

Attachment Q: Cognitive Interview Protocol

Form Approved
OMB No: 0920-xxxx
Exp. Date: xx-xx-xxxx

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MATERIALS NEEDED FOR INTERVIEW

- INTERVIEWER PROTOCOL BOOKLET (THIS BOOKLET)
- HEADPHONES AND DEVICE FOR ACASI PORTIONS
- CONSENT FORM (ONE COPY PER PARENT/CHILD; PARTICIPANT)
- \$50 GIFT CARD IN ENVELOPE
- PAYMENT RECEIPT
- FULLY CHARGED DIGITAL RECORDER AND EXTRA BATTERIES
- NOTE PAPER, PENS AND PENCILS

STEP 1: INFORMED CONSENT

READ THE INFORMED CONSENT AND ANSWER ANY QUESTIONS. FOR YOUTH AGED 13-17, OBTAIN BOTH PARENT/GUARDIAN PERMISSION AND YOUTH ASSENT. FOR ADULTS OBTAIN INFORMED CONSENT.

- CONSENT/PARENT PERMISSION AND ASSENT COMPLETED
- IF THE RESPONDENT(S) HAS AGREED TO RECORDING, START THE RECORDER.

STEP 2: COGNITIVE INTERVIEW

Introduction

This interview is about improving the ways we ask youth about their health, and how youth experience their health and stay healthy. Before health surveys are conducted, the questions are tested with people of different backgrounds. It is important that the questions make sense, are easy to answer, and that everyone understands the questions the same way. I will read you the survey questions. Then, I will ask you to explain what you think the questions are asking about and how you or someone like you would come up with your answers.

As I mentioned before, I don't want you to answer the questions, but rather think about how you would answer them if you were taking this survey on your own. What do you think the question is asking? Are there any words, terms, or phrases that are confusing to you?

This type of study will teach us about the different kinds of problems people have answering survey questions. The study will help us write better questions in the future.

Sometimes I'll ask you a question and ask you to think about it, and tell me what you think it's asking about. Other times, I'll have you listen to questions that only you can hear, and I'll ask you to tell me what you think the question is asking, and whether it would be better asked by me, or privately so only you can hear. I would be happy to answer any questions you may have about the survey. [ANSWER RESPONDENT QUESTIONS] Let's begin.

I will read each question to you, and I'd like you to tell me what you are thinking as you figure out how to answer. Also, please tell me if:

- there are words you don't understand,
- the question doesn't make sense to you,
- you could interpret it more than one way,
- it seems out of order,
- or if the answer you are looking for is not provided.

The more you can tell us, the more useful it will be to us as we try to develop better questions.

The discussion will be qualitative in nature to include a variety of probes to understand respondent comprehension, question clarity, wording, etc.

Follow the interview protocol, and ask emergent probes to better understand the question-response process. Use the Interviewer Probe Bank below.

- How would you come up with that answer?
- Can you tell me in your own words what you think the question is asking?
- Can you tell me more about that?
- Is this question easy or hard to answer? Why?
- When thinking about answering questions like this, is it easier for you to do it with audio prompts like this, me asking you directly, or does it not matter?

If you pick up on a visual cue that suggests an issue or confusion:

- Tell me what you are thinking.
- What does the word [term] in this question mean to you?
- You said [answer]. Can you tell me more about that?

If respondent is uncertain and asking for confirmation:

- There is not a right or wrong answer for this question. I am interested in hearing your thoughts on what the question is asking, and not how you'd answer it—but how you'd think about it, and what you think it's asking.

You may use some or all of these probes, depending upon the content of the interview and how much information the respondent reveals without being prompted. In some interviews, probes will be administered throughout the interview, and for others they will be administered after completing the questionnaire. Proceed through the respondent questionnaire, probing for information on comprehension, clarity, and other respondent reactions to the questions.

Post-Interview Debriefing

Recall and reference period

- How easy or difficult would it be for you to answer questions about that occurred [in your youth/in your life]?
- Overall, did you find the words and terms easy to understand? Even if it was easy for you, how can we make them easier for people like you to understand?
- Were there any questions that were particularly difficult to answer? Tell me more about that?
- When you signed up to do the interview, you may have seen a flyer or heard about your experiences with health topics. Did you think about or did you do anything to get ready for the interview before you came? Tell me about that.
- Imagine that you didn't know ahead of time that this survey was going to be about health and experiences with health for youth. If someone called you or came to your door, do you think you would have participated? How hard would these questions in the survey be, if you didn't know in advance what the survey was about?

Sensitivity

- Were you worried/Would you be worried about telling the government about your health experiences? Why? Tell me more about that.
- Were you worried/Would you be worried about meeting with anyone in person for this interview? Tell me more about that.
- [IF MET IN HOME] How comfortable were you meeting in your home? Would you have preferred somewhere else (if so, where)?

General debriefing

- What are your suggestions on how to improve the survey?
- What questions were the most difficult for you to answer?
- What questions were the easiest to answer?
- What topics are potentially sensitive to answer, and would be best answered in ACASI? Did the participant trust ACASI to protect their privacy more than just an interviewer administered question and if this trust would be applicable in a real reporting instance?
- Are the respondents who live with parents (regardless of age) hesitant about giving feedback while they're present? Why or why not?
- What made them comfortable/uncomfortable during participation?

STEP 3: END OF INTERVIEW

Thank you for taking part in this survey.

STOP THE RECORDER.

This concludes the interview. I would be happy to answer any questions that you have. Thank you for your help with this study.

PROVIDE THE GIFT CARD AND RECEIPT

MATERIALS TO TAKE AWAY FROM INTERVIEW

- INTERVIEWER PROTOCOL BOOKLET (THIS BOOKLET)
- HEADPHONES AND DEVICE
- DIGITAL RECORDER AND BATTERIES
- NOTE PAPER, PENS, PENCILS