

**COGNITIVE PRETESTING OF THE  
2015 CPS COMPUTER AND INTERNET USE SUPPLEMENT**

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# COGNITIVE PRETESTING OF THE 2015 CPS COMPUTER AND INTERNET USE SUPPLEMENT

## ABSTRACT

In an interagency project between the National Telecommunications and Information Administration (NTIA) and the U.S. Census Bureau, the Census Bureau's Center for Survey Measurement conducted cognitive interview research on the Computer and Internet Use Supplement (CIUS). The CIUS is a supplement of the Current Population Survey (CPS). The purpose of this research was to test new or revised questions in the CIUS. Two iterative rounds of testing were conducted, with 15 respondents interviewed each round.

Overall, results from both rounds showed that respondents were able to answer most questions with little to no difficulty. In Round 1, the remaining questions did not clearly account for all relevant situations, or had terms to describe computing or Internet technology that were too technical for the respondent to understand. Furthermore, most respondents used recall periods for computer and Internet use that were longer than the intended recall period. In Round 2, revisions made to the CIUS resulted in questions that better accounted for relevant situations, and instructions that had respondents use the intended recall period. However, respondents still were not able to understand some of the technology terms despite adding definitions for some of the terms as part of the response category. The results of these cognitive interviews will help inform the upcoming 2015 CIUS, which will be implemented in the field in May 2015.

**Keywords:** mobile devices, cyber security, Hispanic respondents

## **COGNITIVE PRETESTING OF THE 2015 CPS COMPUTER AND INTERNET USE SUPPLEMENT**

### **1. INTRODUCTION**

Since 1994, the Computer and Internet Use Supplement (CIUS) has been used as a supplement of the Current Population Survey (CPS). The goal of this supplement is to measure the United States population's access to and use of the Internet, computers, and similar computing devices.

Because technology is a rapidly changing field, it is essential for surveys about the use of technology to stay current. Thus, questions about computers, similar computing devices, and Internet use may change with each iteration of the CIUS. Since the 2015 version will be the 13<sup>th</sup> iteration of the CIUS, it is also important for the supplement to remain stable enough for time-series comparisons. In order to meet these two objectives, the survey was restructured for 2015 and submitted for cognitive testing.

A variety of changes were made to the CIUS questionnaire to improve the quality of data collection in 2015. One of the major changes in the 2015 CIUS is a change to asking questions about the use of individual computing devices rather than asking about a group of devices. With the growth of smartphone and tablet use, for example, Internet use is an increasingly individual activity. Based on this trend, a second major change is a shift from household level data towards individual level data.

Furthermore, in 2013, computer use as measured by the CIUS fell for the first time since 1994. A review of the supplement found that question wording about the type of devices used might have had an impact on the measurement of computer use. The most dramatic decrease in computer use was found in the Hispanic population.

To test these new CIUS features and find insight into why data from the Hispanic population show a particularly large decrease in computer use, staff from the Center for Survey Measurement (CSM) conducted cognitive pretesting of the CIUS. This report presents findings and recommendations from two iterative rounds of cognitive testing.

## 2. METHOD

In September to December 2014, 30 face-to-face cognitive interviews were conducted in the Washington D.C. metropolitan area across two rounds of iterative cognitive testing. Fifteen interviews were conducted each round. The cognitive interviewing team for these interviews consisted of two CSM staff members. Results from Round 1 informed any changes made to questions before the second round of testing.

### 2.1 Respondent Selection

Our respondent screening and recruitment effort included targeting respondents who:

- had varying levels of Internet experience
- were Hispanic with varying levels of English language fluency
- lived in multiple-person households
- did and did not own smartphones

In addition to the above characteristics, respondents were recruited to represent a range of demographic characteristics, including gender, race, and socioeconomic status. Respondents were recruited through contacts with organizations that serve Spanish-speaking populations, advertisements in local newspapers, advertisements on Craigslist.com, and via personal networks. Most of the interviews were conducted in person at the Census Bureau Headquarters in Suitland, MD. The remaining eight interviews were conducted off-site at locations convenient to the respondents. Each of the 30 respondents received \$40 in cash as compensation for his or her time and travel to complete the interview.

### 2.2 Respondent Characteristics

The group of respondents in this study represents a wide range of ages, Internet experience levels, and language abilities. In terms of race, most respondents were of Hispanic origin and reported their “race” to be their Hispanic country of origin. Of the Hispanic respondents, eight were Spanish/English bilingual with low English proficiency<sup>1</sup>. In addition, most of the respondents owned a smartphone and were about even in number between those with “little to none” and “moderate to high” levels of Internet experience. See Table 1 for the remaining respondent characteristics.

**Table 1: Overall Sample Respondent Characteristics**

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<sup>1</sup> Hispanic respondents with low English proficiency were interviewed in English.

	<b>Round 1</b>	<b>Round 2</b>	<b>Total</b>
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<b>Gender</b>			
Female	9	9	18
Male	6	6	12
<b>Race</b>			
White	1	5	6
Black	6	8	14
Other	7	2	9
Don't Know	1	0	1
<b>Hispanic Origin</b>			
Hispanic	9	7	16
Not Hispanic	6	8	14
<b>Language Ability</b>			
English Only	8	8	16
Bilingual-English/Spanish - Low English Fluency <sup>2</sup>	4	4	8
Bilingual-English/Spanish - High English Fluency	3	3	6
<b>Age</b>			
23-30	3	1	4
31-50	5	5	10
51-60	6	7	13
61 and over	1	2	3
<b>Internet Experience</b>			
Moderate to high	8	8	16
Little to none	7	7	14
<b>Smartphone Ownership</b>			
Own Smartphone	13	12	25
Does not own Smartphone	2	3	5

### 2.3 The Cognitive Interview Protocol

The protocols used in this study focused on respondents' reactions to new and revised questions in the 2015 CIUS and used the concurrent think-aloud method, in which cognitive interviewers instructed respondents to describe aloud their thoughts, feelings, and interpretations while answering a question (Willis, 2005).

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<sup>2</sup> These respondents self-identified as having low English fluency.

At the start of the interview, interviewers informed the respondents that the purpose of the study was to see how well the CPS Computer and Internet Use supplement worked. Respondents were also told that information they provided would be confidential and their anonymity would be preserved. Interviewers instructed respondents to read and sign a consent form before the interview began. Respondents were also asked for permission to tape record the interview.

Interviewers then asked respondents to complete the interview as if an interviewer had come to their home. In addition to asking the CPS Computer and Internet Use Supplement questions, interviewers also asked respondents probing questions that were designed to address specific testing issues for that particular question. The interviewers made notes of any response difficulty, including question comprehension and response indecisiveness.

Finally, interviewers asked respondents a set of debriefing questions at the end of interview that gave respondents the opportunity to express their overall impressions of the interview, as well as make any other final comments. Interview times ranged from 16 minutes to 77 minutes, with an average time of 46 minutes.



### 3. ROUND 1 FINDINGS AND RECOMMENDATIONS

We present findings and recommendations for eight problematic questions, as well as for issues that span multiple questions. Among the eight problematic questions discussed here, most respondents understood these questions and were able to give a response without difficulty. However, most respondents unknowingly used a larger recall period than intended by the questionnaire, and some technology terms were difficult for respondents to understand. Further, a small number of respondents were in a situation that made responding to the question difficult given the question's current wording.

#### 3.1 Problematic Questions

19. INSCHL	<p><b>What about at school? [Do you/Does anyone in this household] use the Internet at school? (If yes &amp; is multi-person household) Who is that?</b></p> <p><i>(If yes &amp; is multi-person household) Who is that?</i></p> <ol style="list-style-type: none"><li>1. Yes - If yes, Enter persons by line number (1-16)</li><li>2. No</li><li>3. Don't know</li><li>4. Refuse</li></ol>
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Fifteen respondents answered this question, and two issues were raised during testing. One respondent had children who worked at a school. They used the Internet there for work, but do not attend the school's classes. Thus, the respondent was unsure of what answer to give.

**Recommendation:** Consider and decide whether Internet use at school by non-students is in scope for this question, and add a phrase for clarification based on this decision.

If Internet use by non-students is in scope, include a sentence stating that the person in question can also work at the school:

**What about at school? [Do you/Does anyone in this household] use the Internet at school? [You/Anyone in the household] can also work at the school." (If yes & is multi-person household) Who is that?**

If Internet use by non-students is not in scope, include a sentence about counting students only:

**What about at school? [Do you/Does anyone in this household] use the Internet at school? Count students only. (If yes & is multi-person household) Who is that?**

Another respondent reported “yes” to this question, but the respondent was referring to online classes. The respondent and interviewer were unsure if online classes apply to this question.

**Recommendation:** Consider and decide whether online classes should apply to this question, and add an additional line based on the decision. If online classes apply to this question, add a sentence stating that online classes apply:

**What about at school? [Do you/Does anyone in this household] use the Internet at school? Include online classes. (If yes & is multi-person household) Who is that**

If online classes do not apply, add the sentence instructing respondents to not include online classes:

**What about at school? [Do you/Does anyone in this household] use the Internet at school? Do not include online classes. (If yes & is multi-person household) Who is that?**

To avoid conflation with question Q46. EDTRAI, which asks respondents about using the Internet for online classes, CSM recommends that online classes not apply.

**NTIA response 1:** Neither school employees or online classes are in scope for this question. Thus, add an instruction that instructs respondents to only consider students, and to not include online classes:

**What about at school? [Do you/Does anyone in this household] use the Internet at school? Please count students only, and do not include online classes. (If yes & is multi-person household) Who is that?**

**NTIA response 2:** Switch the order of Q.20 INWORK and Q.19 INSCHL so that teachers and other school employees are not confused about their exclusion.

22. INTRAV	<p><b>What about while traveling between places? (If needed) [Do you/Does anyone in this household] use the Internet while traveling between places?</b></p> <p><i>(If yes &amp; is multi-person household) Who is that?</i></p> <ol style="list-style-type: none"> <li>1. Yes - If yes, Enter persons by line number (1-16)</li> <li>2. No</li> <li>3. Don't know</li> <li>4. Refuse</li> </ol>
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Fifteen respondents answered this question. Most respondents reported that while traveling between places, they use the Internet to find directions to their travel destination. However, one respondent reported “yes,” and stated the he used a stand-alone GPS system that operates using a satellite instead of the Internet.

**Recommendation.** Add a sentence instructing respondents to not include satellite-based GPS devices:

**What about while traveling between places? (If needed) [Do you/Does anyone in this household] use the Internet while traveling between places? Do not include satellite-based GPS devices.**

Another option is to add a lesson on this topic as part of field representative training.

**NTIA response:** Adopt the recommendation to add a lesson on this topic as part of field representative training.

29. HOMFAC	<p><b>Which of the following is the most important factor to your household regarding your home Internet service?</b></p> <p><i>Read and select best match</i></p> <ol style="list-style-type: none"> <li>1. Connection speed</li> <li>2. Reliability of Internet service</li> <li>3. Affordability</li> <li>4. Customer service or technical support</li> <li>5. Mobility or ability to use service outside the home</li> <li>6. Data caps</li> <li>7. Some other factor</li> </ol>
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Eleven respondents answered this question. Five respondents did not know the definition of “data caps.”

**Recommendation:** Replace the term “data caps” with a term that may be more commonly understood, such as “data use limits” or “data limits.” CSM aims to test any replacements to this term if this term is replaced before the second round of cognitive testing.

**NTIA response:** Adopt the recommendation to replace the term “data caps” with “data limits.”

37. TEXTIM	<p><b>What about texting or instant messaging? [Do you/Does NAME] use a texting or instant messaging service?</b></p> <ol style="list-style-type: none"><li>1. Yes</li><li>2. No</li><li>3. Don't know</li><li>4. Refuse</li></ol>
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Thirteen respondents answered this question. Instead of a smartphone, one respondent used a cellphone for texting. This cellphone does not use the Internet.

**Recommendation:** Consider and decide whether cellphone texting should apply to this question, and add a sentence for clarification based on the decision.

If cellphone texting does not apply, include a sentence that instructs respondents to not include texting from cellphones that cannot access the Internet:

**What about texting or instant messaging? [Do you/Does NAME] use a texting or instant messaging service? Do not include texting from cellphones that cannot access the Internet.”**

CSM recommends that cellphone texting not apply because the question series is about Internet use.

**NTIA response:** Do not adopt the recommendation.

43. ONTHEG	<p><b>What about on-the-go services such as maps, GPS, or reviews of nearby businesses? (If needed) [Do you/Does NAME] use on-the-go services? Examples include Google Maps, Yelp, and Fandango.</b></p> <ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> <li>3. Don't know</li> <li>4. Refuse</li> </ol>
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Thirteen respondents answered this question. One respondent reported using a stand-alone GPS that uses a satellite instead of the Internet.

**Recommendation:** Add a sentence instructing respondents to not include satellite-based GPS devices:

**What about on-the-go services such as maps, GPS, or reviews of nearby businesses? (If needed) [Do you/Does NAME] use on-the-go services? Examples include Google Maps, Yelp, and Fandango. Do not include satellite-based GPS devices.**

Another option is to include a lesson on this topic during field representative training.

**NTIA response:** Adopt the recommendation to add a lesson on this topic as part of future field representative training.

44. TELEWK	<p><b>What about telecommuting or working remotely? (If needed) [Do you/Does NAME] use the Internet to telecommute or work remotely?</b></p> <ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> <li>3. Don't know</li> <li>4. Refuse</li> </ol>
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Thirteen respondents answered this question. Three respondents did not understand the phrase “telecommuting or working remotely.”

**Recommendation:** Revise with the use of plain language terms in the question to help define “telecommuting or working remotely,” for example: “telecommuting, or working while away from your usual work place.”

**What about telecommuting, or working while away from your work place? (If needed) [Do you/Does NAME] use the Internet to telecommute or work while away from your work place?**

**NTIA response:** Adopt the recommendation, but use the following wording instead:

**What about telecommuting, or working while away from your usual workplace? (If needed) [Do you/Does NAME] use the Internet to telecommute or work while away from your usual workplace?**

55. PSPRE	<p>During the past year, have privacy or security concerns prevented [you/anyone in this household] from engaging in the following online activities:</p> <p><i>Read and select all that apply</i></p> <ol style="list-style-type: none"><li>1. Conducting financial transactions such as banking, investing, or paying bills online?</li><li>2. Buying goods or services online?</li><li>3. Posting photos, status updates, or other information on social networks?</li><li>4. Expressing an opinion on a controversial or political issue on a blog or social network, or in a forum, email or any other venue?</li></ol>
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Thirteen respondents answered this question. Two respondents had difficulty understanding the question as worded. This question may be difficult for respondents with low education levels.

**Recommendation:** Revise the question to include plainer language:

**During the past year, have concerns about privacy or security stopped [you/anyone in this household] from doing any of these activities online:**

**NTIA response:** Adopt the recommendation, and use the question wording suggested by CSM.

56. PSCONC	<p><b>Overall, what concerns [you/members of your household] the most when it comes to online privacy and security risks?</b></p> <p><i>Do not read; select best match or enter verbatim response if other</i></p> <ol style="list-style-type: none"><li>1. Identity theft</li><li>2. Credit card or banking fraud</li><li>3. Data collection or tracking by online services</li><li>4. Data collection or tracking by government</li><li>5. Loss of control over personal data such as email or social network profiles</li><li>6. Threats to personal safety, such as online harassment, stalking, or cyber-bullying</li><li>7. Other: _____</li></ol>
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Thirteen respondents answered this question. One respondent had no privacy or security concerns, but the question assumes that the respondent has one or more.

**Recommendation:** Add a response option for “no concerns.”

**NTIA response:** Adopt the recommendation. In addition, allow the interviewer to record multiple responses instead of only recording the respondent’s best answer.

### 3.2 Issues Affecting Multiple Questions

#### 3.2.1 Question Recall Period

In terms of recall period, the intent of the CIUS is to collect data about current computer and Internet use. Because there is no language in the supplement’s three sets of instructions that specifically explains this intent, whether respondents understand these questions to be about current use remains in question. For example, the following passage is the first of three sets of instructions, and it does not explicitly define current use:

**This month we are asking some additional questions about the Internet, computers, mobile phones, tablets, and other connected devices. First, we will ask what types of computers and other devices [you/members of your household] use. We are**

**interested in devices used at any location, whether at home, work, school, a library, or anywhere else.**

To address this recall period issue, respondents were probed about how far back in time respondents were thinking about when responding to Q.36 EMAIL to Q53 MEDMON. Twelve respondents answered this probe<sup>3</sup>.

Respondents' answers to these probes showed that all but two respondents were not reporting current use. Two respondents reported thinking of use within the past six months while the remaining respondents reported thinking back a year or more, with the furthest back in time being 15 years.

**Recommendation:** In the three sets of instructions to respondents to report current use, include language that instructs the respondent to think only about current computer and Internet use, and give a specific time period that defines “current” use. CSM recommends defining “current” use as within the past 30 days.

**NTIA response:** Adopt the recommendation, but instead define “current” use as within the past six months:

**This month we are asking some additional questions about the Internet, computers, mobile phones, tablets, and other connected devices. First, we will ask what types of computers and other devices [you/members of your household] currently use. Please focus on devices [you/members of your household] currently have access to, and have used at least occasionally during the past six months. We are interested in devices used at any location, whether at home, work, school, a library, or anywhere else.**

### **3.2.2 Difficult Questions and Terms for Special Populations**

NTIA is concerned with whether two different populations would find difficulty with the technical terms used in the CUIS: Hispanic respondents, and respondents with little to no Internet access. Some terms may be difficult to translate into Spanish for Hispanic respondents who know little to no English. Respondents with limited Internet access may not know the subtle differences between similar technologies to definitively describe their Internet service (e.g., distinguishing DSL from cable modem).

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<sup>3</sup> Two respondents reported not using the Internet, and another respondent was not asked due to interviewer error.



To determine which of the technical terms would be most difficult for these two populations, respondents were shown questions Q28. HOMSU, Q29. HOMFAC, 30. HOMTE and 31. TEOTHR during debriefing, since these questions use many technical terms to describe technology. All respondents were then asked whether the terms in these questions would be difficult for respondents with little to no Internet access. In addition, the English-Spanish bilingual respondents (n = 7) were also asked to identify which terms would be difficult to translate into Spanish.

Table 2 shows the frequencies in which terms were identified in Round 1 as difficult for low-access respondents and for translation into Spanish, respectively. The terms most frequently identified as difficult were “DSL,” “Fiber Optics,” and “Plan bought from a public agency, non-profit, or cooperative that provides Internet service.”

**Table 2: Terms Identified in Round 1 as Difficult for Spanish Translation and  
Low-Access Respondents**

<b>Term</b>	<b>Spanish Translation (n = 7)</b>	<b>Low-Access Respondents (n = 15)</b>
DSL	5	3
Fiber optics	3	4
Plan bought from a public agency, non-profit, or cooperative that provides Internet service	2	4
Dial-up	3	2
Cable modem	2	3
Satellite	1	4
Data caps	2	2
Broadband	3	2
Internet service provided for an entire apartment building, condominium, campus, or other community and included in housing costs?		4
Affordability	1	2
Plan bought from company that provides Internet service	2	1
Mobility	1	1
Publicly-available Internet service provided at no charge?	1	1
Ability to use outside of home		1
Reliability of Internet service		1
Some other factor		1
A plan bought from a company that provides Internet service?		1
Some other method of Internet access?		1

**Recommendation 1:** For terms identified as difficult to translate into Spanish, have Spanish language experts suggest alternative wording for problematic questions. Spanish language experts would also be able to decide which terms are best for Spanish-English bilingual respondents.

**Recommendation 2:** For terms identified as difficult for low-access respondents, consider adding optional definitions for these terms. Written in plain language, these definitions would be read aloud if respondents think they may have that type of service, but are not sure.

**NTIA response:** To make the different Internet services more understandable, revise the response categories for Q.30 HOMTE by consolidating cable, DSL, and fiber optic service into one category, and providing optional further explanations:

- (1) Mobile Internet service or a data plan for a cellular phone, smartphone, tablet, laptop, or other device? *(If needed)* This type of Internet service is provided by a wireless carrier, and may be part of a package that also includes voice calls from a cellular phone or smartphone.
- (2) High-speed Internet service installed at home, such as cable, DSL, or fiber-optic service? *(If needed)* This type of Internet service is often provided by a cable company or phone company.
- (3) Satellite Internet service?
- (4) Dial-up service?
- (5) Some other service?

## 4. ROUND 2 FINDINGS AND RECOMMENDATIONS

As in Round 1, the results and recommendations are presented for individual questions found to be problematic, and then for issues that span multiple questions. In addition for Round 2, we discuss findings for the five items for which questions or response categories were revised based on findings from Round 1.

In Round 2, most respondents understood the questions and were able to give a response without difficulty. Revisions made to the CIUS, based on findings from Round 1, resulted in questions that better accounted for relevant situations, and instructions that had respondents use the intended recall period. However, respondents still were not able to understand some of the technology terms despite adding definitions for some of the terms as part of the response category.

### 4.1 Problematic Questions

20. INSCHL	<p><b>What about at school? [Do you/Does anyone in this household] use the Internet at school? Please count students only, and do not include online classes. (If yes &amp; is multi-person household) Who is that?</b></p> <p><i>(If yes &amp; is multi-person household) Who is that?</i></p> <ol style="list-style-type: none"><li>1. Yes - If yes, Enter persons by line number (1-16)</li><li>2. No</li><li>3. Don't know</li><li>4. Refuse</li></ol>
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For Round 2, CSM recommended revising the question to make it clearer about whether the question's scope includes school employees who use the Internet at work, and persons who take online classes. NTIA adopted this recommendation, and also requested to switch the order of questions INWORK and INSCHL so that teachers and other school employees are not confused about their exclusion.

Fifteen respondents answered this question and were able to give a response with no difficulty.

**Recommendation:** CSM had no further recommendations.

29. HOMFAC	<p><b>Which of the following is the most important factor to your household regarding your home Internet service?</b></p> <p><i>Read and select best match</i></p> <ol style="list-style-type: none"> <li>1. <b>Connection speed</b></li> <li>2. <b>Reliability of Internet service</b></li> <li>3. <b>Affordability</b></li> <li>4. <b>Customer service or technical support</b></li> <li>5. <b>Mobility or ability to use service outside the home</b></li> <li>6. <b>Data limits</b></li> <li>7. <b>Some other factor</b></li> </ol>
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Results from Round 1 showed that five respondents did not know the definition of “data caps.” CSM recommended changing this term to “data limits,” and NTIA adopted this recommendation.

In Round 2, “data limits” appeared to be a more familiar term, with only one respondent with Internet and smartphone experience not knowing what the term meant. However, when probed later in the cognitive interview, many respondents thought this term would be difficult for respondents with low Internet experience, or difficult for translation into Spanish.

**Recommendation:** CSM recommends replacing “data limits” with a term that includes a description indicating that data limits are an allotment of data each month, which is a critical feature of data limits. CSM recommends using “monthly data limits” or “monthly data allowance.”

45. TELEWK	<p><b>What about telecommuting, or working while away from your usual workplace? (If needed) [Do you/Does NAME] use the Internet to telecommute or work while away from your usual workplace?</b></p> <ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> <li>3. Don’t know</li> <li>4. Refuse</li> </ol>
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In Round 1, three respondents did not understand the phrase “telecommuting or working remotely.” CSM recommended using plain language to define this phrase. NTIA adopted this recommendation. In Round 2, 12 respondents answered the question and understood it, showing no confusion about the new terms used.

**Recommendation:** CSM had no further recommendation on this issue.

In Round 2, findings revealed another issue for this question. One respondent answered this question for a person in the household who did not have a job. Thus, this question was not applicable in this situation.

**Recommendation:** Add a skip pattern in the questionnaire that skips the respondent out of this question if the person referenced does not have a job.

56. PSPRE	<p><b>During the past year, have concerns about privacy or security stopped [you/anyone in this household] from doing any of these activities online:</b></p> <p><i>Read and select all that apply</i></p> <ol style="list-style-type: none"><li><b>1. Conducting financial transactions such as banking, investing, or paying bills online?</b></li><li><b>2. Buying goods or services online?</b></li><li><b>3. Posting photos, status updates, or other information on social networks?</b></li><li><b>4. Expressing an opinion on a controversial or political issue on a blog or social network, or in a forum, email or any other venue?</b></li></ol>
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Two respondents in Round 1 had difficulty understanding the question stem as worded. CSM suggested revising the question stem with plainer language.

In Round 2, 12 respondents answered this question, and appeared to understand it with no difficulty.

**Recommendation:** CSM had no further recommendations.

57. PSCON	<p><b>Overall, what concerns [you/members of your household] the most when it comes to online privacy and security risks?</b></p> <p><i>Do not read; select all that apply</i></p> <ol style="list-style-type: none"> <li>1. Identity theft</li> <li>2. Credit card or banking fraud</li> <li>3. Data collection or tracking by online services</li> <li>4. Data collection or tracking by government</li> <li>5. Loss of control over personal data such as email or social network profiles</li> <li>6. Threats to personal safety, such as online harassment, stalking, or cyber-bullying</li> <li>7. No concerns</li> <li>8. Other: _____</li> </ol>
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Results from Round 1 showed that a respondent had no concerns about online privacy and security risks, but there were no response category for having no concerns. CSM suggested adding a “no concerns” category, and NTIA adopted this recommendation.

In Round 2, a few respondents reported having no concerns, and the “no concerns” category was able to reflect their response.

**Recommendation:** CSM had no further recommendations.

## 4.2 Issues Affecting Multiple Questions

### 4.2.1 Question Recall Period

In Round 1, respondents were probed about how far back in time they were thinking when responding to questions about “current use.” Results showed that most respondents thought back a year or more, which indicated they were thinking outside of what may be considered “current” use. To help respondents think more about current use, CSM suggested adding a clear definition of “current use” in each set of instructions. NTIA adopted the recommendation, and defined current use as use within the past six months.

When probed, all 12 respondents who answered this probe in Round 2 reported using recall periods within the intended six-month frame. Adding a clear definition appeared to have helped respondents only report use that is considered “current” by NTIA.

**Recommendation:** CSM had no further recommendations.

#### **4.2.2 Difficult Questions and Terms for Special Populations**

NTIA was concerned about whether two different populations would find difficulty with the technology terms used in the CUIS: Hispanic respondents, and respondents with little to no Internet access. In Round 1, respondents were probed on questions with terminology to describe various Internet service technologies.

Results in Round 1 showed that many respondents thought some technology terms would be difficult for people with little Internet experience. Further, many of these terms would be difficult to translate into Spanish for Hispanic respondents who speak little to no English. To make these terms easier to understand, NTIA revised the response categories in Q.30 HOMTE by grouping similar technologies and adding optional definitions as part of the response category.

In Round 2, respondents were probed again on questions Q28. HOMSU, Q29. HOMFAC, 30. HOMTE and 31. TEOTHR. Table 3 shows the frequencies in which terms were identified in Round 2 as difficult for low-access respondents and for translation into Spanish, respectively. The terms most frequently identified as difficult were “satellite Internet service,” “data limits,” and “connection speed.” Regarding terms that were difficult for Spanish translation, far fewer terms were identified in Round 2 than in Round 1.



**Table 3: Terms Identified in Round 2 as Difficult for Spanish Translation and Low-Access Respondents**

<b>Term</b>	<b>Spanish Translation (n = 7)</b>	<b>Low-Access Respondents (n = 15)</b>
Satellite Internet service		6
Data limits	1	5
Connection Speed		5
Dial-up service		5
High-speed Internet service such as cable, DSL or fiber-optic service	1	4
A plan bought from a public agency, nonprofit, or cooperative that provides Internet service		3
Mobile Internet service or data plan for a cellular phone, smartphone, laptop, or other device		3
Internet service provided for an entire apartment building, condominium, campus, or other community and included in housing costs		2
Publically-available Internet service at no extra charge		2
Some other method of Internet access		1
A plan bought from a company that provides Internet service		1
A plan bought from a agency, nonprofit, or cooperative that provides Internet service		1

**Recommendation:** Because they are common to all Internet users, revise “connection speed” and “data limits.” CSM recommends “Internet service speed” as a plain language replacement for “connection speed,” and “monthly data limits” or “monthly data allowance” as better descriptors than “data limits”.

## **5. REFERENCE**

Willis, Gordon. 2005. "Cognitive Interviewing: A Tool for Improving Questionnaire Design." Newbury Park, CA: Sage Publications.

**APPENDIX A: 2015 CPS Computer and Internet Use Supplement Protocol  
Round 1**

**Cognitive Testing of the 2015 CPS Computer  
and Internet Use Supplement  
Round 1  
Cognitive Interview Protocol Guide**

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**PARTICIPANT ID #:** \_\_\_\_\_  
\_\_\_\_ / 2014

**DATE:** \_\_\_\_ /

**COGNITIVE INTERVIEWER NAME:**

**START TIME:** \_\_\_\_: \_\_\_\_ AM / PM

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**SECTION I. INTERVIEW CONSENT**

(COGNITIVE INTERVIEWER: READ)

PLACE THE CONSENT FORM IN FRONT OF PARTICIPANT

**A. Hello, I'm [NAME OF COGNITIVE INTERVIEWER]. I work for the  
Census Bureau. Thanks for agreeing to help me today.**

**Before we start, I would like you to read over the document in front of you.  
This document explains a little bit about this interview and provides  
information about your rights as a participant. It also asks for your  
permission to have this session audio recorded. Please ask me any questions  
you have about this document. Once you have finished reading the document,  
please sign it.**

- PARTICIPANT READS AND SIGNS FORM

- B. IF PARTICIPANT PROVIDES CONSENT TO HAVE THE SESSION AUDIO-TAPED: I will now turn on the audio recorder.**

TEST AUDIO RECORDER AND TURN IT ON AGAIN AFTER TEST

## **SECTION II. COGNITIVE INTERVIEW**

### **A. Introduction**

(COGNITIVE INTERVIEWER: READ/PARAPHRASE)

**“Let me begin by telling you a little more about what we’ll be doing today. The United States Census Bureau counts the population in the U.S and also conducts various kinds of surveys.**

**Today, with your help, we will be testing some new questions that were developed for a national survey called the Current Population Survey. I will first ask you some survey questions and you’ll answer the questions just like you would if you were doing it with an interviewer in a regular survey. We are interested in how you understand these questions and how these questions work for you. I am interested in your answers, but I am also interested in the process you go through in your mind when you answer the questions. So I’d like you to think aloud as you answer the questions, just tell me everything you are thinking about as you go about answering each question. From time to time, I’ll ask you some questions about your answers, or about the questions themselves.**

**Our goal here is to get a better idea how well the new questions work with people such as yourself before we actually use them in the survey. So the purpose of our session today is to collect your thoughts and opinions on these new questions and materials. I just want to remind you that I'm only asking for your thoughts and opinions on these materials. There is no right or wrong answer. We are simply trying to make sure the question wording is clear and easy for most people to understand. Your feedback will be very useful for helping make sure these questions will make sense to other people.**

**Your participation in this interview and the review of the materials is very important because it will help the Census Bureau with improving these questions.**

**Do you have any questions before we begin?”**

### **A. THINK-ALoud PRACTICE**

**Let’s begin with a practice question. Remember to try to think aloud as you answer.**

**Practice Question 1. How many windows are there in the house or apartment where you live? WINDOWS \_\_\_\_\_**

**[IF NEEDED:] Try to visualize the place where you live, and think about how many windows there are in that place. As you count up the windows, tell me what you are seeing and thinking about.**

**PROBES:**

- How did you come up with that answer?
- Tell me more about that. Why did you say [ANSWER]?
- I noticed that you hesitated. Tell me what you were thinking.

Okay, let's get started. Please answer the questions as you would if an interviewer had come to your home.

**1. NAME**                      **Now I will ask you some questions about the people who live here.**  
**What are the names of all persons living or staying here? Start with the name of the person, or one of the persons, who owns or rents this home.**

**2. AGE**                      **What is [your/NAME's] age?**

**3. REL**                      **IF NOT RESPONDENT: How [are/is] [you/NAME] related to [fill name of person on line 1 of the Household Roster]?**

- |   |                          |
|---|--------------------------|
| 1. • Spouse   | 7. • Foster Child        |
| 2. • Unmarried Partner  | 8. • Housemate/Roommate  |
| 3. • Child  | 9. • Roomer/Boarder      |
| 4. • Grandchild   | 10. • Other Non-relative |
| 5. • Parent   | 11. • Dk                 |
| 6. • Other relative (Aunt, Cousin, Nephew, Mother-in-law, etc.) | 12. • Ref                |

**4. HISPONA (Are/Is)(Name/You) Spanish, Hispanic or Latino?**

- |               |                 |
|---------------|-----------------|
| 1. Yes        |                 |
| 2. No         |                 |
| 3. Don't Know | } Go to 7. RACE |
| 4. Refuse     |                 |

**5. HISPONB** (Are/Is)(Name/you) Mexican, Mexican American, Chicano, Puerto Rican, Cuban American, or some other Spanish, Hispanic, or Latino Group?

- 1. Mexican
  - 2. Mexican American
  - 3. Chicano
  - 4. Puerto Rican
  - 5. Cuban American
  - 6. Some Other
- } Go to 7. Race
- > Go to 6. S\_OROTSP

**6. S\_OROTSP** What is the name of (your/his/her) other Spanish, Hispanic, or Latino group?

**7. RACEA** I am going to read you a list of five race categories. Please choose one or more races that (NAME/you) (considers yourself/consider NAME/considers himself/considers herself) to be: White; Black or African American; American Indian or Alaska Native; Asian; OR Native Hawaiian or Other Pacific Islander.

- 1. White
  - 2. Black or African American
  - 3. American Indian or Alaska Native
  - 4. Asian
  - 5. Native Hawaiian or Other Pacific Islander
  - 6. Other – DO NOT READ
- } Go to Q9. Work
- > Go to Q8. RACEB

**8. RACEB** What is your race?

**9. WORK** (THE WEEK BEFORE LAST/LAST WEEK), did (name/you) do ANY work for (pay/either pay or profit)?

- 1. Yes
- 2. No
- 3. Retired
- 4. Disabled

5. Unable to work

Ask Q1 – Q9 for 1<sup>st</sup> HH member. Record information on Household Roster. Then ask for next HH member. Repeat for every member of HH.

**10. CMPINT** This month we are asking some additional questions about the Internet, computers, mobile phones, tablets, and other connected devices. First, we will ask what types of computers and other devices [you/members of your household] use. We are interested in devices used at any location, whether at home, work, school, a library, or anywhere else.

**11. DESKTP** [Do you/Does anyone in this household, including you,] use a desktop computer?

INTERVIEWER NOTE: Read If needed: A desktop is a personal computer that is too large or heavy to be frequently moved from place to place.

*(If yes & is multi-person household) Who is that?*

1. Yes - If yes, *Enter persons by line number (1-16)*
2. No
3. Don't know
4. Refuse

**12. LAPTOP** What about a laptop or notebook? [Do you/Does anyone in this household] use a laptop or notebook computer?

*(If yes & is multi-person household) Who is that?*

1. Yes - If yes, *Enter persons by line number (1-16)*
2. No
3. Don't know
4. Refuse

**13. TABLET** What about a tablet or e-book reader? *(If needed)* [Do you/Does

anyone in this household] use a tablet or e-book reader?

*(If yes & is multi-person household) Who is that?*

1. Yes - If yes, *Enter persons by line number (1-16)*
2. No
3. Don't know
4. Refuse

***Probe – What are the differences between a desktop and a laptop?  
A desktop and a tablet? A laptop and a tablet?***

***Do you use any smaller devices with a touch screen that are not smart phones, like an iPod Touch? If yes: Did you think of that device when answering this question? When response is given: Tell me more about that.***

**14. MPHONE** What about a cellular phone or smartphone? *(If needed)* [Do you/Does anyone in this household] use a cellular phone or smartphone?

*(If yes & is multi-person household) Who is that?*

1. Yes - If yes, *Enter persons by line number (1-16)*
2. No
3. Don't know
4. Refuse

**15. WEARAB** [Do you/Does anyone in this household] use a wearable, Internet-connected device such as a smart watch or glasses? Examples include Google Glass or Pebble.

*(If yes & is multi-person household) Who is that?*

1. Yes - If yes, *Enter persons by line number (1-16)*
2. No
3. Don't know
4. Refuse



*Probe: If yes, tell me more about that.*

**16. TVBOX** [Do you/Does anyone in this household] use a smart TV, or a TV-connected device such as a game system or Internet-based video system? Examples include an Xbox, Apple TV, Playstation, Roku, or a Blu-Ray player that can access the Internet.

*(If yes & is multi-person household) Who is that?*

1. Yes - If yes, *Enter persons by line number (1-16)*
2. No
3. Don't know
4. Refuse

*Probes: If yes, tell me more about that.*

*Are you familiar with the Google Chromecast device? If yes: How do you think a person with a Chromecast or similar device should answer this question?*

*If yes and has a game system: Do you use your [game system] to connect to the Internet? What do you do on the Internet through your game system?*

*Interviewer note: Find out if their PlayStation is updated enough to be able to connect to the Internet.*

**17. INTINT** Next, we will ask where members of your household typically use the Internet. People can use the Internet in many places, such as at work, school, or a library. Internet use includes a wide variety of activities, from checking email or browsing the Web to watching videos or using mobile apps. We are interested in all forms of Internet use on all types of devices, including the ones we just discussed.

**18. INHOME** [Do you/Does anyone in this household, including you,] use the Internet at home?

*(If yes & is multi-person household) Who is that?*

1. Yes - If yes, *Enter persons by line number (1-16)*
2. No
3. Don't know
4. Refuse

**19. INSCHL** What about at school? [Do you/Does anyone in this household] use the Internet at school? *(If yes & is multi-person household) Who is that?*

1. Yes - If yes, *Enter persons by line number (1-16)*
2. No
3. Don't know
4. Refuse

**If any Q9. WORK [1-16] == 1 (anyone in the household is employed), go to 20. INWORK**

**Else go to 21. INCAFE**

**20. INWORK** What about at work? *(If needed)* [Do you/Does anyone in this household] use the Internet at work?

*(If yes & is multi-person household) Who is that?*

1. Yes - If yes, *Enter persons by line number (1-16)*
2. No
3. Don't know
4. Refuse

**21. INCAFE** What about at a coffee shop or other business that offers Internet access? *(If needed)* [Do you/Does anyone in this household] use the Internet while at a coffee shop or other business that offers Internet access?

*(If yes & is multi-person household) Who is that?*

1. Yes - If yes, *Enter persons by line number (1-16)*
2. No

3. Don't know
4. Refuse

**22. INTRAV** What about while traveling between places? *(If needed)* [Do you/Does anyone in this household] use the Internet while traveling between places?

*(If yes & is multi-person household) Who is that?*

1. Yes - If yes, *Enter persons by line number (1-16)*
2. No
3. Don't know
4. Refuse

***Probe: If yes, tell me more about that.***

**23. INLICO** What about at a library, community center, park, or other public place? *(If needed)* [Do you/Does anyone in this household] use the Internet at a library, community center, park, or other public place?

*(If yes & is multi-person household) Who is that?*

1. Yes - If yes, *Enter persons by line number (1-16)*
2. No
3. Don't know
4. Refuse

***Interviewer note: Probe to understand frequency of use at the library, community center, park, etc... (e.g., how often do you access the Internet at each of these places?) Are we getting "typical/frequent" use or just one time use answers?***

**24. INELHS** What about at someone else's home? *(If needed)* [Do you/Does anyone in this household] use the Internet at someone else's house?

*(If yes & is multi-person household) Who is that?*

1. Yes - If yes, *Enter persons by line number (1-16)*
2. No

3. Don't know
4. Refuse

**25. INOTHR** [Do you/Does anyone in this household] use the Internet at some other location we haven't covered?

*(If yes & is multi-person household) Who is that?*

1. Yes - If yes, Enter persons by line number (1-16)
2. No
3. Don't know
4. Refuse

**Probe: If yes: what location(s)?**

**Probe – When answering for all those locations, what kind of device were you thinking off? Did you include using your or a HH member's smartphone (if have one)?**

**If HRNUMHOU > 1 & (total persons where any IN\* == 1) < HRNUMHOU (this is a multi-person household and not everyone was reported as using the Internet), go to 26. NETCHK**

**Else if any 18. INHOME[1-16] == 1 (anyone goes online at home), go to 28. HOMSU**

**Else if any IN\*[1-16] == 1 (anyone goes online anywhere), go to 35. USEINT**

**Else go to 60. NONINT**

**26. NETCHK** Based on your responses, it sounds like *(list names where all IN\* != 1, or say "this household" if appropriate)* [does not/do not use the Internet]. Did we miss anyone in your household who uses the Internet for any purpose? *(If additional users)* Where does NAME use the Internet?

*Fill appropriate lines if necessary, using INOTHR for responses that do not fit other categories*

**If any ({11. DESKTP, 12. LAPTOP, 13. TABLET, 14. MPHONE, 15. WEARAB, 16. TVBOX} == 1 & all IN\* == 2) (anyone uses some device but not the Internet anywhere), go to 27. CMPCHK**

**Else If any 18. INHOME[1-16] == 1 (anyone goes online at home), go to 28. HOMSU**

**Else if any IN\*[1-16] == 1 (anyone goes online anywhere), go to 35. USEINT**

**Else go to 60. NONINT**

**27. CMPCHK** Earlier you mentioned that *(list names where any {DESKTP, LAPTOP, TABLET, MPHONE, WEARAB, TVBOX} == 1 but all IN\* == 2) [uses/use]* some type of computing device. Is it correct that NAMES [does/do] not use the Internet?

*Correct IN\* responses if necessary*

**If any INHOME[1-16] == 1 (anyone goes online at home), go to 28. HOMSU**

**Else if any IN\*[1-16] == 1 (anyone goes online anywhere), go to 35. USEINT**

**Else go to 60. NONINT**

**28. HOMSU** You mentioned that [you/someone in this household/some members of this household] use[s] the Internet at home. When going online at home, do [you/members of this household] connect to the Internet using:

*Read and select all that apply*

- 1. A plan bought from a company that provides Internet service?**
- 2. A plan bought from a public agency, nonprofit, or cooperative that provides Internet service?**
- 3. Internet service provided for an entire apartment building, condominium, campus, or other community and included in housing costs?**
- 4. Publicly-available Internet service provided at no charge?**
- 5. Some other method of Internet access?**

*Probe: tell me more about your answer.*

**29. HOMFAC** Which of the following is the most important factor to your household regarding your home Internet service?

*Read and select best match*

- 1. Connection speed**
- 2. Reliability of Internet service**
- 3. Affordability**
- 4. Customer service or technical support**
- 5. Mobility or ability to use service outside the home**
- 6. Data caps**
- 7. Some other factor**

*Probe: What does “data cap” mean to you in this question?*

*If needed: Tell me more about your answer.*

**30. HOMTE** I am going to read a list of ways that people access the Internet from their homes. Keep in mind that some people connect from home in more than one way. At home, [do you/does anyone in this household] access the Internet using:

*Read and select all that apply*

*If respondent indicates “Wi-Fi,” add: Do you know what kind of Internet service is connected to the Wi-Fi in your household?*

- 1. Dial-up service? (Go to 35. USEINT)**
- 2. DSL service? (Go to 32. BUNDLE)**
- 3. Cable modem service? (Go to 32. BUNDLE)**
- 4. Fiber-optic service? (Go to 32. BUNDLE)**
- 5. Mobile broadband or a  
data plan for a mobile  
phone, tablet, or  
personal computer? (Go to 32. BUNDLE)**
- 6. Satellite service? (Go to 32. BUNDLE)**
- 7. Some other service? (Go to 31. TEOTHR)**

**Probe – Do you know what each of these answers are? Do you understand the difference? If respondent appears unsure: How sure of your answer are you? Are you guessing?**

**31. TEOTHR** What other service?

*Enter verbatim response*

**32. BUNDLE** Do you have Internet as part of a “bundle” through your Internet service provider?

- 1. Yes (Go to 33. BUNSV)**
- 2. No (Go to 35. USEINT)**

**33. BUNSV** Which services besides Internet are included in the bundle?

*Read and select all that apply*

1. **TV channels**
2. **Home telephone service**
3. **Mobile phone service**
4. **Home security or monitoring**
5. **Some other service**

**If BUNSV5 == 1, go to 34. BUOTHR**

**Else go to 35. USEINT**

**34. BUOTHR** What other service?

*Enter verbatim response*

**35. USEINT** *Random age 15+ Internet user in household NAME selected for this series of questions*

We are interested in learning about the applications and services people commonly use with the Internet. [(If is multi-person household & NAME != primary respondent) We have randomly selected one member of your household for this section.] Consider how [you personally/NAME] typically use[s] the technologies we've been discussing, whether at home or any other location, and using any connected device.

**36. EMAIL** [Do you/Does NAME] use email?

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

**37. TEXTIM** What about texting or instant messaging? [Do you/Does NAME] use a texting or instant messaging service?

1. Yes
2. No



3. Don't know
4. Refuse

**38. SOCIAL** What about social networking? (*If needed*) [Do you/Does NAME] use social networks such as Facebook or Twitter?

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

*Probe: If no: Do you use LinkedIn, Instagram, or Twitter? What does "social networking" mean to you in this question? Do you consider LinkedIn, Facebook, Twitter to be social networking?*

**39. CONFER** What about participating in video or voice calls, or video conferencing, over the Internet? (*If needed*) [Do you/Does NAME] participate in video or voice calls, or video conferencing?

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

**40. WEBBRO** What about browsing the Web? (*If needed*) [Do you/Does NAME] browse the Web?

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

**41. VIDEOS** What about watching videos? [Do you/Does NAME] watch videos over the Internet? Examples include YouTube and Netflix.

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

*Probe: What Internet sites do you use to watch videos? How long are the videos you usually watch on each site?*

**42. AUDIO** What about streaming or downloading music, radio programs, or podcasts? (*If needed*) [Do you/Does NAME] stream or download music, radio programs, or podcasts online?

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

**43. ONTHEG** What about on-the-go services such as maps, GPS, or reviews of nearby businesses? (*If needed*) [Do you/Does NAME] use on-the-go services? Examples include Google Maps, Yelp, and Fandango.

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

*Probe: What is Fandango? How do (or would) you use it?*

**44. TELEWK** What about telecommuting or working remotely? (*If needed*) [Do you/Does NAME] use the Internet to telecommute or work remotely?

5. Yes
6. No
7. Don't know
8. Refuse

*Probe: tell me more about your answer.*

**45. JOBSCH** What about searching for a job? (*If needed*) [Do you/Does NAME] use the Internet to search for a job?

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

**46. EDTRAI** What about online classes or job training? (*If needed*) [Do you/Does NAME] use the Internet for educational classes or job training?

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

**47. FINANC** What about financial services such as banking, investing, or paying bills online? (*If needed*) [Do you/Does NAME] use the Internet for financial services such as banking, investing, or paying bills?

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

**48. ECOMME** What about online shopping, travel reservations, or other consumer services? (*If needed*) [Do you/Does NAME] use online shopping, travel reservations, or other consumer services?

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

**49. HOMIOT** What about interacting with household appliances such as a connected thermostat or refrigerator? (*If needed*) [Do you/Does NAME] use the Internet to interact with household appliances?

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

*Probe: If yes. Tell me more about your answer. Which appliances do you use the Internet to interact with?*

*Do you have an alarm system? If yes, Is it connected to the Internet? What can it do using its connection to the Internet?*

- 50. MEDINT** I'm going to ask a couple of questions about how [you use/NAME uses] the Internet for health-related activities.
- 51. MEDINF** [Do you/Does NAME] research health information online, such as with WebMD or similar services?
1. Yes
  2. No
  3. Don't know
  4. Refuse
- 52. MEDCOM** What about communicating with a doctor or accessing health records or health insurance records online? *(If needed)* [Do you/Does NAME] communicate with a doctor or access health records or health insurance records online?
1. Yes
  2. No
  3. Don't know
  4. Refuse
- 53. MEDMON** [Do you/Does NAME] use a health monitoring service that connects to the Internet?
1. Yes
  2. No
  3. Don't know
  4. Refuse

*Probe: If yes, tell me more about your answer.*

*What is a BodyBugg or FitBit? If you used one, would you say yes to this question?*

*For the questions I just asked you about use, starting from using email and ending with using health monitoring services, how far back in time did you think about when answering them?*

*How comfortable were you answering medical questions for a person other than yourself in your household? Is it something you would usually not do? How sure of your answers are you?*

*For all the questions about the other person – overall, did you have any difficulty answering those questions?*

**54. UHHINT** *(If multi-person household)* Our remaining questions are about your household as a whole. We are interested in learning generally, without identifying specific people, what challenges your household has had while using the Internet. *(If single-person household)* For our remaining questions, we are interested in learning what challenges you have had while using the Internet.

**55. PSPRE** During the past year, have privacy or security concerns prevented [you/anyone in this household] from engaging in the following online activities:

*Read and select all that apply*

- 1. Conducting financial transactions such as banking, investing, or paying bills online?**
- 2. Buying goods or services online?**
- 3. Posting photos, status updates, or other information on social networks?**
- 4. Expressing an opinion on a controversial or political issue on a blog or social network, or in a forum, email or any other venue?**

*Probe: tell me more about your answer.*

**56. PSCONC** Overall, what concerns [you/members of your household] the most when it comes to online privacy and security risks?

*Do not read; select best match or enter verbatim response if other*

1. Identity theft
2. Credit card or banking fraud
3. Data collection or tracking by online services
4. Data collection or tracking by government
5. Loss of control over personal data such as email or social network profiles
6. Threats to personal safety, such as online harassment, stalking, or cyber-bullying
7. Other: \_\_\_\_\_

*Probe: tell me more about your answer.*

**57. PSCYBA** During the past year, [have you/has any member of your household] been affected by an online security breach, identity theft, or a similar crime?

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

*Probe: If yes, tell me more about your answer.*

*If no: Are you familiar with the Target or University of Maryland data incidents? If yes: How would you answer if you were affected?*

**58. CBULLY** During the past year, [have you/has any member of your household] experienced online harassment, stalking, or cyber-bullying?

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

*Probe: tell me more about your answer.*

**If any INHOME[1-16] == 1 (anyone goes online at home), end interview**

**Else go to 59. NHMINT**

**59. NHMINT** You previously mentioned that [you/members of your household] use the Internet in some places, but not at home.

**Go to 61. EVRHOM**

**60. NONINT** *(If multi-person household)* Our remaining questions are about your household as a whole. We are interested in learning why households such as yours do not use the Internet.

*(If single-person household)* For our remaining questions, we are interested in learning why households such as yours do not use the Internet.

**61. EVRHOM** [Have you/Has anyone in this household] ever used the Internet from home?

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

**62. NOHM** What are the reasons why [you/members of your household] do not use the Internet at home?

*Do not read; select all that apply and/or enter verbatim response if other*

1. Don't need it
2. Not interested
3. Can't afford it
4. Not worth the cost
5. Can use it elsewhere
6. Not available in area
7. No computer, or computer inadequate or broken
8. Online privacy or cybersecurity concerns
9. Personal safety concerns
10. Household moved or is in the process of moving
11. Other: \_\_\_\_\_

*Probe: tell me more about your answer.*

**If more than one NOHM response given, go to 63. PRINOH  
Else go to 64. PSENSI**



**63. PRINOH** Of the reasons you just listed for not going online at home, which do you consider to be the most important?

*Read previous responses if needed; select best match and/or enter verbatim response if other*

1. Don't need it
2. Not interested
3. Can't afford it
4. Not worth the cost
5. Can use it elsewhere
6. Not available in area
7. No computer, or computer inadequate or broken
8. Online privacy or cybersecurity concerns
9. Personal safety concerns
10. Household moved or is in the process of moving
11. Other: \_\_\_\_\_

*Probe: tell me more about your answer.*

**64. PSENSI** Would your household buy home Internet service if it were offered at a lower price?

1. Yes
2. No

*Probe: tell me more about your answer.*

**If any IN\*[1-16] == 1 (anyone goes online anywhere), end Interview**

**Else go to 65. EVROUT**

**65. EVROUT** [Have you/Has anyone in this household] ever used the Internet from a location other than home?

1. Yes
2. No

*Probe: tell me more about your answer.*

**66. NOOUT** What are the reasons why [you/members of your household] do not use the Internet outside the home?

*Do not read; select all that apply and/or enter verbatim response if other*

1. Don't need it
2. Not interested
3. Can't afford it
4. Not worth the cost
5. Nowhere to go that has it
6. No computer, or computer inadequate or broken
7. No mobile device, or mobile device inadequate or broken
8. Online privacy or cybersecurity concerns
9. Personal safety concerns
10. Other: \_\_\_\_\_

*Probe: tell me more about your answer.*

**If more than one NOOUT response given, go to 62. PRINOO**

**Else end interview**

**67. PRINOO** Of the reasons you just listed for not going online outside the home, which do you consider to be the most important?

*Read previous responses if needed; select best match and/or enter verbatim response if other*

1. Don't need it
2. Not interested
3. Can't afford it
4. Not worth the cost
5. Nowhere to go that has it
6. No computer, or computer inadequate or broken
7. No mobile device, or mobile device inadequate or broken
8. Online privacy or cybersecurity concerns
9. Personal safety concerns
10. Other: \_\_\_\_\_

***Probe: tell me more about your answer.***

### SECTION III. DEBRIEFING QUESTIONS

*AFTER THE INTERVIEW:*

***Now, I am going to ask you some questions about your answers and about the questions themselves. I am really interested in how these questions work for you, so there are no right or wrong answers.***

- **Overall, what did you think of this interview? Was it easy or difficult?**
- **Have you ever answered survey questions about your computer and Internet use in the past? If yes, what was the survey? What was the experience like for you?**

- **Show respondents questions 28. HOMSU, 29. HOMFAC, 30. HOMTE and 31. TEOTHR**
  - o **Imagine that you are someone in your family or household who does not use the Internet frequently, such as an older parent or grandparent or someone who lacks access because of low-income or unemployment. Do you think there are terms or phrases in these questions that might be difficult for someone with less Internet experience to understand?**
  - o **For bilingual respondents: Are there terms or phrases that would be particularly difficult to translate into Spanish for someone who does not use the Internet often?**

Just a few final questions to wrap up –

- **Overall, do you think some people might find these questions sensitive?**
- **Do you have anything else you would like to tell us that you haven't had a chance to mention yet?**

**I want to thank you very much for your participation. I will now give you \$40 and I will ask you to sign a receipt form verifying that you received the money.**

**TURN OFF THE RECORDER. HAND THE CASH INCENTIVE TO THE PARTICIPANT.**

**APPENDIX B: 2015 CPS Computer and Internet Use Supplement Protocol  
Round 2**

**Cognitive Testing of the 2015 CPS Computer  
and Internet Use Supplement  
Round 2  
Cognitive Interview Protocol Guide**

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PARTICIPANT ID #: \_\_\_\_\_  
\_\_\_\_ / 2014

DATE: \_\_\_\_ /

COGNITIVE INTERVIEWER NAME:

START TIME: \_\_\_\_: \_\_\_\_ AM / PM

## SECTION I. INTERVIEW CONSENT

(COGNITIVE INTERVIEWER: READ)

PLACE THE CONSENT FORM IN FRONT OF PARTICIPANT

**A. Hello, I'm [NAME OF COGNITIVE INTERVIEWER]. I work for the Census Bureau. Thanks for agreeing to help me today.**

**Before we start, I would like you to read over the document in front of you. This document explains a little bit about this interview and provides information about your rights as a participant. It also asks for your permission to have this session audio recorded. Please ask me any questions you have about this document. Once you have finished reading the document, please sign it.**

- PARTICIPANT READS AND SIGNS FORM

**B. IF PARTICIPANT PROVIDES CONSENT TO HAVE THE SESSION AUDIO-TAPED: I will now turn on the audio recorder.**

TEST AUDIO RECORDER AND TURN IT ON AGAIN AFTER TEST

## SECTION II. COGNITIVE INTERVIEW

**A. Introduction**

(COGNITIVE INTERVIEWER: READ/PARAPHRASE)

**“Let me begin by telling you a little more about what we’ll be doing today. The United States Census Bureau counts the population in the U.S and also conducts various kinds of surveys.**

**Today, with your help, we will be testing some new questions that were developed for a national survey called the Current Population Survey. I will first ask you some survey questions and you’ll answer the questions just like you would if you were doing it with an interviewer in a regular survey. We are interested in how you understand these questions and how these questions work for you. I am interested in your answers, but I am also interested in the process you go through in your mind when you answer the questions. So I’d like you to think aloud as you answer the questions, just tell me everything you are thinking about as you go about answering each question. From time to time, I’ll ask you some questions about your answers, or about the questions themselves.**

**Our goal here is to get a better idea about how well the new questions work with people such as yourself before we actually use them in the survey. So the purpose of our session today is to collect your thoughts and opinions on these new questions and materials. I just want to remind you that I’m only asking for your thoughts and opinions on these materials. There is no right or wrong answer. We are simply trying to make sure the question wording is clear and easy for most people to understand. Your feedback will be very useful for helping make sure these questions make sense to other people.**

**Your participation in this interview and the review of the materials is very important because it will help the Census Bureau improve these questions.**

**Do you have any questions before we begin?”**

**B. THINK-ALOUD PRACTICE**

Let’s begin with a practice question. Remember to try to think aloud as you answer.

**Practice Question 1. How many windows are there in the house or apartment where you live? WINDOWS \_\_\_\_\_**

**[IF NEEDED:] Try to visualize the place where you live, and think about how many windows there are in that place. As you count up the windows, tell me what you are seeing and thinking about.**

**PROBES:**

- How did you come up with that answer?
- Tell me more about that. Why did you say [ANSWER]?
- I noticed that you hesitated. Tell me what you were thinking.

Okay, let’s get started. Please answer the questions as you would if an interviewer had come to your home.

**1. NAME**                    **Now I will ask you some questions about the people who live here. What are the names of all persons living or staying here? Start with the name of the person, or one of the persons, who owns or rents this home.**

**2. AGE**                    **What is [your/NAME's] age?**

**3. REL**                    ***IF NOT RESPONDENT:* How [are/is] [you/NAME] related to [fill name of person on line 1 of the Household Roster]?**

- |  |                          |
|--|--------------------------|
| 7. • Spouse  | 7. • Foster Child        |
| 8. • Unmarried Partner   | 8. • Housemate/Roommate  |
| 9. • Child   | 9. • Roomer/Boarder      |
| 10. • Grandchild   | 10. • Other Non-relative |
| 11. • Parent   | 11. • Dk                 |
| 12. • Other relative (Aunt, Cousin, Nephew, Mother-in-law, etc.) | 12. • Ref                |

**4. HISPONA**    **(Are/Is)(Name/You) Spanish, Hispanic or Latino?**

- 5. Yes
  - 6. No
  - 7. Don't Know
  - 8. Refuse
- } Go to 7. RACE

**5. HISPONB**    **(Are/Is)(Name/you) Mexican, Mexican American, Chicano, Puerto Rican, Cuban American, or some other Spanish, Hispanic, or Latino Group?**

- 1. Mexican
  - 2. Mexican American
  - 3. Chicano
  - 4. Puerto Rican
  - 5. Cuban American
  - 6. Some Other
- } Go to 7. Race
- > Go to 6. S\_OROTSP

**6. S\_OROTSP**    **What is the name of (your/his/her) other Spanish, Hispanic, or Latino group?**

**7. RACEA** I am going to read you a list of five race categories. Please choose one or more races that (NAME/you) (considers yourself/consider NAME/considers himself/considers herself) to be: White; Black or African American; American Indian or Alaska Native; Asian; OR Native Hawaiian or Other Pacific Islander.

1. White

2. Black or African American

3. American Indian or Alaska Native

4. Asian

5. Native Hawaiian or Other Pacific Islander

6. Other – DO NOT READ

} Go to Q9. Work

> Go to Q8. RACEB

**8. RACEB** What is your race?

**9. WORK** (THE WEEK BEFORE LAST/LAST WEEK), did (name/you) do ANY work for (pay/either pay or profit)?

1. Yes

2. No

3. Retired

4. Disabled

5. Unable to work

Ask Q1 – Q9 for 1<sup>st</sup> HH member. Record information on Household Roster. Then ask for next HH member. Repeat for every member of HH.

**10. CMPINT** This month we are asking some additional questions about the Internet, computers, mobile phones, tablets, and other connected devices. First, we will ask what types of computers and other devices [you/members of your household] currently use. Please focus on devices [you/members of your household] currently have access to, and have used at least occasionally during the past six months. We are



interested in devices used at any location, whether at home, work, school, a library, or anywhere else.

**11. DESKTP** [Do you/Does anyone in this household, including you,] use a desktop computer? *(If needed)* A desktop is a personal computer that is too large or heavy to be frequently moved from place to place. *(If yes & is multi-person household)* Who is that?

*(If yes & is multi-person household)* Who is that?

1. Yes - If yes, *Enter persons by line number (1-16)*
2. No
3. Don't know
4. Refuse

**12. LAPTOP** What about a laptop or notebook? [Do you/Does anyone in this household] use a laptop or notebook computer? *(If yes & is multi-person household)* Who is that?

*(If yes & is multi-person household)* Who is that?

1. Yes - If yes, *Enter persons by line number (1-16)*
2. No
3. Don't know
4. Refuse

**13. TABLET** What about a tablet or e-book reader? *(If needed)* [Do you/Does anyone in this household] use a tablet or e-book reader? *(If yes & is multi-person household)* Who is that?

*(If yes & is multi-person household)* Who is that?

1. Yes - If yes, *Enter persons by line number (1-16)*
2. No
3. Don't know
4. Refuse

*Probe – Earlier we asked you about notebook computers. What did “notebook computer” mean to you in that question?*

*Are there any differences to you between a notebook and a laptop? A notebook and a tablet? A tablet and an e-book reader?*

*Do you use any smaller devices with a touch screen that are not smart phones, like an iPod Touch? If yes: Did you think of that device when answering this question? When response is given: Tell me more about that.*

**14. MPHONE** What about a cellular phone or smartphone? (*If needed*) [Do you/Does anyone in this household] use a cellular phone or smartphone? (*If yes & is multi-person household*) Who is that?

*(If yes & is multi-person household) Who is that?*

1. Yes - If yes, *Enter persons by line number (1-16)*
2. No
3. Don't know
4. Refuse

**15. WEARAB** [Do you/Does anyone in this household] use a wearable, Internet-connected device such as a smart watch or glasses? Examples include an Apple Watch, Microsoft Band, or Google Glass. (*If yes & is multi-person household*) Who is that?

*(If yes & is multi-person household) Who is that?*

1. Yes - If yes, *Enter persons by line number (1-16)*
2. No
3. Don't know
4. Refuse

*Probe – If yes, tell me more about that.*

**16. TVBOX** [Do you/Does anyone in this household] use a smart TV, or a TV-connected device such as a game system or Internet-based video system? Examples include an Xbox, Apple TV, Playstation, Roku, or a Blu-Ray player that can access the Internet. *(If yes & is multi-person household) Who is that?*

*(If yes & is multi-person household) Who is that?*

1. Yes - If yes, *Enter persons by line number (1-16)*
2. No
3. Don't know
4. Refuse

*Probes: If yes, tell me more about that.*

*Are you familiar with the Google Chromecast device? If yes: How do you think a person with a Chromecast or similar device should answer this question?*

*If yes and has a game system: Do you use your [game system] to connect to the Internet? What do you do on the Internet through your game system?*

*Interviewer note: Find out if their PlayStation is updated enough to be able to connect to the Internet.*

**17. INTINT** Next, we will ask where members of your household currently use the Internet. Please focus on places where [you/members of your household] have used the Internet at least occasionally during the past six months. People can use the Internet in many places, such as at work, school, or a library. Internet use includes a wide variety of activities, from checking email or browsing the Web to watching videos or using mobile apps. We are interested in all forms of Internet use on all types of devices, including the ones we just discussed.

**18. INHOME** [Do you/Does anyone in this household, including you,] use the

Internet at home? *(If yes & is multi-person household)* Who is that?

*(If yes & is multi-person household)* Who is that?

1. Yes - If yes, *Enter persons by line number (1-16)*
2. No
3. Don't know
4. Refuse

**If any PEMLR[1-16] == 1 or 2 (anyone in the household is employed), go to INWORK**  
**Else go to INSCHL**

**19. INWORK** What about at work? [Do you/Does anyone in this household] use the Internet at work? *(If yes & is multi-person household)* Who is that?

*(If yes & is multi-person household)* Who is that?

1. Yes - If yes, *Enter persons by line number (1-16)*
2. No
3. Don't know
4. Refuse

**20. INSCHL** What about at school? [Do you/Does anyone in this household] use the Internet at school? Please count students only, and do not include online classes. *(If yes & is multi-person household)* Who is that?

*(If yes & is multi-person household)* Who is that?

1. Yes - If yes, *Enter persons by line number (1-16)*
2. No
3. Don't know
4. Refuse

**21. INCAFE** What about at a coffee shop or other business that offers Internet access? *(If needed)* [Do you/Does anyone in this household] use the Internet while at a coffee shop or other business that offers Internet access? *(If yes & is multi-person household)* Who is that?

*(If yes & is multi-person household)* Who is that?

1. Yes - If yes, *Enter persons by line number (1-16)*
2. No
3. Don't know
4. Refuse

**22. INTRAV** What about while traveling between places? *(If needed)* [Do you/Does anyone in this household] use the Internet while traveling between places? *(If yes & is multi-person household)* Who is that?

*(If yes & is multi-person household)* Who is that?

1. Yes - If yes, *Enter persons by line number (1-16)*
2. No
3. Don't know
4. Refuse

***Probe: If yes, tell me more about that.***

**23. INLICO** What about at a library, community center, park, or other public place? *(If needed)* [Do you/Does anyone in this household] use the Internet at a library, community center, park, or other public place? *(If yes & is multi-person household)* Who is that?

*(If yes & is multi-person household) Who is that?*

1. Yes - If yes, *Enter persons by line number (1-16)*
2. No
3. Don't know
4. Refuse

***Interviewer note: Probe to understand frequency of use at the library, community center, park, etc... (e.g., how often do you access the Internet at each of these places?) Are we getting "typical/frequent" use or just one time use answers?***

**24. INELHS** What about at someone else's home? *(If needed)* [Do you/Does anyone in this household] use the Internet at someone else's house? *(If yes & is multi-person household) Who is that?*

*(If yes & is multi-person household) Who is that?*

1. Yes - If yes, *Enter persons by line number (1-16)*
2. No
3. Don't know
4. Refuse

**25. INOTHR** [Do you/Does anyone in this household] use the Internet at some other location we haven't covered? *(If yes & is multi-person household) Who is that?*

*(If yes & is multi-person household) Who is that?*

1. Yes - If yes, *Enter persons by line number (1-16)*
2. No
3. Don't know
4. Refuse

***Probe: If yes: what location(s)?***

***Probe – When answering for all those locations, what kind of device were you thinking off? Did you include using your or a HH member's smartphone (if have one)?***

**If HRNUMHOU > 1 & (total persons where any IN\* == 1) < HRNUMHOU (this is a multi-person household and not everyone was reported as using the Internet), go to NETCHK**  
**Else if any INHOME[1-16] == 1 (anyone goes online at home), go to HOMSU**  
**Else if any IN\*[1-16] == 1 (anyone goes online anywhere), go to OUTMOB**  
**Else go to NONINT**

**26. NETCHK** Based on your responses, it sounds like (*list names where all IN\* != 1, or say "this household" if appropriate*) [does not/do not use the Internet]. Did we miss anyone in your household who uses the Internet for any purpose? (*If additional users*) Where does NAME use the Internet?

*Fill appropriate lines if necessary, using INOTHR for responses that do not fit other categories*

**If any ({DESKTP, LAPTOP, TABLET, MPHONE, WEARAB, TVBOX} == 1 & all IN\* == 2) (anyone uses some device but not the Internet anywhere), go to CMPCHK**  
**Else If any INHOME[1-16] == 1 (anyone goes online at home), go to HOMSU**  
**Else if any IN\*[1-16] == 1 (anyone goes online anywhere), go to OUTMOB**  
**Else go to NONINT**

**27. CMPCHK** Earlier you mentioned that (*list names where any {DESKTP, LAPTOP, TABLET, MPHONE, WEARAB, TVBOX} == 1 but all IN\* == 2*) [uses/use] some type of computing device. Is it correct that NAMES [does/do] not use the Internet?

*Correct IN\* responses if necessary*

**If any INHOME[1-16] == 1 (anyone goes online at home), go to HOMSU**  
**Else if any IN\*[1-16] == 1 (anyone goes online anywhere), go to OUTMOB**  
**Else go to NONINT**





**28. HOMSU** You mentioned that [you/someone in this household/some members of this household] use[s] the Internet at home. When going online at home, do [you/members of this household] connect to the Internet using:

*Read and select all that apply*

- 1. A plan bought from a company that provides Internet service?**
- 2. A plan bought from a public agency, nonprofit, or cooperative that provides Internet service?**
- 3. Internet service provided for an entire apartment building, condominium, campus, or other community and included in housing costs?**
- 4. Publicly-available Internet service provided at no charge?**
- 5. Some other method of Internet access?**

*Probe: tell me more about your answer.*

**29. HOMFAC** Which of the following is the most important factor to your household regarding your home Internet service?

*Read and select best match*

- 1. Connection speed**
- 2. Reliability of Internet service**
- 3. Affordability**
- 4. Customer service or technical support**
- 5. Mobility or ability to use service outside the home**
- 6. Data limits**
- 7. Some other factor**

*Probe: What does “data limits” mean to you in this question?*

*If needed: Tell me more about your answer.*

**30. HOMTE** I am going to read a list of ways that people access the Internet from their homes. Keep in mind that some people connect from home in more than one way. At home, [do you/does anyone in this household] access the Internet using:

*Read and select all that apply*

*If respondent indicates “Wi-Fi,” add: Do you know what kind of Internet service is connected to the Wi-Fi in your household?*

1. Mobile Internet service or a data plan for a cellular phone, smart-phone, tablet, laptop, or other device? *(If needed)* This type of Internet service is provided by a wireless carrier, and may be part of a package that also includes voice calls from a cellular phone or smartphone. **(Go to BUNDLE)**

2. High-speed Internet service installed at home, such as cable, DSL, or fiber-optic service? *(If needed)* This type of Internet service is often provided by a cable company or phone company. **(Go to BUNDLE)**

3. Satellite Internet service? **(Go to BUNDLE)**

4. Dial-up service? **(Go to USEINT)**

5. Some other service? **(Go to TEOTHR)**

*Probe – Do you know what each of these answers are? Do you understand the difference?*

*If respondent appears unsure: How sure of your answer are you? Are you guessing?*

**31. TEOTHR** What other service?

*Enter verbatim response*

**32. BUNDLE** Do you have Internet as part of a “bundle” through your Internet service provider?

1. Yes           **(Go to BUNSV)**
2. No           **(Go to OUTMOB)**

**33. BUNSV** Which services besides Internet are included in the bundle?  
*Read and select all that apply*

- 1. TV channels**
- 2. Home telephone service**
- 3. Mobile phone service**
- 4. Home security or monitoring**
- 5. Some other service**

**If BUNSV == 5, go to BUOTHR**

**Else go to OUTMOB**

**34. BUOTHR** What other service?

*Enter verbatim response*

**35. OUTMOB** This question is about how [you/members of this household] use the Internet outside the home. While away from home, [do you/does anyone in this household] access the Internet using a mobile Internet service or a data plan for a cellular phone, smartphone, tablet, laptop, or other device?

*(If needed)* This type of Internet service is provided by a wireless carrier, and may be part of a package that also includes voice calls from a cellular phone or smartphone.

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

**36. USEINT** *Random age 15+ Internet user in household (any IN\*[1-16] == 1 & PRTAGE >= 15) NAME selected for this series of questions. If all Internet users are under 15 years old, skip to UHHINT.*

We are interested in learning about the applications and services people commonly use with the Internet. [(If is multi-person household & NAME != primary respondent) We have randomly selected one member of your household for this section.] Consider how [you personally/NAME] currently use[s] the technologies we've been discussing, whether at home or any other location, and using any connected device. Please focus on activities [you have/NAME has] done online at least occasionally during the past six months.

**37. EMAIL** [Do you/Does NAME] use email?

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

**38. TEXTIM** What about texting or instant messaging? [Do you/Does NAME] use a texting or instant messaging service?

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

**39. SOCIAL** What about social networking? (*If needed*) [Do you/Does NAME] use social networks such as Facebook or Twitter?

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

*Probe: If no: Do you use LinkedIn, Instagram, or Twitter? What does "social networking" mean to you in this question? Do you consider LinkedIn, Facebook, Twitter to be social networking?*

**40. CONFER** What about participating in video or voice calls, or video conferencing, over the Internet? (*If needed*) [Do you/Does NAME] participate in video or voice calls, or video conferencing?

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

**41. WEBBRO** What about browsing the Web? (*If needed*) [Do you/Does NAME] browse the Web?

1. Yes
2. No

3. Don't know
4. Refuse

**42. VIDEOS** What about watching videos? [Do you/Does NAME] watch videos over the Internet? Examples include YouTube and Netflix.

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

*Probe: What Internet sites do you use to watch videos? How long are the videos you usually watch on each site?*

**43. AUDIO** What about streaming or downloading music, radio programs, or podcasts? *(If needed)* [Do you/Does NAME] stream or download music, radio programs, or podcasts online?

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

**44. ONTHEG** What about on-the-go services such as maps, GPS, or reviews of nearby businesses? *(If needed)* [Do you/Does NAME] use on-the-go services? Examples include Google Maps, Yelp, and Fandango.

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

*Probe: What is Fandango? How do (or would) you use it?*

**45. TELEWK** What about telecommuting, or working while away from your usual workplace? (*If needed*) [Do you/Does NAME] use the Internet to telecommute or work while away from your usual workplace?

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

*Probe: tell me more about your answer.*

**46. JOBSCH** What about searching for a job? (*If needed*) [Do you/Does NAME] use the Internet to search for a job?

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

**47. EDTRAI** What about online classes or job training? (*If needed*) [Do you/Does NAME] use the Internet for educational classes or job training?

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

**48. FINANC** What about financial services such as banking, investing, or paying bills online? (*If needed*) [Do you/Does NAME] use the Internet for financial services such as banking, investing, or paying bills?

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

**49. ECOMME** What about online shopping, travel reservations, or other consumer services? (*If needed*) [Do you/Does NAME] use online shopping, travel reservations, or other consumer services?

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

**50. HOMIOT** What about interacting with household appliances such as a connected thermostat or refrigerator? *(If needed)* [Do you/Does NAME] use the Internet to interact with household appliances?

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

*Probe: If yes. Tell me more about your answer. Which appliances do you use the Internet to interact with?*

*Do you have an alarm system? If yes, Is it connected to the Internet? What can it do using its connection to the Internet?*

**51. MEDINT** I'm going to ask a couple of questions about how [you use/NAME uses] the Internet for health-related activities.

**52. MEDINF** [Do you/Does NAME] research health information online, such as with WebMD or similar services?

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



4. Refuse

**53. MEDCOM** What about communicating with a doctor or accessing health records or health insurance records online? (*If needed*) [Do you/Does NAME] communicate with a doctor or access health records or health insurance records online?

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

**54. MEDMON** [Do you/Does NAME] use a health monitoring service that connects to the Internet?

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

*Probe: If yes, tell me more about your answer.*

*What is a BodyBugg or FitBit? If you used one, would you say yes to this question?*

*For the questions I just asked you about use, starting from using email and ending with using health monitoring services, were there any questions that where you reported "yes," but it was longer ago than the past than six months?*

*We also asked you to think about access and use that happened occasionally within the past six months. What did the word “occasionally” mean to you in the instructions?*

*How comfortable were you answering medical questions for a person other than yourself in your household? Is it something you would usually not do? How sure of your answers are you?*

*For all the questions about the other person – overall, did you have any difficulty answering those questions?*

**55. UHHINT** *(If multi-person household)* Our remaining questions are about your household as a whole. We are interested in learning generally, without identifying specific people, what challenges your household has had while using the Internet. *(If single-person household)* For our remaining questions, we are interested in learning what challenges you have had while using the Internet.

**56. PSPRE** During the past year, have concerns about privacy or security stopped [you/anyone in this household] from doing any of these activities online:

*Read and select all that apply*

- 1. Conducting financial transactions such as banking, investing, or paying bills online?**
- 2. Buying goods or services online?**
- 3. Posting photos, status updates, or other information on social networks?**
- 4. Expressing an opinion on a controversial or political issue on a blog or social network, or in a forum, email or any other venue?**

*Probe: tell me more about your answer.*

**57. PSCON** Overall, what concerns [you/members of your household] the most when it comes to online privacy and security risks?

*Do not read; select all that apply and/or enter verbatim response if "Other."*

1. Identity theft
2. Credit card or banking fraud
3. Data collection or tracking by online services
4. Data collection or tracking by government
5. Loss of control over personal data such as email or social network profiles
6. Threats to personal safety, such as online harassment, stalking, or cyber-bullying
7. No concerns
8. Other: \_\_\_\_\_

*Probe: tell me more about your answer.*

**58. PSCYBA** During the past year, [have you/has any member of your household] been affected by an online security breach, identity theft, or a similar crime?

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

*Probe: If yes, tell me more about your answer.*

*If no: Are you familiar with the Target, Home Depot, or University of Maryland data incidents? If yes: How would you answer if you were affected?*

**59. CBULLY** During the past year, [have you/has any member of your household] experienced online harassment, stalking, or cyber-bullying?

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

*Probe: tell me more about your answer.*

**If any INHOME[1-16] == 1 (anyone goes online at home), end interview**

**Else go to NHMINT**

**60. NHMINT** You previously mentioned that [you/members of your household] use the Internet in some places, but not at home.

**Go to EVRHOM**

**61. NONINT** *(If multi-person household)* Our remaining questions are about your household as a whole. We are interested in learning why households such as yours do not use the Internet.

*(If single-person household)* For our remaining questions, we are interested in learning why households such as yours do not use the Internet.

**62. EVRHOM** [Have you/Has anyone in this household] ever used the Internet from home?

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

**63. NOHM** What are the reasons why [you/members of your household] do not use the Internet at home?

*Do not read; select all that apply and/or enter verbatim response if other*

1. Don't need it
2. Not interested
3. Can't afford it
4. Not worth the cost
5. Can use it elsewhere
6. Not available in area
7. No computer, or computer inadequate or broken
8. Online privacy or cybersecurity concerns
9. Personal safety concerns
10. Household moved or is in the process of moving
11. Other: \_\_\_\_\_

*Probe: tell me more about your answer.*

**If more than one NOHM response given, go to PRINOH**

**Else go to PSENSI**

**64. PRINOH** Of the reasons you just listed for not going online at home, which do you consider to be the most important?

*Read previous responses if needed; select best match and/or enter verbatim response if other*

1. Don't need it
2. Not interested
3. Can't afford it
4. Not worth the cost
5. Can use it elsewhere
6. Not available in area
7. No computer, or computer inadequate or broken
8. Online privacy or cybersecurity concerns
9. Personal safety concerns
10. Household moved or is in the process of moving
11. Other: \_\_\_\_\_

*Probe: tell me more about your answer.*

**65. PSENSI** Would your household buy home Internet service if it were offered at a lower price?

1. Yes
2. No

*Probe: tell me more about your answer.*

**If any IN\*[1-16] == 1 (anyone goes online anywhere), end interview**

**Else go to EVROUT**

**66. EVROUT** [Have you/Has anyone in this household] ever used the Internet from a location other than home?

1. Yes
2. No

*Probe: tell me more about your answer.*

**67. NOOU** What are the reasons why [you/members of your household] do not use the Internet outside the home?

*Do not read; select all that apply and/or enter verbatim response if other*

- (1) Don't need it
- (2) Not interested
- (3) Can't afford it
- (4) Not worth the cost
- (5) Nowhere to go that has it
- (6) No computer, or computer inadequate or broken
- (7) No mobile device, or mobile device inadequate or broken
- (8) Online privacy or cybersecurity concerns
- (9) Personal safety concerns
- (10) Other: \_\_\_\_\_

*Probe: tell me more about your answer.*

**If more than one NOOUT response given, go to PRINOO  
Else end interview**

**68. PRIN00** Of the reasons you just listed for not going online outside the home, which do you consider to be the most important?

*Read previous responses if needed; select best match and/or enter verbatim response if other*

- (1) Don't need it
- (2) Not interested
- (3) Can't afford it
- (4) Not worth the cost
- (5) Nowhere to go that has it
- (6) No computer, or computer inadequate or broken
- (7) No mobile device, or mobile device inadequate or broken
- (8) Online privacy or cybersecurity concerns
- (9) Personal safety concerns
- (10) Other: \_\_\_\_\_

***Probe: tell me more about your answer.***



### SECTION III. DEBRIEFING QUESTIONS

*AFTER THE INTERVIEW:*

*Now, I am going to ask you some questions about your answers and about the questions themselves. I am really interested in how these questions work for you, so there are no right or wrong answers.*

- Overall, what did you think of this interview? Was it easy or difficult?
- Have you ever answered survey questions about your computer and Internet use in the past? If yes, what was the survey? What was the experience like for you?
- Show respondents questions 28. HOMSU, 29. HOMFAC, 30. HOMTE and 31. TEOTHR
  - o Imagine that you are someone in your family or household who does not use the Internet a lot, such as an older parent or grandparent or someone who lacks access because of low-income or unemployment. Do you think there are words or phrases in these questions that might be hard to understand for someone with less Internet experience?
  - o For bilingual respondents: Are there words or phrases that would be hard to translate into Spanish for someone who does not use the Internet a lot?

Just a few final questions to wrap up –

- Overall, do you think some people might find these questions sensitive?
- Do you have anything else you would like to tell us that you haven't had a chance to mention yet?

**I want to thank you very much for your participation. I will now give you \$40 and I will ask you to sign a receipt form verifying that you received the money.**

TURN OFF THE RECORDER. HAND THE CASH INCENTIVE TO THE PARTICIPANT.