

Cognitive Interviewing Guide: Draft Content for 2021 RHFS

Interviewer notes are in red.

Introduction:

- Explain purpose of meeting: to obtain feedback on reporting to the RHFS, to understand the process of answering questions, and to evaluate how new questions work or don't work.
- Some questions we ask may seem odd and/or obvious, but we don't want to assume we know what you are thinking.
- Explain that we are *not* testing the respondent – we only want to evaluate the questionnaire.
- Structure of meeting: Understand your business and your role in it, then review the questionnaire and ask you questions as you complete it.
- Ask respondent to sign the consent form.

Research Questions to Address:

- Are respondents able to answer the questions as intended?
- Are there any items that cause the respondents problems?
 - What can be done to fix those problems?

Before the Questionnaire:

- IF property management company, what is your role in the company? What kind of responsibilities do you have?
- Are you one of the owners of the rental property or of the business that owns the rental property?
- Have you completed other surveys from the Census Bureau or other agencies? If so, which ones?
- What was your role in the process for responding to this questionnaire? (*Gather data? Enter data? Consult with data providers? Etc.*)

Thanks for providing some background information. Now let's look at the survey questions.

Direct participant to look at draft content.

Item 1

- How would you answer this question?

Item DP_1

- How would you answer this question?
- Are there any answer categories we are missing?
- Would you need to reach out to other people or departments to answer this question?
 - IF YES: What departments/positions would you reach out to?
- Is this something you would have in your records?
- What do you think about the definition provided?
- IF Other, please tell us more about your rental property.
 - Can you imagine a scenario where someone would select 'Other'? Please describe.

Item DP_4

- How would you answer this question?
- Would you need to reach out to other people or departments to answer this question?
 - IF YES: What departments/positions would you reach out to?
- Is this something you would have in your records?
- When answering this question, what were you including in your answer? The number of buildings for the entire property or for a sampled address?
 - IF ANSWER DIFFERENT THAN RECORDS: It looks like when you last reported for this survey, you responded X number of buildings, were you including the entire property at that time? Or just the units for the sampled address?

Item DP_7

- How would you answer this question?
- Would you need to reach out to other people or departments to answer this question?
 - IF YES: What departments/positions would you reach out to?
- Is this something you would have in your records?
- When answering this question, what were you including in your answer? The number of units for the entire property or for a sampled address?
 - IF ANSWER DIFFERENT THAN RECORDS: It looks like when you last reported for this survey, you responded X number of units, were you including the entire property at that time? Or just the units for the sampled address?

Item DP_8

- How would you answer this question?
- Would you need to reach out to other people or departments to answer this question?
 - IF YES: What departments/positions would you reach out to?
- Is this something you would have in your records?
- In your own words, what is a nursing home?
 - Do you have any other terms for this?
 - What do you think about the definition provided? Is it missing anything?
- In your own terms, what is an assisted living facility?
 - Do you have any other terms for this?
 - What do you think about the definition provided? Is it missing anything?
- In your own words, what is a senior independent living community?
 - Do you have any other terms for this?
 - What do you think about the definition provided? Is it missing anything?

Item DP_9 (if participant answered yes to DP_8)

- How would you answer this question?
- Can you tell me more about how you came up with this figure?
- Would you need to look in records to answer this question?
- Would you need to consult anyone else in order to answer this question?

Item 17

- How would you answer this question?
- Would you need to reach out to other people or departments to answer this question?
 - IF YES: What departments/positions would you reach out to?
- Is this something you would have in your records?
- How easy or difficult would it be to obtain the costs associated with capital improvements?
- In your own words, what does “capital improvements” mean to you?
- Do you think that there are any examples of “capital improvements” missing from the list?
- Would you prefer to give a cost for each capital improvement or a total cost for capital improvements?
- How easy or difficult was it to exclude any amount spent on maintenance and repairs that was already reported?

Item 17a

- How would you answer this question?
- How did you come up with this/these numbers?
- Would you need to reach out to other people or departments to answer this question?
 - IF YES: What departments/positions would you reach out to?
- Is this something you would have in your records?
- In your own words, what does “capital reserves” mean to you?
- Is “capital reserves” a term that you or your business use?
- Would a definition of “capital reserves balance” be helpful to include?
- How do you feel about providing this figure?

Item 19a

- How would you answer this question?
- Would you need to reach out to other people or departments to answer this question?
 - IF YES: What departments/positions would you reach out to?
- Is this something you would have in your records?
- Are you familiar with the term Section 8? HAP?
- How comfortable or uncomfortable might it be for people to answer this question?
 - If participant expresses a lack of comfort in answer this question, how do you suggest that we could improve the likeliness of people answering this question?

Item 19b

- How would you answer this question?
- Would you need to reach out to other people or departments to answer this question?
 - IF YES: What departments/positions would you reach out to?
- Is this something you would have in your records?
- IF participant answers 1 or more units, what kind of subsidies were you thinking of when answering this question?
- How comfortable or uncomfortable might it be for people to answer this question?

- o If participant expresses a lack of comfort in answer this question, how do you suggest that we could improve the likeliness of people answering this question?

Item 37

- How would you answer this question?
- Would you need to reach out to other people or departments to answer this question?
 - o IF YES: What departments/positions would you reach out to?
- Is this something you would have in your records?
- How comfortable or uncomfortable might it be for people to answer this question?
 - o If participant expresses a lack of comfort in answer this question, how do you suggest that we could improve the likeliness of people answering this question?

WRAP UP

- Do you have any other comments or suggestions about anything we have discussed today?

THANK YOU FOR YOUR TIME!