

November 2017 CPS Computer and Internet Use Supplement

Draft for Public Comment

CMPINT This month we are asking some additional questions about the Internet, computers, mobile phones, tablets, and other Internet-connected devices. First, we will ask what types of computers and other devices [you/members of your household] currently use. Please focus on devices [you/members of your household] currently have access to, and have used at least occasionally during the past six months. We are interested in devices used at any location, whether at home, work, school, a library, or anywhere else.

DESKTP [Do you/Does anyone in this household, including you,] use a desktop computer? *(If needed)* A desktop is a personal computer that is too large or heavy to be frequently moved from place to place. *(If yes & is multi-person household)* Who is that?

Enter persons by line number (1-16)

LAPTOP What about a laptop or notebook? [Do you/Does anyone in this household] use a laptop or notebook computer? *(If yes & is multi-person household)* Who is that?

Enter persons by line number (1-16)

TABLET What about a tablet or e-book reader, such as an iPad or Kindle? *(If needed)* [Do you/Does anyone in this household] use a tablet or e-book reader? *(If yes & is multi-person household)* Who is that?

Enter persons by line number (1-16)

MPHONE What about a smartphone, or a cell phone that connects to the Internet? *(If needed)* [Do you/Does anyone in this household] use a smartphone? *(If yes & is multi-person household)* Who is that?

Enter persons by line number (1-16)

WEARAB [Do you/Does anyone in this household] use a wearable device that is connected to the Internet, such as a smart watch or fitness band? Examples include an Apple Watch, Fitbit, or Microsoft Band. *(If yes & is multi-person household)* Who is that?

Enter persons by line number (1-16)

TVBOX [Do you/Does anyone in this household] use a smart TV, a game or video system, or another device that connects to the Internet and plays through a TV? Examples include an Xbox, Apple TV, PlayStation, Roku, or a Blu-Ray player that can access the Internet. *(If yes & is multi-person household) Who is that?*

Enter persons by line number (1-16)

INTINT Next, we will ask where [you/members of your household] currently use the Internet. Please focus on places where [you/members of your household] have used the Internet at least occasionally during the past six months. People can use the Internet in many places, such as at work, school, or a library. Internet use includes a wide variety of activities, from checking email or browsing the Web to watching videos or using mobile apps. We are interested in all forms of Internet use on all devices, including the ones we just discussed.

INHOME [Do you/Does anyone in this household, including you,] use the Internet at home? *(If yes & is multi-person household) Who is that?*

Enter persons by line number (1-16)

If any PEMLR[1-16] == 1 or 2 (anyone in the household is employed), go to INWORK

Else go to INSCHL

INWORK What about at work? [Do you/Does anyone in this household] use the Internet at work? *(If yes & is multi-person household) Who is that?*

Enter persons by line number (1-16)

INSCHL What about at school? [Do you/Does anyone in this household] use the Internet at school? Please count students only, and do not include online classes. *(If yes & is multi-person household) Who is that?*

Enter persons by line number (1-16)

INCAFE What about at a coffee shop or other business that offers Internet access? *(If needed)* [Do you/Does anyone in this household] use the Internet while at a coffee shop or other business that offers Internet access? *(If yes & is multi-person household) Who is that?*

Enter persons by line number (1-16)

INTRAV What about while commuting or traveling from one place to another? *(If needed)* [Do you/Does anyone in this household] use the Internet while commuting or traveling? *(If yes & is multi-person household) Who is that?*

Enter persons by line number (1-16)

INLICO What about at a library, community center, park, or other public place? (*If needed*) [Do you/Does anyone in this household] use the Internet at a library, community center, park, or other public place? (*If yes & is multi-person household*) Who is that?

Enter persons by line number (1-16)

INELHO What about at someone else's home? (*If needed*) [Do you/Does anyone in this household] use the Internet at someone else's home? (*If yes & is multi-person household*) Who is that?

Enter persons by line number (1-16)

INOTHR [Do you/Does anyone in this household] use the Internet at some other location we haven't covered? (*If yes & is multi-person household*) Who is that?

Enter persons by line number (1-16)

If HRNUMHOU > 1 & (total persons where any IN* == 1) < HRNUMHOU (this is a multi-person household and not everyone was reported as using the Internet), go to NETCHK

**Else if any IN*[1-16] == 1 (anyone goes online anywhere), go to TCHINT
Else go to NONINT**

NETCHK Based on your responses, it sounds like (*list names where all IN* != 1*) [does/do] not use the Internet. [Does/Do] [he/she/these people in your household] use the Internet from any location, and for any purpose? (*If additional users*) Who uses the Internet from any location, and for any purpose?

Fill appropriate lines if necessary; locations of use will be allocated

**If any IN*[1-16] == 1 (anyone goes online anywhere), go to TCHINT
Else go to NONINT**

TCHINT Next, we are interested in learning about the specific technologies people use to go online.

MOBDAT [Do you/Does anyone in this household] access the Internet using a mobile Internet service or a data plan for a cell phone, smartphone, tablet, mobile hotspot, or other device? (*If needed*) This type of Internet service is provided by a wireless carrier, and may be part of a package that also includes voice calls from a cell phone or smartphone.

- (1) Yes
- (2) No

If any INHOME[1-16] == 1 & MOBDAT == 1 (anyone goes online at home and household has a mobile data plan), go to HMINT1

Else if INHOME[1-16] == 1 & MOBDAT == 2 (anyone goes online at home but household does not have a mobile data plan), go to HMINT2

Else go to USEINT

HMINT1 In addition to [your/your household's] mobile Internet service or data plan, we are interested in whether [you/your household] also use[s] any other type of Internet service when at home.

Go to HOMTE

HMINT2 You mentioned that [you/someone in this household/members of this household] use[s] the Internet at home.

HOMTE I am going to read a list of ways that people access the Internet from their homes, other than a mobile data plan. At home, [do you/does anyone in this household] access the Internet using:

Read and select all that apply

- (1) High-speed Internet service installed at home, such as cable, DSL, or fiber-optic service? *(If needed)* This type of Internet service is often provided by a cable company or phone company. **(Go to HOMSU)**
- (2) Satellite Internet service? **(Go to HOMSU)**
- (3) Dial-up service? **(Go to HOMSU)**
- (4) Some other service? **(Go to TEOTHR)**

TEOTHR What other service?

Enter verbatim response

HOMSU Thinking about the company or other organization that provides your home Internet service, who provides your Internet service?

Read and select all that apply

- (1) A company that sells Internet service, such as a cable or phone company.
- (2) A public agency, nonprofit, or cooperative that sells Internet service.
- (3) Internet service is provided for the entire apartment building, condominium, campus, or other community and included in housing costs.
- (4) Internet service is publicly available and provided at no charge.
- (5) Internet service is provided through some other method.

PECOMP To the best of your knowledge, are there other companies or organizations where you live that would offer high-speed Internet service installed in your home, such as cable, DSL, or fiber-optic service? *(If needed)* This type of Internet service is often provided by a cable company or phone company.

- (1) Yes
- (2) No

USEINT *Random age 15+ Internet user in household (any IN*[1-16] == 1 & PRTAGE >= 15) NAME selected for this series of questions. If all Internet users are under 15 years old, skip to UHHINT.*

We are interested in learning about the applications and services people commonly use with the Internet. *[(If is multi-person household) We have randomly selected one member of your household for this section.]* Consider how [you personally/NAME] currently use[s] the technologies we've been discussing, whether at home or any other location. Please focus on activities [you have/NAME has] done online at least occasionally during the past six months, using an Internet-connected device such as a computer, tablet, or cell phone.

EMAIL [Do you/Does NAME] use email?

- (1) Yes
- (2) No

TEXTIM What about texting or instant messaging? [Do you/Does NAME] use a texting or instant messaging service?

- (1) Yes
- (2) No

SOCIAL What about using social networks, such as Facebook, Twitter, Snapchat, or Instagram? *(If needed)* [Do you/Does NAME] use social networks?

- (1) Yes
- (2) No

CONFER In the past six months, [have you/has NAME] participated in video or voice calls or conferencing over the Internet, such as with Skype or FaceTime? *(If needed)* [Do you/Does NAME] participate in video or voice calls or conferencing?

- (1) Yes
- (2) No

VIDEO What about streaming or watching videos? [Do you/Does NAME] watch videos over the Internet? Examples include YouTube and Netflix.

- (1) Yes
- (2) No

AUDIO What about streaming or downloading music, radio programs, or podcasts? (*If needed*) [Do you/Does NAME] stream or download music, radio programs, or podcasts?

- (1) Yes
- (2) No

PUBLISH What about posting or uploading blog posts, original videos, or other content that [you/NAME] created? (*If needed*) [Do you/Does NAME] publish or upload original content that [you/NAME] created to the Internet?

- (1) Yes
- (2) No

**If PEMLR[selected respondent] == 1 or 2 (respondent is employed), go to TELEWK
Else go to JOBSCH**

TELEWK What about telecommuting, or working while away from [your/his/her] usual workplace? (*If needed*) [Do you/Does NAME] use the Internet to telecommute or work while away from [your/his/her] usual workplace?

- (1) Yes
- (2) No

JOBSCH In the past six months, [have you/has NAME] used the Internet to search or apply for a job? (*If needed*) [Do you/Does NAME] use the Internet to search or apply for a job?

- (1) Yes
- (2) No

EDTRAI What about online classes or job training? (*If needed*) [Do you/Does NAME] use the Internet for educational classes or job training?

- (1) Yes
- (2) No

- USESVC** What about requesting services provided by other people, for example hailing a ride using Uber or Lyft, or reserving a room through Airbnb? (*If needed*) [Do you/Does NAME] use the Internet to request services provided by other people?
- (1) Yes
(2) No
- ESRVCS** What about offering your own services for sale via the Internet? Examples include offering rentals on Airbnb and driving for Uber or Lyft.
- (1) Yes
(2) No
- ECOMME** In the past six months, [have you/has NAME] used the Internet for online shopping, travel reservations, or other consumer services on the Internet? (*If needed*) [Do you/Does NAME] use the Internet for online shopping, travel reservations, or other consumer services?
- (1) Yes
(2) No
- EGOODS** [Do you/Does NAME] use the Internet to sell goods? Examples include selling items on Etsy or eBay.
- (1) Yes
(2) No
- FINANC** [Do you/Does NAME] use the Internet for financial services such as banking, investing, or paying bills online?
- (1) Yes
(2) No
- HOMIOT** What about interacting with household equipment or appliances that are connected to the Internet, such as a connected thermostat, light bulb, or security system? (*If needed*) [Do you/Does NAME] use the Internet to interact with household equipment or appliances?
- (1) Yes
(2) No
- MEDINT** I'm going to ask a couple of questions about how [you have/NAME has] used the Internet for health-related activities during the past six months.

MEDINF [Do you/Does NAME] research health information online, such as with WebMD or similar services?

- (1) Yes
- (2) No

MEDDOC What about communicating with a doctor or other health professional using the Internet? (*If needed*) [Do you/Does NAME] communicate with a doctor or other health professional using the Internet?

- (1) Yes
- (2) No

MEDREC What about accessing health records or health insurance records online? (*If needed*) [Do you/Does NAME] access health records or health insurance records online?

- (3) Yes
- (4) No

MEDMON [Do you/Does NAME] use an electronic health monitoring service that collects and sends data to your doctor or health care provider through the Internet? Examples include connected devices that monitor vital statistics, blood glucose levels, or blood pressure.

- (1) Yes
- (2) No

UHHINT (*If multi-person household*) Our remaining questions are about your household as a whole. We are interested in learning generally, without identifying specific people, what challenges your household has had while using the Internet. (*If single-person household*) We are interested in learning what challenges you have had while using the Internet.

PSPRE During the past year, have concerns about privacy or security stopped [you/anyone in this household] from doing any of these activities online:

Read and select all that apply

- (1) Conducting financial transactions such as banking, investing, or paying bills online?
- (2) Buying goods or services online?
- (3) Posting photos, status updates, or other information on social networks?
- (4) Expressing an opinion on a controversial or political issue on a blog or social network, or in a forum, email or any other venue?
- (5) Searching for information using a platform such as Google Search, Yahoo Search, Microsoft Bing, or another web search engine?

PSCON Overall, what concerns [you/members of this household] the most when it comes to online privacy and security risks?

Do not read; select all that apply and/or enter verbatim response if other

- (1) Identity theft
- (2) Credit card or banking fraud
- (3) Data collection or tracking by online services
- (4) Data collection or tracking by government
- (5) Loss of control over personal data such as email or social network profiles
- (6) Threats to personal safety, such as online harassment, stalking, or cyber-bullying
- (7) No concerns
- (8) Other: _____

PSCYBA During the past year, [have you/has any member of your household] been affected by an online security breach, identity theft, or a similar crime?

- (1) Yes
- (2) No

CBULLY During the past year, [have you/has any member of your household] experienced online harassment, stalking, or cyber-bullying?

- (1) Yes
- (2) No

If any INHOME[1-16] == 1 (anyone goes online at home) & any {INWORK, INSCHL, INCAFE, INTRAV, INLICO, INELHO, INOTHR}[1-16] == 1 (anyone goes online outside the home), go to TVINT
Else if any INHOME[1-16] == 1 (anyone goes online at home), go to OUTINT
Else go to NHMINT

NHMINT You previously mentioned that [you/members of your household] use the Internet in some places, but not at home.

Go to EVRHOM

NONINT *(If multi-person household)* Our remaining questions are about your household as a whole. We are interested in learning why households such as yours do not use the Internet.

(If single-person household) For our remaining questions, we are interested in learning why you do not use the Internet.

EVRHOM [Have you/Has anyone in this household] ever used the Internet from home?

- (1) Yes
- (2) No

NOHM What are the reasons why [you/members of your household] do not use the Internet at home?

Do not read; select all that apply and/or enter verbatim response if other

- (1) Don't need it
- (2) Not interested
- (3) Can't afford it
- (4) Not worth the cost
- (5) Can use it elsewhere
- (6) Not available in area
- (7) No computing device, or device inadequate or broken
- (8) Online privacy or cybersecurity concerns
- (9) Personal safety concerns
- (10) Household moved or is in the process of moving
- (11) Other: _____

**If more than one NOHM response given, go to PRINOH
Else go to PSENSI**

PRINOH Of the reasons you just listed for not going online at home, which [do you/does your household] consider to be the most important?

Read previous responses if needed; select best match and/or enter verbatim response if other

- (1) Don't need it
- (2) Not interested
- (3) Can't afford it
- (4) Not worth the cost
- (5) Can use it elsewhere
- (6) Not available in area
- (7) No computing device, or device inadequate or broken
- (8) Online privacy or cybersecurity concerns
- (9) Personal safety concerns
- (10) Household moved or is in the process of moving
- (11) Other: _____

PSENSI Would [you/your household] buy home Internet service if it were offered at a lower price?

- (1) Yes
- (2) No

**If any IN*[1-16] == 1 (anyone goes online anywhere), go to TVINT
Else go to EVROUT**

OUTINT You previously mentioned that [you/members of your household] use the Internet at home, but not at other locations.

EVROUT [Have you/Has anyone in this household] ever used the Internet from a location other than home?

- (1) Yes
- (2) No

NOOU What are the reasons why [you/members of your household] do not use the Internet outside the home?

Do not read; select all that apply and/or enter verbatim response if other

- (1) Don't need it
- (2) Not interested
- (3) Can't afford it
- (4) Not worth the cost
- (5) Nowhere to go that has it
- (6) No computing device, or device inadequate or broken
- (7) No mobile device, or mobile device inadequate or broken
- (8) Online privacy or cybersecurity concerns
- (9) Personal safety concerns
- (10) Household moved and is no longer near previous Internet use location
- (11) Other: _____

**If more than one NOOUT response given, go to PRINOO
Else go to TVINT**

PRINOO Of the reasons you just listed for not going online outside the home, which [do you/does your household] consider to be the most important?

Read previous responses if needed; select best match and/or enter verbatim response if other

- (1) Don't need it
- (2) Not interested
- (3) Can't afford it
- (4) Not worth the cost
- (5) Nowhere to go that has it
- (6) No computing device, or device inadequate or broken
- (7) No mobile device, or mobile device inadequate or broken
- (8) Online privacy or cybersecurity concerns
- (9) Personal safety concerns
- (10) Household moved and is no longer near previous Internet use location
- (11) Other: _____

TVINT Our last few questions are about the use of cable TV and satellite TV services not accessed through the Internet.

TRADTV [Do you/Does anyone in this household] subscribe to a cable TV or satellite TV service? Do not include services accessed through the Internet.

- (1) Yes **(End Interview)**
- (2) No **(Go to PREVTV)**

PREVTV [Have you/has anyone in this household] ever subscribed to a dedicated cable TV or satellite TV service? Do not include services accessed through the Internet.

- (1) Yes
- (2) No

NOTV What are the reasons why [you/members of your household] do not subscribe to a service providing access to TV channels?

Do not read; select all that apply and/or enter verbatim response if other

- (1) Using Internet-based video services instead
- (2) Don't need it
- (3) Not interested
- (4) Can't afford it
- (5) Not worth the cost
- (6) Can watch at another location
- (7) Can watch using an antenna
- (8) Not available in area
- (9) No television, or television inadequate or broken
- (10) Household moved or is in the process of moving
- (11) Previously experienced poor customer service
- (12) Previously experienced poor quality
- (13) Other: _____