

Cognitive Testing of ACS Burden Questions

PARTICIPANT ID #: _____ DATE: ____ / ____ / ____

INTERVIEWER'S NAME: _____

START TIME: ____: ____ AM / PM

Introduction

Hello, my name is _____, and I work for the Census Bureau. Thank you for agreeing to participate in our study. Let me start by telling you a little about what we will be doing today. The U.S. Census Bureau counts the population in the United States and also conducts various kinds of surveys. Before you came in for this interview, you took one of these surveys called the American Community Survey, or the ACS.

Before questions are added to surveys, it's important to try out questions with the help of people such as yourself. It is important that the questions make sense, are easy to answer, and that everyone understands the questions the same way. Today we will be trying out some new questions for the ACS.

If you agree to take part in this study, I will ask you to answer the questions as if they were a part of the ACS. 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. I will ask you some questions about your answers, or about the questions themselves. There are no right or wrong answers. Our purpose is not to compile information about you. Instead, your interview, along with those of others, will show us how to improve these questions for the survey.

Your participation in this interview is voluntary, and you may decline to answer any question at any time.

[IF OBSERVER PRESENT]: I also want to let you know that this interview is being observed by [DESCRIBE OBSERVER'S ROLE: e.g., someone who works on the American Community Survey]. They are observing the interview because they are also interested in how the questions work for people like you.

Informed Consent

- [HAND RESPONDENT COPY OF THE CONSENT FORM.]

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, such as that all information you provide is confidential and we won't use your name in any report. It also asks for your permission to have this session audio (IF RELEVANT: and

video) recorded so that I can concentrate on what you are saying rather than having to take extensive notes. Please ask me any questions you have about this document. Once you have finished reading the document, please sign and date it.

- o [PARTICIPANT READS FORM THEN SIGNS AND DATES FORM.]

Thank you for signing the consent form. I will also sign this form to show that I agree to everything in the form.

- o [INTERVIEWER SIGNS AND DATES FORM.]

Do you have any questions about the process?

- o [IF PARTICIPANT PROVIDES CONSENT TO HAVE THE SESSION RECORDED] I will now turn on the recorder.
- o [TURN ON RECORDER]

CONTINUE TO PRIOR RESPONDENTS BELOW OR SKIP TO NEW RESPONDENTS ON PAGE 3

Prior Respondents: Questionnaire Check

Because it may have been a little while since you answered the American Community Survey, I have a paper copy of the survey here. You may have answered the survey on paper, or you may have done it online, or with an interviewer who came to your home. You may not have answered every question. Please take a minute to flip through this copy of the survey and refresh your memory.

Before we begin, I want to verify that you completed the American Community Survey. Is that correct?

- **IF YES:** Great. Now we are going to go through some additional American Community Survey questions. First, I'm going to hand you one question. Please imagine that this is the last question on the ACS, and that you are answering it right after finishing the rest of the survey. [HAND RESPONDENT COMPLETION TIME QUESTION]. **AFTER COMPLETE:** Thank you. For this next part of the interview, we are going to do something a little bit different. **SKIP TO THINK-ALoud PRACTICE, PAGE 4**
- **IF NO OR NOT SURE:** We will need to complete the American Community Survey before we continue. This will take 20-40 minutes. **SKIP TO ACS ADMINISTRATION, PAGE 2**

New Respondents: Questionnaire Check

Before we begin, I want to verify that you completed the American Community Survey. Is that correct? **IF ASSIGNED MODE WAS PAPER, ASK RESPONDENT TO SHOW YOU.**

- **IF YES:** Great. Now we are going to go through some additional American Community Survey questions. First, I'm going to hand you one question. Please imagine that this is the last question on the ACS, and that you are answering it right after finishing the rest of the survey. **[HAND RESPONDENT COMPLETION TIME QUESTION]. AFTER COMPLETE:** Thank you. For this next part of the interview, we are going to do something a little bit different. **SKIP TO THINK-ALoud PRACTICE, PAGE 4**
- **IF NO OR NOT SURE:** We will need to complete the American Community Survey before we continue. This will take 20-40 minutes. **CONTINUE TO ACS ADMINISTRATION BELOW**

ACS Administration (if needed)

CONTINUE TO PAPER ADMINISTRATION BELOW.

PAPER ADMINISTRATION

I am going to give you a paper copy of the American Community Survey. Please go through and answer these questions as you would if this form had been mailed to your home. Please pause when you get to the part of the form that says "Stop here." I will tell you what to do next. **LET RESPONDENT GO THROUGH ROSTER AND HOUSING QUESTIONS.**

ONCE RESPONDENT HAS ANSWERED ROSTER AND HOUSING QUESTIONS, STOP AND COUNT HOUSEHOLD MEMBERS (AFTER QUESTION 23).

- o **IF 3 OR FEWER HOUSEHOLD MEMBERS (INCLUDING RESPONDENT):** Thank you. You can continue answering the American Community Survey as you would if this form had been mailed to your home.
- o **IF MORE THAN 3 HOUSEHOLD MEMBERS (INCLUDING RESPONDENT):** Thank you. If this were the real American Community Survey, you would answer the next questions about **[NAMES OF ALL HOUSEHOLD MEMBERS]**. However, in order to make sure we end this interview on time, please answer the remaining questions about **[NAMES AS ASSIGNED BELOW]** only.
 - o **ASSIGN 2 HOUSEHOLD MEMBERS TO ANSWER ABOUT IN ADDITION TO SELF:**
 - **FIRST PRIORITY: EXTENDED FAMILY MEMBER OR UNRELATED HOUSEHOLD MEMBER**
 - **SECOND PRIORITY: ONE OF EACH GROUP IN PRIORITY #1 IF THERE ARE MORE THAN ONE**
 - **THIRD PRIORITY: IMMEDIATE RELATIVE**

(ALLOW UP TO 45 MINUTES FOR INTRODUCTION AND ACS ADMINISTRATION. IF RESPONDENT IS TAKING TOO LONG, ENSURE THAT THEY HAVE AT LEAST ANSWERED ALL QUESTIONS FOR PERSON 1 AND 2, THEN SAY: In order to make sure we end this interview on time, we are going to move to the next part of the interview. CONTINUE TO “AFTER ADMINISTRATION COMPLETE” INSTRUCTIONS BELOW.)

AFTER ADMINISTRATION COMPLETE: Thank you. Please answer this question as well. [HAND RESPONDENT COMPLETION TIME QUESTION]. **AFTER RESPONDENT COMPLETES:** Great, thank you. Now we are going to go through some additional American Community Survey questions. For this next part of the interview, we are going to do something a little bit different. **CONTINUE TO THINK-ALLOUD PRACTICE BELOW**

Think-Aloud Practice

I will be asking you to answer some questions, but I'd also like you to think aloud as you answer the questions. Tell me everything you are thinking about as you go about answering each question. I may remind you to think aloud as we go through the survey questions.

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 place where you live?

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.

Probe if needed:

- *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.*

ENCOURAGE RESPONDENTS TO THINK ALOUD AS NEEDED THROUGHOUT INTERVIEW:

- Remember to tell me what you what are thinking about as you answer these questions.
- How did you come up with your answer?

Okay, let's move on. **CONTINUE TO OVERALL BURDEN**

Overall Burden (Question Administration and Probing)

INTERVIEWER: NOTE VERSION ASSIGNMENT **A** FOR INTERVIEW. RESPONDENTS WILL BE ASKED AND PROBED ABOUT **VERSION A**, AND THEN ASKED AND PROBED ABOUT **VERSION B**.

IF PAPER OR INTERNET, SELF-ADMINISTER:

- We are going to start with the first question. [HAND 1A TO RESPONDENT] There is a sentence on this page asking for you to think about your survey experience as a whole.
 - **PRIOR RESPONDENTS:** For the purposes of this interview, please think only about your experience before you were called to ask if you would like to come in for this in-person interview. Do not think about your experience scheduling this in-person interview.
 - **NEW RESPONDENTS:** For the purposes of this interview, please think only about your experience answering the ACS questionnaire we [mailed to your home / administered to you over the telephone]. Do not think about your experience scheduling this in-person interview.
- Otherwise, please answer this question as you would if this form had been mailed to your home, and remember to think aloud as you answer.
- **HAVE RESPONDENT COMPLETE FIRST QUESTION ON PAPER**

IF CAPI, INTERVIEWER ADMINISTER:

- I am going to ask you one question to start. There is a sentence introducing these questions asking for you to think about your survey experience as a whole.
 - **PRIOR RESPONDENTS:** For the purposes of this interview, please think only about your experience before you were called to ask if you would like to come in for this in-person interview. Do not think about your experience scheduling this in-person interview.
 - **NEW RESPONDENTS:** For the purposes of this interview, please think only about your experience answering the ACS questionnaire we [mailed to your home / administered to you over the telephone]. Do not think about your experience scheduling this in-person interview.
- Otherwise, please answer this question as if I were an interviewer who had come to your home, and remember to think aloud as you answer.
- **READ FIRST QUESTION 1A TO RESPONDENT AND RECORD ANSWER ON PAPER**
- **NOTE ANY PROBLEMS YOU HAVE ADMINISTERING THE QUESTION TO THE RESPONDENT, SUCH AS DIFFICULTY READING THE RESPONSE OPTIONS**

AFTER QUESTION ADMINISTRATION:

Thank you. Before we move on, I would like to talk a little bit more about how you came up with your answer so I can see how we can improve this question.

- **IF PAPER: ALLOW RESPONDENT TO KEEP PAPER.**

- **IF CATI/CAPI: HAND 1A TO RESPONDENT.** Here is the answer I recorded for this question.

- 1A. [VERSION A] How burdensome was the American Community Survey for you?
- Not at all burdensome
 - A little burdensome
 - Moderately burdensome
 - Very burdensome

Version A Probes:

- What words or phrases would you use to describe your experience taking the American Community Survey?
- What does “burdensome” mean to you?
 - What are some other words or phrases that mean the same thing as “burdensome”?

CARD SORT #1: PICK UP ACTIVITY CARDS, SHUFFLE (EXCEPT FOR ACS), AND HAND TO RESPONDENT. ACS SHOULD BE AT BOTTOM OF PILE. Next, we are going to do something a little bit different. I am going to hand you a stack of cards. Each card has a different kind of activity listed on it. I would like you to place these cards into the four categories of the question you just answered. **[LAY OUT CARDS WITH RESPONSE CATEGORIES IN ONE LINE STARTING WITH FIRST CATEGORY ON LEFT AND GESTURE TO]:** Thinking about when you complete these activities yourself, put the activities that you think are very burdensome in this pile, put the activities that you think are moderately burdensome in this pile, and so on. Remember, there are no right or wrong answers.

- **GIVE RESPONDENT A FEW MINUTES TO COMPLETE TASK**
- **ASK RESPONDENTS TO LAY CARDS OUT SO YOU CAN SEE EACH ONE INDIVIDUALLY**
- **RESPONDENTS CAN CHOOSE NOT TO SORT AN ACTIVITY AT ALL, BUT THEY CANNOT STRADDLE CATEGORIES. IF RESPONDENT IS STRADDLING:** If you had to choose a category for this card, which one would you choose?

Card Sort #1 Probes:

Thank you. I am going to take a photo of the cards so that I remember where you placed the activities. ****TAKE PHOTO OF CARD SORT.****

IF RESPONDENT WANTS TO CHANGE CARD SORT BECAUSE OF A PROBE OTHER THAN RANKING: Because it’s important for us to see how you think about the categories, I ask that you please don’t go back and change your answers. We can talk about any answers you would like to change later in the interview.

- Can you tell me how did you decide what to put in each category?
 - *If needed: What do they have in common?*
- Now I'd like us to look at piles individually.
 - **START WITH FIRST RESPONSE OPTION IN BURDENSOME QUESTION:**
 - **IF MORE THAN ONE CARD:** Looking at the cards in the pile [**FIRST RESPONSE OPTION**], how would you order these cards from less to more burdensome within this category?
 - **IF RESPONDENT CANNOT DECIDE HOW TO SORT:** If you had to put these in order, how would you sort them?
 - **DO NOT LET RESPONDENT RANK ACTIVITIES EQUALLY**
 - **RESPONDENTS CAN MOVE ACTIVITIES BETWEEN CATEGORIES HERE IF THEY WOULD LIKE TO**
 - **IF NOT MORE THAN ONE CARD, MOVE TO NEXT CATEGORY**
 - **[REPEAT FOR EACH PILE WITH MORE THAN ONE CARD IN RESPONSE OPTION ORDER]**

I am going to take another photo of the cards so that I remember where you placed the activities. ****TAKE PHOTO OF CARD SORT.****

- **IF RESPONDENT CATEGORIZED ACS DIFFERENTLY DURING CARD SORT:** When you first answered this question, you selected [**RESPONSE OPTION**]. Can you tell me more about how you decided to put the ACS in [**RESPONSE OPTION**] when sorting the cards?
- When you first answered this question "How burdensome was the American Community Survey for you?", you selected [**RESPONSE OPTION**]. Are there any other activities that you can think of that you would also consider to be [**RESPONSE OPTION**], other than the ones you saw on the cards?
- **IF RESPONDENT WANTED TO CHANGE CARD SORT DURING PROBING:** Earlier, there was [**a card / some cards**] that you wanted to move. Can you tell me more about that?

ALTERNATE VERSION OF BURDEN QUESTION:

- **PAPER:** [**HAND RESPONDENT VERSION 1B**] Now I'd like you to take a moment and read over this question. Please answer it thinking about your experience with the American Community Survey, and remember to think aloud.
 - **HAVE RESPONDENT COMPLETE ALTERNATE QUESTION ON PAPER**
- **CATI:** Now I'd like to ask a second question. Please answer it thinking about your experience with the American Community Survey, and remember to think aloud.
 - **READ ALTERNATE QUESTION 1B TO RESPONDENT AND RECORD ANSWER ON PAPER**
 - **NOTE ANY PROBLEMS YOU HAVE ADMINISTERING THE QUESTION TO THE RESPONDENT, SUCH AS DIFFICULTY READING THE RESPONSE OPTIONS**

AFTER QUESTION ADMINISTRATION:

Thank you. Before we move on, I would like to talk a little bit more about how you came up with your answer so I can see how we can improve this question.

- **IF PAPER: ALLOW RESPONDENT TO KEEP PAPER.**
- **IF CATI/CAPI: HAND Q1B TO RESPONDENT.** Here is the answer I recorded for this question.

1B. [VERSION B] How much of a hassle was the American Community Survey for you?

- Not at all a hassle
- A little bit of a hassle
- Somewhat of a hassle
- Very much a hassle

Version B Probes:

- What does “a hassle” mean to you?
 - What are some other words or phrases that mean the same thing as “a hassle”?
- What do you see as the difference between these two questions **[POINT TO BOTH 1A AND 1B]**?
- Is one easier to answer than the other?

CARD SORT #2: PICK UP ACTIVITY CARDS, SHUFFLE (EXCEPT FOR ACS), AND HAND TO RESPONDENT. ACS SHOULD BE AT BOTTOM OF PILE. I would like you to look at the stack of cards again and sort the cards into four different piles. This time, the categories will be the four categories of the second question you answered: **[LAY OUT CARDS WITH RESPONSE CATEGORIES IN ONE LINE STARTING WITH FIRST CATEGORY ON LEFT AND GESTURE TO]**. Thinking again about when you complete these activities yourself, put the activities that you think are very much a hassle in this pile, put the activities that you think are somewhat of a hassle in this pile, and so on. Remember, there are no right or wrong answers.

- **GIVE RESPONDENT A FEW MINUTES TO COMPLETE TASK**
- **ASK RESPONDENTS TO LAY CARDS OUT SO YOU CAN SEE EACH ONE INDIVIDUALLY**
- **RESPONDENTS CAN CHOOSE NOT TO SORT AN ACTIVITY AT ALL, BUT THEY CANNOT STRADDLE CATEGORIES. IF RESPONDENT IS STRADDLING: If you had to choose a category for this card, which one would you choose?**

Card Sort #2 Probes:

Thank you. I am going to take a photo of the cards so that I remember where you placed the activities. ****TAKE PHOTO OF CARD SORT.****

IF RESPONDENT WANTS TO CHANGE CARD SORT BECAUSE OF A PROBE OTHER THAN RANKING: Because it’s important for us to see how you think about the categories, I ask that you please don’t go back and change your answers. We can talk about any answers you would like to change later in the interview.

- Can you tell me how did you decide what to put in each category?
 - *If needed: What do they have in common?*
- Now I'd like us to look at each pile individually.
 - **START WITH FIRST RESPONSE OPTION IN HASSLE QUESTION:**
 - **IF MORE THAN ONE CARD:** Looking at the cards in pile [FIRST RESPONSE OPTION], how would you order these cards from less to more of a hassle within this category?
 - **IF RESPONDENT CANNOT DECIDE HOW TO SORT:** If you had to put these in order, how would you sort them?
 - **DO NOT LET RESPONDENT RANK ACTIVITIES EQUALLY**
 - **RESPONDENTS CAN MOVE ACTIVITIES BETWEEN CATEGORIES HERE IF THEY WOULD LIKE TO**
 - **IF NOT MORE THAN ONE CARD, MOVE TO NEXT CATEGORY**
 - **[REPEAT FOR EACH PILE WITH MORE THAN ONE CARD IN RESPONSE OPTION ORDER]**

I am going to take another photo of the cards so that I remember where you placed the activities. ****TAKE PHOTO OF CARD SORT.****

- **IF RESPONDENT CATEGORIZED ACS DIFFERENTLY DURING CARD SORT:** When you first answered this question, you selected [RESPONSE OPTION]. Can you tell me more about how you decided to put the ACS in [RESPONSE OPTION] when sorting the cards?
- When you first answered this question "How much of a hassle was the American Community Survey for you?", you selected [RESPONSE OPTION]. Are there any other activities that you can think of that you would also consider to be [RESPONSE OPTION], other than the ones you saw on the cards?
- **IF RESPONDENT WANTED TO CHANGE CARD SORT DURING PROBING:** Earlier, there was [a card / some cards] that you wanted to move. Can you tell me more about that?

Thank you. Let's continue with some additional questions.

Burden Question Series (Question Administration and Probing)

CONTINUE IN SAME MODE OF ADMINISTRATION. HAVE RESPONDENT ANSWER ALL REMAINING QUESTIONS, AND THEN PROBE RETROSPECTIVELY.

IF PRIOR RESPONDENT, HAND OVER/READ QUESTIONS 2-7B AT SAME TIME. IF NEW RESPONDENT, HAND OVER/READ QUESTIONS 4-7B AT SAME TIME.

IF PAPER OR INTERNET:

- Here are the next questions I would like you to answer. **[HAND REMAINING QUESTIONS TO RESPONDENT AS NOTED ABOVE]** Please answer these questions as you would if this form had been mailed to your home, and remember to think aloud as you answer.
- **HAVE RESPONDENT COMPLETE REMAINING QUESTIONS ON PAPER**

IF CATI, INTERVIEWER ADMINISTER:

- Please answer these next questions as if I were an interviewer who had come to your home, and remember to think aloud as you answer these questions.
- **READ REMAINING TO RESPONDENT AS NOTED ABOVE AND RECORD ANSWERS ON PAPER**
- **NOTE ANY PROBLEMS YOU HAVE ADMINISTERING THE QUESTION TO THE RESPONDENT, SUCH AS DIFFICULTY READING THE RESPONSE OPTIONS**

AFTER QUESTION ADMINISTRATION:

Thank you. Now I would like to talk a little bit more about how you came up with your answers, so I can see how we can improve these questions.

- **IF PAPER: ALLOW RESPONDENT TO KEEP PAPER(S).**
- **IF CATI/CATI: HAND QUESTION SERIES YOU JUST ADMINISTERED TO RESPONDENT.** Here are the answers I recorded for these questions.

IF NEW RESPONDENT, SKIP TO QUESTION 4 ON PAGE 12. IF PRIOR RESPONDENT, ASK ABOUT QUESTIONS 2 AND 3 TOGETHER.

- | |
|--|
| <p>2. [PRIOR RESPONDENTS ONLY] Do you feel that the number of times you were contacted for the American Community Survey was not enough, just the right amount, a little too much, or way too much?</p> <ul style="list-style-type: none"> <input type="radio"/> Not enough <input type="radio"/> Just the right amount <input type="radio"/> A little too much <input type="radio"/> Way too much |
| <p>3. [PRIOR RESPONDENTS ONLY] Thinking about the times you were contacted for the American Community Survey, would you say the contacts were very appropriate, somewhat appropriate, somewhat inappropriate, or very inappropriate?</p> <ul style="list-style-type: none"> <input type="radio"/> Very appropriate <input type="radio"/> Somewhat appropriate <input type="radio"/> Somewhat inappropriate <input type="radio"/> Very inappropriate |

Questions 2 and 3 Probes:

- *If needed: Please think only about your experience being contacted for the American Community Survey, not your experience being contacted for this interview.*

- *If needed: Tell me what you remember about being contacted for the American Community Survey.*
- *If not apparent from respondent narrative: Do you remember about how many times were you contacted overall?*
- What does “appropriate” mean to you in question 3?
- Would you have preferred to have been contacted in a different way?
- **NOTE ANY COMMENTS ON THE TONE OR TIMING OF THE CONTACT ATTEMPTS, MESSAGING**

4. How much effort did you put into answering the American Community Survey?
- [A little bit to no effort / No effort to a little bit of effort]
 - A moderate amount of effort
 - A lot of effort

Question 4 Probes:

- What does “effort” mean to you in question 4?
- **IF COMPLETED ACS PRIOR TO INTERVIEW:** Did you consult any records?
IF COMPLETED ACS IN INTERVIEW: Would you have consulted any records if you were at home when completing the ACS?
- **IF COMPLETED ACS PRIOR TO INTERVIEW:** Did you ask someone else in your household to help you complete the American Community Survey? Tell me more about that.
IF COMPLETED ACS IN INTERVIEW: If you had completed this survey at home, would you have asked someone else in your household to help you complete the American Community Survey? Tell me more about that.
- **IF COMPLETED ACS PRIOR TO INTERVIEW:** Did you take any steps to make sure that the American Community Survey was a real survey?
 - If needed: Were you concerned that the survey may have been a scam?*
 - If yes:* What steps did you take? *(If needed: Did you look up the survey online, or call the Census Bureau?)***IF COMPLETED ACS IN INTERVIEW:** If you had received this survey at your home, would you have taken any steps to make sure that the American Community Survey was a real survey?
 - If needed: Would you be concerned that the survey may be a scam?*
 - If yes:* What steps would you take? *(If needed: Would you look up the survey online, or call the Census Bureau?)*
- You said that you put **[RESPONSE OPTION]** into answering the American Community Survey. What other types of activities can you think of that you would also consider to require **[RESPONSE OPTION]**?

5. Do you feel that the time it took you to complete the American Community Survey was less than you expected, about what you expected, or more than you expected?
- Less than I expected
 - About what I expected
 - More than I expected

6. How easy or difficult was it to answer the American Community Survey questions?
- Very easy
 - Somewhat easy
 - Somewhat difficult
 - Very difficult

Question 6 Probes:

- **[IF SOMEWHAT OR VERY DIFFICULT]:** Do you remember any particular questions that were difficult to answer?

7. Would you say that the American Community Survey invades or respects your privacy?
- Invades my privacy (SKIP TO 7A)
 - Respects my privacy (SKIP TO 7B)
- 7A. Would you say it is very invasive, or somewhat invasive?
- Very invasive
 - Somewhat invasive
- 7B. Would you say it is very respectful, or somewhat respectful?
- Very respectful
 - Somewhat respectful

Question 7 Probes:

- What does “invading your privacy” mean to you in this question?
- What does “respecting your privacy” mean to you in this question?
- Do you remember any particular questions that you felt invaded your privacy?

8. Would you say that the American Community Survey invades or respects your privacy?
- Invades my privacy (SKIP TO 7A)
 - Respects my privacy (SKIP TO 7B)
- 7A. Would you say it is very invasive, or somewhat invasive?
- Very invasive
 - Somewhat invasive

- 7B. Would you say it is very respectful, or somewhat respectful?
- Very respectful
 - Somewhat respectful

Question 7 Probes:

- What does “invading your privacy” mean to you in this question?
 - What does “respecting your privacy” mean to you in this question?
 - Do you remember any particular questions that you felt invaded your privacy?
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Burden Debriefing Questions

- 1) **PRIOR RESPONDENTS ONLY:** Thinking generally about the American Community Survey from the first time you were contacted until you finished answering the survey questions, what stood out to you the most about your experience?
- 2) Thinking about all of the other questions we talked about besides the first two that we talked about **[POINT TO BURDENSOME AND HASSLE QUESTIONS]**, which question(s) you answered today are the most important in capturing how you felt about your overall experience with the American Community Survey? **(MAKE SURE RESPONDENT IS NOT THINKING OF ACS)**
- 3) Thinking about these last questions that you answered today **[POINT TO 1-7B BURDEN SERIES]**, were there any questions you think some people might find difficult to answer?
- 4) Did you have any other thoughts about the last few questions we talked about today **[POINT TO 1-7B BURDEN SERIES]**?

HANDOUTS USED IN PROTOCOL BEGIN ON NEXT PAGE

Please indicate how much time it took you to complete this survey, not counting interruptions.

_____ minutes

Version A

We would like to get feedback on your involvement in this survey as a whole, from the first time you were contacted for the survey until now.

1A. How burdensome was the American Community Survey for you?

- Not at all burdensome
- A little burdensome
- Moderately burdensome
- Very burdensome

Version B

We would like to get feedback on your involvement in this survey as a whole, from the first time you were contacted for the survey until now.

1B. How much of a hassle was the American Community Survey for you?

- Not at all a hassle
- A little bit of a hassle
- Somewhat of a hassle
- Very much a hassle

We would like to get feedback on your involvement in this survey as a whole, from the first time you were contacted for the survey until now.

2. **Do you feel that the number of times you were contacted for the American Community Survey was not enough, just the right amount, a little too much, or way too much?**
- Not enough
 - Just the right amount
 - A little too much
 - Way too much
3. **Thinking about the times you were contacted for the American Community Survey, would you say the contacts were very appropriate, somewhat appropriate, somewhat inappropriate, or very inappropriate?**
- Very appropriate
 - Somewhat appropriate
 - Somewhat inappropriate
 - Very inappropriate

We would like to get feedback on your involvement in this survey as a whole, from the first time you were contacted for the survey until now.

- 4. How much effort did you put into answering the American Community Survey?**
 - A little bit to no effort
 - A moderate amount of effort
 - A lot of effort

- 5. Do you feel that the time it took you to complete the American Community Survey was less than you expected, about what you expected, or more than you expected?**
 - Less than I expected
 - About what I expected
 - More than I expected

- 6. How easy or difficult was it to answer the American Community Survey questions?**
 - Very easy
 - Somewhat easy
 - Somewhat difficult
 - Very difficult

- 7. Would you say that the American Community Survey invades or respects your privacy?**
 - Invades my privacy (SKIP TO 4A)
 - Respects my privacy (SKIP TO 4B)
 - 7A. Would you say it is very invasive, or somewhat invasive?**
 - Very invasive
 - Somewhat invasive

 - 7B. Would you say it is very respectful, or somewhat respectful?**
 - Very respectful
 - Somewhat respectful

Words listed on Cards for Card sort exercise:

1. The American Community Survey
2. Doing taxes
3. Moving to a new home
4. Dealing with health insurance
5. Handling an emergency
6. Getting a passport or driver's license
7. Planning a major event
8. Paying bills
9. Commuting
10. Applying for jobs
11. Going to the bank
12. Cleaning
13. Voting
14. Grocery shopping
15. Exercising
16. Filling out forms at the doctor's office
17. Eating
18. Watching TV
19. Going on vacation
20. Spending time with friends
21. Spending time on hobbies