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# Social Side of the Internet Survey 2010

Final Topline

12/21/10

Data for November 23–December 21, 2010

Princeton Survey Research Associates International  
for the Pew Research Center's Internet & American Life Project

Sample: n= 2,303 national adults, age 18 and older, including 748 cell phone interviews  
Interviewing dates: 11.23.10 – 12.21.10

Margin of error is plus or minus 2 percentage points for results based on Total [n=2,303]

Margin of error is plus or minus 3 percentage points for results based on internet users [n=1,811]

Margin of error is plus or minus 3 percentage points for results based on those who are active in any groups  
[n=1,833]

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**Q1** Overall, how would you rate your community as a place to live? Would you say it is...  
(READ 1-4)

	<u>CURRENT</u>	
%	38	Excellent
	45	Good
	13	Only fair
	4	Poor
	1	(DO NOT READ) Don't know
	*	(DO NOT READ) Refused

**Q4** I'm going to read you different types of groups and organizations in which some people are active. Please tell me if you are currently active in any of these types of groups or organizations, or not. (First/Next,) are you currently active in any...[INSERT RANDOMIZE]?

	YES, ACTIVE	NO, NOT ACTIVE	DON'T KNOW	REFUSED
a. Community groups or neighborhood associations	19	81	*	0
b. Church groups or other religious or spiritual organizations	40	60	*	*
c. Sports or recreation leagues, whether for yourself or for your child	24	76	*	0
d. Hobby groups or clubs	17	83	0	*
e. Performance or arts groups, such as a choir, dance group or craft guild	10	89	*	0
f. Professional or trade associations for people in your occupation	20	80	*	*
g. Parent groups or organizations, such as the PTA or local parent support group	13	87	*	0
h. Youth groups, such as the Scouts, YMCA or 4-H	9	91	0	0
i. Social or fraternal clubs, sororities or fraternities	8	92	*	*
j. Veterans groups or organizations such as the American Legion or VFW	7	93	*	0
k. Literary, discussion or study groups, such as a book club or reading group	11	89	*	*
l. Charitable or volunteer organizations, such as Habitat for Humanity or the Humane Society	22	78	*	*
m. Consumer groups, such as AAA [Triple A] or coupon sharing groups	24	76	*	0
n. Farm organizations	4	95	*	*

**Q2** Overall, how much impact do you think people like you can have in making your community a better place to live — a big impact, a moderate impact, a small impact, or no impact at all?

	CURRENT		AUGUST 2008 <sup>i</sup>	KNIGHT 2002 <sup>ii</sup>	KNIGHT 1999 <sup>iii</sup>
%	30	Big	29	33	28
	34	Moderate	39	40	46
	22	Small	19	19	18
	10	No impact at all	10	5	7
	2	Don't know <sup>1</sup>	3	3	2
	1	Refused	--	--	--

<sup>1</sup> For this question and many others throughout the topline, results for "Don't know" often reflect combined "Don't know" and "Refused" percentages. Beginning November 2008, DK and REF are reported separately where available.

**Q3** Thinking more generally, not just about your local community... Generally speaking, would you say that most people can be trusted or that you can't be too careful in dealing with people?

	MOST PEOPLE CAN BE TRUSTED	YOU CAN'T BE TOO CAREFUL	(VOL.) IT DEPENDS	DON'T KNOW	REFUSED
Current	44	50	5	1	1
Sept 2009 <sup>iv</sup>	32	62	5	1	1
April 2006 <sup>v</sup>	36	56	5	3	--
June 2005 <sup>vi</sup>	32	60	5	2	--
June 2003 <sup>vii</sup>	32	60	5	2	--
March/May 2002 <sup>viii</sup>	38	53	7	2	--

**Q7** I'm going to read you another list of groups and organizations in which you might or might not be active. Are you currently active in any...[INSERT ITEM; RANDOMIZE; ALWAYS ASK n LAST]?

	YES, ACTIVE	NO, NOT ACTIVE	DON'T KNOW	REFUSED
a. Travel clubs	5	95	*	0
b. Sports fantasy leagues	7	93	*	0
c. Gaming communities	6	93	1	*
d. National or local organizations for older adults, such as AARP	15	84	*	*
e. Political parties or organizations	15	85	*	*
f. Ethnic or cultural groups	5	94	*	*
g. Labor unions	8	92	*	*
h. Support groups for people with a particular illness or personal situation	18	82	*	0
i. Alumni associations	14	86	*	*
j. Fan groups for a particular TV show, movie, celebrity, or musical performer	6	94	*	*
k. Fan groups for a particular sports team or athlete	9	90	*	*
l. Fan groups for a particular brand, company or product	3	96	*	*
m. Environmental groups	7	92	*	0
n. Other type of social, civic, professional, religious or spiritual group I haven't already mentioned (SPECIFY)	3	96	1	*

- Q5** Now I want you to think about all of the different types of groups and organizations in which people can be active — they may be social, civic, professional, religious or spiritual. When you, personally, are deciding whether to join a new group or not to join, how important, if at all, is each of the following in your decision? (First/Next), how about... [INSERT; RANDOMIZE]? Is this very important, somewhat important, not too important, or not important at all (in deciding whether to join a new group or organization)?

Based on those who are active in any groups [N=1,833]

	VERY	SOME- WHAT	NOT TOO	NOT AT ALL	DON'T KNOW	REFUSED
a. Whether the group engages in productive discussions about something that is important or interesting to you	61	29	4	4	1	*
b. Whether you know someone who is already a member of the group	24	39	17	18	2	1
c. Whether you think the group can accomplish its goals	63	28	3	3	2	1
d. How much it costs to participate in the group	42	39	8	8	2	1
e. Whether the group conducts at least some of its activities offline and in-person	39	36	10	11	3	1
f. How much time is required to participate in the group	51	37	5	5	2	1

- Q6.1** Still thinking about all of the different types of groups and organizations in which people can be active... In the past 12 months, have you, personally, DECIDED TO LEAVE any of these kinds of groups or organizations you are active in or have you not done so?

		CURRENT
%	10	Yes, decided to leave a group
	89	No, have not left any groups
	*	Don't know
	1	Refused

- Q6** We're interested in the reasons people might choose to LEAVE these kinds of groups and organizations. In the past 12 months, did you decide to leave a group because...[INSERT; RANDOMIZE]?

Based on those who decided to leave a group in the past 12 months [N=250]

	YES	NO	DON'T KNOW	REFUSED
a. Group members were not respectful of one another.	40	58	1	*
b. The group could not accomplish its goals.	40	58	1	*
c. You lost interest in the goals or purpose of the group.	48	49	1	1
d. The group lacked leadership.	54	45	*	*
e. You felt like you had too much responsibility.	25	75	*	*
f. The group contacted you too often or sent you too much information.	30	69	1	0

- Q8** There are different things that might keep a person from participating in the types of groups and organizations we've been talking about. Please tell me if each of the following is a reason for you, personally, or not. (First/Next)...[INSERT ITEM; RANDOMIZE]. Is this a reason for you, or not? IF YES: Is this a MAJOR reason, or a MINOR reason?

Based on those who are not active in any groups [N=470]

	MAJOR REASON	MINOR REASON	NOT A REASON	DON'T KNOW	REFUSED
a. You don't have the time to participate in these kinds of groups or organizations.	43	13	42	2	0
b. You have no interest in participating in these kinds of groups or organizations.	25	15	56	3	2
c. You can't find groups or organizations with people who share your interests and beliefs.	9	10	78	2	1
d. You have health or medical issues that prevent you from participating.	17	7	75	*	*
e. You don't have access to the internet.	10	11	78	1	*

- Q9** There are different reasons people participate in the different kinds of social, civic, professional, religious and spiritual groups we've been talking about. Please tell me if, for you personally, each of the following is a MAJOR reason to participate, a MINOR reason, or NOT a reason at all. (First/Next), how about...[INSERT; RANDOMIZE] – is this a major, minor, or not a reason for you?

Based on those who are active in any groups [N=1,833]

	MAJOR REASON	MINOR REASON	NOT A REASON	DON'T KNOW	REFUSED
a. Meeting new people who share your interests	48	37	14	*	1
b. Keeping up with news and information about subjects that matter to you	57	30	12	*	1
c. Accomplishing things as part of a group that you can't accomplish on your own	59	26	14	1	*

**READ TO ALL WHO ARE ACTIVE IN ANY GROUPS:** For my next few questions, please think about all of the different social, civic, professional, religious or spiritual groups you are active in...

**[ROTATE Q10-11]**

- Q10** In the past 12 months, have you, personally, felt really proud of a group [IF NECESSARY, READ: that is, a social, civic, professional, religious or spiritual group] you are active in because of something it achieved or a positive difference it made, or have you not felt this way?

Based on those who are active in any groups [N=1,833]

<u>CURRENT</u>		
%	60	Yes, felt proud
	38	No, have not felt this way
	1	Don't know
	1	Refused

- Q11** In the past 12 months, have you, personally, felt really disappointed in a group [IF NECESSARY, READ: that is, a social, civic, professional, religious or spiritual group] you are active in because it failed to achieve its goals or lacked purpose, or have you not felt this way?

Based on those who are active in any groups [N=1,833]

<u>CURRENT</u>		
%	19	Yes, felt disappointed
	80	No, have not felt this way
	1	Don't know
	1	Refused

- Q12** In the past 12 months, have you, personally, accomplished something through a group [IF NECESSARY, READ: that is, a social, civic, professional, religious or spiritual group] you are active in that you would not have been able to accomplish on your own, or has this not happened?

Based on those who are active in any groups [N=1,833]

	<u>CURRENT</u>	
%	45	Yes, has happened
	54	No, has not happened
	1	Don't know
	*	Refused

- Q13** Would you say that it is very easy, easy, difficult or very difficult to keep up with all the news, information and activities of the different groups in which you are currently active?

Based on those who are active in any groups [N=1,833]

	<u>CURRENT</u>	
%	14	Very easy
	51	Easy
	22	Difficult
	8	Very difficult
	3	Don't know
	2	Refused

- Q14** About how many hours per week do you spend engaged in activities related to these groups, whether in person, over the phone, or on the internet? This may include attending or planning events, communicating with other members, or participating in group discussions.

Based on those who are active in any groups [N=1,833]

	<u>CURRENT</u>	
%	11	None
	23	1-2 hours
	28	3-5 hours
	18	6-10 hours
	15	More than 10 hours
	3	Don't know
	1	Refused

**Q15** There are many different ways people can participate in social, civic, professional, religious or spiritual groups today. In the past 30 days, have you... [INSERT; RANDOMIZE]?

Based on those who are active in any groups [N=1,833]

	YES	NO	DON'T KNOW	REFUSED
a. Taken a leadership role in a group you are active in	32	68	*	*
b. Attended meetings or events for a group you are active in	67	33	*	*
c. Contributed money to a group you are active in	58	41	*	*
d. Volunteered your time to a group you are active in	61	39	*	*

**Q16** [IF ACTIVE IN ANY GROUPS, READ: Still thinking about all of the different social, civic, professional, religious or spiritual groups you are active in...] [IF NOT ACTIVE IN ANY GROUPS, READ: Thinking about how various social, civic, professional, religious or spiritual groups today use the internet...] Overall, do you think the internet has a MAJOR impact, a MINOR impact, or NO impact at all on the ability of these groups to... [INSERT; RANDOMIZE; ASK ITEMS b AND c AS A PAIR IN ORDER]?

	MAJOR IMPACT	MINOR IMPACT	NO IMPACT	(VOL.) DON'T USE INTERNET	DON'T KNOW	REFUSED
a. Recruit new members	51	29	13	3	4	*
b. Impact local communities	49	32	12	3	4	1
c. Impact society at large	59	24	10	3	4	*
d. Communicate with members	68	16	9	3	4	*
e. Find people to take leadership roles	35	41	16	3	5	1
f. Organize activities	59	23	12	3	3	*
g. Raise money	52	27	13	3	5	1
h. Draw attention to an issue	62	21	10	3	3	*
i. Connect with other groups	60	21	11	3	4	*



**Q17** Thinking about the different groups [IF NECESSARY, READ: that is, social, civic, professional, religious or spiritual groups] in which you are currently active... Do any of these groups... [INSERT; RANDOMIZE]?

Based on those who are active in any groups [N=1,833]

	YES	NO	(VOL.) NOT AN INTERNET USER SO DON'T KNOW	DON'T KNOW	REFUSED
a. Send out a print newsletter	59	37	1	3	*
b. Organize group activities or communicate with members via phone	70	26	1	3	*
c. Organize group activities or communicate with members via text message	42	49	2	7	*
d. Hold regular in-person meetings	76	19	1	4	*
e. Organize group activities or communicate with members via email or electronic newsletter	77	17	2	3	*
f. Host online discussion groups or message boards	40	49	3	8	*
g. Have their own website	69	24	2	5	*
h. Have their own blog	30	52	3	14	*
i. Have a page on a social networking site like Facebook	48	38	3	11	*
j. Communicate with members through Twitter	16	65	3	16	*

**Q18a** Thinking just about yourself now... Do you use the internet, at least occasionally?

**Q18b** Do you send or receive email, at least occasionally?<sup>2</sup>

	USES INTERNET	DOES NOT USE INTERNET
Current	77	23
November 2010 <sup>ix</sup>	74	26
September 2010 <sup>x</sup>	74	26
May 2010 <sup>xi</sup>	79	21
January 2010 <sup>xii</sup>	75	25
December 2009 <sup>xiii</sup>	74	26
September 2009	77	23
April 2009 <sup>xiv</sup>	79	21
December 2008 <sup>xv</sup>	74	26
November 2008 <sup>xvi</sup>	74	26
August 2008	75	25
July 2008 <sup>xvii</sup>	77	23
May 2008 <sup>xviii</sup>	73	27
April 2008 <sup>xix</sup>	73	27
January 2008 <sup>xx</sup>	70	30
December 2007 <sup>xxi</sup>	75	25
September 2007 <sup>xxii</sup>	73	27
February 2007 <sup>xxiii</sup>	71	29
December 2006 <sup>xxiv</sup>	70	30
November 2006 <sup>xxv</sup>	68	32
August 2006 <sup>xxvi</sup>	70	30
April 2006	73	27
February 2006 <sup>xxvii</sup>	73	27
December 2005 <sup>xxviii</sup>	66	34
September 2005 <sup>xxix</sup>	72	28
June 2005	68	32
February 2005 <sup>xxx</sup>	67	33
January 2005 <sup>xxxi</sup>	66	34
Nov 23-30, 2004 <sup>xxxii</sup>	59	41
November 2004 <sup>xxxiii</sup>	61	39
June 2004 <sup>xxxiv</sup>	63	37
February 2004 <sup>xxxv</sup>	63	37

**Q18a/b continued...**

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<sup>2</sup> Prior to January 2005, question wording was "Do you ever go online to access the Internet or World Wide Web or to send and receive email?"

## Q18a/b continued...

	USES INTERNET	DOES NOT USE INTERNET
November 2003 <sup>xxxvi</sup>	64	36
August 2003 <sup>xxxvii</sup>	63	37
June 2003	62	38
May 2003 <sup>xxxviii</sup>	63	37
March 3-11, 2003 <sup>xxxix</sup>	62	38
February 2003 <sup>xl</sup>	64	36
December 2002 <sup>xli</sup>	57	43
November 2002 <sup>xlii</sup>	61	39
October 2002 <sup>xliii</sup>	59	41
September 2002 <sup>xliv</sup>	61	39
July 2002 <sup>xlv</sup>	59	41
March/May 2002	58	42
January 2002 <sup>xlvi</sup>	61	39
December 2001 <sup>xlvii</sup>	58	42
November 2001 <sup>xlviii</sup>	58	42
October 2001 <sup>xl ix</sup>	56	44
September 2001 <sup>i</sup>	55	45
August 2001 <sup>ii</sup>	59	41
February 2001 <sup>iii</sup>	53	47
December 2000 <sup>iiii</sup>	59	41
November 2000 <sup>iv</sup>	53	47
October 2000 <sup>lv</sup>	52	48
September 2000 <sup>lvi</sup>	50	50
August 2000 <sup>lvii</sup>	49	51
June 2000 <sup>lviii</sup>	47	53
May 2000 <sup>lix</sup>	48	52

**Q19** About how often do you use the internet or email from... [INSERT IN ORDER] – several times a day, about once a day, 3-5 days a week, 1-2 days a week, every few weeks, less often or never?<sup>3</sup>

Based on all internet users [N=1,811]

	SEVERAL TIMES A DAY	ABOUT ONCE A DAY	3-5 DAYS A WEEK	1-2 DAYS A WEEK	EVERY FEW WEEKS	LESS OFTEN	NEVER	DON'T KNOW	REFUSED
a. Home									
Current	46	20	12	9	4	4	4	*	*
November 2010	41	20	13	12	5	4	4	*	*
September 2010	43	21	13	12	3	3	5	*	*
May 2010	43	21	12	11	4	3	6	*	*
January 2010	40	22	14	11	3	4	6	*	*
December 2009	38	21	13	13	4	4	6	*	*
September 2009	37	21	13	13	4	4	6	*	*
April 2009	37	22	15	11	3	3	8	*	*
December 2008	35	22	15	13	4	3	6	*	*
November 2008	34	23	15	12	4	5	7	*	*
August 2008	35	22	15	13	5	3	7	*	--
July 2008	29	25	17	14	4	4	7	*	--
May 2008	37	21	15	11	5	6	6	*	--
December 2007	36	22	14	11	5	6	7	*	--
September 2007	34	21	15	12	5	6	6	*	--
February 2007	31	24	15	12	6	7	5	*	--
November 2006	30	24	16	13	5	5	7	*	--
February 2006	29	25	17	12	5	6	6	*	--
June 2005	27	22	15	13	6	7	10	*	--
July 2004	27	27	17	13	5	5	7	*	--
March 2004	29	24	15	13	6	5	8	*	--

**Q19 continued...**

<sup>3</sup> Beginning in July 2008, "Never" is offered as an explicitly read category. Prior to July 2008, it was a volunteered category.

## Q19 continued...

	SEVERAL TIMES A DAY	ABOUT ONCE A DAY	3-5 DAYS A WEEK	1-2 DAYS A WEEK	EVERY FEW WEEKS	LESS OFTEN	NEVER	DON'T KNOW	REFUSED
b. Work									
Current	37	7	3	3	1	2	45	*	*
November 2010	35	7	3	2	1	3	48	1	1
September 2010	34	7	4	4	1	2	48	*	1
May 2010	37	8	5	4	1	2	43	*	*
January 2010	35	6	3	4	1	1	48	*	*
December 2009	33	6	4	3	1	2	49	*	*
September 2009	34	7	4	4	2	3	46	*	*
April 2009	36	8	6	4	1	2	41	*	1
December 2008	36	9	5	4	2	2	40	*	*
November 2008	36	7	4	4	2	3	44	*	*
August 2008	37	7	5	5	2	2	42	1	--
July 2008	32	8	4	3	1	2	48	2	--
May 2008	36	8	5	5	1	7	37	1	--
December 2007	37	9	3	4	1	5	40	1	--
September 2007	35	9	5	4	1	4	42	*	--
February 2007	38	9	5	3	2	5	38	1	--
November 2006	31	9	5	5	2	4	43	1	--
February 2006	35	8	5	3	2	7	40	1	--
June 2005	35	9	5	4	2	6	39	*	--
July 2004	28	12	5	4	1	5	44	*	--
March 2004	28	10	5	6	2	4	44	*	--

**Q20** As I read the following list of items, please tell me if you happen to have each one, or not. Do you have... [INSERT ITEMS IN ORDER]?

	YES	NO	DON'T KNOW	REFUSED
a. A laptop computer or netbook <sup>4</sup>				
Current	53	47	*	*
November 2010	53	47	*	*
September 2010	52	48	*	*
May 2010	55	45	*	0
January 2010	49	51	*	*
December 2009	46	53	*	*
September 2009	47	53	*	*
April 2009	47	53	*	*
April 2008	39	61	*	--
Dec 2007	37	63	*	--
April 2006	30	69	*	--
b. A cell phone or a Blackberry or iPhone or other device that is also a cell phone <sup>5</sup>				
Current	81	19	*	*
November 2010	82	18	0	*
September 2010	85	15	*	*
May 2010	82	18	*	0
January 2010	80	20	0	*
December 2009	83	17	0	*
September 2009	84	15	*	*
April 2009	85	15	*	*
Dec 2008	84	16	*	*
July 2008	82	18	*	--
May 2008	78	22	*	0
April 2008	78	22	*	--
January 2008	77	22	*	--
Dec 2007	75	25	*	--
Sept 2007	78	22	*	--
April 2006	73	27	*	--
January 2005	66	34	*	--
November 23-30, 2004	65	35	*	--

<sup>4</sup> Through January 2010, item wording was "A laptop computer [IF NECESSARY: includes a netbook]."

<sup>5</sup> Question was asked of landline sample only. Results shown here have been recalculated to include cell phone sample in the "Yes" percentage. In past polls, question was sometimes asked as an independent question and sometimes as an item in a series. In January 2010, question wording was "Do you have...a cell phone or a Blackberry or iPhone or other handheld device that is also a cell phone." In Dec 2008, Nov 2008, May 2008, January 2005 and Nov 23-30 2004, question wording was "Do you happen to have a cell phone?" In August 2008, July 2008 and January 2008, question wording was "Do you have a cell phone, or a Blackberry or other device that is also a cell phone?" In April 2008, Dec 2007, Sept 2007 and April 2006, question wording was "Do you have a cell phone?" Beginning December 2007, question/item was not asked of the cell phone sample, but results shown here reflect Total combined Landline and cell phone sample.

**Q21** Does anyone in your household have a working cell phone?

Based on non-cell phone users

	YES	NO	DON'T KNOW	REFUSED
Current [N=321]	41	58	*	*
November 2010 [N=339]	38	61	*	*
September 2010 [N=516]	33	67	*	*
May 2010 [N=335]	35	64	1	0
January 2010 [N=368]	38	61	*	*
December 2009 [N=339]	31	68	*	*

**Q22** On your laptop computer or netbook, do you use [INSERT IN ORDER]?<sup>6</sup>

Based on internet users who have a laptop or netbook

	YES	NO	DON'T KNOW	REFUSED
a. WiFi or a wireless connection to access the internet [IF NECESSARY: WiFi is a short-range wireless internet connection.]				
Current [N=1,176]	88	11	1	*
May 2010 [N=1,144]	88	11	1	0
January 2010 [N=1,019]	83	17	1	0
December 2009 [N=1,000]	83	16	1	*
September 2009 [N=965]	82	17	1	*
April 2009 [N=937]	80	19	1	*
b. Mobile wireless broadband, such as an AirCard, to access the internet <sup>7</sup> [IF NECESSARY: Wireless broadband is a longer-range wireless connection, offered by many telephone companies and others.]				
Current	27	68	5	*
May 2010	24	72	4	*
January 2010	19	79	2	0
December 2009	28	69	2	*
September 2009	31	64	5	*
April 2009	37	57	6	*

<sup>6</sup> Prior to May 2010, question wording was "On your laptop computer, do you ever use [INSERT IN ORDER]?"<sup>7</sup> Prior to January 2010, item wording was "Wireless broadband, such as an AirCard, to access the internet"

**Q23** Thinking now just about your cell phone... Please tell me if you ever use your cell phone to do any of the following things. Do you ever use your cell phone to [INSERT ITEM; ALWAYS ASK a-b FIRST in order; ROTATE c-d.]?<sup>8</sup>

Based on cell phone users

	YES	NO	DON'T KNOW	REFUSED
<b>a. Send or receive email</b>				
Current [N=1,982]	38	62	*	*
November 2010 [N=1,918]	34	66	0	*
September 2010 [N=2,485]	34	66	*	0
May 2010 [N=1,917]	34	66	0	0
January 2010 [N=1,891]	30	70	0	0
December 2009 [N=1,919]	29	70	*	*
September 2009 [N=1,868]	27	73	*	0
April 2009 [N=1,818]	25	75	*	0
December 2007 [N=1,704]	19	81	0	--
<b>b. Send or receive text messages</b>				
Current	74	26	*	*
November 2010	71	28	*	0
September 2010	74	26	*	0
May 2010	72	28	0	0
January 2010	69	31	*	0
December 2009	68	32	*	0
September 2009	65	35	*	0
April 2009	65	35	*	0
December 2007	58	42	0	--
<b>c. Send or receive Instant Messages</b>				
Current	35	64	1	*
November 2010	25	75	*	*
September 2010	30	70	*	*
May 2010	30	69	1	*
January 2010	29	70	1	0
December 2009	31	68	1	0
September 2009	27	72	1	*
April 2009	20	79	*	*
December 2007	17	83	*	--

**Q23 continued...**

<sup>8</sup> Prior to January 2010, question wording was "Please tell me if you ever use your cell phone or Blackberry or other device to do any of the following things. Do you ever use it to [INSERT ITEM]?" In January 2010, question wording was "Please tell me if you ever use your cell phone or Blackberry or other handheld device to do any of the following things. Do you ever use it to [INSERT ITEMS]?" For January 2010, December 2009, and September 2009, an answer category "Cell phone can't do this" was available as a volunteered option; "No" percentages for those trends reflect combined "No" and "Cell phone can't do this" results.



**Q23 continued...**

	YES	NO	DON'T KNOW	REFUSED
d. Access the internet <sup>9</sup>				
Current	42	58	*	*
November 2010	39	61	*	*
September 2010	39	61	*	0
May 2010	38	62	0	0
January 2010	34	66	0	0
December 2009	32	67	*	0
September 2009	29	71	*	0
April 2009	25	74	*	*

**WIRELESS** Wireless internet use<sup>10</sup>

	WIRELESS INTERNET USER	INTERNET USER BUT NOT WIRELESS	ALL OTHERS
Current	59	20	20
November 2010	57	20	23
September 2010	57	20	23
May 2010	59	22	19
January 2010	53	24	23
December 2009	55	24	21
September 2009	54	25	21
April 2009	56	23	20
December 2008	43	30	26
November 2008	37	37	26

<sup>9</sup> In December 2007, item wording was "Access the internet for news, weather, sports, or other information"

<sup>10</sup> Definitions for wireless internet use may vary from survey to survey.

**WEB1** Next... Please tell me if you ever use the internet to do any of the following things. Do you ever use the internet to...?<sup>11</sup>

Based on all internet users [N=1,811]

	TOTAL HAVE EVER DONE THIS	----- DID YESTERDAY	HAVE NOT DONE THIS	DON'T KNOW	REFUSED
<b>Make a donation to a charity online</b>					
Current	29	n/a	71	0	0
May 2010	22	1	77	*	0
April 2009	19	*	80	0	*
May 2008	20	1	80	*	--
September 2005	18	1	82	*	--
February 2005	11	1	88	*	--
January 2005	13	*	86	*	--
Nov 23-30, 2004	12	*	88	0	--
December 2002	7	*	93	0	--
July, 2002	7	*	93	*	--
Dec 17-23, 2001	7	*	93	0	--
Nov 19-Dec 16, 2001	7	*	93	0	--
Oct 19-Nov 18, 2001	7	*	93	0	--
Oct 8-18, 2001	6	*	93	*	--
Oct 2-7, 2001	10	*	90	0	--
Sept 20-Oct 1, 2001	7	1	91	2	--
<b>Use a social networking site like MySpace, Facebook or LinkedIn.com<sup>12</sup></b>					
Current	62	n/a	38	*	0
November 2010	61	37	39	*	*
September 2010	62	39	38	*	0
May 2010	61	38	39	0	0
January 2010	57	32	43	*	0
December 2009	56	33	44	0	*
September 2009	47	27	52	*	*
April 2009	46	27	54	*	*
December 2008	35	19	65	*	--
November 2008	37	19	63	0	0
July 2008	34	n/a	66	*	--
May 2008	29	13	70	*	--
August 2006	16	9	84	*	--
September 2005	11	3	88	1	--
February 2005	8	2	91	1	--

**WEB1 continued...**

<sup>11</sup> Prior to January 2005, question wording was "Please tell me if you ever do any of the following when you go online. Do you ever...?" Unless otherwise noted, trends are based on all internet users for that survey.

<sup>12</sup> In December 2008, item wording was "Use a social networking site like MySpace or Facebook." In August 2006, item wording was "Use an online social networking site like MySpace, Facebook or Friendster". Prior to August 2006, item wording was "Use online social or professional networking sites like Friendster or LinkedIn"

**WEB1 continued...**

	TOTAL HAVE EVER DONE THIS	----- DID YESTERDAY	HAVE NOT DONE THIS	DON'T KNOW	REFUSED
Use Twitter <sup>13</sup>					
Current	12	n/a	88	*	0
November 2010	8	2	92	0	*
September 2010	24	13	76	*	0
May 2010	17	10	83	*	0
January 2010	19	9	81	*	*
December 2009	21	11	78	*	*
September 2009	19	9	80	*	0
April 2009	11	5	88	1	*
December 2008	11	4	89	1	--
November 2008	9	3	90	*	*
August 2008	6	2	93	1	--

<sup>13</sup> In August 2008, item wording was "Use Twitter or another "micro-blogging" service to share updates about yourself or to see updates about others." From November 2008 thru September 2010, item wording was "Use Twitter or another service to share updates about yourself or to see updates about others". In November 2010, item wording was "Use Twitter".

**Q24** Overall, would you say the internet has a MAJOR impact, a MINOR impact, or NO impact at all on your ability to... [INSERT; RANDOMIZE]?

	MAJOR IMPACT	MINOR IMPACT	NO IMPACT	DON'T KNOW	REFUSED
<i>Item A: Based on all internet users [N=1,811]</i>					
a. Find social, civic, professional, religious or spiritual groups that match your interests	39	32	29	1	*
<i>Items B thru G: Based on internet users who are active in any groups [N=1,525]</i>					
b. Invite friends and acquaintances to join social, civic, professional, religious or spiritual groups you are active in	35	36	29	*	*
c. Keep up with news and information from the social, civic, professional, religious or spiritual groups you are active in	53	30	17	*	*
d. Organize activities for the social, civic, professional, religious or spiritual groups you are active in	41	33	26	*	*
e. Contribute money to social, civic, professional, religious or spiritual groups	24	34	41	1	1
f. Volunteer your time to social, civic, professional, religious or spiritual groups	24	40	35	*	*
g. Create your own social, civic, professional, religious or spiritual groups	28	28	42	1	1

**Q25** Thinking again about all of the different groups [IF NECESSARY, READ: that is, social, civic, professional, religious or spiritual groups] in which you are currently active... Did you discover any of these groups ON THE INTERNET that you otherwise would not have known about, or not?

Based on internet users who are active in any groups [N=1,525]

	CURRENT	
%	24	Yes, discovered some groups on internet
	75	No, would have known about them without internet
	*	Don't know
	*	Refused

- Q26** Overall, would you say the internet makes it possible for you to be active in a greater number of groups [IF NECESSARY, READ: that is, social, civic, professional, religious or spiritual groups] than you otherwise would be able to, or has the internet had no impact on the number of groups you are active in?

IF YES, ASK: Does the internet make it possible for you to be active in A LOT more groups, or JUST A FEW more groups?

Based on internet users who are active in any groups [N=1,525]

	<u>CURRENT</u>	
%	26	Yes, a lot more groups
	20	Yes, just few more groups
	53	No, internet has no impact on number of groups
	*	Don't know
	1	Refused

*There is no Question 27.*

- Q28** Overall, would you say that you spend...[READ 1-3; ROTATE 1-2]

Based on all internet users [N=1,811]

	<u>CURRENT</u>	
%	23	MORE time participating in social, civic, professional, religious or spiritual group activities because of the internet
	6	LESS time participating in social, civic, professional, religious or spiritual group activities because of the internet
	70	The internet has no impact on the amount of time you spend participating in these types of groups
	1	Don't know
	*	Refused

- Q29** Do you ever use the internet or email to invite someone to join a social, civic, professional, religious or spiritual group, or not?

Based on internet users who are active in any groups [N=1,525]

	<u>CURRENT</u>	
%	38	Yes
	62	No
	*	Don't know
	*	Refused

- Q30** Have you, personally, ever been invited online or through email to join a social, civic, professional, religious or spiritual group, or not?

Based on all internet users [N=1,811]

	<u>CURRENT</u>	
%	57	Yes
	42	No
	1	Don't know
	0	Refused

- Q31** Have you ever felt obligated to join a group [IF NECESSARY, READ: that is, a social, civic, professional, religious or spiritual group] because someone you know invited you to join, or have you never felt this way?

	<u>CURRENT</u>	
%	16	Yes
	84	No
	*	Don't know
	*	Refused

- Q32** Have you, personally, ever created a group [IF NECESSARY, READ: that is, a social, civic, professional, religious or spiritual group] of your own, or have you never done this?

IF YES, ASK: What type of group was that?

	<u>CURRENT</u>	
%	8	Yes (SPECIFY)
	91	No
	1	Don't know
	*	Refused

- Q33** Have you, personally, ever been part of a group [IF NECESSARY, READ: that is, a social, civic, professional, religious or spiritual group] that was created online but lasted less than 12 months?

Based on all internet users [N=1,811]

	<u>CURRENT</u>	
%	9	Yes
	91	No
	1	Don't know
	0	Refused

**Q34** Thinking again about the different ways someone might participate in social, civic, professional, religious or spiritual groups...In the past 30 days, did you... [INSERT; RANDOMIZE], or not?

Based on those who are active in any groups

	YES	NO	DON'T KNOW	REFUSED
<i>Item A: Based on internet users who are active in any groups [N=1,525]</i>				
a. Contribute to an online discussion or message board for a group you are active in	24	76	*	*
<i>Item B: Based on internet users who are active in any groups [N=1,525]</i>				
b. Send or receive email with members of a social, civic, professional, religious or spiritual group you are active in	57	43	0	*
<i>Item C: Based on internet users who are active in any groups that have a website [N=1,143]</i>				
c. Visit the website of a group you are active in	65	35	*	*
<i>Item D: Based on internet users who are active in any groups [N=1,525]</i>				
d. Read the electronic newsletter or email updates of a group you are active in	56	44	0	*
<i>Item E: Based on SNS users who are active in any groups [N=895]</i>				
e. Post news about a group you are active in on a social networking site like Facebook	30	69	*	*
<i>Item F: Based on SNS users who are active in any groups that use social networking sites [N=579]</i>				
f. Read updates or messages on a social networking site like Facebook about a group you are active in	65	35	0	*
<i>Item G: Based on Twitter users who are active in any groups [N=168]</i>				
g. Post news on Twitter about a group you are active in	21	79	0	0
<i>Item H: Based on Twitter users who are active in any groups that use Twitter [N=84]</i>				
h. Read updates and posts on Twitter about a group you are active in	63	37	0	0
<i>Item I: Based on those who text and are active in any groups [N=1,122]</i>				
i. Send and receive text messages with members of a social, civic, professional, religious or spiritual group you are active in	45	55	*	*

**Q35** Thinking now about the past 12 months...In the past 12 months, have any of the groups or organizations in which you are active... [INSERT; RANDOMIZE; ASK ITEMS a AND b FIRST IN ORDER], or not?

IF YES AND INTERNET USER, ASK: Did the internet play a major role, minor role, or no role at all in this?

IF YES AND NOT AN INTERNET USER, RECORD AS 'YES, INTERNET PLAYED NO ROLE AT ALL'

Based on those who are active in any groups [N=1,833]

	YES / INTERNET MAJOR ROLE	YES / INTERNET MINOR ROLE	YES / INTERNET NO ROLE	NO, GROUP DIDN'T ACHIEVE THIS	DON'T KNOW	REFUSED
a. Solved a difficult problem or achieved change in your LOCAL COMMUNITY	9	13	12	61	4	*
b. Solved a difficult problem or achieved change in SOCIETY AT LARGE	10	10	7	68	5	*
c. Provided financial support or assistance to someone in need	13	16	22	44	4	*
d. Provided emotional support to someone in need	15	17	23	41	4	*
e. Raised money for a specific cause	17	18	15	47	4	*
f. Gotten a candidate elected to a public office	9	5	3	79	4	*
g. Raised awareness about an important social issue	22	17	9	48	4	*



A few last questions for statistical purposes only...

**LIVE1** Which of the following BEST describes the place where you now live? (READ 1-4)

	<u>CURRENT</u>	
%	21	A large city
	23	A suburb near a large city
	35	A small city or town
	19	A rural area
	1	(DO NOT READ) Don't know
	1	(DO NOT READ) Refused

**LIVE2** About how long have you lived in the neighborhood where you live now? Have you lived there... (READ 1-5)

	<u>CURRENT</u>	
%	11	Less than one year
	30	One to five years
	18	Six to ten years
	17	11 to 20 years
	23	More than 20 years
	1	(DO NOT READ) All my life
	*	(DO NOT READ) Don't know
	*	(DO NOT READ) Refused

**MODEMA** At home, do you connect to the internet through a dial-up telephone line, or do you have some other type of connection, such as a DSL-enabled phone line, a cable TV modem, a wireless connection, a fiber optic connection such as FIOS or a T-1?<sup>14</sup>

Based on those who use the internet from home

	DIAL-UP	TOTAL HIGH SPEED	----- DSL	----- CABLE MODEM	----- WIRELESS	----- FIBER OPTIC <sup>15</sup>	----- T-1	OTHER	DK	REF.
Current [N=1,731]	6	85	27	33	19	5	*	2	6	2
Nov 2010 [N=1,560]	6	86	28	33	20	5	1	2	4	2
Sept 2010 [N=1,947]	7	86	29	31	20	6	1	2	4	1
May 2010 [N=1,659]	7	86	27	33	20	5	1	2	4	1
Jan 2010 [N=1,573]	7	88	29	38	18	4	*	1	3	1
Dec 2009 [N=1,582]	9	86	28	37	17	3	1	2	4	1
Sept 2009 [N=1,584]	7	87	30	37	15	4	*	2	3	2
April 2009 [N=1,567]	9	86	29	36	15	4	1	2	3	1
Dec 2008 [N=1,538]	13	80	30	32	15	3	*	1	5	--
Nov 2008 [N=1,481]	12	82	33	34	13	3	*	1	5	--
Aug 2008 [N=1,543]	13	81	37	30	10	3	1	1	5	--
July 2008 [N=1,797]	14	81	35	30	13	3	1	1	4	--
May 2008 [N=1,463]	15	79	36	31	9	2	*	1	5	--
Dec 2007 [N=1,483]	18	77	34	31	10	2	1	1	3	--
Sept 2007 [N=1,575]	20	73	34	30	8	2	n/a	1	6	--
Feb 2007 [N=1,406]	23	70	35	28	6	1	n/a	1	6	--
Aug 2006 [N=1,787]	28	68	34	30	3	1	n/a	1	3	--
Dec 2005 [N=1,715]	35	61	29	27	4	1	n/a	1	3	--
June 2005 [N=1,204]	44	53	24	25	3	1	n/a	1	1	--
Feb 2005 [N=1,287]	47	50	22	25	3	1	n/a	1	3	--
Jan 2005 [N=1,261]	48	50	21	26	2	1	n/a	1	1	--
Feb 2004 [N=1,241]	55	42	18	23	1	1	n/a	1	2	--
Nov 2003 [N=1,199]	62	35	13	21	1	*	n/a	1	2	--

<sup>14</sup> From September 2009 thru January 2010, the question asking about type of home internet connection (MODEM) was form split. MODEMA was asked of Form A respondents who use the internet from home. MODEMB was asked of Form B respondents who use the internet from home. Trend results shown here reflect combined MODEMA and MODEMB percentages. Form B respondents who answered "satellite," fixed wireless provider," or "other wireless such as an Aircard or cell phone" have been combined in the "Wireless" column in the table.

<sup>15</sup> In Sept. 2007 and before, "Fiber optic connection" and "T-1 connection" were collapsed into one category. Percentage for "Fiber optic connection" reflects the combined "Fiber-optic/T-1" group.

**Q36** Thinking about your high-speed internet service at home, do you subscribe to a basic broadband service, or do you pay extra for a premium service that promises faster speed?

Based on internet users who have high-speed internet at home

	SUBSCRIBE TO BASIC SERVICE	SUBSCRIBE TO PREMIUM SERVICE AT HIGHER PRICE	DON'T KNOW	REFUSED
Current [N=1,470]	50	36	12	1
November 2010 [N=1,330]	50	40	9	1
September 2010 [N=1,657]	49	37	13	2
May 2010 [N=1,413]	51	36	12	1
January 2010 [N=1,376]	49	39	9	2
April 2009 [N=681]	53	34	10	2
May 2008 [N=1,119]	54	29	16	*

THANK RESPONDENT: That concludes our interview. The results of this survey are going to be used by a non-profit research organization called the Pew Research Center's Internet & American Life Project, which is looking at the impact of the internet on people's lives. A report on this survey will be issued by the project in a few months and you can find the results at its web site, which is [www.pewinternet.org](http://www.pewinternet.org). Thanks again for your time. Have a nice day/evening.

## Methodology

This report is based on the findings of a survey on Americans' use of the Internet. The results in this report are based on data from telephone interviews conducted by Princeton Survey Research Associates International from November 23 to December 21, 2010, among a sample of 2,303 adults, age 18 and older. Telephone interviews were conducted in English and Spanish by landline (1,555) and cell phone (748, including 310 without a landline phone). For results based on the total sample, one can say with 95% confidence that the error attributable to sampling is plus or minus 2.3 percentage points. For results based Internet users (n=1,811), the margin of sampling error is plus or minus 2.6 percentage points. In addition to sampling error, question wording and practical difficulties in conducting telephone surveys may introduce some error or bias into the findings of opinion polls.

A combination of landline and cellular random digit dial (RDD) samples was used to represent all adults in the continental United States who have access to either a landline or cellular telephone. Both samples were provided by Survey Sampling International, LLC (SSI) according to PSRAI specifications. Numbers for the landline sample were selected with probabilities in proportion to their share of listed telephone households from active blocks (area code + exchange + two-digit block number) that contained three or more residential directory listings. The cellular sample was not list-assisted, but was drawn through a systematic sampling from dedicated wireless 100-blocks and shared service 100-blocks with no directory-listed landline numbers.

New sample was released daily and was kept in the field for at least five days. The sample was released in replicates, which are representative subsamples of the larger population. This ensures that complete call procedures were followed for the entire sample. At least 7 attempts were made to complete an interview at a sampled telephone number. The calls were staggered over times of day and days of the week to maximize the chances of making contact with a potential respondent. Each number received at least one daytime call in an attempt to find someone available. For the landline sample, interviewers asked to speak with the youngest adult male or female currently at home based on a random rotation. If no male/female was available, interviewers asked to speak with the youngest adult of the other gender. For the cellular sample, interviews were conducted with the person who answered the phone. Interviewers verified that the person was an adult and in a safe place before administering the survey. Cellular sample respondents were offered a post-paid cash incentive for their participation. All interviews completed on any given day were considered to be the final sample for that day.

Weighting is generally used in survey analysis to compensate for sample designs and patterns of non-response that might bias results. A two-stage weighting procedure was used to weight this dual-frame sample. The first-stage weight is the product of two adjustments made to the data – a Probability of Selection Adjustment (PSA) and a Phone Use Adjustment (PUA). The PSA corrects for the fact that respondents in the landline sample have different probabilities of being sampled depending on how many adults live in the household. The PUA corrects for the overlapping landline and cellular sample frames.

The second stage of weighting balances sample demographics to population parameters. The sample is balanced by form to match national population parameters for sex, age, education, race, Hispanic origin, region (U.S. Census definitions), population density, and telephone usage. The White, non-Hispanic subgroup is also balanced on age, education and region. The basic weighting parameters came from a special analysis of the Census Bureau's 2009 Annual Social and Economic Supplement (ASEC) that included all households in the continental United States. The population density parameter was derived from Census 2000 data. The cell phone usage parameter came from an analysis of the July-December 2009 National Health Interview Survey.<sup>16</sup>

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<sup>16</sup> Blumberg SJ, Luke JV. Wireless substitution: Early release of estimates from the National Health Interview Survey, July-December, 2009. National Center for Health Statistics. May 2010.

Following is the full disposition of all sampled telephone numbers:

Landline	Cell	
37,781	14,999	Total Numbers Dialed
1,759	360	Non-residential
1,843	40	Computer/Fax
6	----	Cell phone
17,607	5,722	Other not working
1,716	129	Additional projected not working
14,850	8,748	Working numbers
39.3%	58.3%	Working Rate
572	43	No Answer / Busy
2,832	1,891	Voice Mail
79	10	Other Non-Contact
11,367	6,804	Contacted numbers
76.5%	77.8%	Contact Rate
648	802	Callback
8,965	4,528	Refusal
1,754	1,474	Cooperating numbers
15.4%	21.7%	Cooperation Rate
87	51	Language Barrier
----	623	Child's cell phone
1,667	800	Eligible numbers
95.0%	54.3%	Eligibility Rate
112	52	Break-off
1,555	748	Completes
93.3%	93.5%	Completion Rate
11.0%	15.8%	Response Rate

The disposition reports all of the sampled telephone numbers ever dialed from the original telephone number samples. The response rate estimates the fraction of all eligible respondents in the sample that were ultimately interviewed. At PSRAI it is calculated by taking the product of three component rates:

- Contact rate – the proportion of working numbers where a request for interview was made
- Cooperation rate – the proportion of contacted numbers where a consent for interview was at least initially obtained, versus those refused
- Completion rate – the proportion of initially cooperating and eligible interviews that were completed

Thus the response rate for the landline sample was 11.0 percent. The response rate for the cellular sample was 15.8 percent.

## Endnotes

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- <sup>i</sup> August 2008 trends based on the August Tracking 2008 survey, conducted August 12-31, 2008 [N=2,251].
- <sup>ii</sup> Knight 2002 trends based on a John S. and James L. Knight Foundation "Community Indicators - National" survey, conducted January 2-27, 2002 [n=1,211 adults 18+].
- <sup>iii</sup> Knight 1999 trends based on a John S. and James L. Knight Foundation "Community Indicators – National" survey, conducted October 11-November 14, 1999 [n=1,206 adults 18+].
- <sup>iv</sup> September 2009 trends based on the September Tracking 2009 survey, conducted August 18 – September 14, 2009 [N=2,253, including 560 cell phone interviews].
- <sup>v</sup> April 2006 trends based on the Annual Gadgets survey, conducted Feb. 15-Apr. 6, 2006 [N=4,001].
- <sup>vi</sup> June 2005 trends based on the Spyware Survey, conducted May 4-June 7, 2005 [N=2,001].
- <sup>vii</sup> June 2003 trends based on 'Internet Spam' survey conducted June 10-24, 2003 [N=2,200].
- <sup>viii</sup> March/May 2002 trends based on daily tracking surveys conducted March 1-31, 2002 and May 2-19, 2002.
- <sup>ix</sup> November 2010 trends based on the Post-Election Tracking Survey 2010, conducted November 3-24, 2010 [N=2,257, including 755 cell phone interviews].
- <sup>x</sup> September 2010 trends based on the September Health Tracking Survey 2010, conducted August 9 – September 13, 2010 [N=3,001, including 1,000 cell phone interviews].
- <sup>xi</sup> May 2010 trends based on the Spring Change Assessment 2010 survey, conducted April 29 – May 30, 2010 [N=2,252, including 744 cell phone interviews].
- <sup>xii</sup> January 2010 trends based on the Online News survey, conducted December 28, 2009 – January 19, 2010 [N=2,259, including 562 cell phone interviews].
- <sup>xiii</sup> December 2009 trends based on the Fall Tracking "E-Government" survey, conducted November 30 – December 27, 2009 [N=2,258, including 565 cell phone interviews].
- <sup>xiv</sup> April 2009 trends based on the Spring 2009 Tracking survey, conducted March 26-April 19, 2009 [N=2,253, including 561 cell phone interviews].
- <sup>xv</sup> December 2008 trends based on the Fall Tracking survey, conducted November 19-December 20, 2008 [N=2,253, including 502 cell phone interviews]. Trends do not include California oversample.
- <sup>xvi</sup> November 2008 trends based on the Post-Election 2008 Tracking survey, conducted November 20-December 4, 2008 [N=2,254].
- <sup>xvii</sup> July 2008 trends based on the Personal Networks and Community survey, conducted July 9-August 10, 2008 [N=2,512, including 505 cell phone interviews].
- <sup>xviii</sup> May 2008 trends based on the Spring Tracking 2008 survey, conducted April 8-May 11, 2008 [N=2,251].
- <sup>xix</sup> April 2008 trends based on the Networked Workers survey, conducted March 27-April 14, 2008. Most questions were asked only of full- or part-time workers [N=1,000], but trend results shown here reflect the total sample [N=2,134].
- <sup>xx</sup> January 2008 trends based on the Networked Families survey, conducted December 13, 2007-January 13, 2008 [N=2,252].
- <sup>xxi</sup> December 2007 trends based on the Annual Gadgets survey, conducted October 24-December 2, 2007 [N=2,054, including 500 cell phone interviews].

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- <sup>xxii</sup> September 2007 trends based on the Consumer Choice survey, conducted August 3-September 5, 2007 [N=2,400, oversample of 129 cell phone interviews].
- <sup>xxiii</sup> February 2007 trends based on daily tracking survey conducted February 15-March 7, 2007 [N=2,200].
- <sup>xxiv</sup> December 2006 trends based on daily tracking survey, conducted November 30 - December 30, 2006 [N=2,373].
- <sup>xxv</sup> November 2006 trends based on Post-Election tracking survey, conducted Nov. 8-Dec. 4, 2006 [N=2,562]. This includes an RDD sample [N=2,362] and a cell phone only sample [N=200]. Results reflect combined samples, where applicable.
- <sup>xxvi</sup> August 2006 trends based on daily tracking survey, conducted August 1-31, 2006 [N=2,928].
- <sup>xxvii</sup> February 2006 trends based on the Exploratorium Survey, conducted Jan. 9-Feb. 6, 2006 [N=2,000].
- <sup>xxviii</sup> December 2005 trends based on daily tracking survey conducted Nov. 29-Dec. 31, 2005 [N=3,011].
- <sup>xxix</sup> September 2005 trends based on daily tracking survey conducted Sept. 14-Oct.13, 2005 [N=2,251].
- <sup>xxx</sup> February 2005 trends based on daily tracking survey conducted Feb. 21-March 21, 2005 [N=2,201].
- <sup>xxxi</sup> January 2005 trends based on daily tracking survey conducted Jan. 13-Feb.9, 2005 [N=2,201].
- <sup>xxxii</sup> November 23-30, 2004 trends based on the November 2004 Activity Tracking Survey, conducted November 23-30, 2004 [N=914].
- <sup>xxxiii</sup> November 2004 trends based on the November Post-Election Tracking Survey, conducted Nov 4-Nov 22, 2004 [N=2,200].
- <sup>xxxiv</sup> June 2004 trends based on daily tracking survey conducted May 14-June 17, 2004 [N=2,200].
- <sup>xxxv</sup> February 2004 trends based on daily tracking survey conducted February 3-March 1, 2004 [N=2,204].
- <sup>xxxvi</sup> November 2003 trends based on daily tracking survey conducted November 18-December 14, 2003 [N=2,013].
- <sup>xxxvii</sup> August 2003 trends based on 'E-Government' survey conducted June 25-August 3, 2003 [N=2,925].
- <sup>xxxviii</sup> May 2003 trends based on daily tracking survey conducted April 29-May 20, 2003 [N=1,632].
- <sup>xxxix</sup> March 3-11, 2003 trends based on daily tracking survey conducted March 3-11, 2003 [N=743].
- <sup>xi</sup> February 2003 trends based on daily tracking survey conducted February 12-March 2, 2003 [N=1,611].
- <sup>xii</sup> December 2002 trends based on daily tracking survey conducted Nov. 25-Dec. 22, 2002 [N=2,038].
- <sup>xiii</sup> November 2002 trends based on daily tracking survey conducted October 30-November 24, 2002 [N=2,745].
- <sup>xiiii</sup> October 2002 trends based on daily tracking survey conducted October 7-27, 2002 [N=1,677].
- <sup>xlv</sup> September 2002 trends based on daily tracking survey conducted September 9-October 6, 2002 [N=2,092].
- <sup>xlv</sup> July 2002 trends based on 'Sept. 11<sup>th</sup>-The Impact Online' survey conducted June 26-July 26, 2002 [N=2,501].
- <sup>xlvi</sup> January 2002 trends based on a daily tracking survey conducted January 3-31, 2002 [N=2,391].
- <sup>xlvii</sup> December 2001 trends represent a total tracking period of December 1-23, 2001 [N=3,214]. This tracking period based on daily tracking surveys conducted December 17-23, 2001 and November 19-December 16, 2001.
- <sup>xlviii</sup> November 2001 trends represent a total tracking period of November 1-30, 2001 [N=2,119]. This tracking period based on daily tracking surveys conducted October 19 - November 18, 2001 and November 19 - December 16, 2001.
- <sup>lix</sup> October 2001 trends represent a total tracking period of October 1-31, 2001 [N=1,924]. This tracking period based on daily tracking surveys conducted September 20 - October 1, 2001, October 2-7, 2001, October 8-18, 2001, and October 19 - November 18, 2001.
- <sup>l</sup> September 2001 trends represent a total tracking period of September 1-30, 2001 [N=742]. This tracking period based on daily tracking surveys conducted August 13-September 10, 2001, September 12-19, 2001 and September 20 - October 1, 2001.
- <sup>li</sup> August 2001 trends represent a total tracking period of August 12-31, 2001 [N=1,505]. This tracking period based on a daily tracking survey conducted August 13-September 10, 2001.
- <sup>lii</sup> February 2001 trends based on a daily tracking survey conducted February 1, 2001-March 1, 2001 [N=2,096].

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- <sup>liii</sup> December 2000 trends based on a daily tracking survey conducted December 2-22, 2000 [N=2,383].
  - <sup>liv</sup> November 2000 trends based on a daily tracking survey conducted November 2, 2000 – December 1 [N=6,322].
  - <sup>lv</sup> October 2000 trends based on a daily tracking survey conducted October 2 – November 1, 2000 [N=3,336].
  - <sup>lvi</sup> September 2000 trends based on a daily tracking survey conducted September 15 – October 1, 2000 [N=1,302].
  - <sup>lvii</sup> August 2000 trends based on a daily tracking survey conducted July 24 – August 20, 2000 [N=2,109].
  - <sup>lviii</sup> June 2000 trends based on a daily tracking survey conducted May 2 – June 30, 2000 [N=4,606].
  - <sup>lix</sup> May 2000 trends based on a daily tracking survey conducted April 1 – May 1, 2000 [N=2,503].