United States Census Bureau

## Block 1

Thank you for agreeing to share your experience completing the 2020 Census questionnaire online. We estimate that this survey will take about 10 minutes. The results of this study will be used to evaluate the 2020 Census online questionnaire and to make future online questionnaires better.

AUTHORITY AND CONFIDENTIALITY

By law, the Census Bureau is required to keep your answers confidential (Title 13, United States Code, Section 9). We are conducting this voluntary survey under the authority of Title 13, United States Code, Sections 141 and 193. This collection has been approved by the Office of Management and Budget (OMB). This eight-digit OMB approval number, 0607-0971, confirms this approval. We are required to display this number to conduct this survey. We estimate that this survey will take about 10 minutes. Send comments regarding this estimate or any other aspect of this survey, including suggestions for reducing the time it takes to complete this survey to adrm.pra@census.gov. By proceeding with this study, you give your consent to participate in this study. The Privacy Act of 1974 (5 U.S.C. Section 552a) allows the sharing of information you provided with Census Bureau staff for the work-related purposes identified in this statement and the Privacy

Act System of Records Notice (SORN) COMMERCE/CENSUS-5, Decennial Census Programs.

## Default Question Block

How satisfied were you with the experience of filling out your 2020 Census questionnaire online?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied
- I don't remember
- Someone else filled out my census questionnaire

We'd like to contact the person who filled out your Census questionnaire to ask a few follow-up questions about their satisfaction with completing the census online.

What is the cell phone number of the person who filled out your census questionnaire?

_____ ###-###-####

- I'd rather not provide that information

## Why were you dissatisfied? *Select all that apply.*

- I didn't want to share this information with the government
- I had technical problems
- I couldn't find my Census ID
- It took too long to fill out
- I tried to use my Census ID and it didn't work
- I didn't want to fill out this information about other people in my household
- I had problems answering some of the questions
- [ ] Other, specify

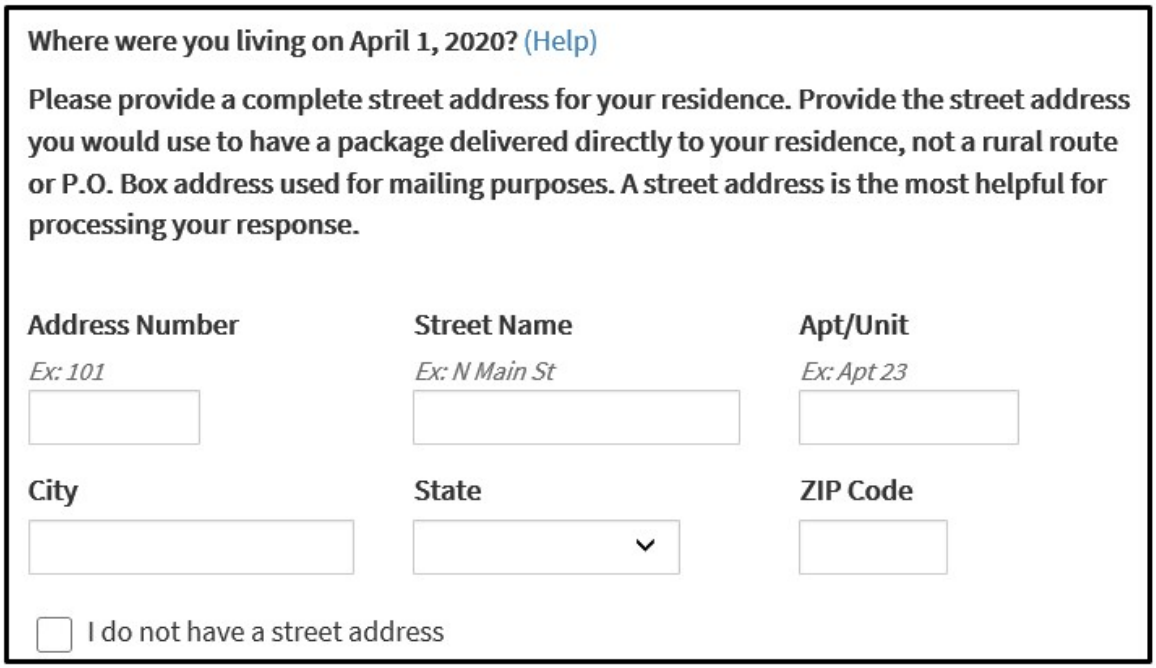
## Which questions did you have problems with? *Select all that apply.*

- Home address
- Owner or renter
- Number of people who live with you
- Names
- Phone number
- Sex
- Date of birth
- Hispanic/Latino/Spanish ethnicity

Race

How household members are related to each other

Here is an example of the address screen:




What were the problems with the home address question? *Select all that apply.*

My address did not fit into the spaces provided

My residence has a non-standard address

I couldn't find how to enter my rural route address

My home doesn't have an address

I started typing my street address into the house number space and had to correct it

I wasn't sure which address to enter (for example, I sometimes live or stay more than one place)

☐ Other, specify

Here is an example of the address screen:

What were the problems with the home address question? *Select all that apply.*

My address did not fit into the spaces provided

My residence has a non-standard address

I couldn't find how to enter my rural route address

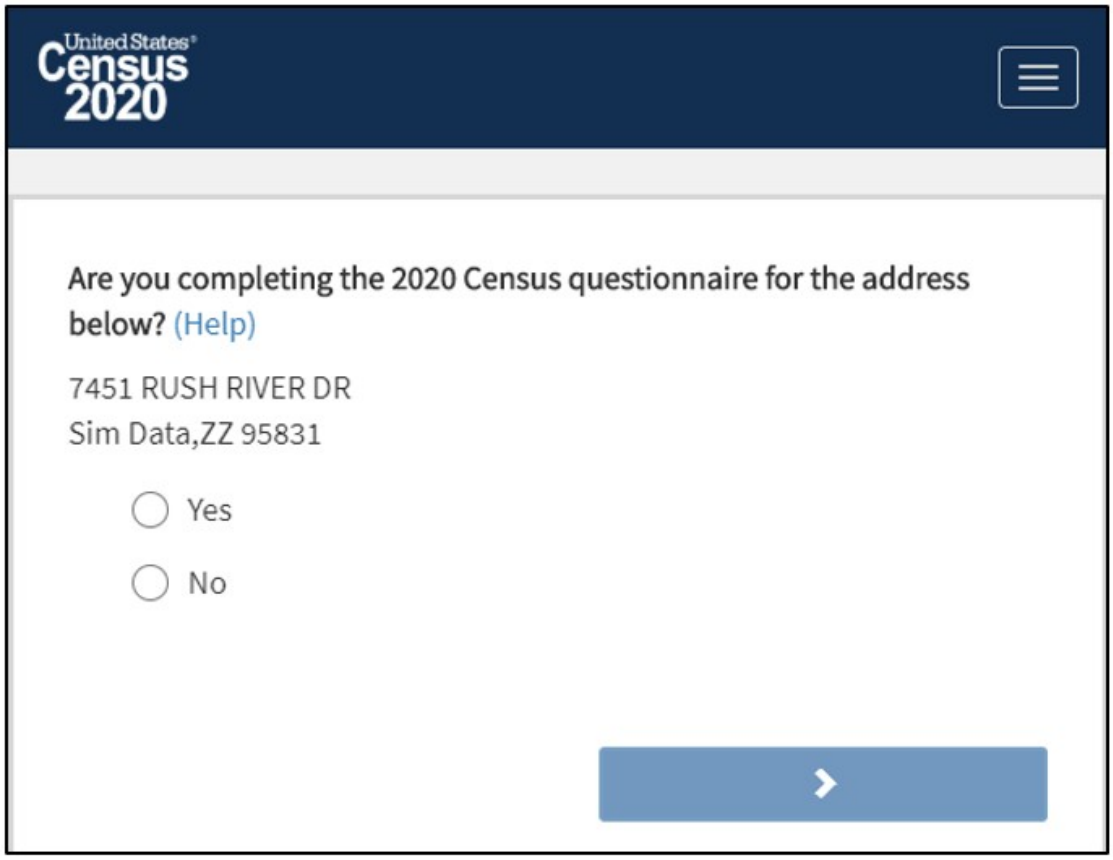
My home doesn't have an address

I started typing my street address into the house number space and had to correct it

I wasn't sure which address to enter (for example, I sometimes live or stay more than one place)

Other, specify

Here is an example of an address screen with a made up address:



What were the problems with the home address question? *Select all that apply.*

- [ ] The address on the paper materials I received in the mail did not match with the address I saw on the online form
- [ ] The street address was wrong
- [ ] The zip code was wrong
- [ ] The state was wrong
- [ ] It did not have the correct apartment/unit/lot number
- [ ] I could not correct the address
- [ ] Other, specify

Here is an example of the owner/renter question with a made up address.

**On April 1, 2020, was the house, apartment, or mobile home at 101 MAIN Apt 23 -** (Help)

- ◯ Owned by you or someone in this household with a mortgage or loan (including home equity loans)?
- ◯ Owned by you or someone in this household free and clear (without a mortgage or loan)?
- ◯ Rented?
- ◯ Occupied without payment of rent?

What were the problems with the owner/renter question? *Select all that apply.*

I live alone. Why do you ask about someone else in this household

I wasn't sure how to answer the question

I did not understand the question

Other, specify

Here is an example of the number of people question with a made up address.

**Including yourself, how many people were living or staying at 101 MAIN Apt 23 on April 1, 2020?**

For more information on who to include, click here.

**Number**

What were the problems with the question about the number of people who live with you? *Select all that apply.*

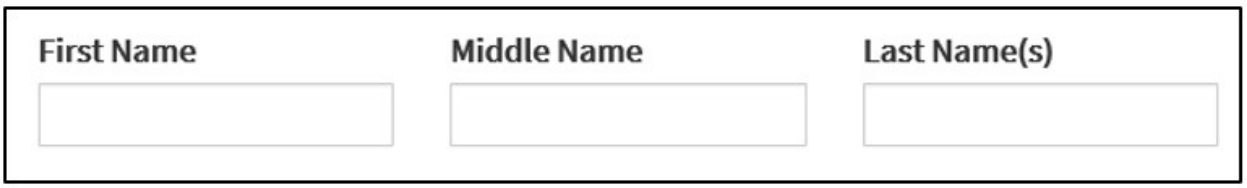
I wasn't sure whether to include people who moved into or out of the home

I wasn't sure whether to include college students

I wasn't sure whether to include young children or babies

Other, specify

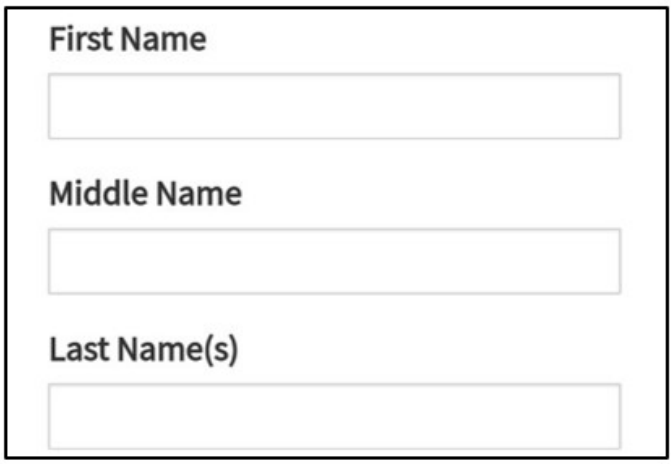
Here is an example of the name question.




What were the problems with the name question? *Select all that apply.*

- One or more names didn't fit in the space available
- I wanted to change, add, or remove a name and I could not do it
- I had a spelling error and I could not correct it
- I didn't know everyone's full name
- There were not enough name spaces
- It was unclear if I could leave middle name blank or only use initials
- [ ] Other, specify

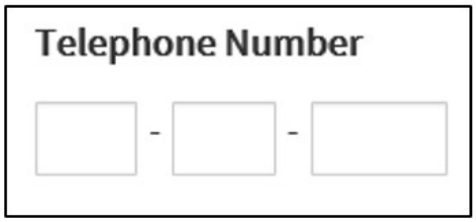
Here is an example of the name question.



What were the problems with the name question? *Select all that apply.*

- It was unclear if I could leave middle name blank or only use initials
- I had a spelling error and I could not correct it
- I wanted to change, add, or remove a name and I could not do it
- I didn't know everyone's full name
- One or more names didn't fit in the space available
- There were not enough name spaces
- [ ] Other, specify

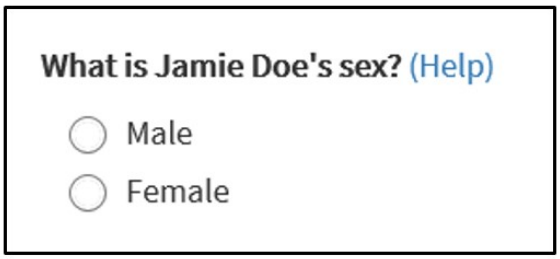
Here is an example of the phone number question.




What were the problems with the phone number question? *Select all that apply.*

- I didn't know whether to list my landline or my cell phone number
- I didn't want to give the Census Bureau my phone number
- [ ] Other, specify

Here is an example of the sex question with a made up name.




What were the problems with the sex question? *Select all that apply.*

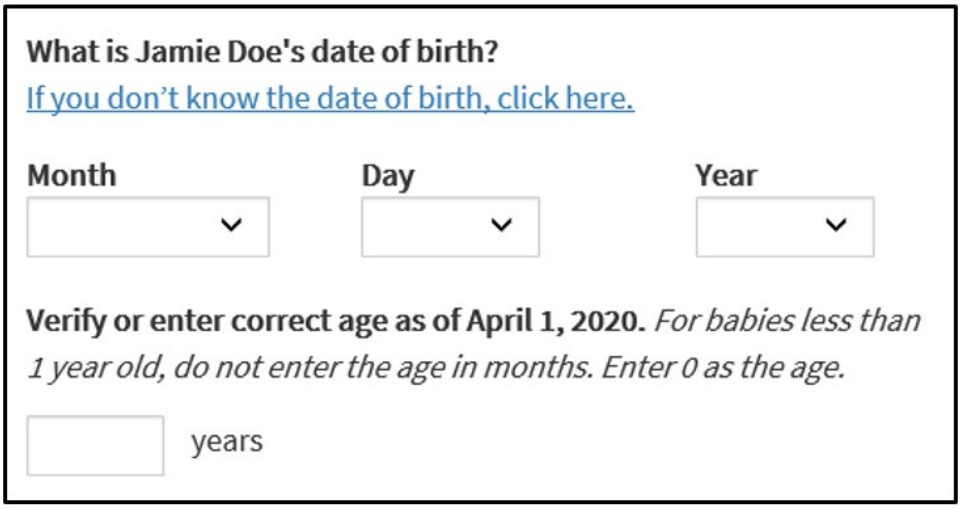
I thought I had already given this information

I wanted a response choice other than male or female

I didn't want to answer this question for someone else in my household

Other, specify

Here is an example of the date of birth question with a made up name.




What were the problems with the date of birth question? *Select all that apply.*

The instructions in the link "If you do not know the date of birth, click here" were confusing

The calculated age was incorrect

I tried to answer on my phone and I couldn't find the dates

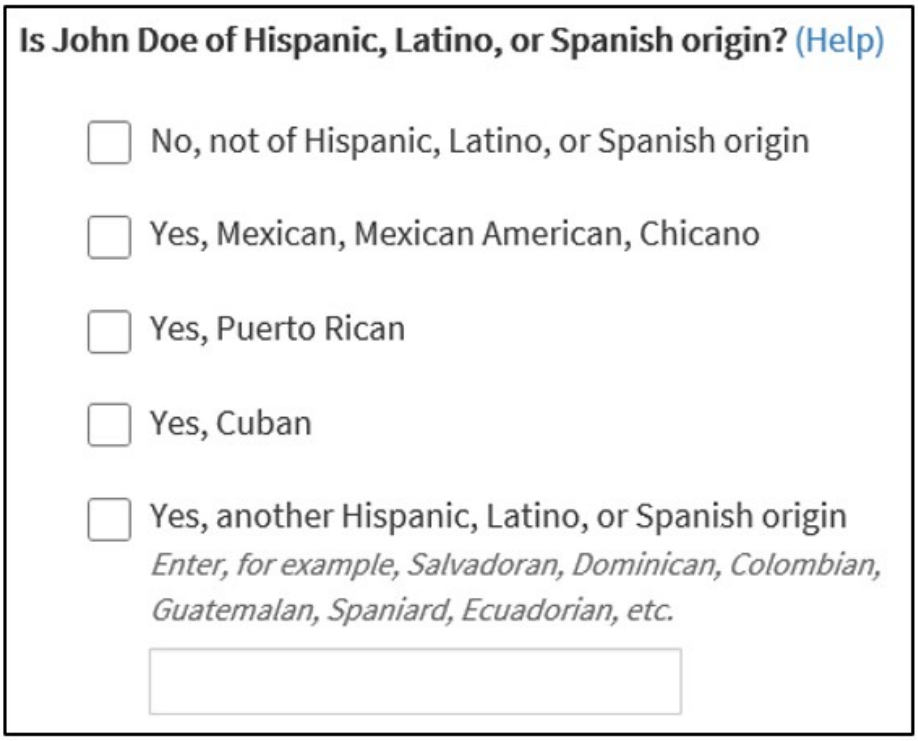
I wasn't sure if I could estimate the date of birth

I didn't know the date of birth

I wanted to leave it blank and it wouldn't let me move forward

[ ] Other, specify

Here is an example of the Hispanic/Latino/Spanish ethnicity question with a made up name.




What were the problems with the Hispanic/Latino/Spanish ethnicity question? *Select all that apply.*

I did not like that the question separated Hispanics and Latinos from other groups

My country wasn't listed

My race/ethnicity wasn't listed

My children were born in the U.S. and I didn't know how to answer this question for them

Other, specify

Here is an example of the race question with a made up name.

**What is John Doe's race?** (Help)

*Select one or more boxes **AND** enter origins. For this census, Hispanic origins are not races.*

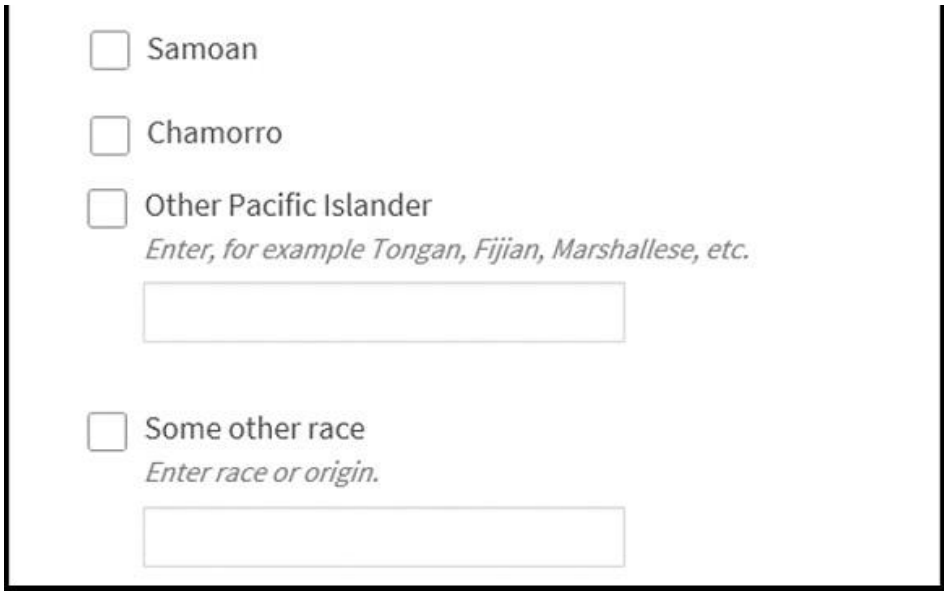
- [ ] White
  *Enter, for example, German, Irish, English, Italian, Lebanese, Egyptian, etc.*

- [ ] Black or African American
  *Enter, for example, African American, Jamaican, Haitian, Nigerian, Ethiopian, Somali, etc.*

- [ ] American Indian or Alaska Native
  *Enter name of enrolled or principal tribe(s), for example, Navajo Nation, Blackfeet Tribe, Mayan, Aztec, Native Village of Barrow Inupiat Traditional Government, Nome Eskimo Community, etc.*

- [ ] Chinese
- [ ] Filipino
- [ ] Asian Indian
- [ ] Vietnamese
- [ ] Korean
- [ ] Japanese
- [ ] Other Asian
  *Enter, for example, Pakistani, Cambodian, Hmong, etc.*

- [ ] Native Hawaiian




What were the problems with the race question? *Select all that apply.*

I don't like separating people by race

I don't know my ancestry or heritage

I received an error message and I wasn't sure what I did wrong

I had to type something into the heritage/ancestry question space to get to the next screen

I wanted to select multiple races and I wasn't sure if I could

My race wasn't listed

I wasn't sure how far back to go with my heritage

I do not identify with a particular ancestry or heritage

Other, specify

Here is an example of the household relationships question with made up names.

What were the problems with the question about how household members are related to each other? *Select all that apply.*

I did not like the response choices

The list was too long

I could not find a correct response choice

Other, specify

Which questions asked for information that you didn't want to share with the government? *Select all that apply.*

Home address

Owner or renter

Number of people who live with you

Names

Phone number

Sex

Date of birth

Hispanic/Latino/Spanish ethnicity

Race

How household members are related to each other

None of these

Which questions did you not want to fill out about other people in your household? *Select all that apply.*

Home address

Owner or renter

Number of people who live with you

Names

Phone number

Sex

Date of birth

Hispanic/Latino/Spanish ethnicity

Race

How household members are related to each other

None of these

## What kind of technical difficulties did you have? *Select all that apply.*

I got logged out of the questionnaire before I was finished

I got an error message that I couldn't fix

The questions loaded on the screen slowly

My address was wrong and I could not correct it

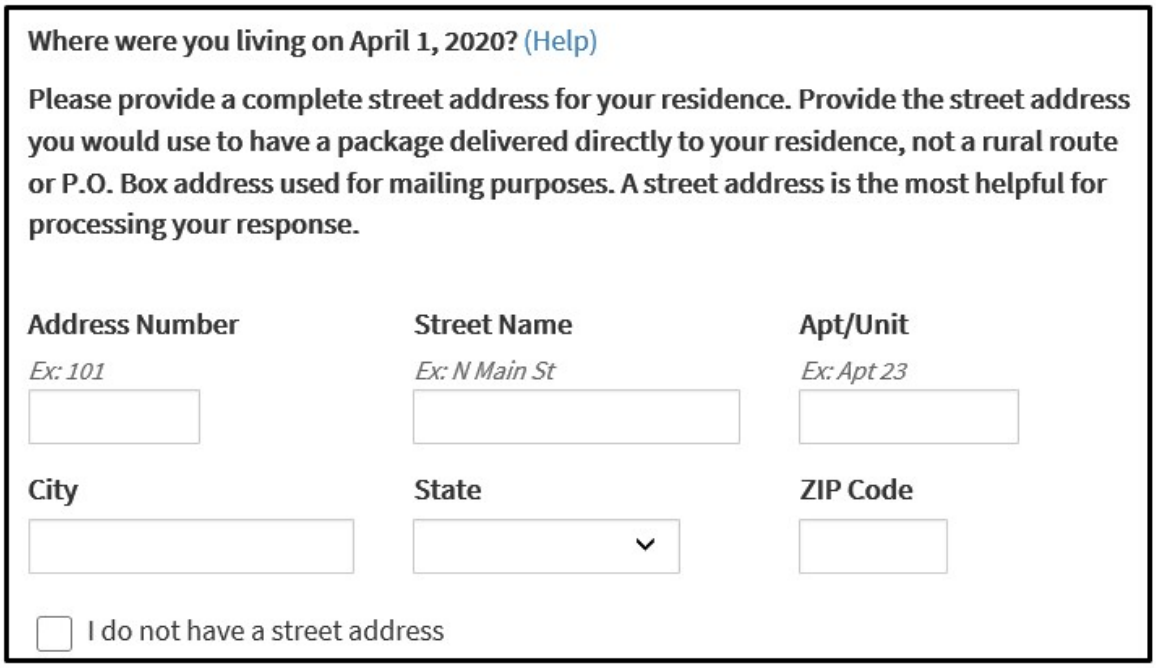
Other, specify

I wasn't sure if my answers were submitted

Why were you satisfied? *Select all that apply.*

- The questionnaire was short
- The website was easy to use
- I liked that I could fill it out on my phone
- I was glad to be counted
- I liked that I could fill it out online
- I knew the answers to the questions
- I liked the design
- Other, specify

The next question is about the screen where you entered your address. *An example of that screen is below to remind you of what it looked like.*




How easy or difficult was it for you to enter your address on that screen?

Very easy

Somewhat easy

Neither easy nor difficult

Somewhat difficult

Very difficult

The next question is about the screen where you entered your address. *An example of that screen is below to remind you of what it looked like.*

How easy or difficult was it for you to enter your address on that screen?

Very easy

Somewhat easy

Neither easy nor difficult

Somewhat difficult

Very difficult

What made entering the address on this screen difficult? *Select all that apply.*

My address did not fit into the spaces provided

My residence has a non-standard address

I couldn't find how to enter my rural route address

My home doesn't have an address

I wasn't sure which address to enter (for example, I sometimes live or stay more than one place)

I started typing my street address into the house number space and had to correct it

Other, specify

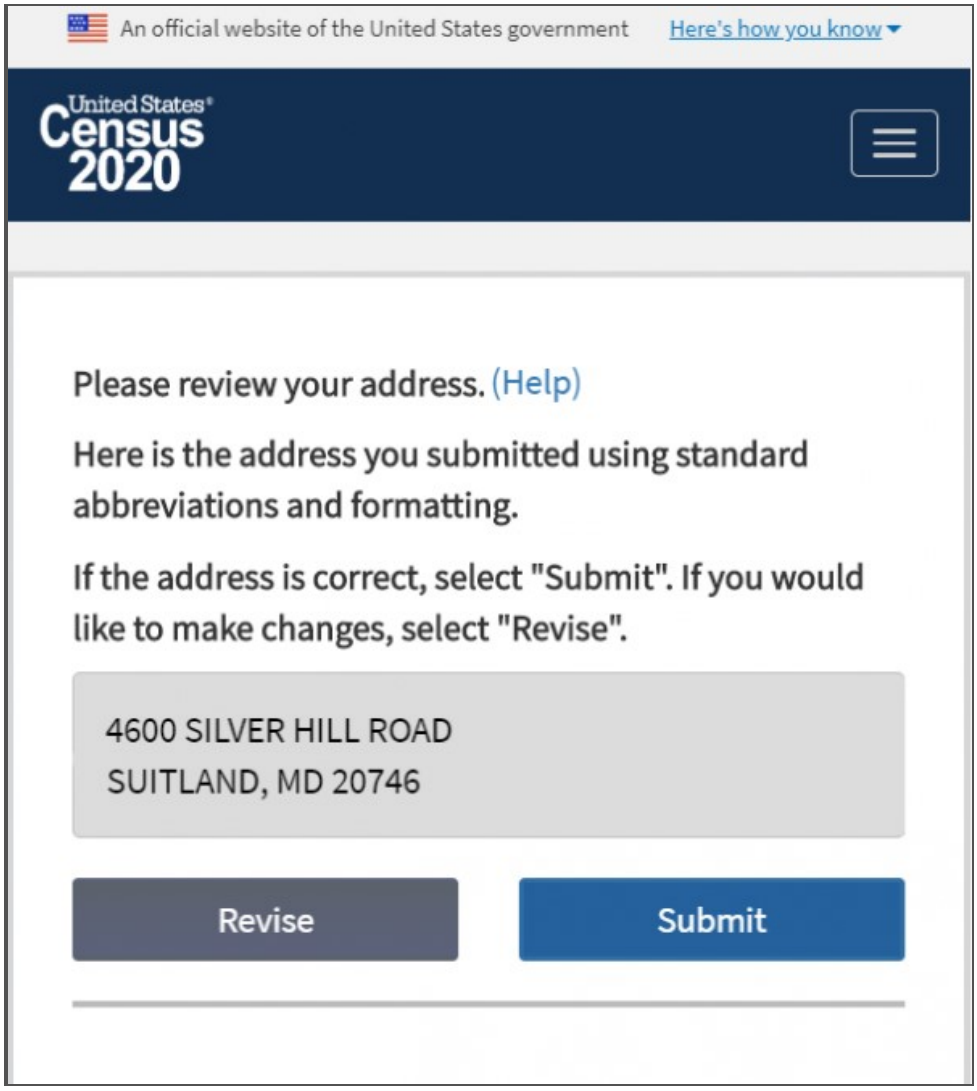
Earlier you reported:
${q://QID6/ChoiceGroup/SelectedChoices}.
Did you have any other difficulty with the address screen?

Yes

No

What was that?

After you entered your address, it was reformatted based on U.S. postal standards. Here is an example of a reformatted address.




In your opinion was your address reformatted correctly?

Yes

No

I don't remember the screen

What was wrong with the reformatted address the survey showed you? *Select all that apply.*

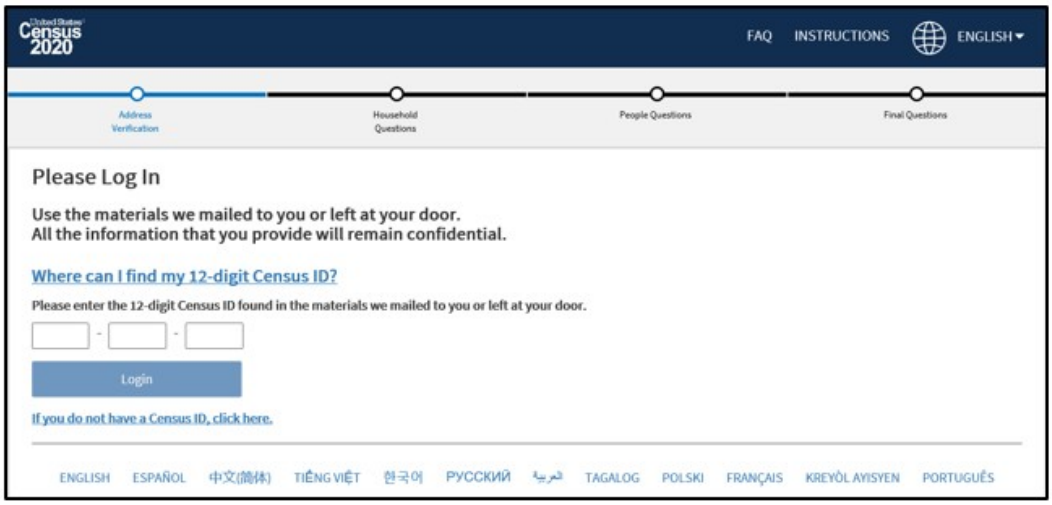
ZIP Code was incorrect

The apartment number was incorrect

The city was incorrect

[ ] Other, specify

The first screen of the census questionnaire asked you to log in. Here is an example of the log in screen.



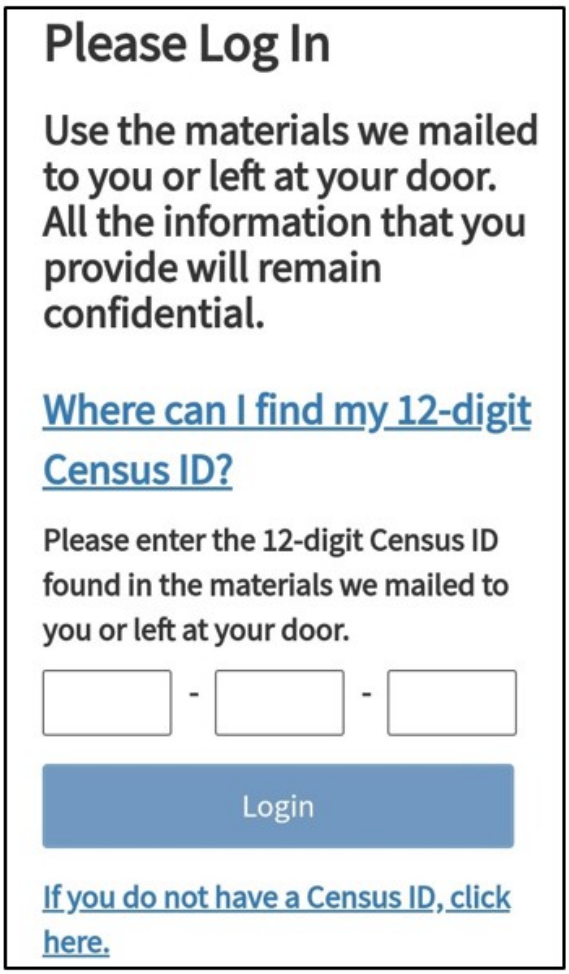

How did you log in?

I entered an ID that was mailed to me or left at my door

I clicked on, "If you do not have a Census ID, click here"

I don't remember

The first screen of the census questionnaire asked you to log in. Here is an example of the log in screen.




How did you log in?

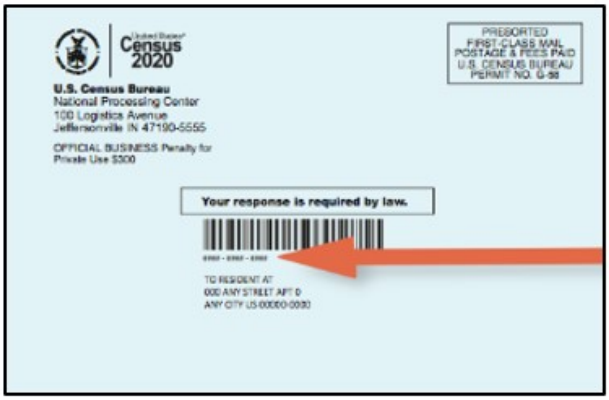
I entered an ID that was mailed to me or left at my door

I clicked on, "If you do not have a Census ID, click here"

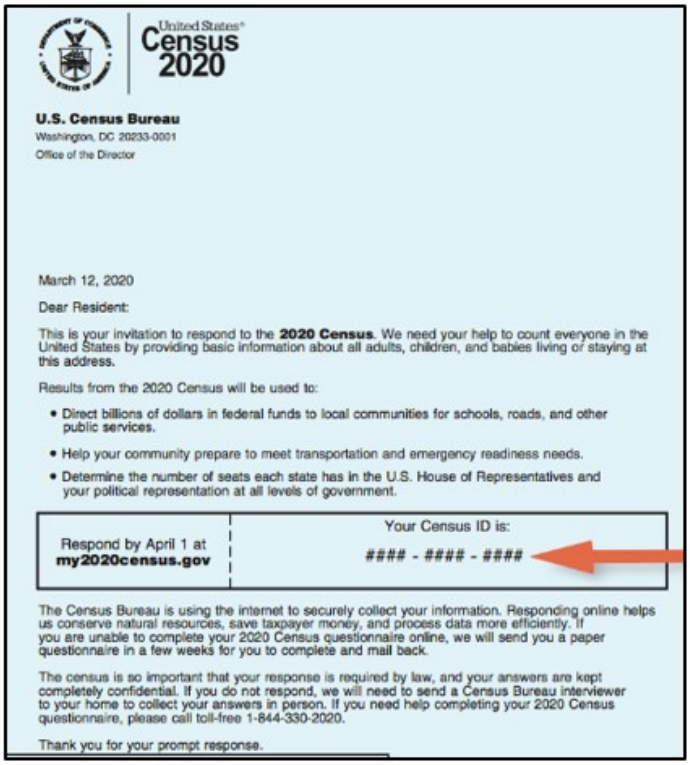
I don't remember

Where did you find your Census ID?

On a postcard

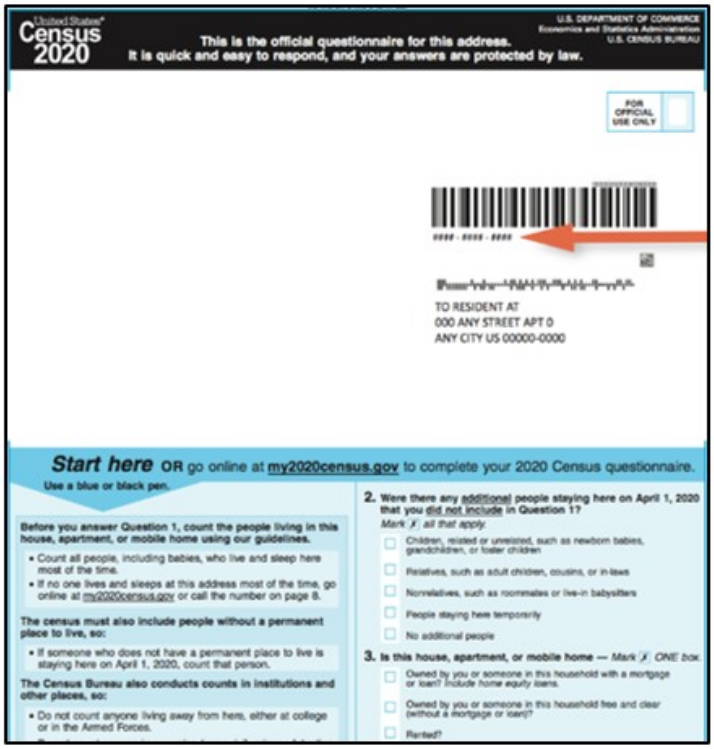



On a letter

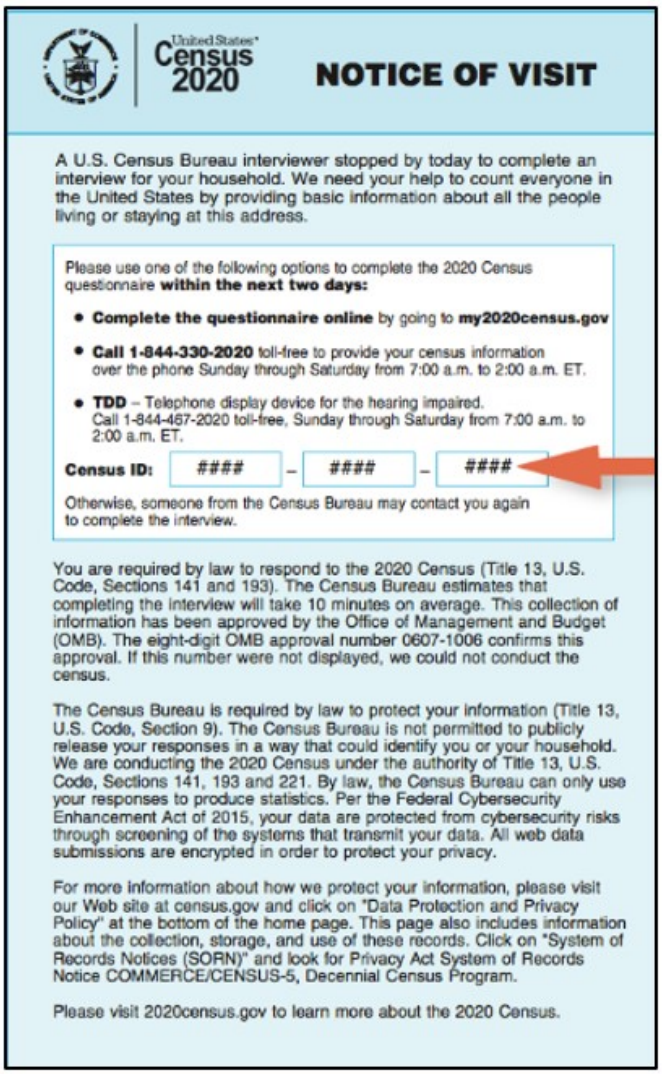



I don't remember

On the paper questionnaire



On the notice of visit



United States Census 2020

NOTICE OF VISIT

A U.S. Census Bureau interviewer stopped by today to complete an interview for your household. We need your help to count everyone in the United States by providing basic information about all the people living or staying at this address.

Please use one of the following options to complete the 2020 Census questionnaire **within the next two days:**

- **Complete the questionnaire online** by going to **my2020census.gov**
- **Call 1-844-330-2020** toll-free to provide your census information over the phone Sunday through Saturday from 7:00 a.m. to 2:00 a.m. ET.
- **TDD** – Telephone display device for the hearing impaired. Call 1-844-467-2020 toll-free, Sunday through Saturday from 7:00 a.m. to 2:00 a.m. ET.

**Census ID:** #### – #### – ####

Otherwise, someone from the Census Bureau may contact you again to complete the interview.

You are required by law to respond to the 2020 Census (Title 13, U.S. Code, Sections 141 and 193). The Census Bureau estimates that completing the interview will take 10 minutes on average. This collection of information has been approved by the Office of Management and Budget (OMB). The eight-digit OMB approval number 0607-1006 confirms this approval. If this number were not displayed, we could not conduct the census.

The Census Bureau is required by law to protect your information (Title 13, U.S. Code, Section 9). The Census Bureau is not permitted to publicly release your responses in a way that could identify you or your household. We are conducting the 2020 Census under the authority of Title 13, U.S. Code, Sections 141, 193 and 221. By law, the Census Bureau can only use your responses to produce statistics. Per the Federal Cybersecurity Enhancement Act of 2015, your data are protected from cybersecurity risks through screening of the systems that transmit your data. All web data submissions are encrypted in order to protect your privacy.

For more information about how we protect your information, please visit our Web site at census.gov and click on "Data Protection and Privacy Policy" at the bottom of the home page. This page also includes information about the collection, storage, and use of these records. Click on "System of Records Notices (SORN)" and look for Privacy Act System of Records Notice COMMERCE/CENSUS-5, Decennial Census Program.

Please visit 2020census.gov to learn more about the 2020 Census.

## How easy or difficult was it for you to find your Census ID?

Very easy

Somewhat easy

Neither easy nor difficult

Somewhat difficult

Very difficult

## What were your reason(s) for not entering a Census ID? *Select all that apply.*

- I couldn't find the Census ID on the letters or postcard
- I was away from home and didn't have my letters or postcard with me
- I tried to use my Census ID and it didn't work
- Someone else in my household used my Census ID
- I no longer had the letters or postcard with my Census ID
- I never received a Census ID
- I thought if I clicked on the link I could get my Census ID
- The Census ID was too small to read
- I don't remember
- [ ] Other, specify
- I responded before I received a Census ID in the mail

## How many times did you fill out or attempt to fill out a census questionnaire?

- Only one time
- More than one time
- I don't remember

## What were your reasons for filling out or attempting to fill out the Census questionnaire more than once?

I was helping a family member or friend with their form

I was trying to report a vacant property

My property has multiple homes on it

I wasn't sure if the Census Bureau received my answers

My answers were not saved, so I had to start over

I was trying to report that a unit/apartment no longer exits

[ ] I had problems with the Census questionnaire. Specify:

[ ] Some other reason. Specify:

## Did you include everyone living in your household on your questionnaire or did you only include some of the people?

I live alone and filled it out for myself

I live with others and I included everyone

I live with others but only included myself

I live with others but only included some of the people I live with

I don't remember

## Did the other people also complete their Census form?

Yes

No

I don't know

## In the end, were you able to finish your Census questionnaire online?

Yes, I finished and submitted my questionnaire online

No, I had a problem with the questionnaire online and wasn't able to fix it

No, I wanted a way to save my answers and come back, but I couldn't

No, I was too busy and decided not to finish

No, I didn't know the answers to some of the questions

No, I didn't want to answer some of the questions

No, some other reason. Specify

I don't remember

## Which questions didn't you know the answer to? *Select all that apply.*

Home address

Owner or renter

Number of people who live with you

Names

Phone number

Sex

Date of birth

Hispanic/Latino/Spanish ethnicity

Race

How household members are related to each other

## Which questions did you not want to answer? *Select all that apply.*

Home address

Owner or renter

Number of people who live with you

Names

Phone number

Sex

Date of birth

Hispanic/Latino/Spanish ethnicity

Race

How household members are related to each other

Do you have any comments on any of the questions asked in the Census online questionnaire? If so, select the topic you wish to comment on below. If you have no additional comments, select no comments below.

Home address

Owner or renter

Number of people who live with you

Names

Phone number

Sex

Date of birth

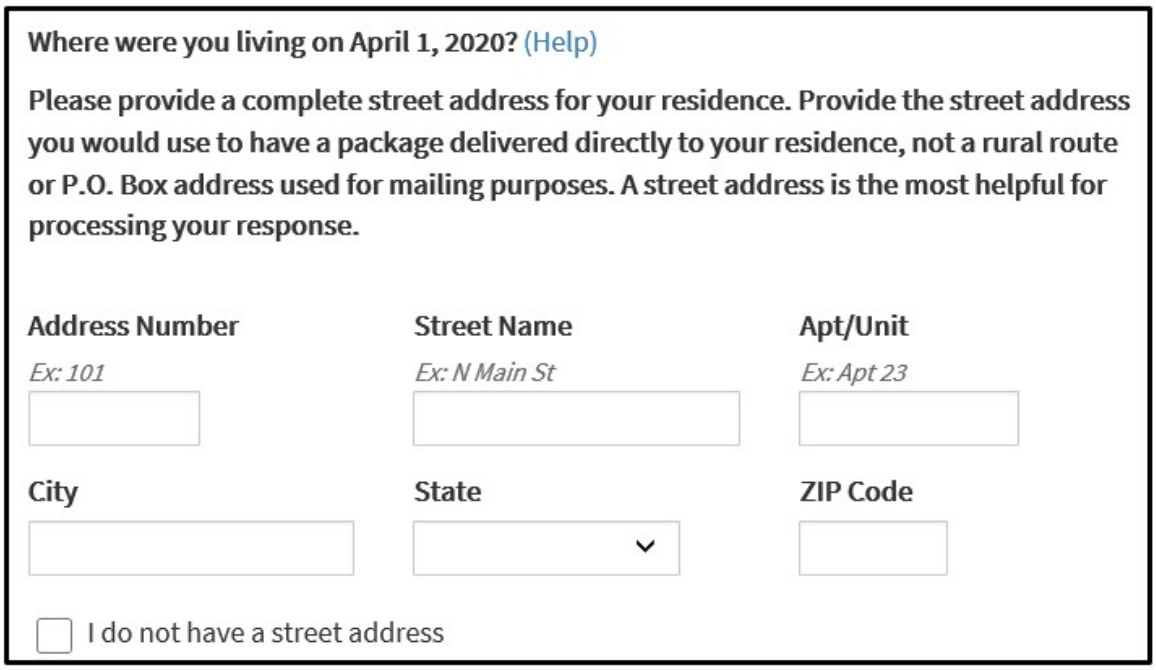
Hispanic/Latino/Spanish ethnicity

Race

How household members are related to each other

No comments

Here is an example of the address screen:




What are your comments with the home address question? *Select all that apply.*

- My address did not fit into the spaces provided
- My residence has a non-standard address
- I couldn't find how to enter my rural route address
- My home doesn't have an address
- I started typing my street address into the house number space and had to correct it
- I wasn't sure which address to enter (for example, I sometimes live or stay more than one place)
- Other, specify

Here is an example of the address screen:

What are your comments with the home address question?
*Select all that apply.*

My address did not fit into the spaces provided

My residence has a non-standard address

I couldn't find how to enter my rural route address

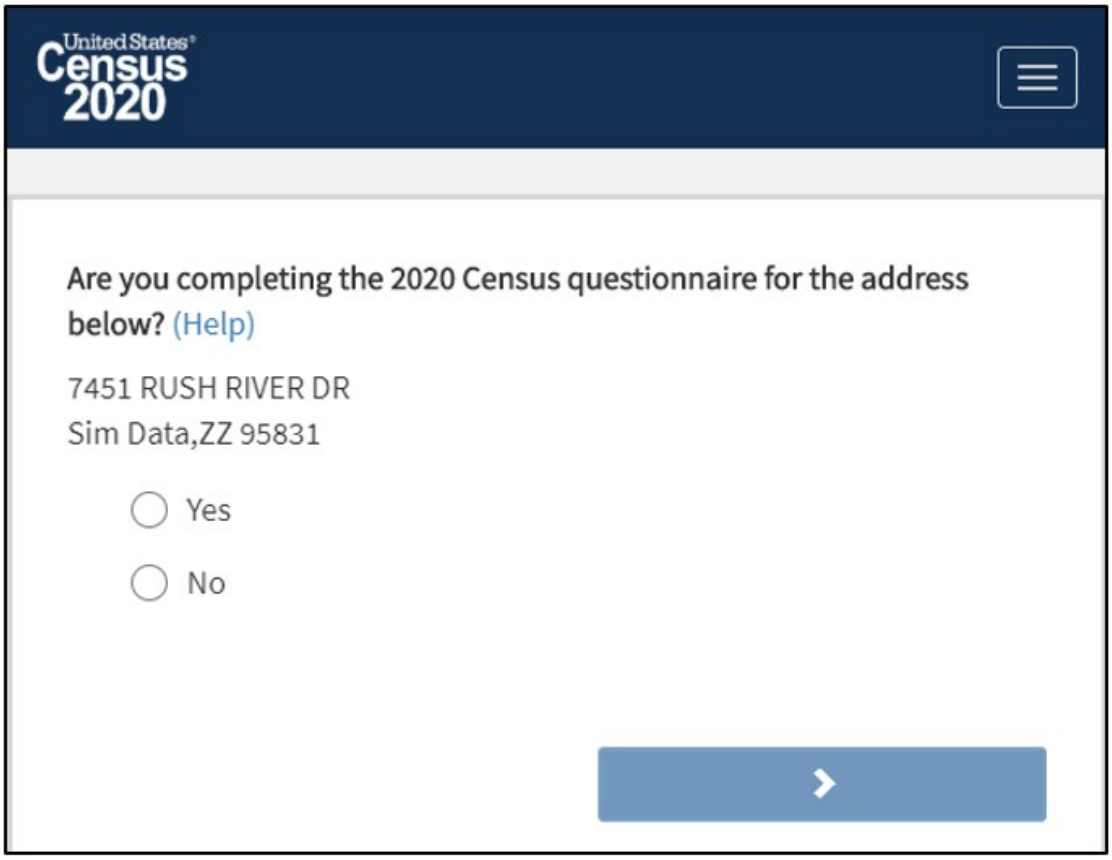
My home doesn't have an address

I started typing my street address into the house number space and had to correct it

I wasn't sure which address to enter (for example, I sometimes live or stay more than one place)

[ ] Other, specify

Here is an example of an address screen with a made up address:




What are your comments with the home address question? *Select all that apply.*

The address on the paper materials I received in the mail did not match with the address I saw on the online form

The street address was wrong

The zip code was wrong

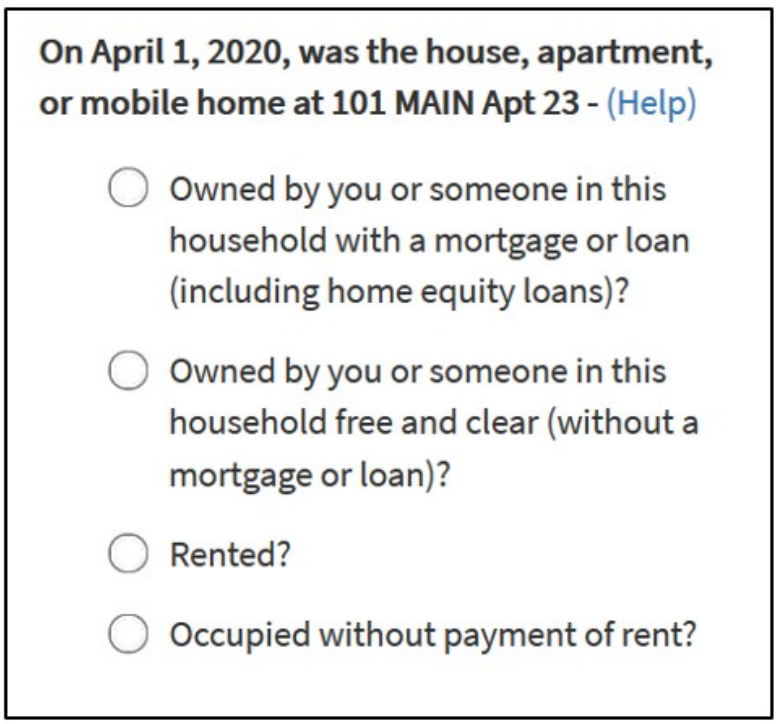
The state was wrong

It did not have the correct apartment/unit/lot number

I could not correct the address

[ ] Other, specify

Here is an example of the owner/renter question with a made up address.




What are your comments with the owner/renter question? *Select all that apply.*

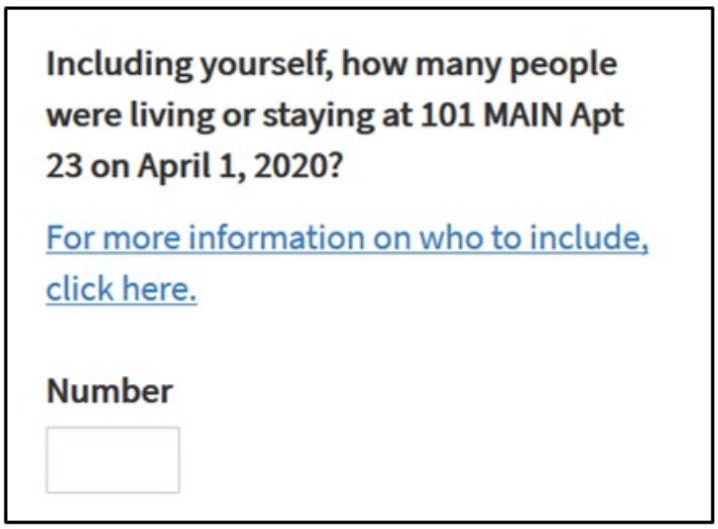
I did not understand the question

I live alone. Why do you ask about someone else in this household

I wasn't sure how to answer the question

[ ] Other, specify

Here is an example of the number of people question with a made up address.




What are your comments with the question about the number of people who live with you? *Select all that apply.*

I wasn't sure whether to include young children or babies

I wasn't sure whether to include college students

I wasn't sure whether to include people who moved into or out of the home

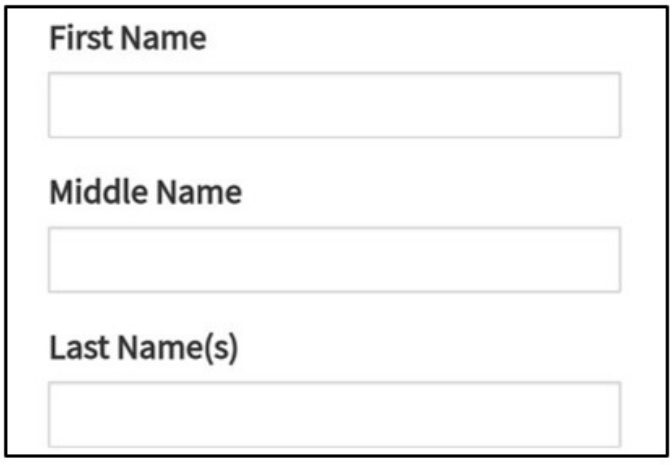
[ ] Other, specify

Here is an example of the name question.

What are your comments with the name question? *Select all that apply.*

- I had a spelling error and I could not correct it
- There were not enough name spaces
- I didn't know everyone's full name
- One or more names didn't fit in the space available
- It was unclear if I could leave middle name blank or only use initials
- I wanted to change, add, or remove a name and I could not do it
- Other, specify

Here is an example of the name question.




What are your comments with the name question? *Select all that apply.*

It was unclear if I could leave middle name blank or only use initials

There were not enough name spaces

I had a spelling error and I could not correct it

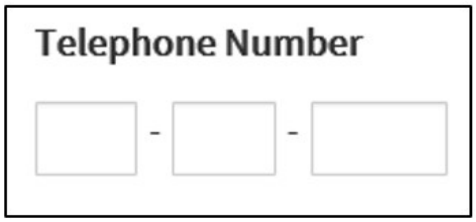
I didn't know everyone's full name

One or more names didn't fit in the space available

I wanted to change, add, or remove a name and I could not do it

[ ] Other, specify

Here is an example of the phone number question.



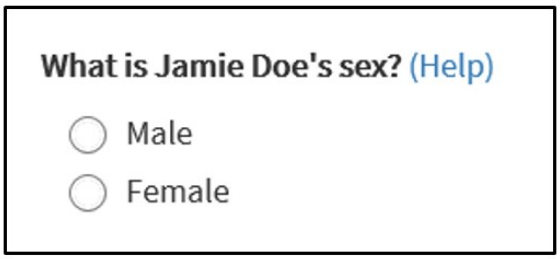

What are your comments with the phone number question?
*Select all that apply.*

I didn't want to give the Census Bureau my phone number

I didn't know whether to list my landline or my cell phone number

[ ] Other, specify

Here is an example of the sex question with a made up name.




What are your comments with the sex question? *Select all that apply.*

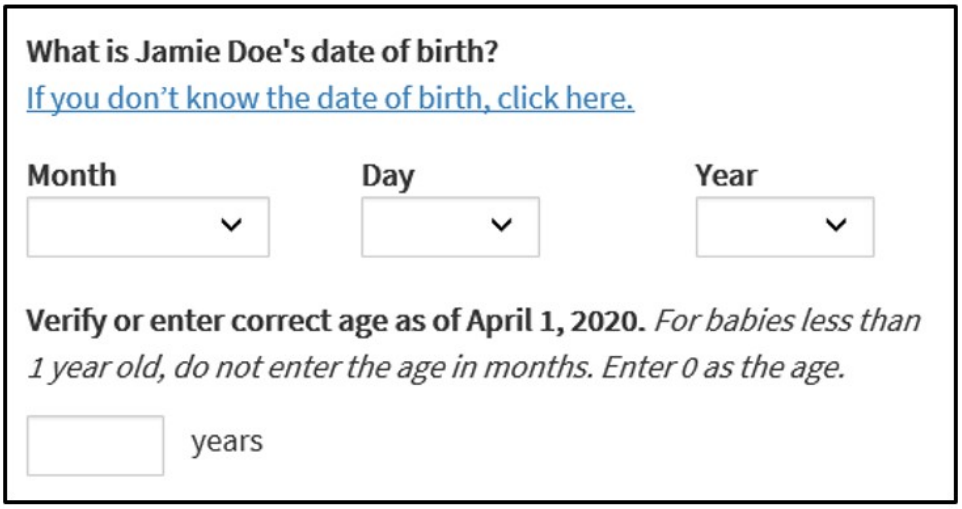
I thought I had already given this information

I didn't want to answer this question for someone else in my household

I wanted a response choice other than male or female

Other, specify

Here is an example of the date of birth question with a made up name.




What are your comments with the date of birth question? *Select all that apply.*

The calculated age was incorrect

The instructions in the link "If you do not know the date of birth, click here" were confusing

I tried to answer on my phone and I couldn't find the dates

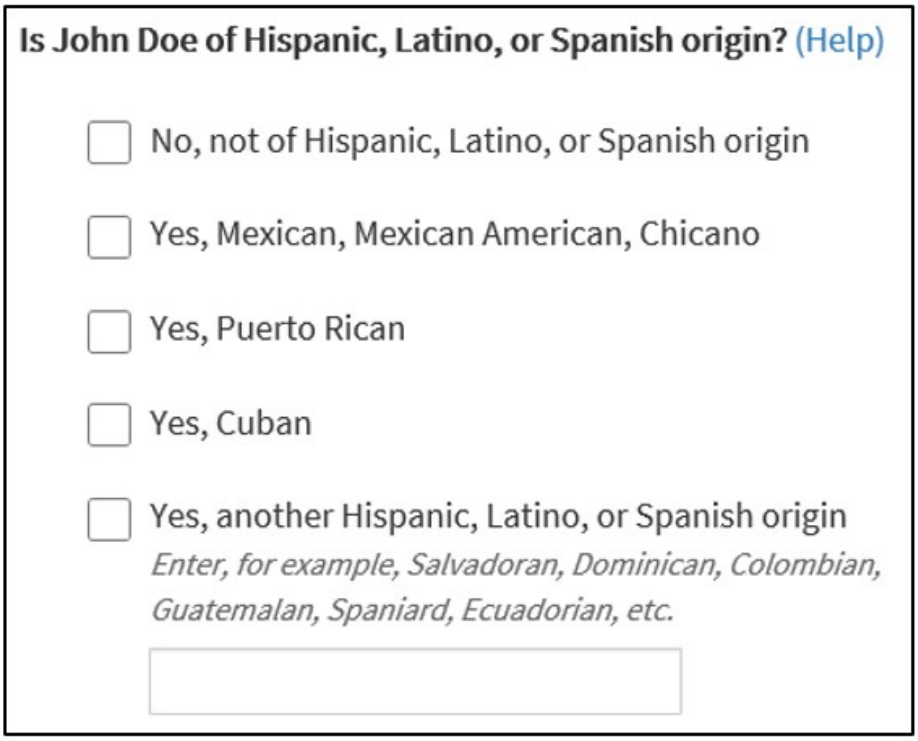
I didn't know the date of birth

I wanted to leave it blank and it wouldn't let me move forward

I wasn't sure if I could estimate the date of birth

[ ] Other, specify

Here is an example of the Hispanic/Latino/Spanish ethnicity question with a made up name.




What are your comments with the Hispanic/Latino/Spanish ethnicity question? *Select all that apply.*

My race/ethnicity wasn't listed

My children were born in the U.S. and I didn't know how to answer this question for them

My country wasn't listed

I did not like that the question separated Hispanics and Latinos from other groups

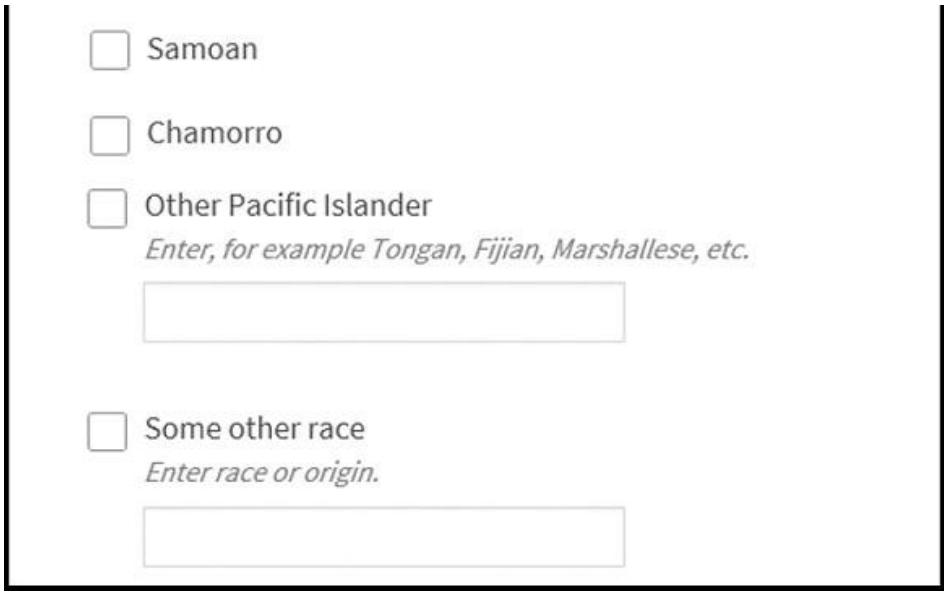
[ ] Other, specify

Here is an example of the race question with a made up name.

**What is John Doe's race?** (Help)

*Select one or more boxes **AND** enter origins. For this census, Hispanic origins are not races.*

- [ ] White
  *Enter, for example, German, Irish, English, Italian, Lebanese, Egyptian, etc.*
- [ ] Black or African American
  *Enter, for example, African American, Jamaican, Haitian, Nigerian, Ethiopian, Somali, etc.*
- [ ] American Indian or Alaska Native
  *Enter name of enrolled or principal tribe(s), for example, Navajo Nation, Blackfeet Tribe, Mayan, Aztec, Native Village of Barrow Inupiat Traditional Government, Nome Eskimo Community, etc.*
- [ ] Chinese
- [ ] Filipino
- [ ] Asian Indian
- [ ] Vietnamese
- [ ] Korean
- [ ] Japanese
- [ ] Other Asian
  *Enter, for example, Pakistani, Cambodian, Hmong, etc.*
- [ ] Native Hawaiian




What are your comments with the race question? *Select all that apply.*

I received an error message and I wasn't sure what I did wrong

I had to type something into the heritage/ancestry question space to get to the next screen

I don't like separating people by race

I don't know my ancestry or heritage

I wasn't sure how far back to go with my heritage

I wanted to select multiple races and I wasn't sure if I could

I do not identify with a particular ancestry or heritage

My race wasn't listed

Other, specify

Here is an example of the household relationships question with made up names.

What are your comments with the question about how household members are related to each other? *Select all that apply.*

I could not find a correct response choice

The list was too long

I did not like the response choices

Other, specify

Is there anything else about filling out the 2020 Census that you would like to share with us?

Yes

No

What else would you like to tell us?

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