

Appendix J1

Client Experience Survey Screenshots (English)

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Preferred language English
Idioma preferido

The U.S. Department of Agriculture, Food and Nutrition Service (FNS), the government agency that administers SNAP, is sponsoring a new study called the SNAP Mobile Payment Pilot Evaluation. This study tests a new way to pay for food using your SNAP benefits. [STATE SNAP] is one of five State SNAP agencies in the study.

Some stores in your area now let you use your mobile device to pay for food with your [SNAP] card. FNS wants to know what you think about this new option. FNS has asked a company called Mathematica to collect more information from you and other SNAP participants.

By giving permission to be in the study, you agree to take a short 5-minute survey. The survey asks what you think about the new payment option. We will send you a \$10 gift card after you finish the survey.

Taking the survey is voluntary. You can skip any question you don't want to answer. There are no known risks to participating. The study will use your answers only for research. We will never share your name or personal information. Taking part in the study will not affect your SNAP benefits.

Please indicate below whether you agree to be in the study. If you have any questions about the study or would like a copy of the above information, please contact Mathematica's survey director, [SURVEY DIRECTOR], at XXX-XXX-XXXX or email [him/her] at XXX@mathematica-mpr.com.

- I understand the study description and I agree to participate in the study
- I do not agree to participate in the study

Public Burden Statement

This information is being collected to assist the Food and Nutrition Service in evaluating the Supplemental Nutrition Assistance Program (SNAP) Mobile Payment Pilot (MPP). This is a voluntary collection and FNS will use the information to evaluate the implementation, adoption, and scalability of the SNAP MPP. This collection does request personally identifiable information under the Privacy Act of 1974. According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0584-XXXX. The time required to complete this information collection is estimated to average 5 minutes (0.0835 hours) per response, including the time for reviewing instructions, searching existing data sources gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Department of Agriculture, Food and Nutrition Service, Office of Policy Support, 1320 Braddock Place, 5th Floor, Alexandria, VA 22314 ATTN: PRA (0584-XXXX). Do not return the completed form to this address.

Privacy Act Statement

Authority: This information is being collected under the authority of Section 4006(e) of the Agricultural Act of 2018. Disclosure of the information is voluntary.

Purpose: The information is being collected to evaluate the implementation, adoption, and scalability of Supplemental Nutrition Assistance Program (SNAP) Mobile Payment Pilot projects.

Routine Use: Information may be disclosed for any of the routine uses listed in the published System of Record notice titled FNS-8 USDA/FNS Studies and Reports published in the Federal Register April 25, 1991, Volume 56, Number 80 (pages 19078–19080).

Disclosure: Providing the information on this form is voluntary. There are no penalties for nonresponse.

Some stores in your area will now let you use your mobile device (like your smartphone or your smartwatch) to pay for food with your [STATE SNAP] card.

This survey is about using your mobile device to pay for food in a store.

Are you currently receiving [STATE SNAP] benefits?

- Yes
 No

Are you the *main* food shopper for yourself or your SNAP household at [ADDRESS]?

- Yes
 No

Have you ever used *a mobile device* in a store to buy food with your [STATE SNAP] benefits? This means you paid in person using your mobile device *instead* of your physical EBT card.

- Yes
 No

The next set of questions asks about your use of SNAP mobile payments. By *SNAP mobile payments*, we mean using your mobile device to pay with [STATE SNAP] benefits in-person at a store.

Where did you hear about SNAP mobile payments?

By *SNAP mobile payments*, we mean using a mobile device to pay for your [STATE SNAP] purchases in-person at a store.

Choose all that apply.

- Family, friends, or neighbors
- Store outreach (for example, signs posted at the store, an information booth, a mailed flier, or a store app notification)
- Your SNAP caseworker or SNAP agency ([STATE SNAP])
- Community outreach (for example, through a social worker, a food pantry, a church, your child's school, or an elected representative)
- Another way (specify) _____

Has anyone else in your household linked the [STATE SNAP] card to their mobile device?

- Yes
- No

Has anyone else in your household used their mobile device to pay with your [STATE SNAP] benefits in-person at a store?

- Yes
- No
- I don't know

Did you have the [STATE SNAP] mobile app (FILL BY SITE: ebtEDGE, LifeInCheck, or ConnectEBT) installed before you set up SNAP mobile payments?

- Yes
- No

On a scale of 1-4, where 1 is very difficult and 4 is very easy, how easy was it to set up SNAP mobile payments on your mobile device?

- 1. Very difficult
- 2. Somewhat difficult
- 3. Somewhat easy
- 4. Very easy

This question is important. On a scale of 1-4, where 1 is very difficult and 4 is very easy, how easy was it to set up SNAP mobile payments on your mobile device?

- 1. Very difficult
- 2. Somewhat difficult
- 3. Somewhat easy
- 4. Very easy
- Don't remember

What made it difficult to set up for SNAP mobile payments?

Choose all that apply.

- You had technical issues or difficulty logging into the [SNAP app]
- You had technical issues or difficulty logging into your mobile wallet or payment app (for example, Google Wallet, Apple Wallet, or Samsung Wallet)
- You thought the instructions and/or setup process were confusing or unclear
- You wanted more support from customer service or helpful resources
- You thought the process took too much time
- Other (specify) _____

How long did it take you to set up for SNAP mobile payments? Your best guess is fine.

Hours: _____

Minutes: _____

Have you ever had any problems when trying to pay using SNAP mobile payments?

- Yes
- No

What made it difficult to pay using SNAP mobile payments at checkout?

Choose all that apply.

- You had technical issues or difficulty logging into the [SNAP app]
- You had technical issues or difficulty logging into your mobile wallet or payment app (for example, Google Wallet, Apple Wallet, or Samsung Wallet)
- You had internet connectivity or cellular network issues while making the payment
- You had trouble using a second form of payment for non-SNAP eligible items
- The store register would not accept the payment
- Another reason (specify) _____

On a scale of 1-4, how satisfied are you with the SNAP mobile payment process?

- 1. Very satisfied
- 2. Satisfied
- 3. Dissatisfied
- 4. Very dissatisfied

Do you plan to use SNAP mobile payments again?

- Yes
- No

If more stores accepted SNAP mobile payments, would you use it more often?

- Yes
- No

The next set of questions will ask you to compare a physical EBT card to the SNAP mobile payment option.

Which option is more *convenient*: a physical EBT card or SNAP mobile payment?

- A physical EBT card
- SNAP mobile payments
- They are the same

Which option gives you more *privacy*: a physical EBT card or SNAP mobile payment?

- A physical EBT card
- SNAP mobile payments
- They are the same

Which option makes it easier for other people in your household to shop using your [STATE SNAP] card: a physical EBT card or SNAP mobile payment?

- A physical EBT card
- SNAP mobile payments
- They are the same

Which option makes it easier for you to track purchases made with your [STATE SNAP] card: a physical EBT card or SNAP mobile payment?

- A physical EBT card
- SNAP mobile payments
- They are the same

Which option is more secure from theft or skimming: a physical EBT card or SNAP mobile payment?

- A physical EBT card
- SNAP mobile payments
- They are the same

How comfortable are you using technology in your everyday life?

- Very comfortable
- Somewhat comfortable
- Neither comfortable nor uncomfortable
- Somewhat uncomfortable
- Very uncomfortable

How often do you use mobile payments to pay for non-SNAP items? This may include paying with apps like Google Wallet, Apple Wallet, or Samsung Wallet.

- Often (multiple times a week)
- Sometimes (once a week or less)
- Rarely (once a month or less)
- Never

Thank you for taking this survey.

Please give us your contact information so we can send you your \$10 gift card. We may also contact you if we have any questions.

First name: _____

Last name: _____

Street Address: _____

City: _____

State: _____

Zip: _____

Telephone: _____

Email Address: _____

OMB Control No: 0584-XXXX
Expiration Date: XX/XX/20XX

Thank you for your interest in this survey. We are sorry but you are not eligible for the survey at this time. If you have any questions, please call us at XXX-XXX-XXXX.