

General Questionnaire

Questionnaire # \_\_\_\_\_

**Q.1 Interviewer Instructions:**

**Please do not read 'DON'T KNOW' and 'REFUSED' response choices aloud.**

**Purpose:**

- 1) Confirm injury/ER visit data contained in NEISS**
- 2) Gather information on race/ethnicity, cell phone, and internet usage to help us focus consumer education and outreach, inform survey design decisions, and improve survey response rates. Additional questions probe respondents' willingness to complete surveys if offered a monetary incentive.**

**For questions, please contact  
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CPSC EPDS**

**Q.2 Interviewer: Complete before dialing. Please enter task number.**

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**Q.3 Hello, may I speak with \_\_\_\_\_?**

I'm calling on behalf of the U.S. Consumer Product Safety Commission. We analyze hospital emergency room data on injuries involving consumer products. We would like to ask you some questions that will help us improve our reporting capabilities and our ability to reach consumers with important product safety information.

Your answers will be kept confidential; no names will be associated with the answers. The information you provide will be used for statistical purposes only. You may, at any time, end the survey before completion. May I have a few minutes of your time?

Yes ..... 1  
No ..... 2

[IF THE ANSWER IS 1, THEN SKIP TO QUESTION 6]

**Q.4 Is there a better time when I may call you back?**

Yes ..... 1  
No ..... 2

[IF THE ANSWER IS 1, THEN SKIP TO QUESTION 5]  
[IF THE ANSWER IS 2, THEN SKIP TO QUESTION 32]

Q.5 Please indicate the more convenient time.

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[IF THE ANSWER TO QUESTION 4 IS 1, THEN SKIP TO QUESTION 32]

Q.6 I understand that you visited the \_\_\_\_\_ Emergency Room for an injury involving a/an \_\_\_\_\_ . Can you briefly describe what happened?

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Q.7 Due to the cultural diversity in the United States, we sometimes have difficulty communicating important product safety information to consumers. The following race and ethnicity questions will help us better focus our outreach and education efforts related to consumer product safety.

Q.8 Do you consider yourself to be Hispanic or Latino?

Yes ..... 1  
No ..... 2  
Don't know ..... 3  
Refused ..... 4



**Q.9 Interviewer: Please read race choices aloud and ask respondent to select ALL categories that apply. If respondent replies with anything other than the first 5 categories, select "Other" and in next question, enter their answer verbatim.**

What race or races do you consider yourself to be?

- White ..... 1
- Black/African American ..... 2
- Native American/Alaskan Native ..... 3
- Native Hawaiian/Pacific Islander ..... 4
- Asian ..... 5
- Other ..... 6
- Don't know ..... 7
- Refused ..... 8

[IF THE ANSWER IS NOT 6, THEN SKIP TO QUESTION 11]

Q.10 Please specify "other" race.

**Interviewer: if respondent states 'biracial' or 'multiracial', please prompt for specifics (country of origin, nationality, etc.) Otherwise, simply state 'biracial' or 'multiracial'.**

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**Q.11 Like many other federal government agencies, the CPSC has difficulty reaching people and getting them to respond to surveys. The next few questions deal with your cell phone and internet usage and your preference for one survey method over another.**

Q.12 Did I reach you on a cell phone for this call?

Yes ..... 1



No ..... 2  
Don't know ..... 3  
Refused ..... 4

[IF THE ANSWER IS 1, THEN SKIP TO QUESTION 14]

Q.13 Do you or anyone in your family have a working cell phone?

Yes ..... 1  
No ..... 2  
Don't know ..... 3  
Refused ..... 4

[IF THE ANSWER IS 2 OR 3 OR 4, THEN SKIP TO QUESTION 19]

Q.14 How many working cell phones do you or people in your family have?

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[IF THE ANSWER TO QUESTION 12 IS 2 OR 3 OR 4, THEN SKIP TO QUESTION 18]

Q.15 Is there at least one telephone inside your home that is currently working that is NOT a cell phone?

Yes ..... 1  
No ..... 2  
Don't know ..... 3



Q.16 Please select the following response that best describes your current location:

- At home ..... 1
- At work ..... 2
- Inside a motor vehicle ..... 3
- Other ..... 4
- Don't know ..... 5
- Refused ..... 6

[IF THE ANSWER IS NOT 4, THEN SKIP TO QUESTION 18]

Q.17 Please specify "other" location

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Q.18 Please select the answer that best describes your cell phone usage:

- All or most all calls received on cell phones ..... 1
- Some received on cell phones and some on regular phones ..... 2
- Very few or no calls on cell phones ..... 3
- Don't know ..... 4
- Refused ..... 5

Q.19 Do you have caller id on this phone?

- Yes ..... 1
- No ..... 2
- Don't know ..... 3
- Refused ..... 4





Q.20 Would you answer a call from an unknown or blocked number?

- Yes ..... 1
- No ..... 2
- Don't know ..... 3
- Refused ..... 4

Q.21 Please select one of the following that best describes how frequently you use the internet:

- Daily ..... 1
- Weekly ..... 2
- Monthly ..... 3
- At least once per year ..... 4
- Do not use internet ..... 5
- Don't know ..... 6
- Refused ..... 7

[IF THE ANSWER IS 5, THEN SKIP TO QUESTION 26]

Q.22 Typically which of the following equipment do you use most often to access the internet?

- Computer ..... 1
- Cell phone ..... 2
- Other portable device ..... 3
- Don't know ..... 4
- Refused ..... 5

[IF THE ANSWER IS NOT 3, THEN SKIP TO QUESTION 24]

Q.23 Please specify "other" portable device.

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Q.24 Where do you access the internet most often for personal use?

- Home ..... 1
- Work ..... 2
- Public library ..... 3
- Internet cafe ..... 4
- Other public place ..... 5
- Don't know ..... 6
- Refused ..... 7

[IF THE ANSWER IS NOT 5, THEN SKIP TO QUESTION 26]

Q.25 Please specify "other public place."

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Q.26 Which method would you prefer for answering a survey:

- Telephone ..... 1
- Internet ..... 2
- Mail ..... 3
- No preference ..... 4
- Refused ..... 5

[IF THE ANSWER IS NOT 2, THEN SKIP TO QUESTION 28]

Q.27 If a monetary incentive were provided upon completion of a survey, would you be more likely to answer the survey?

Yes ..... 1  
No ..... 2  
Don't know ..... 3  
Refused ..... 4

[IF THE ANSWER TO QUESTION 26 IS 2, AND...]  
[IF THE ANSWER IS 2, THEN SKIP TO QUESTION 30]  
[IF THE ANSWER IS NOT 2, THEN SKIP TO QUESTION 29]

Q.28 If a monetary incentive were provided, would you complete an INTERNET based survey?

Yes ..... 1  
No ..... 2  
Don't know ..... 3  
Refused ..... 4

[IF THE ANSWER IS 2, THEN SKIP TO QUESTION 30]

Q.29 For future surveys, which of the following would be the minimal amount you would consider appropriate compensation for completing a survey?

\$10 ..... 1  
\$20 ..... 2  
\$30 ..... 3  
\$40 ..... 4  
\$50 ..... 5

Q.30 Do you have any comments or suggestions that might help us improve survey completions?

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Q.31 **On behalf of the U.S. Consumer Product Safety Commission, I would like to thank you for your time and cooperation with this interview.**

Q.32 Thank you for your time.

**Interviewer: End interview.**

Q.33 **Interviewer: Please enter date interview was completed (MMDDYY)?**

MMDDYY..... \_\_\_\_\_