

NTIA Internet Use Survey Cognitive Interview Protocol

Participant ID #: _____

Interview Date: ____/____/____ (mm/dd/yyyy)

Interviewer initials: _____

Start Time: _____ AM / PM End Time: _____ AM / PM

Double-check that you have the following information ready prior to the start of the interview:

- Household Roster
- List of relations of household members (up to 3) to the participant

All documents can be found in:

L:\Inter-group Projects\CPS Projects & Info\Supplements\Computer & Internet Use
Supplements\Computer & Internet Use 2025\Interview Materials

**MAKE SURE TO CONDUCT A “TECH CHECK” WITH PARTICIPANT FIVE MINUTES
PRIOR TO INTERVIEW**

SECTION I: INTRODUCTION

[HAVE YOUR CAMERA ON WHEN YOU LOG ON]

Hello, my name is _____, and I work for the Census Bureau. Thank you for agreeing to participate in our study. **[IF OBSERVER PRESENT:** I also want to let you know that this interview is being observed by **[DESCRIBE OBSERVER’S ROLE: e.g., someone who works on the survey]**. They are observing the interview because they are also interested in how the questions work for people like you.]

[IF THEIR CAMERA IS OFF] If you wouldn’t mind, we would like to use the camera on Teams so we can better see you. If your camera is not working, that is ok too.

The Census Bureau counts the population in the U.S and also conducts different kinds of surveys.

Today, we are working on improving questions for a part of the Current Population Survey. You will help us test questions that ask about how members of your household use technology. It is important that these questions make sense, are easy to answer, and that everyone understands the

questions the same way. Remember, there are no wrong answers, because only you know what you are thinking. Please answer these questions as you would if an interviewer had come to your home to complete the survey. Do you have any questions before we begin?

IF THE PARTICIPANT DOES NOT LOG INTO THE TEAMS MEETING:

1. CALL THEM AT THE NUMBER IN THE SCHEDULE SHEET.
2. TALK THEM THROUGH JOINING THE TEAMS MEETING.
3. IF NEEDED ASK WHAT EMAIL THEY WANT THE INVITATION SENT TO.
4. ENCOURAGE THEM TO RESPOND ON A LAPTOP OR DESKTOP, THEY ONLY NEED TO JOIN THROUGH A BROWSER. IF THEY ONLY HAVE A MOBILE DEVICE TELL THEM THEY WILL NEED TO INSTALL THE TEAMS APP.
5. WHEN THEY JOIN THE MEETING THEY SHOULD CLICK THE “JOIN AS GUEST” AND ENTER A NAME

SECTION II: CONSENT FORM

- **IF THEY DID SIGN BEFORE THE INTERVIEW, CHECK IN QUALTRICS**

Before we start, I just wanted to thank you for signing the document in the link I sent before the interview. Just as a quick reminder, that document explained a little bit about this interview and provided information about your rights as a participant, such as that all information you provide is confidential and we won't use your name or specific circumstances in any report. The link had a signature line to acknowledge the \$40 you will receive by mail for participating. It also asked for your permission to have this session audio recorded as well as a video recording of your computer screen and image. This is so that I can concentrate on what you are saying rather than having to take extensive notes. Your name will not be associated with the recording or any of the other data collected during the session. May I turn on the recorder? **[IF THEY SAY YES TURN ON SNAGIT RECORDER AND BACKUP AUDIO RECORDER. ALSO MENTION FOR PARTICIPANT TO TURN OFF CAMERA TO HELP WITH THE CONNECTION]** For our purposes, we need to capture your consent orally on the recording. Please state, “I give consent to participate in this research and to be recorded.”

- **PARTICIPANT AGREES**

Thank you for that.

Do you have any other questions about the document or the interview?

- **IF THEY DID NOT SIGN BEFORE THE INTERVIEW:**

Before we start, I noticed that you had not yet signed the document in the link we e-mailed to you; I just wanted to check did you receive that e-mail? **[IF YES]** Did you have any issues

opening the link or with signing the document? [IF THEY SAY YES TALK THEM THROUGH IT. IF UNABLE TO GET SIGNED CONSENT, DISPLAY CONSENT FORM OR RELY ON ORAL CONSENT USING SCRIPT BELOW] I will go over what is in that document and obtain consent orally. However, the document also contains an acknowledgement that you will receive \$40 by mail for participating in this research. You can still participate right now, but you will need to sign that document before we can send the \$40.

The document explains a little bit about the purpose of this study, which is to test questions for the NTIA Internet Use Survey. The document provides information about your rights as a participant, such as that all information you provide is confidential and we won't use your name or specific circumstances in any report. It also asks for your permission to have this session audio recorded as well as a video of your computer screen and image so that I can concentrate on what you are saying rather than having to take extensive notes. May I turn on the recorder? [IF THEY SAY YES TURN ON SNAGIT RECORDER AND BACKUP AUDIO RECORDER . ALSO MENTION FOR PARTICIPANT TO TURN OFF CAMERA TO HELP WITH THE CONNECTION] For our purposes, we need to capture your consent orally on the recording. Please state, "I give consent to participate in this research and to be recorded." [WAIT FOR AFFIRMATIVE RESPONSE]

- PARTICIPANT AGREES

Thank you for that.

Your participation in this interview is very important because it will help the Census Bureau with improving these survey questions. Your participation in this interview is voluntary, and you may decline to answer any question, or stop the interview at any time. We are scheduled to be here for about 60 minutes, and I won't keep you any longer.

- IF PARTICIPANT IS NOT A FEDERAL EMPLOYEE: As a thank you for your help, we will mail you \$40 cash after the interview is completed.

SECTION III: HOUSEHOLD ROSTER

Okay, let's get started. Please answer the questions as you would if an interviewer had come to your home.

Ask R1 – R11 for 1st HH member. **Record information on Household Roster.** Then ask for next HH member. Repeat for every member of HH.

R1. NAME First I will ask you some questions about the people who live here. What are the names of all persons living or staying here? Let's start with you.

R2. SEX Are/Is [you/[NAME]] male or female?

1. Male
2. Female

R3. REL

IF NOT RESPONDENT: **How is [NAME] related to you?**

1. Opposite sex spouse (husband/wife)
2. Opposite sex unmarried partner
3. Same sex spouse (husband/wife)
4. Same sex unmarried partner
5. Child
6. Grandchild
7. Parent
8. Brother/ sister
9. Other relative (aunt, uncle, cousin, in law)
10. Foster child
11. Housemate/roommate
12. Roomer/boarder
13. Other nonrelative
14. DK
15. REF
99. self

R4. AGE

What is [your/NAME's] date of birth?

R5. EDUCATION

What is the highest level of school [you have /[NAME has]] completed or the highest degree [you have/[NAME has]] received?

1. 1st, 2nd, 3rd, or 4th grade
2. 5th or 6th grade
3. 7th or 8th grade
4. 9th grade
5. 10th grade, 11th grade
6. 12th grade, no diploma
7. High school graduate-high school diploma or equivalent
8. Some college – no diploma
9. Associates degree – occupational / vocational program
10. Associates degree – academic program
11. Bachelor's degree (BA, BS, AB)

12. Master's degree (MS, MA, MBA, MEd, MEng, MSW)
13. Professional degree (MD, DDS, DMV, LLB, JD)
14. Doctorate degree (PhD, EdD)

R6. RACE-ETH What is your race and/or ethnicity? Select all that apply.

1. White
2. Hispanic or Latino
3. Black or African American
4. Asian
5. American Indian or Alaska Native
6. Middle Eastern or North African
7. Native Hawaiian or Pacific Islander

R7. WORK LAST WEEK, did (name/you) do ANY work for (pay/either pay or profit)?

1. Yes
2. No
3. Retired
4. Disabled
5. Unable to work

SECTION IV: NTIA Internet Use Survey

Thank you for providing that information about your household.

We will now start the next section of the survey.

[NOTE TO INTERVIEWERS: 'IF NEEDED' TEXT SHOULD ONLY BE READ IF PARTICIPANT HESITATES INITIALLY WHEN ANSWERING THE QUESTION]

[SWITCH TO NTIA INTERNET USE SURVEY DOCUMENT AND ADMINISTER THE QUESTIONNAIRE]

FOR USEINT, ADMINISTER THE QUESTIONS ABOUT THE FOLLOWING

HH Member #1: **Name:** _____, **Relation to Participant:** _____,

HH Member #2*: **Name:** _____, **Relation to Participant:** _____,

HH Member #3*: **Name:** _____, **Relation to Participant:** _____,

[FOR QUESTIONS USEINT TO HOMIOT, SELECT HOUSEHOLD MEMBER THAT WAS ASSIGNED BY PROJECT LEAD. THERE WILL BE A FIRST PRIORITY, SECOND PRIORITY, AND THIRD PRIORITY. IF RELATIONSHIPS DIFFER IN INTERVIEW THAN WHAT WAS COLLECTED IN SCREENING, PRIORITIZE THOSE THAT ARE EITHER UNRELATED OR HAS A DISTANT RELATIONSHIP TO THE PARTICIPANT. THIS CAN INCLUDE GRANDPARENT/GRANDCHILD, AUNT/UNCLE/NEPHEW/NIECE, COUSIN, ETC. HOUSEHOLD MEMBERS MUST BE 15+ YEARS OLD TO BE ADMINISTERED USEINT TO HOMIOT.]

SECTION V: COGNITIVE INTERVIEW

[BRING UP POWERPOINT OF SURVEY QUESTIONS. SHOW SURVEY QUESTIONS FOR THE PROBES RELATED TO EACH QUESTION. NOTE ONLY SHOW QUESTIONS AS SCRIPTED IN PROTOCOL]

Thank you for answering the questions. Now I'd like to ask you some questions about the answers you just provided.

First, we asked about the computers and other internet-connected devices that members of your household have used at least occasionally during the past 6 months.

DESKTOP

Earlier we asked, "does anyone in this household use a desktop computer at least occasionally."

In your own words, what does "desktop computer" mean to you in this question?

Can you tell me more about your answer?

TABLET

Earlier we asked if you had a tablet or e-book reader.

(IF ANY DIFFICULTY OR 'IF NEEDED' TEXT WAS READ) Can you tell me more about your answer to this question?

In your own words, what is the difference between a laptop and tablet, if any?

WEARAB

Earlier we asked if you had a wearable device that is connected to the Internet, such as a smart watch or fitness band.

Are there any other types of devices you consider to be “wearables” other than smart watches and fitness bands?

Was this question easy or difficult to answer?

[IF DIFFICULT] Can you tell me more about your answer to this question?

TVBOX

Earlier we asked “Does anyone in this household] use a smart TV, a game system, or another device that connects to the Internet and plays through a TV? Examples include an Apple TV, Xbox, or Roku that can access the Internet.”

[IF ANY TYPE OF HESITATION OR DIFFICULTY] Can you tell me more about your answer?

Other than Xbox, Apple TV, or Roku, are there any other devices you know of that connect to the Internet and play through a TV?

DEVQUA

How well do the computers and other Internet-connected devices [you use/used by this household] work overall? Please do not include home Wi-Fi routers or similar equipment.

[IF ANY TYPE OF HESITATION OR NEEDED QUESTION RE-READ] I noticed you hesitated when answering this question. Can you tell me more about what you were thinking?

Was this question easy or difficult to answer?

INHOME to INOTHR General Probes

Earlier, you answered a series of questions about [your/your household’s] Internet use at different locations including at home, work, school, coffee shop, etc. Which devices were [you/your household] thinking of as you answered these questions?

INTRAV

This question asked about using the internet when going from place to place.

(IF NEEDED) Other than using Internet on public transit or using Google Maps/Waze, were there any other ways of using Internet from place to place you thought of when answering this question?

Can you tell me more about your answer to this question?

MOBDAT

Earlier we asked if anyone in the household accessed the Internet using a data plan for a cell phone, smartphone, tablet, mobile hotspot, or other device.

What are some other words you might use for cell phone?

HOMTE

Earlier we asked you about the ways people access the internet from their homes. A couple ways I mentioned included “high speed Internet services” and “Satellite Internet service”.

Can you tell me a bit about your Internet plan? **(IF NEEDED)** What is the name of your Internet Service Provider?

(IF NEEDED) Was this question easy or difficult to answer? Can you tell me more about that?

What does “fully wireless Internet Service” mean to you?

(If yes to ‘some other service’) I also asked if you had “some other service” and you said “yes”. Can you tell me more about this “other service”? Can you think of any other examples that would fit under “other service”?

(If no to some other service) Can you think of any other types of ways that people can access the Internet?

EMAIL to MEDMON Proxy Reporting

Earlier, you answered a series of questions about **(INSERT NAME)’s** Internet use. These questions covered a variety of Internet use activities like checking email, watching videos, working, providing services, etc. I will show you these questions on screen.

How easy or difficult was it to answer these various Internet use questions about **(INSERT NAME)**?

[IF NEEDED] Which questions were easy to answer? [IF NEEDED] Can you tell me more about that?

[IF NEEDED] Which questions were difficult to answer? [IF NEEDED] Can you tell me more about that?

SOCIAL

Earlier we asked if [INSERT NAME] used social media.

Are there other terms you have heard used for social media?

What other platforms come to mind when you see the phrase “social media”?

Was this question easy or difficult to answer?

CONFER

Earlier we asked if [INSERT NAME] participated in video or voice calls or conferencing over the Internet. Can you tell me more about your answer to this question?

Are there other examples of platforms you can use to have video or voice calls over the internet?

TELEWK

Earlier we asked if [INSERT NAME] used the internet to telework.

What came to mind when you heard the phrase “away from your/their usual workplace”?

[IF NEEDED] Can you tell me more about your answer to this question?

FINANC

Earlier we asked if [INSERT NAME] used the Internet for financial services such as banking, investing, paying bills online, or sending money to other people. Can you tell me more about your answer?

[IF NEEDED] Was this question easy or difficult to answer?

HOMIOT

Earlier we asked if [INSERT NAME] interacted with household equipment or appliances that are connected to the Internet, such as a Nest thermostat, Hue light bulb, or Ring security system.

Can you tell me more about how you answered for [INSERT NAME]?

Are you familiar with Hue lightbulbs?

[If no to original question] Are you familiar with a Nest thermostat or Ring camera?

MEDINT

Earlier, we asked a series of questions about whether your household used the Internet for health-related activities during the past six months. These questions asked about access to health records, communicating with doctors, researching health information online, and whether an electronic health monitoring service was used.

Did you answer these questions thinking about your household in general or just about your own experience?

(IF ANSWERING ON BEHALF OF HOUSEHOLD) How easy or difficult was it to answer about the household?

MEDDOC

Earlier we asked if [INSERT NAME] used electronic health monitoring services that collect and send data to their doctor or health care provider. Can you tell me a bit more about how you answered this question?

What types of devices come to mind when you see this question?

[If yes and Apple Watch] Do they send that information to their doctor?

SECTION VI: Debriefing Questions

Overall, how easy or difficult was it to answer questions for your household?

Do you think other people might find any of these questions sensitive?

- [IF YES] **Which ones?**
- [IF NEEDED] **What about the question do you think people would find sensitive?**

Is there anything else you would like to tell us that you haven't had a chance to mention yet?

Those are all the questions I have for you. Thank you for participating in this study. Your feedback has been very helpful.

TURN OFF RECORDER

SECTION VII: COMPENSATION FOR PARTICIPATION

IF SIGNED CONSENT/VOUCHER BEFORE INTERVIEW

We will be mailing out that \$40 cash incentive in the next few days.

IF DID NOT SIGN CONSENT/VOUCHER FORM BEFORE INTERVIEW

Just as a reminder, you need to sign the document in the link before we can send the \$40 cash incentive. Would you like me to send the link again and/or talk you through any problems you may be having with it?

[IF SEND AGAIN] Just to confirm, what e-mail address would you like me to send that to?

Thank you very much for your time today and we will be mailing out that \$40 cash incentive as soon as you sign that document.

CLOSE OUT STEPS

CHECK RECORDING IS THE RIGHT LENGTH AND SAVE TO THE PARTICIPANT'S FOLDER.

PLEASE WRITE DOWN THE TIME IT TOOK FOR PARTICIPANT TO COMPLETE THE NTIA INTERNET USE SURVEY.

MAKE A NOTE OF ANY TECHNOLOGICAL ISSUES YOU HAD DURING THE INTERVIEW BELOW: