CFS Respondent Debriefing Questions

Group 1 Questions: Web respondents who uploaded spreadsheets
- What were your overall impressions of the Web survey?
- How did you find responding on the Web?
- Did you encounter any difficulties that you remember? If so, what were they?
- Our records indicate that you chose to upload your shipments in spreadsheet format. How did find that process?
- Did you encounter any difficulties with that process? If so what were they? (*Find out if difficulty could have been due to spreadsheet compatibility*)
- What could we have done to make it more clear what you needed to do to upload your shipments?
- Any suggestions for improving the Web survey?
- How did you gather the shipping information you provided?
- How do you organize your shipping records? Are they in hard copy? Electronic? Both?
- How long do you keep your shipping records?
- What would be the easiest way for you to provide information about your shipments? Is there a particular file format you would want to use?
- *(If the respondent indicates that s/he would like to provide "raw" shipping records)* Would you be willing to provide that information?
- The Census Bureau is considering not sending out paper forms. How would you feel about getting a letter pointing you toward the Web instead of form in the mail?

Group 2 Questions: Shipment entry method for Web respondents
- What were your overall impressions of the Web survey?
- How did you find the response process for the Web survey?
- Did you encounter any difficulties that you remember? If so, what were they?
- Do you remember entering your shipment information?
- Our records indicate that you entered them (screen-by-screen/using downloadable spreadsheet). How did you find that process?
- What made you choose that method (instead of the other method)?
- *If respondent did not realize there was another method:* What could we have done to make it more clear there was more than one way to enter the shipments?
- *If respondent indicated they had trouble uploading the spreadsheet:* What sort of difficulties did you encounter?
- Any suggestions for improving the Web survey?
- How did you gather the shipping information you provided?
- How do you organize your shipping records? Are they in hard copy? Electronic? Both?
- How long do you keep your shipping records?

- What would be the easiest way for you to provide information about your shipments? Is there a particular file format you would want to use?
- *(If the respondent indicates that s/he would like to provide "raw" shipping records)* Would you be willing to provide that information?
- The Census Bureau is considering not sending out paper forms. How would you feel about getting a letter pointing you toward the Web instead of form in the mail?

Group 3 Questions: Respondents that switched response mode
- What were your overall impressions of the survey?
- Did you encounter any difficulties that you remember? If so, what were they?
- How did you gather the shipping information you provided?
- How do you organize your shipping records? Are they in hard copy? Electronic? Both?
- How long do you keep your shipping records?
- What would be the easiest way for you to provide information about your shipments? Is there a particular file format you would want to use?
- *(If the respondent indicates that s/he would like to provide "raw" shipping records)* Would you be willing to provide that information?
- The Census Bureau is considering not sending out paper forms. How would you feel about getting a letter pointing you toward the Web instead of form in the mail?

For Web respondents who switched to paper:
- Our records indicate that you responded on the Web for some of the quarters. How did you find responding on the Web?
- Did you encounter any difficulties with the Web? If so, what were they?
- Our records indicate that you also responded on paper. Can you tell me what made you switch to paper?
- What could we do to encourage Web response in the future?
- Any suggestions for improving the Web survey?

For respondents that switched from paper to Web:
- Our records indicate that you responded on paper for some of the quarters. Can you tell me why you chose to respond on paper instead of the Web?
- Our records indicate that you also responded on the Web. Can you tell me what made you switch to the Web?
- What could we do to encourage Web response in the future?
- Any suggestions for improving the Web survey?

Group 4 Questions: Respondents who sent their records to NPC
- What were your overall impressions of the survey?
- Did you encounter any difficulties that you remember? If so, what were they?
- Our records indicate that you sent your shipping records to our processing center, instead of filling out the form. Can you tell me more about why you chose to respond that way?
- Did you consider responding on paper? The Web? Did you encounter any difficulties with filling out the paper or Web survey?
- What could we do to encourage Web response in the future?
- How did you gather the shipping information you provided?
- How do you organize your shipping records? Are they in hard copy? Electronic? Both?
- How long do you keep your shipping records?
- What would be the easiest way for you to provide information about your shipments? Is there a particular file format you would want to use?
- *(If the respondent indicates that s/he would like to provide "raw" shipping records)* Would you be willing to provide that information?
- The Census Bureau is considering not sending out paper forms. How would you feel about getting a letter pointing you toward the Web instead of form in the mail?

Group 5 Questions: Response process for multi-location businesses
- What were your overall impressions of the survey?
- Did you encounter any difficulties that you remember? If so, what were they?
- Our records indicate that that you fill out this survey for multiple locations. How did you coordinate that? *Find out if they had one person filling out the forms or distributed them to the locations.*
- Is it easier to respond on paper or the Web?
- What could we do to make Web response easier?
- How did you gather the shipping information you provided?
- How do you organize your shipping records? Are they in hard copy? Electronic? Both?
- How long do you keep your shipping records?
- What would be the easiest way for you to provide information about your shipments? Is there a particular file format you would want to use?
- *(If the respondent indicates that s/he would like to provide "raw" shipping records)* Would you be willing to provide that information?
- The Census Bureau is considering not sending out paper forms. How would you feel about getting a letter pointing you toward the Web instead of form in the mail?