

**July 2013 CPS Computer and Internet Use
Questionnaire
4/3/2013**

MIS = 2, 3, 4, 6, 7, 8

?[F1]

PRESUP This month we are asking some additional questions about the use of personal computers, the Internet, cellular phones and smartphones.

- ◆ Read if necessary: By "personal computers" we mean desktop, laptop, netbook, notebook or tablet computers.

SCI1 Does anyone in this household use a cellular phone or smartphone?

- (1) Yes (Goto to SC2a)
(2) No (Goto to

NET2)

- [blind] (D) Don't Know (Goto NET2)
(R) Refused (Goto NET2)

SC2a When members of this household use a cellular phone or smartphone, do they...

Read and select all that apply

- (0) None
(1) **Make phone calls?**
(2) **Send/receive text messages?**
(3) **Take photos/videos?**
(4) **Browse the Web?**
(5) **E-mail?**
(6) **Use maps or use GPS navigation?**
(7) **Play games?**
(8) **Access social network sites (such as Facebook or Twitter)?**
(9) **Download "apps" or applications?**
(10) **Listen to music or other audio?**
(11) **Watch videos?**

[blind] (D) Don't Know
(R) Refused

ALL GOTO NET2

NET2 Does anyone in this household use a desktop, laptop, netbook, or notebook computer, or a tablet computer such as an Apple iPad or Samsung Galaxy, at home?

- (1) Yes
- (2) No

[blind] (D) Don't Know
(R) Refused

ALL GOTO NET3

NET3 People can connect to the Internet from home in multiple ways, including using mobile devices such as laptops or smartphones, as well as on desktop computers.

Does anyone in this household use the Internet from home?

- (1) Yes (Skip to NET4)
- (2) No (Skip to NET3a)

[blind] (D) Don't Know (Goto PERSCR)
(R) Refused (Goto PERSCR)

NET3a Has anyone in this household ever used the Internet from home?

- (1) Yes (Skip to NET6)
- (2) No (Skip to NET7)

[blind] (D) Don't Know (Goto PERSCR)
(R) Refused (Goto PERSCR)

NET4 I am going to read a list of ways that people access the Internet. Keep in mind that some people connect in more than one way, especially those with mobile devices such as laptops or smartphones.

At home, does anyone in this household access the Internet using...

Read and select all that apply

- (1) **Dial-up service?** (NET4 = 1, but not 2-7 goto NET5 else goto SCI11)
- (2) **DSL service?** (Goto SCI11)
- (3) **Cable modem service?** (Goto SCI11)
- (4) **Fiber-optic service** (Goto SCI11)
- (5) **Mobile broadband plan (for a computer, cell phone, smartphone, or tablet) ?** (Goto SCI11)
- (6) **Satellite service?** (Goto SCI11)
- (7) **Some other service?** (Goto NET4s)

[blind] (D) Don't Know (Goto SCI11)
(R) Refused (Goto SCI11)

NET4s Enter verbatim response. (What other service?)

_____ (Goto SCI11)

NET5 What is the main reason that you do not use high-speed (that is, faster than dial up) Internet service at home?

Do not read response options

- (1) Don't need it, not interested (Goto SCI17)
- (2) Too expensive (Goto NET5b)
- (3) Can use it somewhere else (Goto SCI17)
- (4) Not available in area (Goto NET5c)
- (5) No computer or computer inadequate (Goto SCI17)
- (6) Privacy or security concerns (Goto SCI17)
- (7) Other reason (Goto NET5s)

[blind] (D) Don't Know (Goto SCI17)
(R) Refused (Goto SCI17)

NET5s Enter verbatim response. (What is this other reason?)
_____ (Goto SCI17)

NET5b 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)** (Goto SCI17)
- (2) **Cost of installing internet service** (Goto SCI17)
- (3) **Cost of monthly internet service** (Goto SCI17)
- (4) **Some other cost** (Goto NET5bs)

[blind] (D) Don't Know (Goto SCI17)
(R) Refused (Goto SCI17)

NET5bs Enter verbatim response. (What other cost?)
_____ (Goto SCI17)

NET5c What high-speed Internet service is not available?

Read answer categories

- (1) **Mobile** (Goto SCI17)
- (2) **Wired** (Goto SCI17)
- (3) **Or both** (Goto SCI17)

[blind] (D) Don't Know (Goto SCI17)
(R) Refused (Goto SCI17)

NET6 What is the MAIN reason you no longer use the Internet at home?

Do not read response options

- | | | |
|-----|------------------------------------|---------------|
| (1) | Don't need it, not interested | (Goto PERSCR) |
| (2) | Too expensive | (Goto PERSCR) |
| (3) | Can use it somewhere else | (Goto PERSCR) |
| (4) | No longer available in area | (GotoNET6a) |
| (5) | No computer or computer inadequate | (Goto PERSCR) |
| (6) | Privacy or security concerns | (Goto PERSCR) |
| (7) | Other reason | (Goto NET6s) |

- | | | |
|-------------|------------|---------------|
| [blind] (D) | Don't Know | (Goto PERSCR) |
| (R) | Refused | (Goto PERSCR) |

NET6s Enter verbatim response. (What other reason?)

_____ (Goto PERSCR)

NET6a What Internet service is not available?

Read answer categories

- | | |
|-----|----------------|
| (1) | Mobile |
| (2) | Wired |
| (3) | Or both |

- | | |
|-------------|------------|
| [blind] (D) | Don't Know |
| (R) | Refused |

ALL GOTO PERSCR

NET7 What is the MAIN reason that you don't use the Internet at home?

Do not read response options

- | | | | |
|-------------------|-----|------------------------------------|---------------|
| PERSCR)
NET7a) | (1) | Don't need it, not interested | (Goto PERSCR) |
| | (2) | Too expensive | (Goto PERSCR) |
| | (3) | Can use it somewhere else | (Goto |
| | (4) | Not available in area | (Goto |
| | (5) | No computer or computer inadequate | (Goto PERSCR) |
| | (6) | Privacy or security concerns | (Goto PERSCR) |
| | (7) | Other reason | (Goto NET7s) |
| [blind] (D) | (D) | Don't Know | (Goto PERSCR) |
| | (R) | Refused | (Goto PERSCR) |

NET7s Enter verbatim response. (What other reason?)

_____ (Goto PERSCR)

NET7a What Internet service is not available?

Read answer categories

- | | |
|-------------|----------------|
| (1) | Mobile |
| (2) | Wired |
| (3) | Or both |
| [blind] (D) | (D) Don't Know |
| (R) | (R) Refused |

ALL GOTO PERSCR

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

- | | | |
|-----|-----|--------------|
| (1) | Yes | (Goto SCI12) |
| (2) | No | (Goto SCI14) |

[blind] (D) Don't Know
(R) Refused

(Goto SCI15)
(Goto SCI15)

SCI12 Which services besides broadband are included in the bundle?

Read and select all that apply

- (1) **Basic TV Channels** (Goto SCI13)
- (2) **Premium TV Channels** (Goto SCI13)
- (3) **Telephone service** (Goto SCI13)
- (4) **Some other service** (Goto SCI12s)

[blind] (D) Don't Know (Goto SCI13)
(R) Refused (Goto SCI13)

SCI12s Enter verbatim response. (What other service?)

_____ (Goto SCI13)

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

Enter Dollars _ _ _ [0-999]

Round to the nearest whole dollar.

[blind] (D) Don't Know
(R) Refused

ALL GOTO SCI15

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

Enter Dollars _ _ _ [0-999]

Round to the nearest whole dollar.

[blind] (D) Don't Know
(R) Refused

ALL GOTO SCI15

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

Read answer categories

- | | | |
|-------------|---|---------------|
| | (1) Connection speed | (Goto PERSCR) |
| | (2) Reliability of Internet service | (Goto PERSCR) |
| | (3) Affordability | (Goto PERSCR) |
| | (4) Customer service | (Goto PERSCR) |
| | (5) Mobility/Ability to use service outside the home | (Goto PERSCR) |
| | (6) Data capacity or data caps | (Goto PERSCR) |
| | (7) Other factor | (Goto SCI17s) |
| [blind] (D) | Don't Know | (Goto PERSCR) |
| (R) | Refused | (Goto PERSCR) |

SCI17s Enter verbatim response. (What other factor?)

_____ (Goto PERSCR)

PERSCR 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 D or R, AND NET3 = 1 GO TO PRSCRck
IF PERSCR[1] = 0 or D or R, AND NET3 = 2, D or R, go to PRIM1
IF PERSCR[1] = [1-16], GO TO LOCINT

PRSCRck If PERSCR = 0, D, or R and NET3 = 1

Previously you reported that someone in your household uses the Internet from home, however, now you are reporting that nobody uses the Internet from home? Which is correct?

If nobody uses the Internet, suppress and go to PRIM1
If somebody uses the Internet, go back to PERSCR and select person(s)

LOCINT The next set of questions asks about where people in this household use the Internet.

Enter 1 to continue.

HOME Does Name1 use the Internet from home?
How about Name 2? (Does Name2 use the Internet from home?)
Etc.

- (1) Yes
- (2) No

[blind] (D) Don't Know
(R) Refused

ALL GOTO SCHL

SCHL Does Name1 use the Internet from a computer at school?
How about Name2? (Does Name2 use the Internet from a computer at school?)
Etc.

- (1) Yes
- (2) No

[blind] (D) Don't Know
(R) Refused

If PEMLR = 1 or 2, GO TO WRKA
ELSE GO TO LIBR

WRKA Does Name1 use the Internet from work?
How about Name2? (Does Name2 use the Internet from work?)
Etc.

- (1) Yes
- (2) No

[blind] (D) Don't Know
(R) Refused

ALL GO TO LIBR

LIBR Does Name1 go to a library to use the Internet?
 How about Name2? (Does Name2 go to a library to use the Internet?)
 Etc.

- (1) Yes
- (2) No

[blind] (D) Don't Know
 (R) Refused

ALL GOTO COMM

COMM Does Name1 go to a community center to use the Internet?
 How about Name2? (Does Name2 go to a community center to use the Internet?)
 Etc.

- (1) Yes
- (2) No

[blind] (D) Don't Know
 (R) Refused

ALL GOTO CAFÉ

CAFE Does Name1 go to an Internet cafe, coffee shop or Wi-Fi hot spot to use the
 Internet?
 How about Name2? (Does Name2 go to an Internet cafe, coffee shop, or Wi-Fi
 hot spot to use the Internet?)
 Etc.

- (1) Yes
- (2) No

[blind] (D) Don't Know
 (R) Refused

ALL GOTO ELHS

ELHS Does Name1 go to someone else's house to use the Internet?
How about Name2? (Does Name2 go to someone else's house to use the
Internet?)
Etc.

- (1) Yes
- (2) No

[blind] (D) Don't Know
 (R) Refused

ALL GO TO DEVINT

DEVINT The next set of questions asks about the devices (you/Name) (use/uses) to access
the Internet.

Enter 1 to continue.

ALL GO TO DESK

DESK 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

[blind] (D) Don't Know
 (R) Refused

ALL GO TO LAPT

LAPT Does Name1 use a laptop or netbook computer to access the Internet?
How about Name2? (Does Name2 use a laptop or netbook computer to access
the Internet?)
Etc.

- (1) Yes
- (2) No

[blind] (D) Don't Know
 (R) Refused

ALL GO TO TABL

TABL Does Name1 use a tablet or ebook reader to access the Internet?
 How about Name2? (Does Name2 use a tablet or ebook reader to access the
 Internet?)
 Etc.

- (1) Yes
- (2) No

[blind] (D) Don't Know
 (R) Refused

ALL GO TO CELL

CELL Does Name1 use a cellular phone or smartphone to access the Internet?
 How about Name2? (Does Name2 use a cellular phone or smartphone to access
 the Internet?)
 Etc.

- (1) Yes
- (2) No

[blind] (D) Don't Know
 (R) Refused

ALL GO TO GAME

GAME Does Name1 use a game system or console such as the Wii, XBOX or Playstation
 to access the Internet?
 How about Name2? (Does Name2 use a game system or console such as the Wii,
 XBOX or Playstation to access the Internet?)
 Etc.

- (1) Yes
- (2) No

[blind] (D) Don't Know
 (R) Refused

ALL GO TO TVBA

TVBA Does Name1 use a TV-based Internet device such as Apple TV or Roku to access the Internet?
How about Name2? (Does Name2 use a TV-based Internet device such as Apple TV or Roku to access the Internet?)
Etc.

(1) Yes
(2) No

ALL GO TO PRIM1

PRIM1 The remaining questions refer to (your own/NAME'S) Internet use.

How often did (you/NAME) 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/NAME) usually access the Internet...

Read answer categories.

(1)	Every day?	(Goto PRIM2)
(2)	More than once a week but not everyday?	(Goto PRIM2)
(3)	Once a week?	(Goto PRIM2)
(4)	Once a month?	(Goto PRIM2)
(5)	Less than once a month?	(Goto PRIM2)
(6)	Never?	(Goto LEADIN)
[blind] (D)	Don't Know	(Goto LEADIN)
(R)	Refused	(Goto LEADIN)

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/does) (you/NAME) 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.

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ALL GO TO PRM3

PRM3 (Do/Does) (you/NAME) use the Internet for any of the following:

Read and select all that apply.

- (0) None
- (1) **Music?**
- (2) **Games?**
- (3) **Videos?**
- (4) **Video calls or conferencing?**
- (5) **Email?**
- (6) **Text-based chatting or instant messaging?**
- (7) **Telecommuting?**
- (8) **Job seeking?**
- (9) **Job training?**
- (10) **Education or schoolwork (such as taking classes online)?**
- (11) **Financial services (such as banking, investing, or stock or futures trading)?**
- (12) **Consumer services (such as online shopping, travel, or household services)?**
- (13) **On-the-go services such as finding the nearest restaurant or a traffic report?**
- (14) **Information on health conditions or preventative care?**
- (15) **Accessing electronic medical records?**
- (16) **Connecting to health plans or medical providers?**
- (17) **Accessing government information or services?**

- [blind] (D) Don't Know
- (R) Refused

ALL GOTO LEADIN

LEADIN I am interested in what concerns (you/NAME) about the Internet.

Enter 1 to continue.

GO TO PRIM12

PRM12 Compared to providing personal information over the telephone, how concerned (are/is) (you/NAME) about providing personal information over the Internet? (Are/Is) (you/he/she)...

Read answer categories.

- (1) **more concerned**
- (2) **less concerned**
- (3) **about the same**

[blind] (D) Don't Know
(R) Refused

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/does) (you/NAME) 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 (Goto PRM15)
- (1) **Blocking or filtering software ("Nanny" software)?** (Goto PRM15)
- (2) **Monitoring browsing history and email?** (Goto PRM15)
- (3) **Prohibiting children from using Internet entirely?**(Goto PRM15)
- (4) **Prohibiting use of Internet in private locations?** (Goto PRM15)
- (5) **Only allowing children to use Internet with direct adult supervision?**
(Goto

PRM15)
(6) **Setting rules and guidelines for use without direct adult supervision?**
(Goto PRM15)

- (7) **Other method** (specify) (Goto PR14SP)

[blind] (D) Don't Know
(R) Refused

(Goto PRM15)
(Goto PRM15)

PR14SP Enter verbatim response. (What other method?)

_____ (Goto PRM15)

PRM15 Through which of the following sources (do/does) (you/NAME) obtain news or other information?

Read 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** (specify) (Goto PR15SP)

[blind] (D) Don't Know (END INTERVIEW)

(R) Refused (END INTERVIEW)

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 Enter verbatim response. (What other source?)

If PRM15 has only one valid response and that option is #6 (PRM15 = 6 only), store that response in PRM15b and END INTERVIEW

Else if PRM15 has more than one valid response, then skip to PRM15b

PRM15b Which one is (your/his/her) 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

- [blind] (D) Don't Know
- (R) Refused

If PRM15 = 3 (The Internet), then go to PRM16
Else END INTERVIEW

PRM16 Through which of the following online resources (do/does) (you/NAME) 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 or Bing)?**
- (3) **Social networking sites (such as Facebook or Twitter)?**
- (4) **Other Internet sites (such as blogs, message boards, or Wikipedia)?**

- [blind] (D) Don't Know (END INTERVIEW)
- (R) Refused (END INTERVIEW)

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/does) (you/NAME) 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 or Bing)
- (3) Social networking sites (such as Facebook or Twitter)
- (4) Other Internet sites (such as blogs, message boards, or Wikipedia)

[blind] (D) Don't Know
(R) Refused

END INTERVIEW