

2011 →

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

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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

← 2012

NET1 Do you use a cellular phone or smartphone?

- (1) Yes → Skip to NET1a
 (2) No → Skip to NET2
 (3) DK/RF → Skip to NET2

NET1a 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) 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?

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]

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]))

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

NET3 (SCI5) 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 (SCI6) 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)

NET2 How many desktop, laptop, netbook, notebook, and tablet computers are there in use in this household?
Enter number: _____ [0-20]

NET3 People can connect to the Internet 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

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

(1) Yes → Skip to NET6

(2) No → Skip to NET7

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

NET4 (SCI7) 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?)

(SCI7s) _____ (Goto SCI11)

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? → and NET4 not in (2-7) then skip to NET5 else skip to NET8
 (2) DSL service? → Skip to NET8
 (3) Cable modem service? → Skip to NET8
 (4) Fiber-optic service? → Skip to NET8
 (5) Mobile broadband plan (for a computer, cell phone, smartphone, or tablet)? → Skip to NET8
 (6) Satellite service? → Skip to NET8
 (7) Some other service? → Skip to NET4a
 (8) DK/RF → Skip to NET8

NET4a What other service?

Enter verbatim response: _____ → Skip to NET8

- 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

- 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

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- NET5 (SCI8) 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 (SCI8s) Enter verbatim response. (What is this other reason?)
 _____ (Goto SCI17)

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

- NET5 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 NET8
 (2) Too expensive → Skip to NET5b
 (3) Can use it somewhere else → Skip to NET8
 (4) Not available in area → Skip to NET5d
 (5) No computer or computer inadequate → Skip to NET8
 (6) Privacy or security concerns → Skip to NET8
 (7) Other reason → Skip to NET5a
 (8) DK/RF → Skip to NET8

NET5a What is this other reason?
 Enter verbatim response:
 _____ → Skip to NET8

- 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) → Skip to NET8
 (2) Cost of installing Internet service → Skip to NET8
 (3) Cost of monthly Internet service → Skip to

DK/RF → Skip to SCI15

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

_____ → 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

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?)

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

NET5bs (SCI10s) *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 (SCI18) 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 (Goto NET6a)
 (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 (SCI18s) *Enter verbatim response.* (What other

NET8

(4) Some other cost → Skip to NET5c

NET5c What is this other cost?
Enter verbatim response:

_____ → Skip to NET8

NET5d What high-speed access is not available?

- (1) Mobile → Skip to NET8
 (2) Wired → Skip to NET8
 (3) Or both → Skip to NET8
 (4) DK/RF → Skip to NET8

NET6 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 NET9
 (2) Too expensive → Skip to NET9
 (3) Can use it somewhere else → Skip to NET9
 (4) No longer available in area → Skip to NET6b
 (5) No computer or computer inadequate → Skip to NET9
 (6) Privacy or security concerns → Skip to NET9
 (7) Other reason → Skip to NET6a
 (8) DK/RF → Skip to NET9

NET6a What is this other reason?

_____ → Skip to PERSCR[1-16])

SCI19 What high-speed access is not available?

- (1) Mobile
 (2) Wired
 (3) Or both
 DK/RF

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?

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reason?)

_____ (Goto PERSCR)

NET6a (SCI19) 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 (SCI20) What is the MAIN reason that you don't 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) Not available in area (Goto NET7a)
 (5) No computer or computer inadequate (Goto PERSCR)
 (6) Privacy or security concerns (Goto PERSCR)
 (7) Other reason (Goto NET7s)
 [blind] (D) Don't Know (Goto PERSCR)
 (R) Refused (Goto PERSCR)

NET7s (SCI20s) *Enter verbatim response.* (What other reason?)
 _____ (Goto PERSCR)

NET7a (SCI21) What Internet service is not available?

Read answer categories

Enter verbatim response:

_____ → Skip to NET9

NET6b What high-speed access is not available?

- (1) Mobile → Skip to NET9
 (2) Wired → Skip to NET9
 (3) Or both → Skip to NET9
 (4) DK/RF → Skip to NET9

NET7 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 NET9
 (2) Too expensive → Skip to NET9
 (3) Can use it somewhere else → Skip to NET9
 (4) Not available in area → Skip to NET7b
 (5) No computer or computer inadequate → Skip to NET9
 (6) Privacy or security concerns → Skip to NET9
 (7) Other reason → Skip to NET7a
 (8) DK/RF → Skip to NET9

NET7a What is this other reason?
 Enter verbatim response:
 _____ → Skip to NET9

NET7b What high-speed access is not available?

- (1) Mobile

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

ALL SKIP TO PERSCR[1-16])

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]

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- (1) Mobile
 (2) Wired
 (3) Or both
 [blind] (D) Don't Know
 (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 (Goto SCI15)
 (R) Refused (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]

- (2) Wired
 (3) Or both
 (4) DK/RF

→ All Skip to NET9

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

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

SCI15 Have you switched Internet service providers for home Internet service, during the last three years?

(1) Yes (Goto SCI16)

(2) No (Goto SCI17)

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

(R) Refused (Goto PERSCR)

SCI16 What is the main factor that influenced your household's decision to switch Internet service providers?

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

Do not read response options

(1) New provider was less expensive (Goto SCI17)

(2) New provider offered faster speeds (Goto 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])

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(3) New provider is more reliable (Goto SCI17)
 (4) New provider has better customer service (Goto SCI17)
 (5) New provider offers mobility/ability to use service
 outside the home (Goto SCI17)
 (6) New provider has higher data capacity or data caps
 (Goto SCI17)
 (7) I can bundle Internet and other services with the new
 provider (Goto SCI17)
 (8) Other reason (Goto SCI16s)
 [blind] (D) Don't Know (Goto SCI17)
 (R) Refused (Goto SCI17)

SCI16s Enter verbatim response. (What other reason?)
 _____ (Goto SCI17)

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 is this other factor?)

_____ → 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

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 =
 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)

NOTE: NET8 is not an exact “evolution” of PERSCR. NET8-11 were designed to save time in a shorter survey instrument.

NET8 Of the following, who uses the Internet at home?
Include using the Internet from any computer or mobile device at home. Read all names in household 3+ and select all that apply.
 (0) Nobody → And NET3=1 then skip to NET8CK
 Enter persons line number (1-16) → All Skip to NET9
 DK/RF → All Skip to NET9

NET8CK Previously you reported that someone in this household uses the Internet from home, however, now you are reporting that nobody uses the Internet from home. Which is correct? If nobody is correct, select "S" to suppress

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

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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

at school?

Does Name1 use the Internet from a computer

How about Name2? (Does Name2 use the Internet from a computer at school?)

Etc.

(1) Yes

(2) No

NET9 ^NETFILL, [do you \ do you or any member of this household] access the Internet at any location outside the home?
(1) Yes → Skip to NET10
(2) No → If NET8=1-16 Skip to NET12 Else End Supplement
(3) DK/RF → If NET8=1-16 Skip to NET12 Else

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.

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[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?)

End Supplement

NET10 Who is that?
 Enter persons line number (1-16) → Skip to
 NET11

NET11 [Do you / Do you or any member of this household]
 access the Internet at any of the following locations
 outside the home?
 (1) Workplace → Skip to NET12
 (2) School → Skip to NET12
 (3) Public library → Skip to NET12
 (4) Community center → Skip to NET12
 (5) Internet café / coffee shop in your area → Skip
 to NET12
 (6) Someone else's house → Skip to NET12
 (7) Another place outside the home → Skip to
 NET11sp
 (8) DK/RF → Skip to NET12

NET11sp What other place outside the home? → Skip to
 NET12

<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

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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, 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]

(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[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

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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

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

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(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)

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

(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,

(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.

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)?

NET12 Do you rely on the Internet for any of the
following:

Read and select all that apply.

(0) None

(1) Telecommuting?

(2) Music?

(3) Games?

(4) Videos?

(5) Financial services (such as banking, investing,
or trading)?

(6) Job seeking or job training?

(7) Education or schoolwork (such as taking a class
online)?

(8) Video conferencing?

(9) Voice calls?

(10) Email?

(11) Healthcare?

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?

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- (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

- (12) Consumer services (such as online shopping, travel, or household services)
 - (13) On-the-go services such as finding the nearest restaurant or traffic report
 - (14) DK/RF
- All End Supplement

- (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

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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

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ALL GOTO LEADIN

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

Enter 1 to continue.

GO TO PRIM12

PRIM12 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

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

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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? →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? *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
- DK/RF –END INTERVIEW

IF PRM15=6 GO TO PR15SP

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- (6) Setting rules and guidelines for use without direct adult supervision? (Goto PRM15)
 (7) Other method (specify) (Goto PR14SP)
 [blind] (D) Don't Know (Goto PRM15)
 (R) Refused (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)

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-

(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

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

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)

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(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)
 - (3) Social networking sites (such as Facebook or Twitter)
 - (4) Other Internet sites (such as blogs, message boards, or Wikipedia)
- DK/RF

END INTERVIEW

- (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