

## 2020 Census Opinions Survey

### Telephone (CATI) Introduction

Hi, my name is [INTERVIEWER'S NAME] and I am contacting you on behalf of the U.S. Census Bureau.

1. The Census Bureau is conducting a survey to learn more about people's experiences with the 2020 Census. Did you personally complete the 2020 Census for [FILL ADDRESS]? They could have responded online, on paper, by phone, or in-person.

- Yes
- No

2. Were you living or staying at this address on April 1, 2020?

- Yes
- No
  - Are you age 18 or older?
    - Yes, continue
    - No- end interview.

3. What is your name? - (open-ended)

4. We would like to record some of the questions and answers for training and data quality. I'd like to continue now unless you have any questions.

- [Interviewer: Select 'Yes' if no objections.]

GO TO SECTION 1

### In-Person (CAPI) Introduction

Hi, my name is [INTERVIEWER'S NAME] and I am contacting you on behalf of the U.S. Census Bureau.

If no respondent name available, skip to Q2.

5. Have I reached [RESPONDENT NAME]?

- Yes - Continue to Q6
- No
  - Is [RESPONDENT NAME] available?
    - Available - Reintroduce yourself and continue to Q2
    - Not available - Skip to Q3

6. The Census Bureau is conducting a survey to learn more about people's experiences with the 2020 Census. Did you personally complete the 2020 Census for [FILL ADDRESS]? They could have responded online, on paper, by phone, or in-person.

- o Yes – [Skip to Section 1](#)
- o No
- o Don't know – [Continue to Q3](#)
  - o Do you know who did respond to the 2020 Census?
    - Yes – May I speak with them now?
      - Available – [Reintroduce yourself and re-read Q2](#)
      - Not Available – [Continue to Q3](#)
    - No, no one in household completed census – [End interview](#)

7. Were you living or staying at this address on April 1, 2020?

- o Yes
  - o Are you age 18 or older?
    - Yes, continue
    - No- [end interview](#).
  - o What is your name? – [Record and skip to Section 1 Q5 Special Intro](#)
- o No – [End interview](#)

8. We would like to record some of the questions and answers for training and data quality. I'd like to continue now unless you have any questions.

- o [Interviewer: Select 'Yes' if no objections.]

## Section 1: Census Experience

Answers from this survey will help the Census Bureau plan for the next census in 2030. I am required by law to tell you that this survey is authorized by Title 13, Sections 141, and 193 of the United States Code. The average interview takes about 10 minutes and your cooperation is very important. The Census Bureau is required by law to keep your information confidential. The Census Bureau is not permitted to publicly release your responses in a way that could identify this household. Per the Federal Cybersecurity Enhancement Act of 2015, your data are protected from cybersecurity risks through screening of the systems that transmit your data.

9. Did you respond to the 2020 Census online, on paper, on the telephone, or in-person?

- Online
- On paper
- On the telephone
- In-person
- Did not completed the Census
- Don't Know
- Refused

**Q5 Special Intro:** Even though you may not have completed the 2020 Census for this address, we'd still like to talk to you about the census. Answers from this survey will help plan for the next census in 2030.

I am required by law to tell you that this survey is authorized by Title 13, Sections 141 and 193 of the United States Code. The average interview takes about 10 minutes and your cooperation is very important. The Census Bureau is required by law to keep your information confidential. The Census Bureau is not permitted to publicly release your responses in a way that could identify this household. Per the Federal Cybersecurity Enhancement Act of 2015, your data are protected from cybersecurity risks through screening of the systems that transmit your data.

[Skip to Q5](#)

**Q5 All Others:** We'd like to know how you feel about each of the following census questions. How sensitive do you consider each of these census questions to be? Please answer extremely sensitive, very sensitive, somewhat sensitive, a little sensitive, or not at all sensitive.

10. How about the census question that asks your name? [If needed: Is that extremely sensitive, very sensitive, somewhat sensitive, a little sensitive, or not at all sensitive?]

- Extremely sensitive
- Very sensitive
- Somewhat sensitive
- A little sensitive

- Not at all sensitive
- Don't Know
- Refused

11. [If needed: We'd like to know how you feel about each of the following census questions. How sensitive do you consider each of these census questions to be? Please answer extremely sensitive, very sensitive, somewhat sensitive, a little sensitive, or not at all sensitive.]

**How about the census question that asks your date of birth?** [If needed: Is that extremely sensitive, very sensitive, somewhat sensitive, a little sensitive, or not at all sensitive?]

- Extremely sensitive
- Very sensitive
- Somewhat sensitive
- A little sensitive
- Not at all sensitive
- Don't Know
- Refused

12. [If needed: We'd like to know how you feel about each of the following census questions. How sensitive do you consider each of these census questions to be? Please answer extremely sensitive, very sensitive, somewhat sensitive, a little sensitive, or not at all sensitive.]

**How about the census question that asks whether you are of Hispanic, Latino or Spanish origin?** [If needed: Is that extremely sensitive, very sensitive, somewhat sensitive, a little sensitive, or not at all sensitive?]

- Extremely sensitive
- Very sensitive
- Somewhat sensitive
- A little sensitive
- Not at all sensitive
- Don't Know
- Refused

13. [If needed: We'd like to know how you feel about each of the following census questions. How sensitive do you consider each of these census questions to be? Please answer extremely sensitive, very sensitive, somewhat sensitive, a little sensitive, or not at all sensitive.]

**How about the census question that asks your race?** [If needed: Is that extremely sensitive, very sensitive, somewhat sensitive, a little sensitive, or not at all sensitive?]

- Extremely sensitive
- Very sensitive
- Somewhat sensitive

- A little sensitive
- Not at all sensitive
- Don't Know
- Refused

14. **[SKIP IF ONLY 1 PERSON IN HOUSEHOLD]** [If needed: We'd like to know how you feel about each of the following census questions. How sensitive do you consider each of these census questions to be? Please answer extremely sensitive, very sensitive, somewhat sensitive, a little sensitive, or not at all sensitive.]

**How about the census question that asks your household member(s) date(s) of birth?** [If needed: Is that extremely sensitive, very sensitive, somewhat sensitive, a little sensitive, or not at all sensitive?]

- Extremely sensitive
- Very sensitive
- Somewhat sensitive
- A little sensitive
- Not at all sensitive
- Don't Know
- Refused

15. **[SKIP IF ONLY 1 PERSON IN HOUSEHOLD]** [If needed: We'd like to know how you feel about each of the following census questions. How sensitive do you consider each of these census questions to be? Please answer extremely sensitive, very sensitive, somewhat sensitive, a little sensitive, or not at all sensitive.]

**How about the census question that asks whether your household member(s) are of Hispanic, Latino, or Spanish origin?** [If needed: Is that extremely sensitive, very sensitive, somewhat sensitive, a little sensitive, or not at all sensitive?]

16. **[SKIP IF ONLY 1 PERSON IN HOUSEHOLD]** [If needed: We'd like to know how you feel about each of the following census questions. How sensitive do you consider each of these census questions to be? Please answer extremely sensitive, very sensitive, somewhat sensitive, a little sensitive, or not at all sensitive.]

**How about the census question that asks how your household member(s) are related to you?** [If needed: Is that extremely sensitive, very sensitive, somewhat sensitive, a little sensitive, or not at all sensitive?]

17. [If needed: We'd like to know how you feel about each of the following census questions. How sensitive do you consider each of these census questions to be? Please answer extremely sensitive, very sensitive, somewhat sensitive, a little sensitive, or not at all sensitive.]

**How about the census question that asks whether this home is owned or rented?** [If needed: Is that extremely sensitive, very sensitive, somewhat sensitive, a little sensitive, or not at all sensitive?]

Now, we'd like to ask you some questions about the 2020 Census in general.

**18. How important do you think it is for the Census Bureau to ask the questions they do on the census form? Is it extremely important, very important, somewhat important, a little important, or not at all important?**

- Extremely important
- Very important
- Somewhat important
- A little important
- Not at all important
- Don't Know
- Refused

**19. Do you believe that answering and submitting your census form could benefit you?**

- Yes
- No
- Don't Know
- Refused

**20. What about your community?** [If needed: Do you believe that answering and submitting your census form could benefit your community?]

- Yes
- No
- Don't Know
- Refused

**21. Do you believe that answering and submitting your census form could harm you?**

- Yes
- No
- Don't Know
- Refused

**22. What about your community?** [If needed: Do you believe that answering and submitting your census form could harm your community?]

- Yes
- No
- Don't Know
- Refused

## Section 2: Privacy and Confidentiality

Now, I'd like to ask about your opinions on privacy.

**23. In general, how concerned would you say you are about your personal privacy? Would you say extremely concerned, very concerned, somewhat concerned, a little very concerned, or not at all concerned?**

- Extremely concerned
- Very concerned
- Somewhat concerned
- A little concerned
- Not at all concerned
- Don't Know
- Refused

**I am going to read five statements. Please tell me whether you strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree, or strongly disagree with the following statements.**

**24. If needed: I am going to read five statements. Please tell me whether you strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree, or strongly disagree with the following statements.**

**People's rights to privacy are well protected.**

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree
- Don't Know
- Refused

**25. If needed: I am going to read five statements. Please tell me whether you strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree, or strongly disagree with the following statements.**

**People have lost all control over how personal information about them is used.**

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree
- Don't Know
- Refused

26. If needed: I am going to read five statements. Please tell me whether you strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree, or strongly disagree with the following statements.

**I already do enough to protect the privacy of my personal information online.**

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree
- Don't Know
- Refused

27. If needed: I am going to read five statements. Please tell me whether you strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree, or strongly disagree with the following statements.

**The government knows more about me than it needs to.**

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree
- Don't Know
- Refused

28. **Business and private industry have too much information about me.** [If needed: Do you strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree, or strongly disagree?]

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree
- Don't Know
- Refused

29. **Which poses a greater risk to your privacy—businesses and private industry, or the government?**

- Businesses and private industry
- The government

**Have you done any of these Next I'd like to know whether you have done certain things to protect your data or avoid intrusion into your privacy.? Please tell me "Yes" or "No" for each item.**



30. [Next I'd like to know whether you have done certain things to protect your data or avoid intrusion into your privacy. Please tell me "Yes" or "No" for each item.]

**Have you signed up for the Do Not Call Registry, which removes your number from marketing call lists?**

- Yes
- No

31. [Next I'd like to know whether you have done certain things to protect your data or avoid intrusion into your privacy. Please tell me "Yes" or "No" for each item.]

**Have you blocked a smartphone app or stopped an app from accessing other details on your phone, such as GPS location or your contacts?**

- Yes
- No

32. [Next I'd like to know whether you have done certain things to protect your data or avoid intrusion into your privacy. Please tell me "Yes" or "No" for each item.]

**Have you changed the default settings on your computer or browser to increase your privacy?**

- Yes
- No

33. [Next I'd like to know whether you have done certain things to protect your data or avoid intrusion into your privacy. Please tell me "Yes" or "No" for each item.]

**Have you stopped or avoided using a social media service so that you can protect your privacy?**

- Yes
- No

34. [Next I'd like to know whether you have done certain things to protect your data or avoid intrusion into your privacy. Please tell me "Yes" or "No" for each item.]

**Have you started using more secure methods of communication, such as encrypted emails?**

- Yes
- No

35. [Next I'd like to know whether you have done certain things to protect your data or avoid intrusion into your privacy. Please tell me "Yes" or "No" for each item.]

**Have you asked a government department, public service, or private company to delete any information they hold about you?**

- Yes
- No

**36. Because of privacy concerns, how often do you refuse to answer surveys?—Would you say very often, sometimes, rarely, or never?**

- Very often
- Sometimes
- Rarely
- Never

**37. Because of privacy concerns, have you ever skipped a survey question or given a wrong answer to a survey question?**

- Yes
- No
- Don't Know
- Refused

**38. Thinking now about your use of the internet, overall, how often do you use the internet? - Would you say several times a day, once a day, at least once a week, or less often?**

- Several times a day
- Once a day
- At least once a week
- Less often
- Don't Know
- Refused

**39. In general, how concerned are you about your privacy while you are using the internet?—would you say that you are extremely concerned, very concerned, somewhat concerned, a little concerned, or not concerned at all?**

- Extremely concerned
- Very concerned
- Somewhat concerned
- A little concerned
- Not at all concerned
- Don't Know
- Refused

**40. IF RESPONDED THROUGH MODE OTHER THAN INTERNET: Thinking now about the 2020 Census again, were you aware that you could answer the census online?**

- Yes - [Continue to Q41](#)
- No - [Skip to Q43](#)
- Don't Know - [Skip to Q43](#)

- Refused – [Skip to Q43](#)

**41. IF YES TO Q31 OR RESPONDED BY INTERNET: Did the option of responding online to the 2020 Census raise any concerns for you?**

- Yes – [Continue to Q42](#)
- No – [Skip to Q43](#)
- Don't Know – [Skip to Q43](#)
- Refused – [Skip to Q43](#)

**42. What concerns did you have about responding to the 2020 Census online? ([Open-ended](#))**

- Verbatim text response: \_\_\_\_\_
- Don't Know
- Refused

**43. Do you think the Census Bureau does a good job of providing information to the public about how census responses are used?** [If needed: Do you think the Census Bureau does a good job of providing information to the public about how it produces statistics?]

- Yes
- No
- Don't Know
- Refused

**44. Next, a question about the U.S. government as a whole. Do you think federal government agencies share a single central database of the name, address and date of birth of U.S. residents?**

- Yes
- No
- Don't Know
- Refused

**45. How concerned are you, if at all, that other government agencies could obtain your individual answers to the 2020 Census? Would you say you are extremely concerned, very concerned, somewhat concerned, a little concerned, or not at all concerned?**

- Extremely concerned
- Very concerned
- Somewhat concerned
- A little concerned
- Not at all concerned
- Don't Know
- Refused

**46. How concerned are you, if at all, that an unauthorized person or hacker might gain access to 2020 Census responses? [If needed: are you extremely concerned, very concerned, somewhat concerned, a little concerned, or not at all concerned?]**

- Extremely concerned
- Very concerned
- Somewhat concerned
- A little concerned
- Not at all concerned
- Don't Know
- Refused

**47. How concerned are you, if at all, that an unauthorized person or hacker might gain access to 2020 Census responses—are you extremely concerned, very concerned, somewhat concerned, a little concerned, or not at all concerned?**

- Extremely concerned
- Very concerned
- Somewhat concerned
- A little concerned
- Not at all concerned
- Don't Know
- Refused

### Section 3: Administrative Records

**48. For the next census in 2030, one proposal is to do away with Census forms entirely. No one would be asked to fill out a form. Instead, the Census Bureau would count the entire population by getting information from other government agencies. Would you be strongly in favor of this, somewhat in favor of it, neither in favor nor against it, somewhat against it, or strongly against it?**

- Strongly in favor of it
- Somewhat in favor of it
- Neither in favor nor against it
- Somewhat against it
- Strongly against it
- Don't Know
- Refused

**I'm going to read you three different types of information and ask you if you would be strongly in favor of the Census Bureau getting that information from other government agencies, somewhat in favor of it, neither in favor nor against it, somewhat against it, or strongly against it.**

**49. How would you feel about the Census Bureau getting your contact information, like phone numbers and email addresses, from other government agencies? [If needed: Would you be**

strongly in favor, somewhat in favor of it, neither in favor nor against it, somewhat against it, or strongly against it?]

- Strongly in favor of it
- Somewhat in favor of it
- Neither in favor nor against it
- Somewhat against it
- Strongly against it
- Don't Know
- Refused

**50. How would you feel about the Census Bureau getting your information from other government agencies about whether your address was occupied or vacant on a particular date?** [If needed: Would you be strongly in favor, somewhat in favor of it, neither in favor nor against it, somewhat against it, or strongly against it?]

- Strongly in favor of it
- Somewhat in favor of it
- Neither in favor nor against it
- Somewhat against it
- Strongly against it
- Don't Know
- Refused

**51. How would you feel about the Census Bureau getting information from other government agencies about whether your home is owned or rented?** [If needed: Would you be strongly in favor, somewhat in favor of it, neither in favor nor against it, somewhat against it, or strongly against it?]

- Strongly in favor of it
- Somewhat in favor of it
- Neither in favor nor against it
- Somewhat against it
- Strongly against it
- Don't Know
- Refused

**52. If you had to choose, for the next census in 2030, would you prefer that the Census Bureau get your household's information from other government agencies or that the Census Bureau send an interviewer to your home to ask for it?**

- Get information from other government agencies
- Get information from interviewer at home
- Don't know
- Refused

**53. For you personally, if you did not respond to the next census in 2030, would you prefer that the Census Bureau get your information from your neighbors, or that the Census Bureau get your information from other government agencies?**

- Get information from their neighbors
- Get information from other government agencies
- Don't know
- Refused

## Section 4: General Attitudes

**54. The population count, the crime rate, and the unemployment rate are examples of statistics produced by the federal government. Have you ever used federal statistics for study or work?**

- Yes
- No
- Don't Know
- Refused

**55. Personally, how much trust do you have in the federal statistics in the United States? Would you say that you tend to trust federal statistics or you tend not to trust them?**

- Tend to trust
- Tend not to trust
- Don't Know
- Refused

**56. Please tell me whether you strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree, or strongly disagree with the following statement: Policy makers need federal statistics to make good decisions about things like federal funding.**

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree
- Don't Know
- Refused

**Now I'm going to read you a list of institutions in American society and ask how confident you, yourself, are in each one. Please tell me whether you are extremely confident, very confident, somewhat confident, a little confident, or not at all confident. [Randomly rotate order Q57-Q61.](#)**

**57. How confident are you in newspapers?**

- Extremely confident
- Very confident
- Somewhat confident

- A little confident
- Not at all confident
- Don't Know
- Refused

58. [If needed: Now I'm going to read you a list of institutions in American society and ask how confident you, yourself, are in each one. Please tell me whether you are extremely confident, very confident, somewhat confident, a little confident, or not at all confident.]

**How confident are you in the military?**

- Extremely confident
- Very confident
- Somewhat confident
- A little confident
- Not at all confident
- Don't Know
- Refused

59. [If needed: Now I'm going to read you a list of institutions in American society and ask how confident you, yourself, are in each one. Please tell me whether you are extremely confident, very confident, somewhat confident, a little confident, or not at all confident.]

**How confident are you in the Census Bureau?**

- Extremely confident
- Very confident
- Somewhat confident
- A little confident
- Not at all confident
- Don't Know
- Refused

60. [If needed: Now I'm going to read you a list of institutions in American society and ask how confident you, yourself, are in each one. Please tell me whether you are extremely confident, very confident, somewhat confident, a little confident, or not at all confident.]

**How confident are you in Congress?**

- Extremely confident
- Very confident
- Somewhat confident
- A little confident
- Not at all confident
- Don't Know
- Refused

**61.** [If needed: Now I'm going to read you a list of institutions in American society and ask how confident you, yourself, are in each one. Please tell me whether you are extremely confident, very confident, somewhat confident, a little confident, or not at all confident.]

**How confident are you in Universities?**

- Extremely confident
- Very confident
- Somewhat confident
- A little confident
- Not at all confident
- Don't Know
- Refused

## Section 5: Demographics

I have just a few more basic questions before we are finished.

**62. Are you male or female?**

- Male
- Female
- Don't Know
- Refused

**63. Do you think of yourself as one, lesbian or gay; two, straight, that is not lesbian or gay; three, bisexual; or four, something else?**

- Lesbian or gay
- Straight, that is not lesbian or gay
- Bisexual
- Something else
- Don't Know
- Refused

**64. What is your age? (Open-ended)**

- XX-XXX: \_\_\_\_\_
- Don't Know
- Refused

**65. Are you of Hispanic, Latino, or Spanish origin?**

- Yes
- No
- Don't Know
- Refused



**66. What is your race? Are you White, Black or African-American, American Indian or Alaska Native, Asian, Native Hawaiian or other Pacific Islander, or some other race?**

- White
- Black or African American
- American Indian or Alaska Native
- Asian
- Native Hawaiian or Other Pacific Islander
- Some other race- **Please specify**
- Don't Know
- Refused

**67. What is the highest level of school you have completed or the highest degree you have received?**

- Less than high school
- Completed high school
- Some college, no degree
- Associate's degree (AA/AS)
- Bachelor's degree (BA/BS)
- Post-Bachelor's Degree
- Don't Know
- Refused

**68. What is your marital status?**

- Single
- Married
- Widowed
- Divorced
- Separated
- Don't Know
- Refused

**69. What is your total annual household income, before taxes? Please include income from wages and salaries, self-employment, retirement income, interest and dividends, unemployment benefits and any other sources of income received regularly.**

[If needed: The Census Bureau is required by law to keep your information confidential.]

- Open-ended \_\_\_\_\_
- Don't Know - [Continue to Q70](#)
- Refused - [Continue to Q70](#)

**70. If DK/REF previous question: Is your total ANNUAL household income before taxes \$50,000 or more, or is it less than \$50,000?**

- Less than \$50,000

- More than \$50,000
- Don't Know
- Refused

## Conclusion

**Thank you very much for your time today. Your answers will help us plan for the next census in 2030.**

**Interviewer only question:** In what language did you conduct most of this interview?