

# Attachment G: ACS Respondent Burden Testing Protocol, Group 2, Version 2 (CAI)

## Introduction

Hello, my name is \_\_\_\_\_ and I work here at Westat. Thank you for taking the time to participate in this research study.

Westat is working to develop new questions for the American Community Survey, which is sponsored by the U.S. Census Bureau. Before surveys are conducted, it's important to try out questions with the help of people such as yourself. The survey asks questions about you and your household.

It is important that the questions make sense, are easy to answer, and that everyone understands the questions the same way. If you agree to take part in this study, I will read you the questions as if I were an interviewer contacting you at your home. Afterwards, I will ask you some questions about the answers you gave. There are no right or wrong answers. Our purpose is not to compile information about you. Instead, your interview along with those of others will show us how to improve these questions for a later survey.

# Informed Consent

Before we get started, there are a few things I should mention. This is a research project, and your participation is voluntary. If you prefer not to answer any questions just say so, and we'll go on to the next one. It's also okay if you change your mind after starting and would rather not participate.

All your answers, everything you say, will be kept confidential. We will not use your name in any reports. The interview will take about 40 minutes, and you will receive \$40. We will also need to audio record our conversation. This helps me, so I can listen to what you are saying and won't have to take a lot of detailed notes while you are talking; it will also help when we write up a summary of this interview. Only project staff will have access to the recording and other project materials, and those materials will be stored according to Title 13 requirements for protecting the identity of individual respondents. {Finally, some of the researchers developing the questions are here today observing our interview to learn if there are things that might need to be changed.}

**HAND CONSENT FORMS TO RESPONDENT**, This form contains all of the things I just told you about your rights in this interview. Please read it over and sign both copies if you are willing to take part in the study.

**HAVE R SIGN TWO CONSENT FORMS, KEEP ONE AND GIVE ONE TO RESPONDENT.**

**TURN ON RECORDER**. The date and time is \_\_\_\_\_. Now that the recorder is running, let me ask again, is it okay with you if we record this interview?

# Protocol

In a moment, I am going to begin asking you the questions. I'd like you to answer them as you would if I contacted you at home. Also, you will notice that some questions ask about "this place" or "this building," which refers to your home, not the building we are sitting in today. After I have finished asking you the questions, we will talk about some of the answers you gave. Before we begin, do you have any questions about the process?

## BEGIN AMERICAN COMMUNITY SURVEY ROSTER

ASK ENTIRE ROSTER, ROW BY ROW (ASKING ALL SUB-ITEMS FOR A QUESTION BEFORE MOVING TO THE NEXT PERSON). THEN STOP TO ASK P2 SELECTION QUESTION.

### P2 Selection Question

IF FOLDER INDICATES A HH MBR WAS NATURALIZED:

When we recruited you, you indicated someone else in the HH came to live in the US at a different time than you. Thinking about the list of people in your household we just made, which person is that? (IF MORE THAN ONE, SELECT THE FIRST-ELIGIBLE PERSON LISTED ON THE ROSTER AND WRITE NAME BELOW)

IF FOLDER DOES NOT INDICATE A HH MBR WAS NATURALIZED:

Is there anyone (else) in this household age 15 or older who was not born a U.S. citizen?

YES - SELECT THE NEXT PERSON FROM THE ROSTER WHO WAS NOT BORN A US CITIZEN

NO - GO TO COGNITIVE PROBES

FIRST NAME OF P2: \_\_\_\_\_

NOW ADMINISTER ACS HOUSING ITEMS, P1 AND P2 ITEMS.

IF P1 IS A NATURALIZED CITIZEN, CONTINUE. IF P1 WAS BORN ABROAD OF US CITIZEN PARENT, BORN IN A US TERRITORY, OR BORN ABROAD (NON-US CITIZEN) GO TO YEAR OF ENTRY PROBES ON PAGE 6 OF PROTOCOL. OTHERWISE, GO TO P2 PROBES ON PAGE 10 OF PROTOCOL

Let's turn our focus to your naturalization and entry to the United States.

#### **NATURALIZATION AND ENTRY PERSONAL NARRATIVE**

##### **Research Questions:**

- Does respondents' narrative history of their immigration and naturalization correspond with the answers they give for Questions 8 and 9?**
- Can respondents provide the exact year of naturalization for themselves?**
- Do respondents understand the concept of "naturalization"?**
- Can respondents provide the exact year of entry for themselves?**
- For those respondents who have moved into and out of the U.S. more than once, do they provide the most recent year of entry?**

Setting aside the survey questions I asked you, I would like to understand the timeline of your first moving to the U.S. and becoming a naturalized citizen. Can you please walk me through that process in your own words?

##### **IF NEEDED:**

- What was the main reason you came to the U.S. to live?
- When did you first arrive in the U.S. to live?
- After you first came to the U.S. to live, did you ever leave the U.S. to live somewhere else? (IF SO, When was the most recent time you came to live here?)
- How long after you arrived in the U.S. did you start the naturalization process?
- How long did the naturalization process take?
- How long after you arrived in the U.S. did you become a naturalized citizen?
- What was the actual date you were sworn in as a U.S. citizen?

Now let's return to the survey questions about naturalization and arrival to the United States that you answered earlier.

#### **YEAR OF NATURALIZATION: Q8C-D, PAGES 6-7**

##### **Research Questions:**

Which alternate version is easier for respondents to understand and answer and why?

Can respondents provide the exact year of naturalization for themselves?

Do respondents understand the concept of "naturalization"?

##### **IF THIS PERSON WAS BORN BEFORE 1985, READ THIS:**

8c. In what year did you become a naturalized citizen of the United States? Was it before 1985, between 1985 and 1996, between 1997 and 2004, or 2005 or later?

##### **IF THIS PERSON WAS BORN BETWEEN 1985 AND 1996, READ THIS:**

8c. In what year did you become a naturalized citizen of the United States? Was between 1985 and 1996, between 1997 and 2004, or 2005 or later?

##### **IF THIS PERSON WAS BORN BETWEEN 1997 AND 2004, READ THIS:**

8c. In what year did you become a naturalized citizen of the United States? Was it between 1997 and 2004, or 2005 or later?

8d. (If 2005 or later) In what year was that?

I asked you about the year you became a naturalized citizen, and you said {RESPONSE TO 8C OR RESPONSE TO 8D IF 2005 OR LATER}.

How easy or difficult was it for you to choose a category? What made it easy/difficult?

IF DIFFICULT: Did you think about choosing a different category than what you finally settled on for an answer? IF YES, Tell me about that.

This question asks about when you became a "naturalized citizen." What does "naturalized" mean to you?

IF ANSWERED 8D: How easy or difficult was it for you to say the exact year you were naturalized? What made it easy/difficult?

(IF PRIOR TO 2005) Would you have preferred to give your answer as an exact year, or in the ranges that I provided? Tell me more about your preference.

IF NATURALIZATION PROBES WEREN'T ADMINISTERED, READ INTRODUCTION STATEMENT BELOW. OTHERWISE, GO DIRECTLY TO PROBES:

Now let's turn our focus to when you came to live in the United States.

#### **YEAR OF ENTRY: Q9A-B, PAGE 8**

##### **Research Questions:**

Which alternate version is easier for respondents to understand and answer and why?

Can respondents provide the exact year of entry for themselves?

##### **IF THIS PERSON WAS BORN BEFORE 1985, READ THIS:**

9a. In what year did you come to live in the United States? Was it before 1985, between 1985 and 1996, between 1997 and 2004, or 2005 or later? If you came to live in the United States more than once, give the latest year.

##### **IF THIS PERSON WAS BORN BETWEEN 1985 AND 1996, READ THIS:**

9a. In what year did you come to live in the United States? Was it between 1985 and 1996, between 1997 and 2004, or 2005 or later? If you came to live in the United States more than once, give the latest year.

##### **IF THIS PERSON WAS BORN BETWEEN 1997 AND 2004, READ THIS:**

9a. In what year did you come to live in the United States? Was it between 1997 and 2004, or 2005 or later? If you came to live in the United States more than once, give the latest year.

9b. (If later than 2005) In what year was that?

I asked you about the year you came to live in the United States, and you said {RESPONSE TO 9A OR RESPONSE TO 9B IF 2005 OR LATER}.

How easy or difficult was it for you to choose a category? What made it easy/difficult?

IF DIFFICULT: Did you think about choosing a different category than what you finally settled on for an answer? IF YES, Tell me about that.

What did you think about groupings of the categories (before 1985, 1985 to 1996, 1997 to 2004, 2005 or later)? Would you have preferred some other grouping?

IF ANSWERED 9B: How easy or difficult was it for you to say the specific year you came to live in the United States? What made it easy/difficult?

(IF PRIOR TO 2005) Would you have preferred to give your answer as an exact year, or in the ranges that I provided? Tell me more about your preference.

This question asks about when you “came to live” in the United States. What does the phrase “came to live” mean to you?

IF NEEDED: Did you notice when I said, “If you came to live in the United States more than once, give the latest year?”

In your own words, what did you think this instruction meant?

**COMPARE ALTERNATE VERSION (Q9a):**

I'd like to present you with another way the question might be asked.

First let me remind you of the way I originally asked you the question.

[RE-READ QUESTION 9a]

IF THIS PERSON WAS BORN BEFORE 1985, READ THIS:

In what year did you come to live in the United States? Was it before 1985, between 1985 and 1996, between 1997 and 2004, or 2005 or later? If you came to live in the United States more than once, give the latest year.

IF THIS PERSON WAS BORN BETWEEN 1985 AND 1996, READ THIS:

In what year did you come to live in the United States? Was it between 1985 and 1996, between 1997 and 2004, or 2005 or later? If you came to live in the United States more than once, give the latest year.

IF THIS PERSON WAS BORN BETWEEN 1997 AND 2004, READ THIS:

In what year did you come to live in the United States? Was it between 1997 and 2004, or 2005 or later? If you came to live in the United States more than once, give the latest year.]

Now here is the other way this question could be asked:

IF THIS PERSON WAS BORN BEFORE 1985, READ THIS:

9a. In what year did you come to live in the United States? Was it before 1985, between 1985 and 1989, between 1990 and 1994, between 1995 and 1999, between 2000 and 2004, or 2005 or later? If you came to live in the United States more than once, give the latest year.

IF THIS PERSON WAS BORN BETWEEN 1985 AND 1989, READ THIS:

9a. In what year did you come to live in the United States? Was it between 1985 and 1989, between 1990 and 1994, between 1995 and 1999, between 2000 and



2004, or 2005 or later? If you came to live in the United States more than once, give the latest year.

IF THIS PERSON WAS BORN BETWEEN 1990 AND 1994, READ THIS:

9a. In what year did you come to live in the United States? Was between 1990 and 1994, 1995 and 1999, between 2000 and 2004, or 2005 or later? If you came to live in the United States more than once, give the latest year.

IF THIS PERSON WAS BORN BETWEEN 1995 AND 1999, READ THIS:

9a. In what year did you come to live in the United States? Was between 1995 and 1999, between 2000 and 2004, or 2005 or later? If you came to live in the United States more than once, give the latest year.]

Does one of these seem easier to answer than the other? What makes you say that?

[IF DETAILED QUESTIONS FOR PERSON 2 WERE ADMINISTERED, CONTINUE. OTHERWISE, SKIP TO CLOSING]

Now we will focus on the questions I asked about [PERSON 2's] naturalization and year of entry to the United States.

IF P1 DETAILED PROBES WERE NOT ADMINISTERED: Now let's turn our focus to the questions about [PERSON 2]'s naturalization and entry to the United States.

Setting aside the survey questions I asked about [PERSON 2], I would like to understand the timeline of [PERSON 2]'s moving to the U.S. and becoming a naturalized citizen. Can you please walk me through [PERSON 2]'s process in your own words?

IF NEEDED:

What was the main reason [PERSON 2] came to the U.S. to live?

When did [PERSON 2] first arrive in the U.S. to live?

After [PERSON 2] first came to the U.S. to live, did [PERSON 2] ever leave the U.S. to live somewhere else? (IF SO, When was the most recent time [PERSON 2] came to live here?)

How long after [PERSON 2] arrived in the U.S. did [PERSON 2] start the naturalization process?

How long did the naturalization process take?

How long after [PERSON 2] arrived in the U.S. did [PERSON 2] become a naturalized citizen?

What was the actual date [PERSON 2] was sworn in as a U.S. citizen?

**YEAR OF NATURALIZATION P2: Q8C-D, PAGE 9**

**Research Questions:**

Which alternate version is easier for respondents to understand and answer and why?

Can respondents provide the exact year of naturalization for the household member they're reporting for?

Do respondents understand the concept of "naturalization"?

**IF THIS PERSON WAS BORN BEFORE 1985, READ THIS:**

**8c. In what year did <Name> become a naturalized citizen of the United States? Was it before 1985, between 1985 and 1996, between 1997 and 2004, or 2005 or later?**

**IF THIS PERSON WAS BORN BETWEEN 1985 AND 1996, READ THIS:**

**8c. In what year did <Name> become a naturalized citizen of the United States? Was between 1985 and 1996, between 1997 and 2004, or 2005 or later?**

**IF THIS PERSON WAS BORN BETWEEN 1997 AND 2004, READ THIS:**

**8c. In what year did <Name> become a naturalized citizen of the United States? Was it between 1997 and 2004, or 2005 or later?**

**8d. (If later than 2005) In what year was that?**

I asked you about the year [PERSON 2] became a naturalized citizen, and you said {RESPONSE TO 8C}.

IF NOT ASKED IN P1 PROBES: This question asks about when [PERSON 2] became a "naturalized citizen." What does "naturalized" mean to you?

How easy or difficult was it for you to choose an answer for [HOUSEHOLD MEMBER]?  
What made it easy/difficult?

IF DIFFICULT: Did you think about choosing a different category than what you finally settled on for an answer? IF YES, Tell me about that.

How confident are you in your response?

IF ANSWERED 8D: How easy or difficult was it for you to say the exact year [PERSON 2] was naturalized? What made it easy/difficult?

(IF PRIOR TO 2005) Would you have preferred to give your answer as an exact year, or in the ranges that I provided? Tell me more about your preference.

#### **YEAR OF ENTRY P2: Q9A-B, PAGE 11**

##### **Research Questions:**

Which alternate version is easier for respondents to understand and answer and why?

Can respondents provide the exact year of entry for their household member?

#### **IF THIS PERSON WAS BORN BEFORE 1985, READ THIS:**

9a. In what year did <Name> come to live in the United States? Was it before 1985, between 1985 and 1996, between 1997 and 2004, or 2005 or later? If <Name> came to live in the United States more than once, give the latest year.

#### **IF THIS PERSON WAS BORN BETWEEN 1985 AND 1996, READ THIS:**

**9a. In what year did <Name> come to live in the United States? Was it between 1985 and 1996, between 1997 and 2004, or 2005 or later? If <Name> came to live in the United States more than once, give the latest year.**

**IF THIS PERSON WAS BORN BETWEEN 1997 AND 2004, READ THIS:**

**9a. In what year did <Name> come to live in the United States? Was it between 1997 and 2004, or 2005 or later? If <Name> came to live in the United States more than once, give the latest year.**

**9b. (If later than 2005) In what year was that?**

I asked you about the year [PERSON 2] came to live in the U.S., and you said {RESPONSE TO 9A}.

Did [PERSON 2] come to live in the U.S. more than once? IF YES: Were you thinking about the “last time” [PERSON 2] came to live in the U.S. or the first time?

How easy or difficult was it for you to answer for [PERSON 2]? What made it easy/difficult?

IF DIFFICULT: Did you think about choosing a different category than what you finally settled on for an answer? IF YES, Tell me about that.

What did you think about groupings of the categories (before 1985, 1985 to 1996, 1997 to 2004, 2005 or later)? Would you have preferred some other grouping?

IF ANSWERED 9B: How easy or difficult was it for you to say the specific year [PERSON 2] came to live in the United States? What made it easy/difficult?

(IF PRIOR TO 2005) Would you have preferred to give [PERSON 2's] answer as an exact year, or in the ranges that I provided? Tell me more about your preference.

How confident are you in your response?

**IF NOT ALREADY ASKED IN P1 PROBES:**

This question asks about when [PERSON 2] “came to live” in the United States. What does the phrase “came to live” mean to you?

IF NEEDED: When I said, “If <Name> came to live in the United States more than once,” in your own words, what did you think I was asking?

**IF ALTERNATE VERSION NOT ALREADY SHOWN (Q9a):**

I'd like to present you with another way the question might be asked.

First let me remind you of the way I originally asked you the question.

[RE-READ QUESTION 9a]

IF THIS PERSON WAS BORN BEFORE 1985, READ THIS:

9a. In what year did <Name> come to live in the United States? Was it before 1985, between 1985 and 1996, between 1997 and 2004, or 2005 or later? If <Name> came to live in the United States more than once, give the latest year.

IF THIS PERSON WAS BORN BETWEEN 1985 AND 1996, READ THIS:

9a. In what year did <Name> come to live in the United States? Was it between 1985 and 1996, between 1997 and 2004, or 2005 or later? If <Name> came to live in the United States more than once, give the latest year.

IF THIS PERSON WAS BORN BETWEEN 1997 AND 2004, READ THIS:

9a. In what year did <Name> come to live in the United States? Was it between 1997 and 2004, or 2005 or later? If <Name> came to live in the United States more than once, give the latest year.

Now here is the other way this question could be asked:

IF THIS PERSON WAS BORN BEFORE 1985, READ THIS:

9a. In what year did <Name> come to live in the United States? Was it before 1985, between 1985 and 1989, between 1990 and 1994, between 1995 and 1999, between 2000 and 2004, or 2005 or later? If <Name> came to live in the United States more than once, give the latest year.

IF THIS PERSON WAS BORN BETWEEN 1985 AND 1989, READ THIS:

9a. In what year did <Name> come to live in the United States? Was it between 1985 and 1989, between 1990 and 1994, between 1995 and 1999, between 2000 and 2004, or 2005 or later? If <Name> came to live in the United States more than once, give the latest year.

IF THIS PERSON WAS BORN BETWEEN 1990 AND 1994, READ THIS:

9a. In what year did <Name> come to live in the United States? Was between 1990 and 1994, 1995 and 1999, between 2000 and 2004, or 2005 or later? If <Name> came to live in the United States more than once, give the latest year.

IF THIS PERSON WAS BORN BETWEEN 1995 AND 1999, READ THIS:

9a. In what year did <Name> come to live in the United States? Was between 1995 and 1999, between 2000 and 2004, or 2005 or later? If <Name> came to live in the United States more than once, give the latest year.

Does one of these seem easier to answer than the other? What makes you say that?

Now I want to back up to some questions I asked at the beginning of the survey.

#### **HOUSING: Q2A, 2B, PAGE 2**

##### **Research Questions:**

**Can respondents provide the exact year their building was first built?**

**Which alternative version is easier for respondents to understand and answer and why?**

**Do respondents have any difficulty comprehending the question when the categories are read aloud to them?**

**2a. About when was this <house/apartment/mobile home > first built?**

**Was it first built in 2010 or later, between 1980 and 2009, between 1940 and 1979, or 1939 or earlier?**

**2b. (If 2010 or later) In what year was that?**

Let's go back to the question I asked you about when this <house/apartment/mobile home> was first built. I asked if it was first built in 2010 or later, between 1980 and 2009, between 1940 and 1979, or 1939 or earlier. You said {REPEAT R'S ANSWER TO Q2a}.

Tell me more about your answer.

How confident are you in your answer about when your residence was first built? Say more about that.

IF ANSWERED 2b: How easy or difficult was it to recall the exact year your residence was built? What made it easy/difficult?

What do you think I meant when I said "first" built?

What reaction, if any, do you have to the order of how I read the categories aloud to you? (RE-READ CATEGORIES)

How easy or difficult was it to choose a year range? What made it easy/difficult?

**COMPARE ALTERNATE VERSION (Q2a):**

I'd like to present you with another way the question might be asked.

First let me remind you of the way I originally asked you the question. "About when was this <house/apartment/mobile home> first built? Was it first built in 2010 or later, between 1980 and 2009, between 1940 and 1979, or 1939 or earlier?"

Now here is the other way this question could be asked. "About when was this <house/apartment/mobile home > first built? Was it first built in 2010 or later, between 2000 and 2009, between 1980 and 1999, between 1960 and 1979, between 1940 and 1959, or 1939 or earlier?"

Does one of these seem easier to answer than the other? What makes you say that?



Now we will focus on the questions I asked about computers, phones and internet use.

#### COMPUTING DEVICES: Q8A,B, PAGE 4

##### Research Questions:

How easy or difficult do respondents with and without smartphones find the Telephone/Computer/Internet questions to answer and why?

Do respondents correctly understand and use this terminology for their computing devices?

**8a. 1At this <house/apartment/mobile home/unit>, do you or any member of this household own or use a desktop, laptop, or a tablet?**

**8b. At this <house/apartment/mobile home/unit>, do you or any member of this household own or use a smartphone?**

I asked you if you or any member of your household owns or uses a desktop/laptop computer or tablet. IF YES, Tell me what devices you were thinking of when you answered yes. IF NO, Can you give me some examples of these kinds of devices?

I asked you if you or any member of your household owns or uses a smartphone.

IF YES, Tell me about those smartphones. IF NEEDED, What makes them a smartphone?

IF NO, What kind of phone or phones do you or anyone in your household own or use? In your mind, what is a “smartphone”?

**SMARTPHONE PAID PLAN: Q9, PAGE 4**

**Research Questions:**

**How easy or difficult do respondents with and without smartphones find the Telephone/Computer/Internet questions to use and why?**

**9. Do any of the smartphones owned or used by you or any member of this household have a paid cellular data plan for accessing the Internet?**

Next I asked you if any of the smartphones owned or used by you or any member of this household have a paid cellular data plan for accessing the Internet. What made you say {yes/no}?

IF NEEDED: How are you able to access the Internet from your smartphone? Do you have to be in a WiFi area to access the Internet, or do you have a wireless network like 3G or 4G?

(IF YES) Can you explain to me what your “paid cellular data plan” is?

(IF NO) What do you think is meant by a “paid cellular data plan”?

#### INTERNET ACCESS: Q10A-F, PAGE 4

##### Research Questions:

How easy or difficult do respondents with and without smartphones find the Telephone/Computer/Internet questions to use and why?

Do respondents understand this item relates to Internet access they pay for?

Do respondents find item 8a repetitive if they responded that they do not have a smartphone, or a data plan for their smartphone?

What “other” responses do respondents provide? Specifically, are those who said “yes” at Q7 also reporting their smartphone data plan in “other”?

What terminology is used to talk about how people access the Internet?

**10a. Do you or any member of this household pay for access to the Internet using a cellular data plan for a mobile device?**

**10b. Do you or any member of this household pay for access to the Internet using a broadband or high speed Internet service such as cable, fiber optic, or DSL service installed in this <house/apartment/mobile home/unit >?**

**10c. Do you or any member of this household pay for access to the Internet using a satellite Internet service installed in this <house/apartment/mobile home/unit >?**

**10d. Do you or any member of this household pay for access to the Internet using a dial-up Internet service installed in this <house/apartment/mobile home/unit >?**

**10e. Do you or any member of this household pay for access to the Internet using some other service?**

**10f. What is this other type of Internet service?**

I asked you about how you connect to the Internet using either (a mobile device,) broadband or high speed, satellite, dial-up service, or other, and you said {RESPONSES TO Q10A-F}. Tell me more about how you connect to the Internet in your home.

These questions ask about whether you or any member of this household “pay for access to the Internet.” What does “pay for access to the Internet” mean to you?

IF NEEDED (FOR ITEMS WHERE R ANSWERED YES): Do you pay for that service or not?

IF NEEDED AND IF Q9A=YES OR Q10A=YES: Suppose you did not have to pay for internet access in your home, for example, if you rent an apartment where it is provided for free in the building. How would you have answered for [YES RESPONSES TO Q10A-F]?

In your mind, do any of these ways of accessing the Internet seem the same or similar (cellular data plan, broadband or high speed, satellite, or dial-up service)? [IF YES]  
Which ones? Are you unfamiliar with any of them?

What did you think of "cable, fiber optic, or DSL service" as examples of broadband or high speed Internet? Are you unfamiliar with any of those examples?

[IF QUESTION 9=NO] Earlier you said “no” when I asked whether any of the smartphones used by you or any member of this household have a paid cellular data plan for accessing the Internet. Then the next question I asked was “Do you or any member of this household pay for access to the Internet using a cellular data plan for a mobile device.” How are these two questions the same or different?

[IF NEEDED: IF Q9=NO AND Q10A=YES] Tell us more about why you answered these two questions differently.

**IF QUESTION 11 WAS NOT ASKED, SKIP TO CLOSING AND INCENTIVE**

**PHONE ACCESS: Q11, PAGE 5**

**Research Questions:**

**How easy or difficult do respondents with and without smartphones find the Telephone/Computer/Internet questions to use and why?**

**11. Can you or any member of this household both make and receive phone calls when at this <house/apartment/mobile home/unit>? Include calls using cell phones, land lines, or other phone devices.**

Next I asked if you or any member of this household can both make and receive phone calls when at this <house/apartment/mobile home/unit>, and to include calls using cell phones, land lines, or other phone devices. And you said {yes/no}.

IF NEEDED Please describe the different ways that members of your family make phone calls from your household. NOTE LANGUAGE R USES AND TYPES OF SERVICES MENTIONED.

When I asked the question I said to include calls using cell phones, landlines, or other phone devices. What were you thinking about when I said “other phone devices”?

### Closing and Incentive

**IF OBSERVERS ARE PRESENT, CHECK TO SEE IF THEY HAVE FURTHER QUESTIONS.**

Those are all the questions I have for you. Is there anything we haven't discussed that you would like to mention?

**DISCUSS ANY RESPONDENT COMMENTS.**

Thank you for your time.

**STOP TAPE RECORDER.  
GIVE INCENTIVE AND HAVE RESPONDENT SIGN RECEIPT.**