected, visit our online privacy webpage at http://www.census.gov/privacy/privacy_policy/. Use of this system indicates consent to the collection, monitoring, recording, and use of information provided inside this system.

Initial Setup



CONSUMER EXPENDITURE
DIARY SURVEY



Information	User Guide	Change Password	Logout
-----------------------------	----------------------------	---------------------------------	------------------------


Select a Start Date

Select the date you are scheduled to begin entering expenses:
December 12, 2014


Email address: (optional)

We will not share your email address with any 3rd parties. We ask for your email address only to send reminders regarding your participation in this survey.

Expense Summary



CONSUMER EXPENDITURE
DIARY SURVEY



[Information](#) | [User Guide](#) | [Change Password](#) | [Logout](#)


Add a New Expense

December 12, 2014 \$0.00


Summary of Expenses

	Date	Description	Cost	Category
<input type="button" value="Edit"/>	December 12	Milk	\$3.99	Food and Drink for Home Consumption
<input type="button" value="Edit"/>	December 12	Wheat Bread	\$2.99	Food and Drink for Home Consumption

Common Entry



CONSUMER EXPENDITURE
DIARY SURVEY



[Information](#) | [User Guide](#) | [Change Password](#) | [Logout](#)


Add a New Expense

December 12, 2014 \$0.00


Summary of Expenses

You have no entered expenses.

Food Away From Home



CONSUMER EXPENDITURE
DIARY SURVEY



Information	User Guide	Change Password	Logout
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Add a New Expense

December 12, 2014 \$0.00 Food and Drink Away from Home

Meal Type: Alcohol Included? (Select all that apply) Cost of Alcohol:

Wine Beer Other


Summary of Expenses

You have no entered expenses.

Food At Home



CONSUMER EXPENDITURE
DIARY SURVEY



Information	User Guide	Change Password	Logout
-----------------------------	----------------------------	---------------------------------	------------------------

Add a New Expense


December 12, 2014 \$3.99 Food and Drink for Home Consumption

Is this item: Purchased for someone outside your household


Summary of Expenses

You have no entered expenses.

Clothing



CONSUMER EXPENDITURE
DIARY SURVEY



Information User Guide Change Password Logout

Add a New Expense

December 12, 2014 Enter Description \$0.00 Clothing, Shoes, Jewelry, and Accessories Save

Was the item for: Select One Age: Select One Purchased for someone outside your household

Summary of Expenses

You have no entered expenses.

Other Expense



CONSUMER EXPENDITURE
DIARY SURVEY



Information User Guide Change Password Logout

Add a New Expense

December 12, 2014 Enter Description \$0.00 All Other Products and Services Save

Purchased for someone outside your household

Summary of Expenses

You have no entered expenses.

Appendix C: Interview Protocol

NOTES: Dates highlighted in yellow will change depending on timing of the testing and the date range set in the diary.
 Rows shaded in green note where there is a change between the Web and Mobile diary.

Diary Task Instructions




Now I'm going to ask you to complete a series of tasks using both the mobile and computer diary. We are trying to simulate what it would be like for you to complete the diary. If you have any questions while we're going through, remember that there are materials here and help menus within the diary.

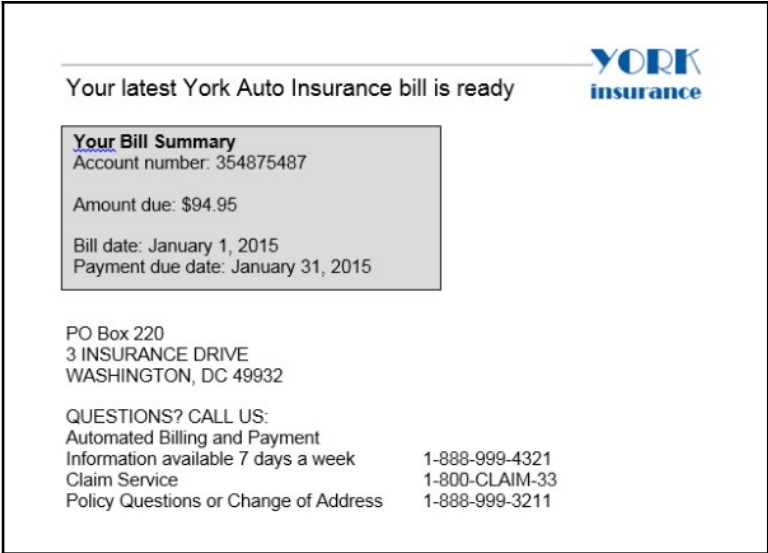
Do you have any questions before we begin?

	Task Title and Instructions	Group 1	Group 2
1.	<p>Navigate to Website and Log In</p> <p><i>Let's get started. First, I'd like you to use [this computer/your smartphone] to navigate to this website and log into the diary using this Username and Password...</i></p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p align="center">CE Mobile Diary</p> <p>URL: http://respond.census.gov/poc</p> </div>	Mobile	Web
2.	<p>Set Start Date</p> <p><i>Next, you will see a screen asking you to select your start date. Please select January 20th as your start date. Below the start date, you will see that we ask for your e-mail address. You can skip that box. Please select the "Continue" button.</i></p>	Mobile	Web

	Task Title and Instructions	Group 1	Group 2
3.	Enter Own Food Expense	Mobile	Web
	<i>Think back to the last purchase you made, other than food. Please add that item to the diary as if the purchase was made on January 21st.</i>		
4.	Navigate to Website and Log In	Web	Mobile
	<i>Now, I would like you to navigate to the website using [the computer/your smartphone] and login. You can use the login information I gave you earlier.</i>		
5.	Enter Own Non-Food Purchase	Web	Mobile
	<i>Think back to the last food purchase you made. Please add that item to the diary as if the purchase was made on January 21st.</i>		


	Task Title and Instructions	Group 1	Group 2																						
6.	Enter Book for Friend, Enter Jeans for Self	Web	Mobile																						
	<p data-bbox="268 272 1650 342"><i>On January 22nd, you go shopping and buy a book for a friend and a pair of jeans for yourself. Here are the receipts. Please enter these expenses into the diary.</i></p> <div data-bbox="449 513 930 1141" style="border: 1px solid black; padding: 10px; margin: 20px auto; width: 60%;"> <p data-bbox="548 573 831 597" style="text-align: center;">ATTIC BOOKSELLERS</p> <p data-bbox="573 610 806 667" style="text-align: center;">Potomac Valley Shopping Center 2796 East Village Drive Potomac Valley, VA 22203</p> <table data-bbox="495 735 884 927" style="width: 100%; border-collapse: collapse;"> <tr> <td data-bbox="495 735 680 756">HARDCOVER BOOK</td> <td data-bbox="835 760 884 781" style="text-align: right;">24.00</td> </tr> <tr> <td data-bbox="495 760 621 781">099102735126</td> <td></td> </tr> <tr> <td data-bbox="495 808 596 829">SUBTOTAL</td> <td data-bbox="835 808 884 829" style="text-align: right;">24.00</td> </tr> <tr> <td data-bbox="495 833 575 854">5% TAX</td> <td data-bbox="835 833 884 854" style="text-align: right;">1.20</td> </tr> <tr> <td data-bbox="495 857 554 878">TOTAL</td> <td data-bbox="835 857 884 878" style="text-align: right;">25.20</td> </tr> <tr> <td data-bbox="495 906 642 927">TOTAL PAYMENT</td> <td data-bbox="835 906 884 927" style="text-align: right;">25.20</td> </tr> </table> <p data-bbox="625 1065 772 1105" style="text-align: center;">OCTOBER 22, 2013 3:32 PM</p> </div> <div data-bbox="1010 375 1482 1141" style="border: 1px solid black; padding: 10px; margin: 20px auto; width: 60%;"> <p data-bbox="1119 448 1371 513" style="text-align: center;">Urban Closet <i>vintage inspired clothing</i></p> <p data-bbox="1056 581 1434 602">CASHIER: Katelyn REGISTER: 002</p> <hr/> <table data-bbox="1056 675 1434 816" style="width: 100%; border-collapse: collapse;"> <tr> <td data-bbox="1056 675 1224 696">Dark wash jeans</td> <td data-bbox="1371 675 1434 696" style="text-align: right;">49.00</td> </tr> <tr> <td colspan="2" data-bbox="1056 699 1434 721"><hr/></td> </tr> <tr> <td data-bbox="1056 748 1146 769">SUBTOTAL</td> <td data-bbox="1371 748 1434 769" style="text-align: right;">49.00</td> </tr> <tr> <td data-bbox="1056 773 1161 794">SALES TAX</td> <td data-bbox="1371 773 1434 794" style="text-align: right;">2.45</td> </tr> <tr> <td data-bbox="1056 797 1115 818">TOTAL</td> <td data-bbox="1371 797 1434 818" style="text-align: right;">51.45</td> </tr> </table> <p data-bbox="1056 1003 1434 1117" style="text-align: center;">Trans: 51077 10/22/2013 4:29PM 2700 Wilson Boulevard Suite 999 Arlington, VA 22201 703-494-6936</p> </div>	HARDCOVER BOOK	24.00	099102735126		SUBTOTAL	24.00	5% TAX	1.20	TOTAL	25.20	TOTAL PAYMENT	25.20	Dark wash jeans	49.00	<hr/>		SUBTOTAL	49.00	SALES TAX	2.45	TOTAL	51.45		
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	Task Title and Instructions	Group 1	Group 2																								
7.	Enter Dinner, Enter Movie	Web	Mobile																								
	<p data-bbox="268 272 1625 376"><i>After shopping, you go to dinner and a movie with a friend and you pay for both. You decide to enter the purchases into the diary [as you're waiting for the movie to begin/once you get home]. Here is your ticket stub and the receipt from dinner.</i></p> <div data-bbox="323 678 856 1156" style="border: 1px solid black; padding: 5px;"> <div data-bbox="323 678 638 1117" style="border: 1px solid black; padding: 5px;"> <p data-bbox="365 743 541 766">L Street Cine</p> <p data-bbox="365 799 541 896">Presenting cr LAND OF L 3:50 PM Thu 10/ AD1MAT \$9.00</p> <p data-bbox="365 928 541 951">PG13</p>  <p data-bbox="365 1052 541 1091">9642849200450002 10/24/13 3:22 PM</p> </div> <div data-bbox="541 717 856 1156" style="border: 1px solid black; padding: 5px;"> <p data-bbox="583 782 835 805">L Street Cinema 12</p> <p data-bbox="583 837 835 935">Presenting cr LAND OF L 3:50 PM Thu 10/24/13 AD1MAT \$9.00</p> <p data-bbox="583 967 835 990">PG13 Theater</p>  <p data-bbox="583 1091 835 1130">9642849200450002 10/24/13 3:22 PM</p> <p data-bbox="743 1026 785 1084" style="font-size: 2em; font-weight: bold;">4</p> </div> </div> <div data-bbox="991 376 1436 1182" style="border: 1px solid black; padding: 10px; margin-top: 20px;"> <p data-bbox="1092 441 1344 532" style="text-align: center;">Green Onion Bistro</p> <table data-bbox="1016 555 1402 831"> <tr><td>Artichoke dip</td><td style="text-align: right;">8.00</td></tr> <tr><td>Beef short rib ravioli</td><td style="text-align: right;">18.00</td></tr> <tr><td>Ginger lemon chicken</td><td style="text-align: right;">16.00</td></tr> <tr><td>Berry lemon pie</td><td style="text-align: right;">6.00</td></tr> <tr><td>Chocolate pudding</td><td style="text-align: right;">6.00</td></tr> <tr><td colspan="2"> </td></tr> <tr><td>Soda</td><td style="text-align: right;">3.00</td></tr> <tr><td>Sweetened raspberry tea</td><td style="text-align: right;">4.00</td></tr> <tr><td colspan="2"> </td></tr> <tr><td>Subtotal</td><td style="text-align: right;">61.00</td></tr> <tr><td>Sales Tax</td><td style="text-align: right;">6.10</td></tr> <tr><td>Total</td><td style="text-align: right;">67.10</td></tr> </table> <p data-bbox="1016 863 1402 896">Gratuity 15.00</p> <p data-bbox="1016 912 1402 945">Total 82.10</p> <p data-bbox="1016 1010 1402 1042">Signature: </p> <p data-bbox="1092 1075 1344 1130" style="text-align: center;">986 Divine Way Washington, DC 20964</p> </div>	Artichoke dip	8.00	Beef short rib ravioli	18.00	Ginger lemon chicken	16.00	Berry lemon pie	6.00	Chocolate pudding	6.00			Soda	3.00	Sweetened raspberry tea	4.00			Subtotal	61.00	Sales Tax	6.10	Total	67.10		
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	Task Title and Instructions	Group 1	Group 2
8.	Enter Car Insurance Bill On January 23rd , you pay your car insurance bill online. This is the billing statement. Please enter this expense into the diary.	Web	Mobile
			
9.	Change Book Details You also decide that, rather than give the book to your friend, you are going to keep it for yourself. Please update that item to reflect that the book was purchased for you.	Web	Mobile
10.	Switch Modes We will now switch to the [computer/smartphone]. Please open the diary and login on that device.	Mobile	Web
11.	Delete Pants On the 24th , you decide to return the pants that you had bought. Please go back and delete that item.	Mobile	Web

	Task Title and Instructions	Group 1	Group 2
13.	Enter Multiple Items		
	<p data-bbox="268 272 1136 305">On January 25th, you go shopping for groceries. Here is the receipt.</p> <div data-bbox="753 342 1173 1029" style="border: 1px solid black; padding: 10px; margin: 20px auto; width: fit-content;"> <pre data-bbox="766 380 1161 1003"> ** GREAT BEAR GROCERY ** STORE 326 295 UTANA WAY ARLINGTON, VA 43983 WELCOME! LOW PRICES EVERYDAY! 985458 MILK 1GAL SKIM 4.29 854873 NVL ORANGES 2.34 lb @ 1.59/lb 3.72 544893 FROZEN PEAS 9OZ 2.99 475454 NBSC CRACKERS 3.49 436754 VALU COOKIES 1.09 **TAX 0.00 TOTAL 15.58 CASH 20.00 CHANGE DUE 4.42 THANK YOU FOR SHOPPING AT GREAT BEAR 01/25/15 22:21 TRNS 8548-6797 </pre> </div>		

	Task Title and Instructions	Group 1	Group 2																
14.	Enter Food Away Expense	Mobile	Web																
	<p data-bbox="268 272 1623 342">On January 26th, you stop at a coffee shop on your way to work and pick up breakfast; coffee and a bagel. Here is your receipt.</p> <div data-bbox="726 378 1203 1011" style="border: 1px solid black; padding: 10px; margin: 20px auto; width: fit-content;"> <p data-bbox="787 418 1146 456" style="text-align: center;">CARRIAGE COFFEE</p> <p data-bbox="766 459 1167 488">184 125th St, NE Washington, DC 19328</p> <hr style="border-top: 1px dashed black;"/> <p data-bbox="747 537 978 558">JAN 26 2015 09:32</p> <p data-bbox="747 561 974 583">CASHIER: JIMMY K.</p> <p data-bbox="747 586 1031 607">TRANSACTION NO. 32972</p> <hr style="border-top: 1px dashed black;"/> <table data-bbox="747 639 1178 711" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">1 GR AMERICANO</td> <td style="text-align: right;">2.95</td> </tr> <tr> <td>1 EVRYTHG BAGEL</td> <td style="text-align: right;">2.45</td> </tr> <tr> <td>1 CRM CHEESE</td> <td style="text-align: right;">0.35</td> </tr> </table> <table data-bbox="863 764 1125 836" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">SUBTOTAL</td> <td style="text-align: right;">5.75</td> </tr> <tr> <td>TAX</td> <td style="text-align: right;">0.33</td> </tr> <tr> <td>TOTAL</td> <td style="text-align: right;">6.08</td> </tr> </table> <table data-bbox="863 867 1125 914" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">CASH</td> <td style="text-align: right;">10.00</td> </tr> <tr> <td>CHANGE DUE</td> <td style="text-align: right;">3.92</td> </tr> </table> <p data-bbox="905 967 1031 989" style="text-align: center;">THANK YOU</p> </div>	1 GR AMERICANO	2.95	1 EVRYTHG BAGEL	2.45	1 CRM CHEESE	0.35	SUBTOTAL	5.75	TAX	0.33	TOTAL	6.08	CASH	10.00	CHANGE DUE	3.92		
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	Task Title and Instructions	Group 1	Group 2																																							
15.	Enter Long Receipt	Choice	Choice																																							
	<p><i>For the next task, you can enter the information on either the computer or mobile version. Whichever you think will be easier for you.</i></p> <p><i>On the 25th, you go to the Val-U-Mart superstore to buy a few things for your house – enter your expenses from this receipt</i></p> <div data-bbox="751 488 1178 1336" style="border: 1px solid black; padding: 10px; margin: 20px auto; width: fit-content;"> <p style="text-align: center;">VAL MART</p> <p style="text-align: center;">FALLS CHURCH, VA 23156 – 703.893-8934 10/25/13 06:09 PM</p>  <table style="width: 100%; border-collapse: collapse;"> <tbody> <tr><td style="width: 20%;">037121340</td><td style="width: 60%;">SHAMPOO</td><td style="width: 20%; text-align: right;">2.94</td></tr> <tr><td>037121345</td><td>CONDITIONER</td><td style="text-align: right;">2.94</td></tr> <tr><td>063022838</td><td>PAPER TOWELS</td><td style="text-align: right;">11.99</td></tr> <tr><td>073965782</td><td>LAUNDRY DETERGENT</td><td style="text-align: right;">18.99</td></tr> <tr><td>267198321</td><td>VM WHOLE MILK</td><td style="text-align: right;">3.29</td></tr> <tr><td>267896453</td><td>VM EGGS</td><td style="text-align: right;">2.69</td></tr> <tr><td>298631456</td><td>STRAWBERRIES</td><td style="text-align: right;">2.99</td></tr> <tr><td>225564861</td><td>OREOS</td><td style="text-align: right;">3.49</td></tr> <tr><td>986945631</td><td>6-PK SOCKS</td><td style="text-align: right;">7.99</td></tr> <tr><td>256971531</td><td>SZ 3 DIAPERS</td><td style="text-align: right;">41.99</td></tr> <tr><td colspan="2" style="text-align: right;">SUBTOTAL</td><td style="text-align: right;">99.30</td></tr> <tr><td colspan="2" style="text-align: right;">VA TAX 5.0%</td><td style="text-align: right;">4.97</td></tr> <tr><td colspan="2" style="text-align: right;">TOTAL</td><td style="text-align: right;">104.27</td></tr> </tbody> </table> <p style="text-align: center; margin-top: 20px;">SIGN UP FOR A VALUMART CARD AND SAVE 5% ON EVERY PURCHASE!</p> </div>	037121340	SHAMPOO	2.94	037121345	CONDITIONER	2.94	063022838	PAPER TOWELS	11.99	073965782	LAUNDRY DETERGENT	18.99	267198321	VM WHOLE MILK	3.29	267896453	VM EGGS	2.69	298631456	STRAWBERRIES	2.99	225564861	OREOS	3.49	986945631	6-PK SOCKS	7.99	256971531	SZ 3 DIAPERS	41.99	SUBTOTAL		99.30	VA TAX 5.0%		4.97	TOTAL		104.27		
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Appendix D: Follow-up Questions

1. What did you think of the mobile diary?
 - a. Was it easy or difficult to use? Very Easy, Somewhat Easy, A Little Easy, Neither Easy nor Difficult, A Little Difficult, Somewhat Difficult, Very Difficult
 - b. How confident did you feel in filling out the entries in the diary? Not at all Confident, A Little Confident, Somewhat Confident, Very Confident, Extremely Confident
2. What did you think of the computer diary?
 - a. Was it easy or difficult to use? Very Easy, Somewhat Easy, A Little Easy, Neither Easy nor Difficult, A Little Difficult, Somewhat Difficult, Very Difficult
 - b. How confident did you feel in filling out the entries in the diary? Not at all Confident, A Little Confident, Somewhat Confident, Very Confident, Extremely Confident
3. Did you prefer one version over the other?
 - a. Which One?
 - b. Why?
4. If you had a choice between the versions you just used and a paper diary, which would you prefer? Why?
5. Imagine that you agreed to keep track of your expenses for a week. Do you think you would use one of these versions more than the other?
 - a. About what percentage of the time would you use the Mobile version? How about the computer version?
 - b. Do you think you would use one or the other in certain situations? Tell me more about that.
6. Is there anything you would change about either version of the diary?
 - a. Are there any functions or features that would make either of them better or easier to use?