

**Feedback Sessions for Consumer.gov and Consumidor.gov
Screening Documents**

Participant Recruitment Process – Native English Speakers

Total Number of Participants: 8

Testing Dates: TBD

In Person Location: TBD

Length of Each Session: 1 hour

Incentive: \$75

Participant breakdown:

Participants will need to be recruited based on the following categories:

- **Native English Speakers – 8**

Note:

Each of the above attributes will be vetted by the screening questions that follow in this document.

- **Questions to be asked out loud are in bold.**
 - *Questions to be recorded are in italics.*
 - If you already know an answer to a question, please record and do not ask the question.
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Introduction:

Hello, my name is _____ and I am from _____. We are conducting a research study about a website. We need people who will spend an hour using the website and answering questions about it. Each person will receive \$75 for participating. The sessions will be on [Date TBD] at [Location TBD].

Are you interested in participating?

Yes	CONTINUE
No	DO NOT RECRUIT

First I need to make sure that you are qualified to participate in the study. I need you to answer a few questions.

1. *Note literacy level:*

<i>Beginning ABE Literacy</i>	DO NOT RECRUIT
<i>Beginning Basic Education</i>	DO NOT RECRUIT
<i>Low Intermediate Basic Education</i>	CONTINUE (recruit a mix)
<i>High Intermediate Basic Education</i>	CONTINUE (recruit a mix)
<i>Low Adult Secondary Education</i>	DO NOT RECRUIT
<i>High Adult Secondary Education</i>	DO NOT RECRUIT

2. *Note gender:*

<i>Male</i>	CONTINUE (Recruit a mix)
<i>Female</i>	CONTINUE (Recruit a mix)

3. Which of the following includes your age?

Under 20	DO NOT RECRUIT
21 - 40	CONTINUE (Recruit a mix)
41 – 65	CONTINUE (Recruit a mix)
66 - 74	CONTINUE (Recruit a mix)
Above 75	CONTINUE (Recruit a mix)

4. Do you need glasses to read? *NOTE: Contacts are fine. Interviewer should let participant know that they should be wearing contacts the day of the testing.*

Yes	DO NOT RECRUIT
No	CONTINUE

5. Do you use the Internet?

Yes	CONTINUE
No	DO NOT RECRUIT

6. Can you tell me a few websites that you have visited yourself?

Probe to see if they can name three websites.

CONTINUE IF RESPONDENT NAMES THREE SITES, OTHERWISE DO NOT RECRUIT

7. Do you use the internet everyday? Every week?

EVERYDAY:

In a typical day, about how much time do you spend using the Internet?

Less than 1 hour	DO NOT RECRUIT
1 hours	CONTINUE (Recruit a mix)
2 hours	CONTINUE (Recruit a mix)
2-3 hours	DO NOT RECRUIT
More than 3 hours	DO NOT RECRUIT

EVERY WEEK:

In a typical week, about how much time do you spend using the Internet?

Less than 3 hours	DO NOT RECRUIT
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3-5 hours	CONTINUE (Recruit a mix)
6-15 hours	CONTINUE (Recruit a mix)
15-30 hours	DO NOT RECRUIT
More than 30 hours	DO NOT RECRUIT

INVITATION

Thank you very much for taking the time to answer these questions. You qualify to participate in this study!

We would like to ask you to participate in a one-on-one session in which we will ask you to participate in an hour long discussion and interact with a website.

We will also ask you to sign a form giving permission to record the session. The recordings will be used for research purposes only. Your name and personal information will NOT be shared at any time.

To thank you for your time and participation, we will offer you a payment of \$75.

IF PARTICIPANT DOES NOT QUALIFY

I really appreciate your time answering these questions; unfortunately you don't qualify for this study. Thanks again for your help.

Participant Recruitment Process – Native Spanish Speakers Testing in Spanish

Total Number of Participants: 8

Testing Dates: TBD

In Person Location: TBD

Length of Each Session: 1 hour

Incentive: \$75

Participant breakdown:

Participants will need to be recruited based on the following categories:

- **Native Spanish Speakers – 8**

Note:

Each of the above attributes will be vetted by the screening questions that follow in this document.

- **Questions to be asked out loud are in bold.**
- *Questions to be recorded are in italics.*
- If you already know an answer to a question, please record and do not ask the question.

Introduction:

Hello, my name is _____ and I am from _____. We are conducting a research study about a website. We need people who will spend an hour using the website and answering questions about it. Each person will receive \$75 for participating. The sessions will be on [Date TBD] at [Location TBD].

Are you interested in participating?

Yes	CONTINUE
No	DO NOT RECRUIT

First I need to make sure that you are qualified to participate in the study. I need you to answer a few questions.

8. **Please read the following story and tell me when you're done.** *[Give Prepaid Cards Article (Appendix) to respondent.]*

[Once respondent has notified you that s/he is done.] **Great. Please tell me what happened to David.**

Give 1 point if respondent mentions each of the following facts:

- *Getting the card*
- *Loading money on the card*
- *Finding out that David had to pay lots of fees*

[Add number of points.]

<i>1 Point</i>	DO NOT RECRUIT
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<i>2 Points but struggled</i>	DO NOT RECRUIT
<i>2-3 Points</i>	CONTINUE

9. I'm going to ask you a couple questions and give you options on how to answer:

	Only Spanish	Spanish better than English	Both the same	English better than Spanish	Only English
In general, what language do you read and write?					
In general, what language do you speak at home?					
In general, what language do you speak with your friends?					
CONTINUE			Maximum 3 answers	Do not recruit	Do not recruit

CONTINUE – For respondents who answered any combination of “Only Spanish” and/or “Spanish better than English” for all questions.

CONTINUE – For respondents who answered a combination of “Only Spanish” and/or “Spanish better than English” for all questions and a maximum of three (3) of “Both the same”

DO NOT RECRUIT – For respondents who answered “English better than Spanish” or “Only English” to any question.

10. Note gender:

<i>Male</i>	CONTINUE (Recruit a mix)
<i>Female</i>	CONTINUE (Recruit a mix)

11. Which of the following includes your age?

Under 20	DO NOT RECRUIT
21 - 40	CONTINUE (Recruit a mix)
41 – 65	CONTINUE (Recruit a mix)
66 - 74	CONTINUE (Recruit a mix)
Above 75	CONTINUE (Recruit a mix)

12. Do you need glasses to read? *NOTE: Contacts are fine.*

Yes	DO NOT RECRUIT
No	CONTINUE

13. Do you use the Internet?

Yes	CONTINUE
No	DO NOT RECRUIT

14. Can you tell me a few websites that you have visited yourself?

Probe to see if they can name three websites.

CONTINUE IF RESPONDENT NAMES THREE SITES, OTHERWISE DO NOT RECRUIT

15. Do you use the internet every day? Every week?

EVERY DAY:

In a typical day, about how much time do you spend using the Internet?

Less than 1 hour	DO NOT RECRUIT
1 hour	CONTINUE (Recruit a mix)
2 hours	CONTINUE (Recruit a mix)
2-3 hours	DO NOT RECRUIT
More than 3 hours	DO NOT RECRUIT

EVERY WEEK:

In a typical week, about how much time do you spend using the Internet?

Less than 3 hours	DO NOT RECRUIT
3-5 hours	CONTINUE (Recruit a mix)
6-15 hours	CONTINUE (Recruit a mix)
15-30 hours	DO NOT RECRUIT
More than 30 hours	DO NOT RECRUIT

INVITATION

Thank you very much for taking the time to answer these questions. You qualify to participate in this study!

We would like to ask you to participate in a one-on-one session in which we will ask you to participate in an hour long discussion and interact with a website.

We will also ask you to sign a form giving permission to record the session. The recordings will be used for research purposes only. Your name and personal information will NOT be shared at any time.

To thank you for your time and participation, we will offer you a payment of \$75.

IF PARTICIPANT DOES NOT QUALIFY

I really appreciate your time answering these questions; unfortunately you don't qualify for this study. Thanks again for your help.

Participant Recruitment Process – Native Spanish Speakers Testing in English

Total Number of Participants: 8

Testing Dates: TBD

In Person Location: TBD

Length of Each Session: 1 hour

Incentive: \$75

Participant breakdown:

Participants will need to be recruited based on the following categories:

- **Native Spanish Speakers Who Are English Learners – 8**

Note:

Each of the above attributes will be vetted by the screening questions that follow in this document.

- **Questions to be asked out loud are in bold.**
- *Questions to be recorded are in italics.*
- If you already know an answer to a question, please record and do not ask the question.

Introduction:

Hello, my name is _____ and I am from _____. We are conducting a research study about a website. We need people who will spend an hour using the website and answering questions about it. Each person will receive \$75 for participating. The sessions will be on [Date TBD] at [Location TBD].

Are you interested in participating?

Yes	CONTINUE
No	DO NOT RECRUIT

First I need to make sure that you are qualified to participate in the study. I need you to answer a few questions.

16. *Note literacy level:*

<i>Beginning ESL Literacy</i>	DO NOT RECRUIT
<i>Low Beginning ESL</i>	DO NOT RECRUIT
<i>High Beginning ESL</i>	DO NOT RECRUIT
<i>Low Intermediate ESL</i>	CONTINUE (recruit a mix)
<i>High Intermediate ESL</i>	CONTINUE (recruit a mix)
<i>Advanced ESL</i>	DO NOT RECRUIT

17. **I'm going to ask you a couple of questions and give you options on how to answer:**

	Only	Spanish better	Both the	English better	Only
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	Spanish	than English	same	than Spanish	English
In general, what language do you read and write?					
In general, what language do you speak at home?					
In general, what language do you speak with your friends?					
CONTINUE			Maximum 3 answers	Do not recruit*	Do not recruit

CONTINUE – For respondents who answered any combination of “Only Spanish” and/or “Spanish better than English” for all questions.

CONTINUE – For respondents who answered a combination of “Only Spanish” and/or “Spanish better than English” for all questions and a maximum of three (3) of “Both the same”

*CONTINUE – For respondents who answered “English better than Spanish” for reading/writing, but “Only Spanish,” “Spanish better than English,” or “Both the same” for the other two questions

DO NOT RECRUIT – For respondents who answered “English better than Spanish” or “Only English” to either of the second two questions.

18. *Note gender:*

<i>Male</i>	CONTINUE (Recruit a mix)
<i>Female</i>	CONTINUE (Recruit a mix)

19. **Which of the following includes your age?**

Under 20	DO NOT RECRUIT
21 - 40	CONTINUE (Recruit a mix)
41 – 65	CONTINUE (Recruit a mix)
66 - 74	CONTINUE (Recruit a mix)
Above 75	CONTINUE (Recruit a mix)

20. **Do you need glasses to read?** *NOTE: Contacts are fine.*

Interviewer should let participant know that they should be wearing contacts the day of the testing.

Yes	DO NOT RECRUIT
No	CONTINUE

21. **Do you use the Internet?**

Yes	CONTINUE
No	DO NOT RECRUIT

22. **Can you tell me a few websites that you have visited yourself?**

Probe to see if they can name three websites.

CONTINUE IF RESPONDENT NAMES THREE SITES, OTHERWISE DO NOT RECRUIT

23. **Do you use the internet everyday? Every week?**

EVERYDAY:

In a typical day, about how much time do you spend using the Internet?

Less than 1 hour	DO NOT RECRUIT
1 hour	CONTINUE (Recruit a mix)
2 hours	CONTINUE (Recruit a mix)
2-3 hours	DO NOT RECRUIT
More than 3 hours	DO NOT RECRUIT

EVERY WEEK:

In a typical week, about how much time do you spend using the Internet?

Less than 3 hours	DO NOT RECRUIT
3-5 hours	CONTINUE (Recruit a mix)
6-15 hours	CONTINUE (Recruit a mix)
15-30 hours	DO NOT RECRUIT
More than 30 hours	DO NOT RECRUIT

INVITATION

Thank you very much for taking the time to answer these questions. You qualify to participate in this study!

We would like to ask you to participate in a one-on-one session in which we will ask you to participate in an hour long discussion and interact with a website.

We will also ask you to sign a form giving permission to record the session. The recordings will be used for research purposes only. Your name and personal information will NOT be shared at any time.

To thank you for your time and participation, we will offer you a payment of \$75.

IF PARTICIPANT DOES NOT QUALIFY

I really appreciate your time answering these questions; unfortunately you don't qualify for this study. Thanks again for your help.