

Computer and Internet Use Cognitive Interview Protocol

Participant ID #: _____

Interview Date: |__|_| / |__|_| / |__|_|_|_| (mm/dd/yyyy)

Interviewer initials: _____

Start Time: _____ AM / PM End Time: _____ AM / PM

SECTION I: INTRODUCTION

Hello, my name is _____, and I work for the Census Bureau. Thank you for agreeing to help us today. The Census Bureau counts the population in the U.S and also conducts various kinds of surveys.

Today, we are working on improving questions for a supplement to the Current Population Survey. You will be helping us test questions that ask about how members of your household use technology such as computers, the internet, and other devices that can connect to the internet. It is important that these questions make sense, are easy to answer, and that everyone understands the questions the same way. Remember, there are no wrong answers, because only you know what you are thinking. Please answer these questions as you would if an interviewer had come to your home to complete the survey. Do you have any questions before we begin?

SECTION II: CONSENT FORM

GIVE PARTICIPANT THE CONSENT FORM

Please read over the consent form in front of you and then sign it. This document explains a little information about the survey and your rights as a participant. This interview is confidential and your name will not be used in any report. Your participation today is completely voluntary. You may decline to answer any particular question or stop the interview at any time. This document also asks for your permission to audio-record this session. That way, I can focus on what you're saying rather than having to take extensive notes. Do you have any questions about the consent form?

PARTICIPANT READS FORM THEN SIGNS AND DATES FORM
INTERVIEWER SIGNS AND DATES FORM

SECTION III: COGNITIVE INTERVIEW

Now I'd like to ask you some questions about the answers you just provided.

First, I asked about the computers and other devices that you have yourself, or in your household, that access the internet. I asked about desktop computers, laptops, notebooks, tablets, ebook readers and smartphones. Could you list for me all of these devices in your household?

Note instruction: Please focus on devices [you/members of your household] currently have access to, and have used at least occasionally during the past six months.

Note any difficulty categorizing devices - computer, laptop, notebook, tablet, ereader, smartphone.

Q6. WEARAB: PAGE 2

I asked you about a wearable device that is connected to the Internet and you answered _____. In your own words can you tell me what this question is asking?

What types of devices were you thinking of you when you answered this question? Can you give me some examples?

Q7. TVBOX: PAGE 2

Then I asked about a smart TV, a game or video system, or another device that connects to the Internet and plays through a TV and you answered _____. What did you understand this question to mean?

What are some examples of a device that connects to the internet and plays through a TV?

Q12. INCAFE: PAGE 3

Next I asked about using the Internet while at a coffee shop or other business that offers Internet access and you answered _____.

What were you thinking about as you answered that question? Can you provide an example of an other business that offers internet access?

Q13. INTRAV: PAGE 3

I also asked about using the Internet while commuting or traveling and you answered _____. In your own words can you tell me what this question is asking? Can you give me some examples of using the internet while commuting or traveling?

Q9.-Q16: PAGE 2-3

IF YES TO ANY: **For the locations that you said yes to** [reread those places if respondent does not remember], **what devices did you use to access the internet?**

****FOR EACH OTHER HOUSEHOLD MEMBER, ASK**

How do you know about how NAME accesses the internet? On which devices? In which locations? How certain are you about this?

IF Q17. NETCHK = YES: PAGE 4

I asked if [NAME] uses the internet from any location and for any purpose, and you said yes. What are the locations that [NAME] uses the internet?

Probe about how this got missed earlier.

Q18. MOBDAT: PAGE 5

Then I asked about accessing the Internet using a mobile Internet service or a data plan for a cell phone, smartphone, tablet, mobile hotspot, or other device and you answered _____. What does "mobile internet service" mean to you in this question?

If "yes" please describe the type of service or data plan that you (or someone in your household) have/has.

How do you know whether or not someone else in the household has access to the Internet using a mobile Internet service or a data plan? How certain are you?

Q21. HOMTE: PAGE 5

Next I asked about accessing the Internet using a high speed internet service, satellite internet service, dial up service, or some other service and you answered _____. How easy or difficult was it for you to answer this question?

If "yes" please describe the type of service that you have.

In your own words, what is the difference between a high speed and satellite internet service?

How do you know whether or not someone else in the household has access to the Internet using a high speed internet service, satellite internet service, dial up service, or some other service? How certain are you?

Q23. HOMSU: PAGE 6

Then I asked about the company or other organization that provides your home internet service and you answered _____.

Please describe the company or organization that provides your internet service.

Can you give me an example of a public agency, nonprofit or cooperative that sells internet service?

Q24. PECOMP: PAGE 6

When I asked are there other companies or organizations where you live that would offer high-speed Internet service installed in your home, such as cable, DSL, or fiber-optic service you answered _____.

Please describe the other companies or organizations that provides internet service in your area.

How easy or difficult was it for you to answer this question?

Can you give me an example of fiber optic internet service?

How easy or difficult was it for you to answer this question?

Q27. TEXTIM: PAGE 7

Next I asked about using a texting or instant messaging service and you answered _____? Can you give me examples of what this is asking about?

If yes, do you use the internet to send text messages, instant messages or both?

Q29. CONFER: PAGE 7

Then I asked about participating in video or voice calls or conferencing over the Internet, such as with Skype or FaceTime and you answered _____.What types of things were you thinking about when you answered this question?

Q32. PUBLISH: PAGE 8

I also asked about publishing or uploading original content that [you/NAME] created to the Internet and you answered _____. Can you tell me more about your answers to this question?

IF NEEDED: When answering this question, were you thinking about things that you created and posted to the internet, or things that were created by other people that you posted to the internet?

Q33. TELEWK: PAGE 8

Then I asked about using the Internet to telecommute or work while away from [your/his/her] usual workplace and you answered _____. What does TELECOMMUTE mean to you in this question?

Q36. USESVC: PAGE 8

Next I asked about using the Internet to request services provided by other people. In your own words, can you tell me what this question is asking?

IF YES: How did you come up with your answer to this question?

Q37. ESRVCS: PAGE 8

The next question I asked was about offering your own services for sale via the Internet? What are some examples of your own services that you could sale on the internet?

Q38. ECOMME: PAGE 8

Then I asked about using the Internet for online shopping, travel reservations, or other consumer services on the Internet. In your own words, what is this question asking?

What does CONSUMER SERVICES mean to you in this question?

Q39. EGOODS: PAGE 9

I also asked about using the Internet to sell goods and you answered _____. How did you come up with your answer to this question?

Q41. HOMIOT: PAGE 9

Next I asked about using the Internet to interact with household equipment or appliances. What types of appliances or equipment came to mind when you answered this question?

If yes, please describe that equipment or appliance.

Q44. MEDDOC: PAGE 9

Another question I asked was about communicating with a doctor or other health professional using the Internet and you answered YES. Can you describe what this question is asking about?

If yes, can you tell me more about your answer to this question?

Q45. MEDREC: PAGE 10

Then I asked about accessing health records or health insurance records online. What does ACCESS mean to you in this question? Can you describe how you might do this?

Q46. MEDMON: PAGE 10

Next I asked about using an electronic health monitoring service that collects and sends data to your doctor or health care provider through the Internet. Can you give me an example of an electronic health monitoring service?

If yes, please describe the service that you use.

Proxy Probes

**** Walk through each item specifically and probe on how confident they are.**

Now I'd like to ask you some questions about the other people living in your household.

I asked you these questions on this handout about [NAME]. When I asked you these questions about [NAME], you answered _____ for Q1, _____ for Q2, and _____ for Q3.

- **Can you tell me more about your answers for [NAME]?**
- **How confident are you in your responses for [NAME]?**

Still thinking about [NAME], when I asked you the questions on this handout you answered _____ for Q4, _____ for Q5, and _____ for Q6.

- **Can you tell me more about your answers for [NAME]?**
- **How confident are you in your responses for [NAME]?**

Thinking about [NAME], when I asked you the questions on this handout you answered _____ for Q7, _____ for Q8, and _____ for Q9.

- **Can you tell me more about your answers for [NAME]?**
- **How confident are you in your responses for [NAME]?**

Thinking about [NAME], when I asked you the questions on this handout you answered _____ for Q10, _____ for Q11, and _____ for 12.

- **Can you tell me more about your answers for [NAME]?**
- **How confident are you in your responses for [NAME]?**

Thinking about [NAME], when I asked you the questions on this handout you answered _____ for Q13, _____ for Q14, and _____ for 15.

- **Can you tell me more about your answers for [NAME]?**
- **How confident are you in your responses for [NAME]?**

Thinking about [NAME], when I asked you the questions on this handout you answered _____ for Q16, _____ for Q17, and _____ for 18.

- **Can you tell me more about your answers for [NAME]?**
- **How confident are you in your responses for [NAME]?**

Thinking about [NAME], when I asked you the questions on this handout you answered _____ for Q19 and _____ for Q20.

- **Can you tell me more about your answers for [NAME]?**
- **How confident are you in your responses for [NAME]?**

Q48. PSPRE: PAGE 11

Thinking back to questions I asked about you, I asked if concerns about privacy or security have stopped you from doing any activities online.

IF YES: Do you know if any other member of your household may have stopped making financial transactions online, buying goods or services online, posting information online, or searching for information using a web search engine because of their concerns about privacy or security? How certain are you?

Q49. PSCON: PAGE 11

IF ANY: Next I asked about what concerns you the most when it comes to online privacy and security risks. Do other members of your household have concerns about online privacy and security risks? How certain are you?

Q50. PSCYBA: PAGE 11

Then I asked about an online security breach, identity theft, or a similar crime. What does online security breach mean to you in this question?

IF YES: What types of things were you thinking about when you answered this question? Do you know if any other member of your household may have been affected by an online security breach, identity theft, or a similar crime? How certain are you?

Q51. CBULLY: PAGE 11

I also asked if anyone has experienced online harassment, stalking or cyberbullying in the past year. What types of things were you thinking about when you answered this question?

IF YES: Do you know if any other member of your household may have been affected by online harassment, stalking or cyber-bullying? How certain are you?

Q63. TRADTV: PAGE 16

I also asked about subscribing to a cable TV or satellite TV service. What does SUBSCRIBE mean to you in this question?

If yes, please describe how you get TV service.

If no, do you get TV service through the interne

SECTION IV: Debriefing Questions

How easy or difficult was it to answer questions for [NAME].

Was there anything we haven't talked about yet that you thought was sensitive – either for you or someone else?

Is there anything else you would like to tell us that you haven't had a chance to mention yet?

Those are all the questions I have for you. Thank you for participating in this study. Your feedback has been very helpful.

TURN OFF TAPE RECORDER AND GIVE INCENTIVE.

Here is an envelope containing your \$40 for helping me today.

HAVE R SIGN THE PAYMENT VOUCHER.