

AFTER ADMINISTERING THE PROTOCOL IN “ATTACHMENT ROUND 1 BURDEN PROTOCOL,” INTERVIEWER WILL CONTINUE WITH THIS PROTOCOL.

Respondent Comment/Feedback (Question Administration and Probing)

IF ASSIGNED TO PAPER, HAND RESPONDENT VERSION A. IF ASSIGNED TO WEB, HAND RESPONDENT VERSION D.

- Now I would like you to take a moment and review this page. Imagine you had just finished completing the ACS at home [on paper/on the Internet]. Please tell me what you would do.
 - [IF R INDICATES THEY WOULD ANSWER FEEDBACK ITEM BUT DOESN'T FILL IT OUT] If you would answer this item [POINTING TO FEEDBACK ITEM], please write down what you would say.

IF ASSIGNED TO PAPER, PROCEED TO VERSION A PROBES. IF ASSIGNED TO WEB, SKIP TO VERSION D PROBES ON PAGE 2.

Version A Probes:

- In your own words, what is this asking you to do?
- **IF FEEDBACK ITEM IS FILLED:** How did you decide what to write here?
- **IF FEEDBACK ITEM IS NOT FILLED:** How did you decide to leave this blank? What kind of comments do you think would be appropriate to write here?
- Would you have filled this item out if this were part of the ACS questionnaire?

Version B Probes:

HAND RESPONDENT VERSION B. I would like you to take a moment and review this page. Please do not fill this out.

- In your own words, what is this asking you to do?
- What kind of comments do you think would be appropriate to write?

Version C Probes:

HAND RESPONDENT VERSION C. I would like you to take a moment and review this page. Please do not fill this out.

- In your own words, what is this asking you to do?
- What kind of comments do you think would be appropriate to write?
- **IF NEEDED:** Did you notice the black heading with the word “thank you”? [POINT TO BLACK HEADING ON VERSION C]
 - *If needed: What do you think of this?*
 - *If needed: Did you notice the “thank you” statement in the other versions?*

Comparing the three paper versions:

- Thinking about all three versions of this page you saw today, [POINT TO EACH OF THE THREE VERSIONS], what do you see as the difference, if any, between these pages?
- Do you think these are required items or optional items to fill out?
- **IF RESPONDENT THINKS IT'S REQUIRED:** Would you write anything if it were optional?
- Which one do you prefer, if any?
 - o *If needed: Tell me more about that*
- Is there one that you think is easier to answer than the others?
 - o *If needed: Tell me more about that*

PROCEED TO DEBRIEFING QUESTIONS ON PAGE 3.

Version D Probes:

- In your own words, what is this asking you to do?
- **IF FEEDBACK ITEM IS FILLED:** How did you decide what to write here?
- **IF FEEDBACK ITEM IS NOT FILLED:** How did you decide to leave this blank? What kind of comments do you think would be appropriate to write here?
- Would you have filled this item out if this were part of the ACS questionnaire/instrument?

Version E Probes:

HAND RESPONDENT VERSION E. I would like you to take a moment and review this page. Please do not fill this out.

- In your own words, what is this asking you to do?
- What kind of comments do you think would be appropriate to write?

Comparing the two Web versions:

- Thinking about the two versions of this page you saw today, [POINT TO EACH OF THE TWO VERSIONS], what do you see as the difference, if any, between these pages?
- Do you think these are required items or optional items to fill out?
- **IF RESPONDENT THINKS IT'S REQUIRED:** Would you write anything if it were optional?

- Which one do you prefer, if any?
 - o *If needed: Tell me more about that*

 - Is there one that you think is easier to answer than the others?
 - o *If needed: Tell me more about that*
-

Debriefing Questions

We are almost finished with the interview.

- 1) Each of the versions you saw today had a space to provide comments. If you wanted to give feedback about the ACS, would you prefer to do it here, or in some other way?

If needed: By sending an email or giving feedback online? By calling someone?

- 2) **IF FEEDBACK ITEM FILLED OUT:** Would you expect to receive a response to what you wrote here? **IF FEEDBACK ITEM NOT FILLED OUT:** Do you think other people who write something here would expect a response?

- 3) Thinking about the items you looked at today **[SHOW THE PAPER FEEDBACK ITEMS OR THE WEB FEEDBACK ITEMS]**, were there any you think some people might find confusing or difficult?

- 4) What kinds of things do you think other people might write if they were asked to answer any of these statements?

If needed: Do you think people would write positive or negative comments here? Do you think people would use this space to complain about the ACS? Do you think people would use this space to complain about the government more generally?

- 5) Was there anything else that stood out to you about your experience that we didn't talk about today?

Those are all of the questions that I had for you today. Thank you very much for your participation.

[TURN OFF THE RECORDER.]

Attachment Round 1 Respondent Comment-Feedback Protocol

Here is an envelope containing your \$40, and a voucher form that verifies I gave you the money. Please complete the information in the highlighted areas and sign and date.

[HAND THE CASH INCENTIVE TO THE PARTICIPANT AND COLLECT VOUCHER FORM.]