GQAC Instrument and GQ ISR Dashboard wireframe testing protocol

STUDY ID: _____   **DATE:** _____ / _____ / _____
INTERVIEWER'S INITIALS: _____   **START TIME:** _____: _____   AM / PM
SIGNED CONSENT FORM BEFORE INTERVIEW? Y / N

Introduction

Hello, my name is _____, and I work for the Census Bureau. Thank you for agreeing to help us today. Let me start by telling you a little about what we will be doing.

We have started planning for the 2030 Census, and we are looking for some early feedback on a couple of new systems that we will make available to administrators of group quarters like yourself. I am going to show you mockups of screens that have been prepared as the first stage of the development process. I will ask you for your thoughts and opinions about the screens and about the features they will offer. It is really helpful for us to get feedback from potential users at this early stage to get a sense of whether the screens make sense before we build them, and to look for other features that users might need.

There are no right or wrong answers. I really want to hear your opinions and reactions, so don't hesitate to speak up whenever something is unclear. Please feel free to be honest.

IF OBSERVER IS PRESENT: I want to let you know that this interview is being observed by other Census Bureau staff. They are observing the interview because they are also interested in how the screens would work for people like you.

Do you have any questions about what we'll be doing?

Informed consent and recording

IF PARTICIPANT ALREADY SIGNED THE CONSENT FORM:

Thank you for signing our consent form before the meeting. That form provides information about your rights as a participant in our study, and states that your participation is optional, all information you provide is confidential, and we won't use your name in any report. It also gives us permission to audio-record our conversation so that I can concentrate on what you are saying rather than having to take extensive notes. Do you have any questions about that form?

IF PARTICIPANT HAS NOT SIGNED THE CONSENT FORM:

Before we get started, I'll need you to review and sign our consent form. This form provides information about your rights as a participant in our study, and states that your participation is optional, all information you provide is confidential, and we won't use your name in any report.

It also gives us permission to audio-record our conversation so that I can concentrate on what you are saying rather than having to take extensive notes.

Do you have the email we sent to confirm our appointment? It has the link to the consent form. If not, I can re-send it.

RE-SEND THE EMAIL IF NECESSARY.

ONCE PARTICIPANT ACCESSES THE FORM: Please review the information and let me know if you have any questions about the form. If not, please type your name and enter your signature (using your mouse) where indicated.

START RECORDER

I have turned on the recorder, and I need to capture your oral consent to be recorded. **Do you give your consent? Please repeat this statement "I give consent to be audio recorded and my screen to be recorded."**

Thank you.

Thinkaloud practice

As we go through the screens, I'd like you to say out loud what you are thinking as you look at them. I think this will seem like an unusual thing for most people, so let's practice it before we start. I will show you an image of a website by sharing my screen. This isn't the real website, but I'd like you to pretend it is and that you are trying to use it. Please think out loud as you are figuring out what to do with the website.

WHEN FINISHED

Thank you, that was great. So as we review the actual test screens I'd like to you think aloud just as you did during that practice. I may remind you to keep saying what you are thinking about if you forget.

Part I: Background

Before we look at the screens, I'd like to ask a few questions about you and your organization.

- Please describe the services your organization provides to its residents.
- What department do you work in, and what is your role in your organization?
- What terms do you use for what we call group quarters?
- How many group quarters does your organization have?

- [IF POP DATA ARE NOT AVAILABLE IN RECRUITING FILE] How many residents are in your group quarters? What is the highest number of residents in one group quarters?

Thank you. Now I will show you the screen mock-ups for the first web-based application by sharing my screen.

OPEN POWERPOINT FILE TO INITIAL SCREEN. SHARE POWERPOINT WINDOW AND CONFIRM THAT P CAN SEE IT. ENLARGE THE WINDOW IF NEEDED SO P CAN SEE EVERYTHING CLEARLY.

I will go through the screens one at a time. For each screen, take as much time as you want to review it, and remember to say aloud what you're thinking about as you do. The data on each screen is made up, so you would have to pretend that it would be for your organization. When you are finished I will ask you some questions.

Part II: GQAC instrument

This first system will be used during the Group Quarters Advance Contact operation, which takes place before we start enumerating people.

Slide 2 – Welcome screen

Please explore the screen and let me know what you think you need to do on this screen.

Observations		Mentioned in thinkaloud? Specify.
Tasks	Review overview of system tasks	
	Continue	
Features	Help buttons – Contact Us, GQ Admin Resources, Logout	
	"Finish by" date	
What does P look at (or comment on) first?		
Note any questions P asked/comments P made about this screen:		
Other notes:		

Probes:

Instructions

- What does this information mean to you?
- In your opinion, is this information helpful or not helpful?

- Is there any other information you would want to see here?

"Please read GQ Admin Resources"

- What do you think of this message?
- Do you typically read manuals when using a new system?

What would you do next?

GO TO NEXT SCREEN.

Slide 3 – Review your group quarters

Please explore the screen and let me know what you think you need to do on this screen.

Observations		Mentioned in thinkaloud? Specify.
Tasks	Review information for each GQ – name, address, GQ type	
	Select next/previous to review all GQs	
	Specify whether info is correct or incorrect for each GQ	
	Add new GQs	
	Confirm information and submit	
Features	Table	
	Sortable columns	
	Column – Links to GQ type descriptions	
	Column – Correct/incorrect buttons	
	Watch instructional videos	
	Download GQs for offline review	
What does P look at (or comment on) first?		
Note any questions P asked/comments P made about this screen:		
Other notes:		

Probes:

[POINT TO TABLE] What does each of the columns mean?

- What does "facility name" mean to you?

- o [If needed] By "facility name" we mean the larger organization of which the GQ is a part. For example, in your case, the facility name would be _____.
- o What term would you use for this?
- Correct/Incorrect – What is the purpose of this column?

[POINT TO INSTRUCTIONS ABOVE TABLE] Here it mentions that "below is a sortable list" –

- What does that mean to you?
- Would you want to sort the table? If yes, how would you want to sort it?

[POINT TO "SHOWING 1 TO 4 OF 10 ENTRIES"] Down here is says "showing 1 to 4 of 10 entries."

- What does this mean to you?
- In your opinion, what is the number of GQs would you want to appear on the screen at one time?
- Would you prefer to see a certain number of GQs at one time, or would you prefer a longer list that you can scroll through?

[POINT TO "CLICK HERE TO WATCH VIDEO"] Down here it mentions watching a video on how to review your GQs.

- What do you think of this?
- Do you typically watch videos when using a new system?

[POINT TO "CLICK TO DOWNLOAD"] And here it mentions downloading your GQs for your review offline.

- What does "for you to review offline" mean to you?
- What would you expect to happen if you clicked that?
- What kind of file would you expect to download?
- Would you find this option useful or not useful?

[POINT TO "CLICK TO ADD NEW GQs] And over here it says "click to add new GQs."

- How would you expect this to work?

[POINT TO "CONFIRM AND SUBMIT"] And finally, in the lower right is a button that says "confirm and submit."

- What does that mean to you?

Let's pretend that the address for one of the GQs was incorrect, what would you do?

What would you expect to happen if you clicked one of the "incorrect" buttons?

GO TO NEXT SCREEN.

Slide 4 – Incorrect GQ reasons

Okay, you would get this screen, let me know what you would do here.

Observations		Mentioned in thinkaloud? Specify.
Tasks	Select one or more reasons that the GQ info is incorrect	
	Cancel or Save and Continue	
Features	Facility/GQ name and address	
	Question	
	Select-all instruction	
	Note about Census Bureau evaluation of response	
	Response options for incorrect GQ	
What does P look at (or comment on) first?		
Note any questions P asked/comments P made about this screen:		
Other notes:		

Probes:

In your opinion, what is the purpose of this screen?

Still pretending that the GQ's address was incorrect, what would you do?

What would you expect to happen next?

GO TO NEXT SCREEN.

Slide 5 – GQ Address Incorrect

Next you would see this screen, let me know what you would do here.

Observations		Mentioned in thinkaloud? Specify.
Tasks		
	Save and continue	
Features	GQ info	
	Question (instruction)	
	Response options (select only one)	
What does P look at (or comment on) first?		
Note any questions P asked/comments P made about this screen:		
Other notes:		

Probes:

How would you use this screen?

What would you do next?

What would you expect to happen next?

GO TO NEXT SCREEN.

Slide 6 – Return to Review GQ Table to add a missing GQ

After you corrected the address you would return to this screen.

Now let's pretend that one of your group quarters was not on our list. What would you do?

What would you expect to happen if you clicked on "Add GQ"?

GO TO NEXT SCREEN.

Slide 7 – Add a missing GQ

Okay you would get this screen, let me know what you would do here.

Observations		Mentioned in thinkaloud? Specify.
Tasks	Enter information in table for GQs not listed	
	Go back	
	Confirm and submit	
Features	Fillable table	
	Horizontal scrolling	
What does P look at (or comment on) first?		
Note any questions P asked/comments P made about this screen:		
Other notes:		

Probes:

How would you use this screen?

How would you expect to enter the requested information?

What is your opinion of entering the information into a table like this?

Is there any other information you would want to see on this screen? If yes, what?

GO TO NEXT SCREEN.

Slide 8 – Transition page (Thank you for reviewing GQs)

What is the purpose of this page?

What do you think will happen next?

GO TO NEXT SCREEN.

Slide 9 – Max pop

What are your thoughts on this page?

Observations		Mentioned in thinkaloud? Specify.
Tasks	Enter max pop in last column of table	
	Select next/previous to see additional GQs	
	Save and continue	
Features	Question/instructions	
	Table – duplicate of Review table but with max pop response fields in last column	
	Subset of GQs, previous/next	
Instructions	"If no one can live or stay there, enter '0' (zero). Do not leave blank."	
What does P look at (or comment on) first?		
Note any questions P asked/comments P made about this screen:		
Other notes:		

Probes:

In your opinion, what is the purpose of this page?

How would you use this page?

- [IF NEEDED, POINT TO MAX POP COLUMN] What does this mean to you?
  - o   How would you expect to enter the requested data on this page?

Is there any other information you would want to see on this page?

Would you prefer to provide the requested data using a page like this, or would you prefer to provide the data in a different way?

- (If prefer different way) What would be your ideal way to provide these data?

[POINT TO TEXT ABOVE TABLE] What does this section mean to you?

- [IF NEEDED] This text says, "If no one can live or stay there, enter '0' (zero). Do not leave blank." What does that mean to you?
  - o   Do you recall whether you noticed this text when you were first looking at the page?

Let's pretend that one of your GQs was being closed for renovation and no one would be staying there until next year. What would you do?

What would you expect to happen next?

GO TO NEXT SCREEN.

Slide 10 – Why can no one live at this GQ? (Max Pop Zero)

If you entered a zero for one of the GQs you would next be taken to this page. What would you do here?

Observations		Mentioned in thinkaloud? Specify.
Tasks	Select reason no one can live there	
	Enter last date someone lived at GQ or DK	
	Enter additional information	
	Go back or Save and continue	
Features	Name/address of GQ	
	Questions 1a. and 1b.	
	Q1a response options	
	Q1b month/year, DK, text box	
What does P look at (or comment on) first?		
Note any questions P asked/comments P made about this screen:		
Other notes:		

Probes:

In your opinion, what is the purpose of this page?

What does question 1a. mean to you?

- What do these answer choices mean to you?

What does question 1b. mean to you?

- How easy or difficult would it be to provided the requested information using this screen?

GO TO NEXT SCREEN.

Slide 11 – GQ Serves Males/Females?

Next you would see a screen like this. What do you think is the purpose of this page?

Observations		Mentioned in thinkaloud? Specify.
Tasks		
Features		
What does P look at (or comment on) first?		
Note any questions P asked/comments P made about this screen:		
Other notes:		

Probes:

How would you use this page?

[IF NEEDED, POINT TO STATUS COLUMN] What does this column mean to you?

[IF NEEDED] You would need to indicate whether males, females, or both are served in each GQ using a drop-down list with those options.

What is your opinion of having a drop-down list in a table like this?

- Would you prefer to enter this information in a different way?
- (If prefer different way) What would be a better way to provide this information?

GO TO NEXT SCREEN.

Slide 12 – Select enumeration method start screen

Once your provided all the requested information for your GQs, you would next see this screen. What do you think of this screen?

Observations		Mentioned in thinkaloud? Specify.
Tasks	Select Start to select enumeration method for one GQ at a time	
	Edit previous selections	
Features	Instruction	
	Table with Action column (Start, Edit) and Status column	
	Sorting by Status	
What does P look at (or comment on) first?		
Note any questions/comments about this screen:		
Other notes:		

Probes:

In your opinion, what is the purpose of this screen?

How would you use this screen?

[ASK AS NEEDED]

- [POINT TO INSTRUCTION ABOVE TABLE] What does this text mean to you?
- [POINT TO STATUS COLUMN] What does this column mean to you?
- [POINT TO ACTION COLUMN] What does this column mean to you?

What would you expect to happen if you clicked one of the buttons in the Action column?

GO TO NEXT SCREEN.

Slide 13 – Select enumeration method for selected GQ

Next you would see this screen. What do you think is the purpose of this page?

Observations		Mentioned in thinkaloud? Specify.
Task	Select one enumeration method	
Features	Instruction	
	GQ name and address	
	Link to videos	
	Response options	
What does P look at (or comment on) first?		
Note any questions P asked/comments P made about this screen:		
Other notes:		

[REFER TO ENUMERATION METHOD DESCRIPTIONS IF NEEDED.]

Probes:

What would you do with this page?

Let's pretend that you would choose the Electronic Response Data Transfer option. What would you expect to happen next?

GO TO NEXT SCREEN.

Slide 14 – Apply enumeration method to more than one GQ? (Y/N)

Next you would see this screen. What do you think is the purpose of this page?

Observations		Mentioned in thinkaloud? Specify.
Tasks	Answer Y/N	
	Save and continue	
	Go back	
Features	Question	
	GQ name/address	
	Response options	
What does P look at (or comment on) first?		
Note any questions P asked/comments P made about this screen:		
Other notes:		

Probes:

What do you think is the purpose of this screen? What are you being asked to do?

What would you expect to happen if you selected yes? If you selected no?

Do you think you would want to use different enumeration methods for different GQs, or the same method for all? Why?

GO TO NEXT SCREEN.

Slide 15 – Apply enumeration method to more than one GQ (table)

Next you would see this screen. What do you think is the purpose of this page?

Observations		Mentioned in thinkaloud? Specify.
Tasks	Select GQs by clicking in last column	
	Can select GQs individually or all by clicking in column header	
	Save and continue	
Features	Table	
	Selection in last column	
	Previous/next	
What does P look at (or comment on) first?		
Note any questions P asked/comments P made about this screen:		
Other notes:		

Probes:

How many GQs would you want presented at one time?

What would you do if you wanted to use the same method for all of your GQs?

GO TO NEXT SCREEN.

Slide 16 – Confirmation of completed list of GQs

Observations		Mentioned in thinkaloud? Specify.
Tasks		
Features		
What does P look at (or comment on) first?		
Note any questions P asked/comments P made about this screen:		
Other notes:		

Probes:

How would you use this screen?

Is there any other information you would want on this screen?

[POINT TO DOWNLOAD GQS BUTTON] What would you expect to happen if you clicked this button?

Do you think you would want to download a list of GQs from our system? Why do you say that?

What would you expect to happen next?

GO TO NEXT SCREEN.

Slide 17 – Confirmation, next steps, please log out

Probes:

Is there any other information you would want on this screen?

What would you expect to happen next?

PAUSE BEFORE GOING TO NEXT SLIDE.

Debrief

Now that you have reviewed all the screens, what is your opinion about the process for confirming and updating the information about your GQs?

Now let's look at some of those screens again.

GO TO NEXT SCREEN.

Slide 18 – Review process

First we present you with a list of all the GQs we have on file and ask you to confirm or correct our information about them, and add any GQs that are missing.

Thinking about the GQs you are responsible for, what do you think about our steps for completing this process?

If we were designing this system to work perfectly for you, would it look like this or would you want to go complete these tasks in a different way? Why do you say that?

GO TO NEXT SCREEN.

Slide 19 – Additional questions about each GQ

Next we would ask you a series of questions about each GQ – maximum number of people, gender of residents, and a few more questions that we did not look at.

What do you think about providing the information we are requesting in this format?

Do you have any suggestions for making it easier to provide the information we are asking for each GQ?

GO TO NEXT SCREEN.

Slides 20-21 – Alternative GQ ISR Dashboard Review screens

For the screens we just looked at for providing information about your GQs, we have another version that works a little differently.

[SLIDE 20] On the left is the list of GQs, and when you select one a question appears to the right asking whether the information is correct.

[SLIDE 21] If it's not correct, you can correct the information in the same panel, and then go on to report the number of people who were staying there.

What do you think of this alternative version of the GQ questions?

Do you think you would prefer to use one version over the other? Why do you say that?

GO TO NEXT SCREEN.

Slide 22 – Select enumeration method

Finally, we ask you to select enumeration methods for one or more GQs.

Do you have any suggestions for making it easier to select the enumeration method for more than one GQ at a time?

Before we move on to the second system, do you have any other thoughts about any of the screens we've been looking at so far that we haven't discussed yet?

GO TO NEXT SCREEN.

Part III: ISR Dashboard

Now let's take a look at the second system we are developing.

GO TO ISR DASHBOARD TITLE SLIDE

Slide 24 – ISR option descriptions

In the system we just looked at, you could choose an option to allow your residents to complete their own online census forms. The system we're looking at next will allow GQ administrators to coordinate with the Census Bureau to provide the means for their residents to respond to the census themselves.

- What do you think about allowing the residents of your GQs to complete their census forms online?

GO TO NEXT SLIDE

If you selected the resident self-response option, you would have to choose one of five different methods, which are presented here. Please take a moment to review these descriptions.

Please tell me in your own words what each of these options means to you.

How would you describe the differences between these options?

What do you think about each option?

Do you think you would choose one of these options? Why do you say that?

Option 1

Option 1 would ask you to provide names and emails for your residents so that we could contact them directly about completing the census.

- Would you be able to provide this information for your residents?
- Would you have any concerns about providing this information?

Options 2-4

Option 2 would ask you to send a unique ID to each resident, while Options 3 and 4 would ask you to send a unique ID or a unique link to all residents of one GQ. That is, each GQ would have one unique ID or link to be used by all of its residents.

- How would you go about assigning IDs or links to residents?
- How would you go about emailing this information to each of your residents?
- How do you think would keep track of the unique IDs or links sent to each resident?
- In your opinion, would it be easier to send a unique ID to every resident, or to send unique IDs or links to residents of specific GQs? Why do you say that?

You would also be asked to follow up with residents who have not yet completed their census form and send them reminders to do so.

- What do you think about this?
- Do you think you would be willing to keep track of how IDs or links were assigned to residents?

Option 5

With Option 5, Census Bureau staff would drop off invitation letters for residents of each GQ. Each letter would be for a specific GQ and would contain a unique login ID to be used by one resident. So for example, if 30 people live in Building 1, we would drop off 30 letters that you would be asked to distribute to the residents. We would provide packets of letters for each of your GQs. You would not be asked to keep track of which resident received which letter, just deliver them to residents of the correct GQ.

- What do you think about this option?
- How do you think you would go about delivering the letters to residents of each GQ?

Thank you for sharing your thoughts about these options. Now I'd like to show you how we think the system would work for an administrator who chose Option 1, providing residents' contact information to the Census Bureau.

GO TO NEXT SLIDE

Slide 25 – Option 1 Start Page – download spreadsheet or use online spreadsheet

Observations	Objects	Mentioned in thinkaloud? Specify.
Tasks	Select option	
	Save and continue	
Features	Page header	
	Instruction	
	Warning that selection cannot be changed	
	Download option button/explanation	
	Online spreadsheet option button/explanation	
	Confirmation popup	
	Save and continue	
What does P look at (or comment on) first?		
Note any questions P asked/comments P made about this screen:		
Other notes:		

Probes:

In your opinion, what is the purpose of this screen?

What would you expect to happen if you clicked on download/upload spreadsheet?

What would you expect to happen if you clicked on complete online spreadsheet?

Is there any additional information you would want to see on this page? If yes, what?

Let's pretend you clicked on the button to complete an online spreadsheet, and you would be taken to this next screen.

GO TO NEXT SLIDE

Slide 26 – Option 1 – Select GQ to enter resident roster using online spreadsheet

Please explore this screen and let me know what you think.

Observations	Objects	Mentioned in thinkaloud? Specify.
Tasks	Select GQs	
	Save and continue	
Features	Link to video	
	Table listing GQs and status	
	Today is/Finish by	
What does P look at (or comment on) first?		
Note any questions P asked/comments P made about this screen:		
Other notes:		

Probes:

In your opinion, what is the purpose of this page?

How do you think you would use this page? (Probe about whether P would select a row in the table and click Save and Continue)

What would you expect to happen after you finished with this page?

GO TO NEXT SLIDE

Slide 27 – Option 1 – Enter resident roster for selected GQ in online spreadsheet

Please take a moment to review this page and tell me what you think.

Observations	Objects	Mentioned in thinkaloud? Specify.
Tasks	Enter resident info in table	
	Submit	
	Save file for records	
Features	GQ name/address	
	Instruction	
	Resident info table	
	Example	
	Go back button	
	Confirmation popup	
	Warning popup – Number of residents ne pop count	
What does P look at (or comment on) first?		
Note any questions P asked/comments P made about this screen:		
Other notes:		

Probes:

In your opinion, what is the purpose of this page?

How do you think you would use this page?

[POINT TO INSTRUCTION ABOVE TABLE] What does this mean to you?

- [POINT TO "Make sure the number…") What does this statement mean to you?

If you were to use this page, how would you enter residents' information in the table?

- [If needed] For example would you type text in the fields, copy/paste single cells, copy/paste rows/columns, etc.?

What would you expect to happen if you clicked on Download file for your records?

What would you expect to happen if you clicked Submit?

GO TO NEXT SLIDE

Slide 28 – Return to Option 1 Start Page, download spreadsheet

Next, let's say you clicked the download spreadsheet option on this page, and downloaded and opened the file.

GO TO NEXT SLIDE

Slide 29 – Option 1 – Submit resident roster via Excel template

The file you received would be something like this.

What would you do with this file? (Enter the residents' information and then upload it back into the system.)

Assuming that you chose Option 1, which do you think you would prefer, the online spreadsheet or the downloaded spreadsheet? Why do you say that?

Next, let's pretend you chose Option 2 for residents to self-respond using a unique ID.

GO TO NEXT SLIDE

Slide 30 – Option 2 – Start page

Next, you would see a screen like this...

GO TO NEXT SLIDE

Slide 31 – Option 2 – Downloaded IDs in Excel file

And you would download a spreadsheet like this.

How do you think you would use this spreadsheet?

GO TO NEXT SLIDE

Slide 32 – Option 2 – Full instructions

These are some instructions for using Option 2. Please take a moment to review them and let me know what you think about them.

Probes:

Please talk about each of these steps in your own words.

What is your opinion about these instructions?

- What do you think about the process described here?
- What do you think is the most important information on this page?
- In your opinion, is this information clear or not clear?
- Is there any other information you would want to see on this page?

What do you think would happen if you clicked on one of the links to download the resident letter or reminder email?

I'll show you an example of what our email template might look like.

GO TO NEXT SLIDE

Slide 33 – Option 2 – Email template example

Please take a moment to review this email template.

How do you think you would use this template?

How easy or difficult would it be for you to use this template to send a unique ID to each of your GQ residents?

Would you have any concerns about using the Census Bureau's letter templates to send to your residents?

If you were creating your own letter or email about completing the census for your residents, what kinds of information or messages would you include?

Is there any particular file format you would prefer? [If needed] For example, PDF, Microsoft Word, etc.?

GO TO NEXT SLIDE

Slide 34 – Spreadsheet templates for Options 3 and 4

Here are examples of what the spreadsheet templates might look like for Options 3 and 4.

If an administrator chose one of these options, what do you think they would have to do?

Finally, we'll look at one more screen that would appear after an administrator completed the previous steps.

GO TO NEXT SLIDE

Slide 35 – Monitor responses for each GQ

Observations	Objects	Mentioned in thinkaloud? Specify.
Tasks	Review for each GQ – status, pop count, total responses to-date	
Features	Page title	
	Table – GQ name/address, status, reported pop count, responses to-date	
	Popup?	
What does P look at (or comment on) first?		
Note any questions P asked/comments P made about this screen:		
Other notes:		

Probes:

What do you think is the purpose of this page?

How do you think you would use this page?

Please tell me in your own words what information is being presented in each column of the table.

What would you expect to happen if you clicked one of the links in the "Residents who have responded" column?

- What would be the best way to receive the names of residents who already responded?

Is there any other information you would want to see on this page?

Are there any other features you would want on this page?

What is your opinion of what you are being asked to do on this page?

- Would you be willing to send reminder emails to residents who haven't completed their census forms?
- Would you have any concerns about doing that? Why do you say that?

Debriefing

Now that you've seen our current ideas for how the internet self-response system would work, what is your opinion about the steps for using this system?

- Do you have any questions about the system that we haven't discussed yet?
- Do you think you would use one of these options? Why do you say that?
    - o (If yes) Which one do you think you would use?
- Do you have any suggestions for making the system easier to use?

Nonresponse reminders

After residents were sent the invitation to complete their census form, we would ask the administrator to send reminders to those who have not yet done so. Since we wouldn't have names for residents who have not responded, we would only be able to provide you the names of those who <u>have</u> responded so that you can identify those who have not.

- What do you think about being asked to do this?
- If you were willing to do so, how would you go about identifying residents who have not responded?
- Assuming that you would choose one of these options, is there anything that the system could do to make it easier to identify residents who have not responded?

Microsoft Excel

Our systems use Microsoft Excel templates for receiving residents' contact information and providing unique IDs and links.

- What is your opinion about having to use Microsoft Excel?
- Is using Microsoft Excel an option for you?
    - o (If P has Excel) Can you tell me what version of Excel you have?
        - ▪ To find Excel version: Click File -> More -> Account. Info is on the right under "About Excel."
- Are there any other spreadsheet formats you would prefer to use besides Excel?
- Are there any other file formats you might prefer to use besides a spreadsheet?

Special Sworn Status interview

- Because our system will show confidential information about your GQ residents from our records, we will need you to take an oath to protect the confidentiality of the information. To obtain the oath, we would ask you to participate in a virtual meeting (Teams) with a Census Bureau staff person to witness you signing a form and swearing an oath. What are your thoughts about this?

Is there anything else you want to share that we haven't had a chance to discuss yet?

Any final thoughts?

Thank you for your time.