

Date: _____

Time: _____

Sample: _____

CPSC- Portable Electric Heaters Knowledge and Practices Focus

Focus Group Moderation Guide

Focus Group Numbers Assigned to the Knowledge & Practice Sessions:

Focus Group #1b - BIPOC

Focus Group #2b - Hispanic (bilingual)

Focus Group #6b - General Population

INFORMATION TO BE DISCUSSED	APPROX. ALLOTTED TIME
Welcome	5 minutes
Topic 1: Introductions	5 minutes
Topic 2: Knowledge and Practices	50-55 minutes
Topic 3: Maintenance and Safety	20 minutes
Topic 4: Closing	5 minutes
Total time	90 minutes available

Welcome - [5 minutes]

Good [morning/afternoon]. My name is _____ and I work for EurekaFacts, a research company in Rockville, MD. We are administering a comprehensive research study on behalf of the U.S. Consumer Product Safety Commission (CPSC).

The purpose of this research is to improve portable electric heaters -related safety communications related to portable electric heaters with consumers. During this standard focus group session we will discuss your perceptions, behavior and experience related to the purchase and use of portable electric heaters. This session will last about 90 minutes.

Your views and experiences are important, so we would like you to tell us what you think and feel about your experiences with portable electric heaters. It is important that you provide us with your honest opinions and that you understand that we will not make any judgements of you for your opinions. Also, as we are talking about your personal opinions and experiences, it is not necessary for everyone to agree with each other.

DISCLOSURES

1. The session is being recorded so I can write an accurate report, not of "who said what," but "what was said."
2. Your name will not be used in the report. All the information discussed in this session today will not be associated with your name or the name of your institution. (If any participants object to recording, pause to answer questions and allow the participant(s) to leave the session if they choose.)
3. Observers
 - a. Associates may be viewing & taking notes for the purpose of the study.
 - b. A technical team is also here to help run a smooth session on the tech side.

GUIDELINES

In order to make this session work as a research session, there are some guidelines to follow:

1. Please talk in a voice at least **as loud as mine**.
2. Please allow **one person to speak at a time** and **allow everyone a turn to speak**.
3. There are no wrong answers – just **different points of view**.
 - a. So, say what you believe – **be candid**.
 - b. There is **no need to change anyone's mind**.
 - c. Please be respectful of others' opinions.

4. **I may need to move** on to another area of discussion sooner than you are ready, and I may have to cut a conversation short in the interest of time. If I interrupt you, it is not personal; I just want to cover everything on the agenda. You can always add additional comments in the chat.
5. You will **receive your incentive for your time** by e-mail 7-10 days after the focus group session, unless you have declined it.
6. Please keep your cameras on and microphones muted when not speaking. We want to hear every person's input/feedback clearly.
7. You may excuse yourself at any time to go to the restroom or for other urgent needs, we just ask that you return as soon as possible because we really do want to hear what you have to say.
8. Please take this time now to shut off or silence your cell phones. We understand if there are special circumstances and emergencies but want to minimize any distractions.

Do you have any questions before we begin?

Topic 1: Introductions [5 minutes]

First, I'd like to learn a little more about you. Please share with me:

- 1) your first name
- 2) How long have you been using portable electric heaters?

Topic 2: Knowledge and Practices [50-55 minutes]

- 1) How many portable electric heaters do you own?
 - a. Please describe your portable electric heater.
 - i. IF NEEDED, ASK the following probes: Does it have a fan? Is the outside housing made of plastic or metal? Is it oil-filled radiator type? Does the heating element glow red when using?
- 2) POLL: How often do you use your portable electric heaters?
 - a. IF NEEDED, offer the following types of examples: all the time, regardless of the season; only during the winter months; whenever you feel cold; seasonally
- 3) When or under what conditions do you use your portable electric heaters?
 - a. What months do you use a heater?
 - b. What time of day do you mostly use the heater?
 - c. How long do you typically leave on the heater?
- 4) Where or in what rooms do you use your portable electric heaters ? What do you consider when deciding where to put the portable electric heaters?
- 5) What, if any, guidance do you have for children around portable electric heaters?
- 6) POLL: Do you use or have used an extension cord for your portable electric heater? If so, how often
 - a. Response Options: Always, often, sometimes, never
- 7) POLL: Do you ever use a power strip for your portable electric heater ? If so, how often?
 - a. Response Options: Always, often, sometimes, never
- 8) POLL: How often, if ever, do you leave your portable electric heater on when you're not home?
 - a. Response Options: Always, often, sometimes, never
- 9) What heat or temperature settings do you usually keep your portable electric heater on?
 - a. IF NEEDED: OR at what inside temperature do you turn the portable electric heater on? AND what inside temperature do you want to maintain?

- 10) *At what outside temperature or month do you usually start using your portable electric heater ?*
- 11) *Have you ever placed anything on or near your portable electric heater to dry them? (clothing, shoes, gloves, curtains, paper products, etc.) Explain*

Topic 3: Maintenance and Safety [20 minutes]

- 1) *Please describe how you usually maintain your portable electric heaters ?*
 - a. *IF NEEDED: What, if anything, do you do regularly to keep it running efficiently and effectively?*
- 2) *In general, how do you evaluate the safety of an electric device or product?*
 - a. *What factors, if any, do you consider?*
- 3) *What do you do if your portable electric heater isn't working properly?*
- 4) *What challenges do you face when operating a portable electric heater?*
- 5) *What factors did you consider when evaluating the safety of your portable electric heaters?*
- 6) *What are some safety tips you know about operating portable electric heaters?*

Topic 4: Closing [5 minutes]

- 1) *What do you like most about portable electric heater ?*
- 2) *What concerns you the most about using portable electric heater ?*
- 3) *What suggestions do you have to make portable electric heaters safer?*

[MODERATOR: Excuse yourself to check with the observers to determine if there are any additional questions. Ask any additional questions, or continue to close]

- *Thank you for taking the time to join and providing your opinions.*
- *Your comments have been very helpful and insightful.*
- *Have a great day. Goodbye.*