

April 6, 2011

Compilation of Pew Internet Project health survey questionnaires, 2000-2010

Questionnaire associated with the report, "The Online Health Care Revolution" (November 26, 2000)

The Pew Internet and American Life Project
Survey on Health Care and the Internet
August 2000

Princeton Survey Research Associates

N = 500-700 Internet users who go online for health care information (re-interview)
Field dates: August, 2000

Questionnaire

Hello, my name is _____ and I am calling for Princeton Survey Research. Several weeks ago, we were conducting an opinion survey about some leading issues today, and we spoke with a **[INSERT AGE]** -year old **[INSERT: male/female]** . I'd like to ask **[INSERT: him/her]** a few additional questions. Is **[INSERT: he/she]** available?

[IF RESPONDENT IS ON PHONE, GO TO Q1.]
[IF RESPONDENT COMES TO PHONE, USE INTRODUCTION BELOW.]

Hello, my name is _____ and I am calling for Princeton Survey Research. Several weeks ago, you participated in an opinion survey about some leading issues today. I'd like to ask you a few additional questions. This interview should not take more than 10 minutes.

Q1 First, do you ever go online to access the Internet or World Wide Web or to send and receive email?

- 1 Yes
- 2 No
- 9 Don't know/Refused

[IF Q1 = 2,9 TERMINATE: In this survey we are only talking to people who use the Internet. Thank you very much for your time.]

IF Q1=1, ASK:

Q2. Please tell me if you ever do any of the following when you go online.
Do you ever ...**(INSERT ITEMS; DO NOT ROTATE)**

- a. Send or read email **[ALWAYS ASK FIRST]**
- b. Check weather reports and forecasts
- c. Look for health or medical information online

- 1 Yes, do this
- 2 No, have never done this
- 9 Don't know/Refused

[IF Q2C = 2,9 TERMINATE: Those are all the questions I have. Thank you very much for your time.]

ASK ALL ONLINE HEALTH USERS (Q2c=1):

Q3 How often do you use the Internet to look for advice or information about health or health care — about once a week, once a month, every few months, or less often?

- 1 About once a week
- 2 Once a month
- 3 Every few months
- 4 Less often
- 9 Don't know/Refused

Q4 How much, if at all, has getting health and medical information on the Internet improved the way you take care of your health — a lot, some, only a little, or not at all?

- 1 A lot
- 2 Some
- 3 Only a little
- 4 Not at all
- 9 Don't know/Refused

- Q5 Here are some things people sometimes do when getting advice or information about health or health care on the Internet. Some people have done these things, but other people have not.
Have you ever...(INSERT ITEM; ROTATE ITEMS) , or haven't you ever done this?
- a. looked for information about a physical illness or condition that you or someone you know has
 - b. bought medicine or vitamins online
 - c. participated in an online support group for people who are concerned about the same health or medical issue
 - d. used email or gone to a web site to communicate with a doctor or a doctor's office
 - e. clicked on a health or medical web site's privacy policy to read about how the site uses personal information
 - f. described a medical condition or problem online in order to get advice from an online doctor
 - g. kept a health web site "bookmarked", or saved as a "favorite place", so you can go back to it regularly
 - h. looked to see what company or organization is providing the advice or information that appears on a health web site
 - i. looked for information about a mental health issue like depression or anxiety
- 1 Yes, have done this
 - 2 No, have not done this
 - 9 Don't know/Refused
- Q6 When was the LAST time you went online to look for advice or information about health or health care — within the last week, in the last month, in the last six months, or before that?
- 1 Within the last week
 - 2 In the last month
 - 3 In the last six months
 - 4 Before that
 - 9 Don't know/Refused
- Q7 Was this from HOME, from WORK, or from someplace else? (PROMPT IF NEEDED: This LAST time you went online for health information...)
- 1 From home
 - 2 From work
 - 3 From someplace else
 - 9 Don't know/Refused

Q8 Were you looking for health information for yourself, for a child, for a parent, for another relative, or for someone else?

- 1 Yourself
- 2 Child
- 3 Parent
- 4 Another relative
- 5 Someone else
- 9 Don't know/Refused

[IF Q8=1 (YOURSELF), ASK:]

Q9 Did you happen to go looking for this health information BEFORE visiting a doctor or clinic for an examination or consultation, AFTER visiting a doctor or clinic, INSTEAD of visiting a doctor or clinic, or was this UNRELATED to a visit to a doctor or clinic?

- 1 Before visiting a doctor or clinic
- 2 After visiting a doctor or clinic
- 3 Instead of visiting a doctor or clinic
- 4 Unrelated to visiting a doctor or clinic
- 9 Don't know/Refused

[IF Q8=2-5 (OTHER PERSON), ASK:]

Q10 Did you happen to go looking for this health information BEFORE this person visited a doctor or clinic for an examination or consultation, AFTER this person visited a doctor or clinic, INSTEAD of this person visiting a doctor or clinic, or was this UNRELATED to a visit to a doctor or clinic?

- 1 Before visiting a doctor or clinic
- 2 After visiting a doctor or clinic
- 3 Instead of visiting a doctor or clinic
- 4 Unrelated to visiting a doctor or clinic
- 9 Don't know/Refused

Q11 Now just thinking about this LAST time you went online for health information...
Which best describes the type of information you were looking for that time....**(READ)**
[ACCEPT UP TO 5 RESPONSES]

- 1 information about a SPECIFIC illness or condition
- 2 information about SPECIFIC doctors, hospitals, or medicines
- 3 basic news or information about health and health care
- 4 or... information about fitness or nutrition
- 5 **(DO NOT READ)** Other/None of the above
- 9 Don't know/Refused

[IF GOT INFORMATION ABOUT SPECIFIC ILLNESS (Q11=1), ASK:]

Q12 Were you looking for information about... **(READ)** **[ACCEPT UP TO 4 RESPONSES]**

- 1 health conditions that may be related to specific SYMPTOMS
- 2 MEDICINES or TREATMENTS for an illness or condition
- 3 or...what HAPPENS to people who get a specific illness or type of treatment or drug
- 4 **(DO NOT READ)** Other/None of the above
- 9 Don't know/Refused

ASK ALL ONLINE HEALTH USERS (Q2c=1):

Q13 About how many different web sites did you go to when you were looking for this health information? ...**(READ)**

- 1 One
- 2 Two or three
- 3 Four or five
- 4 Six to ten
- 5 11 to 20
- 6 More than 20
- 9 **(DO NOT READ)** Don't know/Refused

Q14 Did you get to these web sites by doing an Internet search, or did you find out about them some other way?

- 1 Through an Internet search (search engine/Yahoo or Lycos/AOL search)
- 2 Found them some other way
- 9 Don't know/Refused

Q15 Had you ever heard about the web sites before, or hadn't you heard about them? **(IF YES, ASK:** Had you heard about them in a news article; an advertisement; a doctor or doctor's office; a health insurance company or HMO; a friend or relative; or someplace else?)

- 1 From a news article
- 2 From an advertisement
- 3 From a doctor or doctor's office
- 4 From a health insurance company or HMO
- 5 From a friend or relative
- 6 Somewhere else
- 7 No, had NOT heard about before
- 9 Don't know/Refused

- Q16 Overall, how USEFUL was the health information you got online — very useful, somewhat, not too, or not at all?
- 1 Very useful
 - 2 Somewhat useful
 - 3 Not too useful
 - 4 Not at all useful
 - 9 Don't know/Refused
- Q17 Did you learn anything NEW from the information you got online, or didn't you learn anything new?
- 1 Yes, learned something new
 - 2 No, did not
 - 9 Don't know/Refused
- Q18 Did you later talk to a doctor or nurse about the information you got online, or didn't you happen to do this?
- 1 Talked to a doctor/nurse/medical professional
 - 2 Didn't talk to
 - 9 Don't know/Refused

[IF Q8=1 (YOURSELF), ASK:]

- Q19 Did the information you got online affect any of your decisions about health treatments or the way you take care of yourself, or didn't this information have any effect on your decisions?
- 1 Information affected decisions about health treatments/care
 - 2 Didn't have any effect on decisions
 - 9 Don't know/Refused

[IF Q19=1 (AFFECTED DECISIONS), ASK:]

- Q20 Did the information you got online affect the way you eat or exercise, or not?
- 1 Yes, information got online did this
 - 2 No, did not
 - 9 Don't know/Refused

[IF Q8=2-5 (OTHER PERSON), ASK:]

Q21 Did the information you got online affect any of your decisions about health treatments or the way you help care for someone, or didn't this information have any effect on your decisions?

- 1 Information affected decisions about health treatments/care
- 2 Didn't have any effect on decisions
- 9 Don't know/Refused

[IF Q19=1 OR Q21=1 (AFFECTED DECISIONS), ASK:]

Q22 Did the information you got online ...(INSERT ITEM; DO NOT ROTATE ITEMS) , or not?

- a. affect your decision about whether to see a doctor
- b. affect your decision about how to treat an illness or condition
- c. lead you to ask a doctor new questions, or to get a second opinion from another doctor

- 1 Yes, information got online did this
- 2 No, did not
- 9 Don't know/Refused

ASK ALL ONLINE HEALTH USERS (Q2c=1):

Q23 Now a few questions about your own health. In general, how would you rate your own health — excellent, good, only fair, or poor?

- 1 Excellent
- 2 Good
- 3 Only fair
- 4 Poor
- 9 Don't know/Refused

Q24 Many Americans do not have health insurance. Are you personally now covered by any form of health insurance, health plan, or an HMO — including any private insurance plan or a government program such as Medicare — or don't you have health insurance at this time?

- 1 Yes, covered by health insurance
- 2 No, do not have health insurance
- 9 Don't know/Refused

- Q25 Thinking again about the times you have used the Internet to get advice or information about health or health care...
Have you ever...(INSERT ITEM; DO NOT ROTATE) , or haven't you ever done this?
- a. provided your email address at a health web site
 - b. provided your name or other personal information at a health web site
 - c. provided a FAKE name, email address, or information to avoid providing your real name or personal information at a health web site
 - d. been contacted by phone, mail, or e-mail by a health care or drug company after you visited a health web site
 - e. gone online to get information about a sensitive health topic that is difficult to talk about
- 1 Yes, have done this
 - 2 No, have not
 - 9 Don't know/Refused
- Q26 How much of the health information you see on the Internet do you think you can believe — almost all of it, most of it, some of it, or almost none?
- 1 Almost all
 - 2 Most
 - 3 Some
 - 4 Almost none
 - 9 Don't know/Refused
- Q27 How concerned are you, if at all, about other people finding out what health sites you have gone to — very concerned, somewhat, not too, or not at all?
- 1 Very concerned
 - 2 Somewhat concerned
 - 3 Not too concerned
 - 4 Not at all concerned
 - 9 Don't know/Refused
- Q28 Do you think health and medical web sites on the Internet should be allowed to track the activities of people who visit their web sites, or shouldn't health and medical web sites be allowed to do this?
- 1 Internet companies should be allowed to track activities
 - 2 Internet companies should not be allowed to track activities
 - 9 Don't know/Refused

Q29 Do you think there should be rules about how health and medical companies on the Internet can track the activities of people who visit their web sites, or don't you think rules are needed?

- 1 Should be rules about how Internet companies track activities
- 2 Don't think rules are needed
- 9 Don't know/Refused

Q30 Suppose a health or medical company gave away or sold information about the people who visited its Internet web site, even though it said it would not. Do you think people should be able to sue this company, or don't you think people should be able to do this?

- 1 Should be able to sue Internet company
- 2 Should not be able to sue
- 9 Don't know/Refused

THANK RESPONDENT: Thank you very much for your time. Have a nice day/evening.

Questionnaire associated with the report, "Vital Decisions" (May 22, 2002)

The Pew Internet & American Life Project
Health Care Callback Survey
June 2001

Princeton Survey Research Associates

N=500+ Internet users who go online for health care information (re-interview)
Field dates: June 2001

Hello, my name is _____ and I am calling for Princeton Survey Research. Several months ago, we conducted an opinion survey about some leading issues, and we spoke with a **(INSERT AGE)**-year old (male/female) in this household. I'd like to ask (him/her) a few additional questions. Is (he/she) available?

IF RESPONDENT IS ON PHONE, GO TO Q1H
IF RESPONDENT COMES TO PHONE, USE INTRODUCTION BELOW

Hello, my name is _____ and I am calling for Princeton Survey Research. Several months ago, you participated in an opinion survey about some leading issues. I'd like to ask you a few additional questions.

Q1H First, do you ever go online to access the Internet or World Wide Web or to send and receive email?

- 1 Yes – **GO TO Q2H**
- 2 No – **GO TO D1**
- 9 Don't know/Refused – **GO TO D1**

IF Q1H=1 ASK Q2H; OTHERS GO TO D1:

Q2H Please tell me if you ever do any of the following when you go online. Do you ever ...**(INSERT ITEMS; DO NOT ROTATE)**

- a. Send or read email **[ALWAYS ASK FIRST]**
- b. Check weather reports and forecasts
- c. Look for health or medical information online

- 1 Yes, do this
- 2 No, have never done this
- 9 Don't know/Refused

ASK ALL ONLINE HEALTH USERS (Q2Hc=1); OTHERS GO TO D1:

Q3H How often do you use the Internet to look for advice or information about health or health care — every day, several times a week, several times a month, every few months, or less often than that?

- 1 Every day
- 2 Several times a week
- 3 Several times a month
- 4 Every few months
- 5 Less often
- 9 Don't know/Refused

Q4H We're interested in the different things that might lead a person to look for health information online. Please tell me if each of the following has ever led YOU personally to look for health information online. (First/Next)... **(INSERT; ROTATE d-i). (READ FOR FIRST ITEM AND AS NECESSARY: Is this something that has led you to look for health information online, or not?)**

READ ITEMS a-c FIRST, IN ORDER:

- a. Being diagnosed with a new health problem of your own
- b. Dealing with an ongoing medical condition, like diabetes or high blood pressure
- c. Someone you know being diagnosed with a medical condition
- d. Being a caregiver to someone else
- e. Deciding to change your diet or exercise habits
- f. Being prescribed a new medication or course of treatment
- g. Having unanswered questions after a doctor's visit
- h. Not having the time to visit your physician
- i. Being unable to get a referral or an appointment with a specialist

- 1 Yes
- 2 No
- 9 Don't know/Refused

Q5H Overall, how much has getting health and medical information on the Internet improved the way you take care of your health — a lot, some, only a little, or not at all?

- 1 A lot
- 2 Some
- 3 Only a little
- 4 Not at all
- 9 Don't know/Refused

Q6H When you go online to look for information about health or health care, how often are you able to find the information you are looking for? Would you say... **(READ 1-4) (Prevention)**

- 1 Always,
- 2 Most of the time,
- 3 Only sometimes,
- 4 Hardly ever, or
- 5 Never?
- 9 **(DO NOT READ)** Don't know/Refused

Q7H In general, how much of the health information you see on the Internet do you think you can believe — all or almost all of it, most of it, only some of it, or none at all?

- 1 All or almost all
- 2 Most
- 3 Only some
- 4 None at all
- 5 Don't know/Refused

Q8H Have you ever visited a health web site and thought that some of the information provided there was wrong or misleading?

- 1 Yes
- 2 No
- 9 Don't know/Refused

Q9H We're interested in why people sometimes decide NOT to use health information they find online. Have you ever decided NOT to use information you found on a health web site because... **(INSERT ITEM; ROTATE a-g)**?

- a. The site appeared sloppy or unprofessional?
- b. You couldn't determine the source or author of the information?
- c. You couldn't determine when the information was last updated?
- d. The site was too commercial and seemed more concerned with selling products than providing accurate information?

- e. The site lacked the endorsement of an independent organization you trust?
- f. The information disagreed with your own doctor's advice?
- g. The site contained other information you knew to be wrong?

ASK h IF NO TO ALL ITEMS a-g

- h. of some other reason I haven't already mentioned? **(SPECIFY)**

- 1 Yes
- 2 No
- 9 Don't know/Refused

Q10H Now I'm going to read you a list of things people sometimes do when getting health care advice or information on the Internet. As I read each one, please tell me if this is something YOU personally have ever done. (First,) Have you ever used the Internet to...**(INSERT; ROTATE IN GROUPS)**?

ROTATE a-g AS A GROUP:

- a. Look for information about a particular illness or condition
- b. Look for information about a mental health issue like depression or anxiety
- c. Look for information about a particular doctor or hospital
- d. Look for information about alternative or experimental treatments or medicines
- e. Look for information about a sensitive health topic that is difficult to talk about
- f. Look for information or advice about nutrition, exercise, or weight control
- g. Look for information about prescription drugs

ROTATE h AND i AS A PAIR:

- h. Diagnose or treat a medical condition on your own, without consulting your doctor
- i. Gather information BEFORE visiting your doctor

- 1 Yes, have done this
- 2 No, have not done this
- 9 Don't know/Refused

Q11H In general, when you look for health information online, is there a particular site you usually go to, or do you visit or browse different sites?

- 1 One favorite site – **GO TO Q12H**
- 2 Visit different sites – **GO TO Q18H**
- 9 Don't know/Refused – **GO TO Q18H**

ASK Q12H TO Q17H IF USE PARTICULAR SITE (Q11H=1); OTHERWISE GO TO Q18H:

Q12H What is the name of this site? **(PRECODED OPEN-END; RECORD FIRST RESPONSE)**

- 1 Onhealth.com
- 2 Intelihealth.com
- 3 WebMD
- 4 DrKoop.com
- 5 NIH.gov or National Institutes of Health or other "dot-gov" sites
- 6 PubMed or Medline
- 7 MayoClinic.com
- 8 AOL or America Online
- 9 MSN or Microsoft Network
- 10 Discovery or Discovery Health
- 98 Other **(SPECIFY – RECORD AS MUCH INFORMATION AS POSSIBLE, INCLUDING U-R-L IF RESPONDENT KNOWS IT)**
- 99 Don't know/Refused

Q13H How did you first find this web site? Did you... **(READ 1-5)**

- 1 Find it through an Internet search,
- 2 Hear about it from a friend or family member,
- 3 Hear about it from a doctor or other health care provider,
- 4 See an advertisement for it, OR
- 5 Just come across it while surfing the Web?
- 6 **(DO NOT READ) Other (SPECIFY)**

9 (DO NOT READ) Don't know/Refused

Q14H What is the MAIN reason you usually look for health information at this particular site?
(READ 1-6; RECORD UP TO 2 RESPONSES)

- 1 The site is easy to use or navigate
- 2 The site was recommended by friends or family
- 3 The site was recommended by a doctor or other health care provider
- 4 I trust the advice and information I get at this site
- 5 The site has a lot of information about a particular health condition I'm interested in
- 6 The site has certain features I like

7 (DO NOT READ) Other (SPECIFY)

- 9 **(DO NOT READ)** Don't know/Refused

Q15H Have you ever looked into the privacy policy of this web site?

- 1 Yes
- 2 No
- 9 Don't know/Refused

Q16H Have you ever looked to see who provides the information on this site?

- 1 Yes
- 2 No
- 9 Don't know/Refused

Q17H How often do you look to see when information on the site was last updated? Do you do this...**(READ 1-4)**

- 1 Every time you visit,
- 2 Sometimes,
- 3 Hardly ever, OR
- 4 Never?
- 9 **(DO NOT READ)** Don't know/Refused

IF VISIT MANY WEB SITES/DK (Q11H=2,9); OTHERWISE GO TO Q23H:

Q18H About how many different web sites do you usually visit or browse when looking for health information? ...**(READ 1-5)**

- 1 Two or three
- 2 Four or five
- 3 Six to ten
- 4 11 to 20
- 5 More than 20
- 9 **(DO NOT READ)** Don't know/Refused

Q19H How do you usually find or search for health-related web sites? Do you... **(READ 1-3 IN ORDER)**

- 1 Use a search engine such as Google or Yahoo,
- 2 Go to a site that specializes in health information, like DrKoop.com or WebMD, OR
- 3 Do you go to a more general site like MSN or the AOL homepage that contains information on all kinds of topics?

4 **(DO NOT READ)** Other **(SPECIFY)**

9 **(DO NOT READ)** Don't know/Refused

Q20H How often do you look into the privacy policies of the health web sites you visit? Do you do this... **(READ 1-5)**

- 1 Always,
- 2 Most of the time,
- 3 Only sometimes,
- 4 Hardly ever, OR
- 5 Never?
- 9 **(DO NOT READ)** Don't know/Refused

Q21H How often do you look to see who provides the information on the health web sites you visit? Do you do this... **(READ 1-5)**

- 1 Always,
- 2 Most of the time,
- 3 Only sometimes,
- 4 Hardly ever, OR
- 5 Never?
- 9 **(DO NOT READ)** Don't know/Refused

Q22H How often do you look to see when the information on a health web site was last updated? Do you do this...**(READ 1-5)**

- 1 Always,
- 2 Most of the time,
- 3 Only sometimes,
- 4 Hardly ever, OR
- 5 Never?
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL:

Q23H When was the LAST time you went online to look for advice or information about health or health care — today, within the last week, in the last month, in the last six months, or before that?

- 1 Today
- 2 In the last week
- 3 In the last month
- 4 In the last six months
- 5 Before that
- 9 Don't know/Refused

(READ) For the next set of questions, I'd like you to think only about the LAST time you went online to look for health or health care information...

Q24H Did you go online from HOME, from WORK, or from someplace else?

- 1 From home
- 2 From work
- 3 From someplace else
- 9 Don't know/Refused

Q25H Were you looking for health information for yourself, for your spouse or partner, for a child, for a parent, for another relative, or for someone else?

- 1 Yourself
- 2 Your spouse or partner

3 Child

- 4 Parent
- 5 Another relative
- 6 Someone else **(SPECIFY)**
- 9 Don't know/Refused

Q26H What TYPE of information were you looking for the last time you went online for health information? Were you looking for...**(READ 1-5 IN ORDER) (ACCEPT UP TO 2 RESPONSES)**

- 1 Information about a specific illness or condition,
- 2 Information about a specific doctor, hospital, or medicine,
- 3 Information about a specific surgical or diagnostic procedure,
- 4 Information about fitness, nutrition, or general wellness, OR
- 5 Basic health care news?
- 6 **(DO NOT READ)** Other **(SPECIFY)**
- 9 **(DO NOT READ)** Don't know/Refused

IF GOT INFORMATION ABOUT SPECIFIC ILLNESS (Q26H=1):

Q27H What illness or condition was that? (OPEN-END; RECORD FIRST RESPONSE)

(Harris)

____ **RECORD RESPONSE**

98 Don't know

99 Refused

IF GOT INFORMATION ABOUT SPECIFIC ILLNESS (Q26H=1):

Q28H Were you mainly looking for information about...(READ 1-4) (ACCEPT UP TO 2 RESPONSES)

- 1 SYMPTOMS that might be related to certain health conditions,
- 2 What MEDICATIONS or TREATMENTS are available to treat a particular illness,
- 3 What HAPPENS to people who have a specific illness or medical condition, OR
- 4 What happens to people who receive a certain type of TREATMENT or MEDICATION
- 5 **(DO NOT READ) Other (SPECIFY)**
- 9 **(DO NOT READ) Don't know/Refused**

Q29H Still thinking about the LAST time you went online to look for health information...How did you begin your search? Did you start... (READ 1-3 IN ORDER)

- 1 At a search engine such as Google or Yahoo,
- 2 At a site that specializes in health information, like DrKoop.com or WebMD, OR
- 3 At a more general site like MSN or the AOL homepage, that contains information on all kinds of topics?
- 4 **(DO NOT READ) Other (SPECIFY)**
- 9 **(DO NOT READ) Don't know/Refused**

IF Q29H=1, ASK:

Q30H When you got your search results, how did you decide what web site to visit first? Did you...(READ AND ROTATE 1-3)

- 1 Start at the top of the search results list and work your way down
- 2 Read the explanation of each web site and choose the one that best fit what you were looking for
- 3 Click on a site whose name or sponsor you recognized
- 4 **(DO NOT READ) Other (SPECIFY)**
- 9 **(DO NOT READ) Don't know/Refused**

IF Q29H=2 or 3, ASK:

Q31H Did you find the information you were looking for at this first web page, or did you have to go on to other web sites to find the information you needed?

- 1 Found info on this site
- 2 Went to other sites
- 9 Don't know/Refused

Q32H Overall, about how many web sites did you visit during your last search for health information online? **(READ 1-6)**

- 1 One
- 2 Two to three
- 3 Four to five
- 4 Six to ten
- 5 11 to 20, OR
- 6 More than 20?
- 9 **(DO NOT READ)** Don't know/Refused

Q33H And altogether, about how much time did you spend online during your last search for health information? **(READ 1-5)**

- 1 Less than 15 minutes,
- 2 More than 15 minutes but less than half an hour,
- 3 Between half an hour and an hour,
- 4 One to two hours, OR
- 5 More than 2 hours?
- 9 **(DO NOT READ)** Don't know/Refused

Q34H BEFORE you began your search, did you get advice from friends, family members, or a health care provider about where on the Web to look for health information?

- 1 Yes
- 2 No
- 9 Don't know/Refused

IF Q34H=1, ASK:

Q35H Who did you get advice from? **(OPEN-END; RECORD UP TO 2 RESPONSES)**

- 1 Friends
- 2 Family members
- 3 A health care provider, such as a doctor or nurse
- 4 Other **(SPECIFY)**

9 Don't know/Refused

IF Q34H=1, ASK:

Q36H Did you follow this advice when you went online to look for health information, or did you mostly find information on your own?

- 1 Followed others' advice
- 2 Found information on own
- 3 **(VOL)** Both/Combination of above
- 9 Don't know/Refused

Q37H At any point during your online search, did you communicate with...**(INSERT FIRST ITEM; ROTATE)**. Did you communicate with...**(INSERT NEXT ITEM)**

- a. the webmaster of a particular health web site?
 - b. members of an online support group?
 - c. an online health care professional, like a doctor or nurse?
- 1 Yes
 - 2 No
 - 9 Don't know/Refused

Q38H Which of the following best describes how your online search for health information ended...**(READ 1-3)**

- 1 You found most or all of the information you were looking for,
- 2 You couldn't find the information you were looking for and gave up, OR
- 3 You just ran out of time and had to stop looking
- 4 **(DO NOT READ)** Other **(SPECIFY)**
- 9 **(DO NOT READ)** Don't know/Refused

ASK IF FOUND INFO (Q38H=1); OTHERWISE GO TO Q52H:

Q39H We'd like to know a little more about the health information you found online...Did this information come from a web site you were already familiar with or had used in the past, or did it come from a web site you had never heard of before?

- 1 Site familiar with
- 2 Site never heard of before
- 3 **(VOL)** Both

9 Don't know/Refused

Q40H Did the health information you found online have a MAJOR impact on your own health care routine or the way you care for someone else, a MINOR impact, or no impact at all?

- 1 Major impact
- 2 Minor impact
- 3 No impact at all
- 9 Don't know/Refused

Q41H In which of the following ways, if any, did the information you found online affect your own health care routine or the way you care for someone else? (First,) did the information you found online...**(INSERT; ROTATE)**?

- a. Affect a decision about how to treat an illness or condition
- b. Change your overall approach to maintaining your health or the health of someone you

help take care of

- c. Change the way you cope with a chronic condition or manage pain
- d. Affect a decision about whether to see a doctor
- e. Lead you to ask a doctor new questions, or to get a second opinion from another doctor
- f. Change the way you think about diet, exercise, or stress management

- 1 Yes
- 2 No
- 9 Don't know/Refused

Q42H Did the health information you found online mostly AGREE WITH what you already thought or knew, or did it mostly DISAGREE with what you already thought?

- 1 Mostly agreed
- 2 Mostly disagreed
- 3 **(VOL)** Both equally/Neither
- 9 Don't know/Refused

Q43H Did you learn anything NEW from the information you found online, or didn't you learn anything new?

- 1 Yes, learned something new
- 2 No, did not
- 9 Don't know/Refused

IF VISITED MORE THAN ONE SITE (Q32H=2-6):

Q44H Did the web sites you visited provide mostly the SAME information, or did you find DIFFERENT information at different web sites?

- 1 Provided same information
- 2 Provided different information
- 9 Don't know/Refused

IF Q44H=1 ASK:

Q45H Did the fact that they provided mostly the same information give you more confidence in these web sites, or not? **IF YES:** Did it give you a LOT more confidence, or only a LITTLE more?

- 1 Yes, a lot more confidence**
- 2 Yes, a little more confidence
- 3 No
- 9 Don't know/Refused

IF Q44H=2 ASK:

Q46H Did the fact that they provided different information give you less confidence in these web sites, or not? **IF YES:** Did it give you a LOT less confidence, or only a LITTLE less?

- 1 Yes, a lot less confidence**
- 2 Yes, a little less confidence
- 3 No
- 9 Don't know/Refused

Q47H Did you later talk with a doctor or other health care professional about the information you found online, or didn't you happen to do this?

- 1 Talked to a doctor/nurse/medical professional
- 2 Didn't talk to
- 9 Don't know/Refused

IF Q47H=1, ASK:

Q48H When you talked with a doctor or other health care professional, how interested were they in hearing about the information you found online? Were they... (READ 1-4)

- 1 Very interested,**
- 2 Somewhat interested,**
- 3 Not too interested, OR**
- 4 Not at all interested**
- 9 (DO NOT READ) Don't know/Refused**

IF Q47H=1, ASK:

Q49H Did the doctor or other health care professional you talked with mostly AGREE or DISAGREE with the information you found online?

- 1 Agreed**
- 2 Disagreed**
- 3 (VOL) Both/Neither**
- 9 Don't know/Refused**

IF Q47H=2:

Q50H What is the MAIN reason you didn't later talk with a doctor or other health care professional about the information you found online? (READ 1-6 IN ORDER)

- 1 It wasn't a health issue that required a visit or phone call with a doctor,**
- 2 You didn't think the information was worth mentioning,**
- 3 You forgot to bring it up,**
- 4 You didn't think your doctor would listen to you,**
- 5 It was too difficult to talk about, OR**
- 6 Was it some other reason? (SPECIFY)**

9 (DO NOT READ) Don't know/Refused

Q51H Overall, would you say it was EASY or DIFFICULT to find online the health information you were looking for? Was it VERY (easy/difficult) or only SOMEWHAT (easy/difficult)?

- 1 Very easy
- 2 Somewhat easy
- 3 Very difficult
- 4 Somewhat difficult
- 5 **(VOL)** Both/Neither
- 9 Don't know/Refused

(READ) I have a few more questions about how you use the Internet to look for health information....

Q52H Do you currently have any health-related web sites “bookmarked” or saved as a “favorite place” so you can go back to them on a regular basis?

- 1 Yes
- 2 No
- 9 Don't know/Refused

Q53H Have you ever set up a personal profile at a favorite health web site, or customized a health web site so you receive only the information you're most interested in?

- 1 Yes
- 2 No
- 9 Don't know/Refused

Q54H Have you ever participated in an online support group or email list for people concerned about a particular health or medical issue?

- 1 Yes
- 2 No
- 9 Don't know/Refused

Q55H Have you ever signed up for an electronic newsletter that emails the latest health news or medical updates?

- 1 Yes
- 2 No
- 9 Don't know/Refused

Q56H Finally, have you or has anyone you know been SERIOUSLY HARMED by following medical advice or health information you found on the Internet?

- 1 Yes
- 2 No
- 3 Don't know/Refused

Q57H Have you or has anyone you know been SIGNIFICANTLY HELPED by following medical advice or health information you found on the Internet?

- 1 Yes
- 2 No
- 9 Don't know/Refused

DEMOGRAPHICS

(READ) Now I have just a few background questions so we'll know something about the people taking part in the survey. Everything you tell me will be kept completely confidential...

D1 In general, how would you rate your own health — excellent, good, only fair, or poor?

- 1 Excellent
- 2 Good
- 3 Only fair
- 4 Poor
- 9 Don't know/Refused

D2. Does any disability, handicap, or chronic disease keep you from participating fully in work, school, housework, or other activities, or not?

- 1) Yes
- 2) No
- 8) Don't know
- 9) Refused

D3. Does ANYONE ELSE in your household have a disability, handicap, or chronic disease that keeps them from participating fully in work, school, housework, or other activities, or not?

- 1) Yes
- 2) No
- 8) Don't know
- 9) Refused

IF D3=1, ASK:

D3a Are you the primary caregiver for this person, do you share the caregiving duties with others in the household, or is someone else primarily responsible for this person's care?

- 1) Respondent is primarily responsible
- 2) Respondent shares caregiving duties with someone else
- 3) Someone else is primarily responsible
- 4) **(VOL)** No caregiver is needed
- 5) **(VOL)** A nurse or other home health aid is primarily responsible
- 9) Don't know/Refused

D4 In the past 12 months, have you been treated for a serious or life-threatening health condition?

- 1) Yes
- 2) No
- 9) Don't know/Refused

D5 In the past 12 months, how many times have you, yourself, done each of the following....(READ ITEMS IN ORDER)

- a. Made a doctor visit?
- b. Had an overnight stay in a hospital?
- c. Gone to an emergency room for medical treatment?

- 0 None
- 1 One
- 2 Two
- 3 Three
- 4 Four
- 5 Five
- 6 Six
- 7 Seven times or more
- 8 Don't know
- 9 Refused

SEX RECORD RESPONDENT SEX

- 1 Male
- 2 Female
- 9 Don't know/Refused

PAR Are you the parent or guardian of any children under age 18 now living in your household?

- 1 Yes
- 2 No
- 9 Don't know/Refused

AGE What is your age?

- _____ years (97=97 or older)
- 98 Don't know
 - 99 Refused

EDUC What is the last grade or class you completed in school?
(DO NOT READ, BUT CAN PROBE FOR CLARITY IF NEEDED).

- 1 None, or grades 1-8
- 2 High school incomplete (grades 9-11)
- 3 High school graduate (grade 12 or GED certificate)
- 4 Business, Technical, or vocational school AFTER high school
- 5 Some college, no 4-year degree
- 6 College graduate (B.S., B.A., or other 4-year degree)
- 7 Post-graduate training/professional school after college (Master's degree/Ph.D., Law or Medical school)
- 9 Don't know/Refused

HISP Are you, yourself, of Hispanic or Latino origin or descent, such as Mexican, Puerto Rican, Cuban, or some other Latin American background?

- 1 Yes
- 2 No
- 9 Don't know/Refused

RACE What is your race? Are you white, black, Asian, or some other race?

IF R SAYS HISPANIC OR LATINO, PROBE: Do you consider yourself a WHITE (Hispanic/Latino) or a BLACK (Hispanic/Latino)? **IF R DOES NOT SAY WHITE, BLACK OR ONE OF THE RACE CATEGORIES LISTED, RECORD AS "OTHER" (CODE 5)**

- 1 White
- 2 Black or African-American
- 3 Asian or Pacific Islander
- 4 Mixed race
- 5 Other **(SPECIFY)**
- 9 Don't know/Refused

MAR Are you married, living as married, divorced, separated, widowed, or have you never been married?

- 1 Married
- 2 Living as married
- 3 Divorced
- 4 Separated
- 5 Widowed
- 6 Never been married
- 8 Don't know
- 9 Refused

EMPL Are you now employed full-time, part-time, retired, or not employed for pay?

- 1 Employed full-time
- 2 Employed part-time
- 3 Retired
- 4 Not employed for pay
- 5 Disabled (**VOLUNTEERED**)
- 6 Student (**VOLUNTEERED**)
- 7 Other (**VOLUNTEERED**)
- 9 Don't know/Refused

ASK IF EMPL NOT = 6:

STUD Are you also a full- or part-time student?

- 1 Yes, full-time
- 2 Yes, part-time
- 3 No
- 9 Don't know/Refused

LINES How many telephone lines or numbers does your household have, including those that you receive calls on, as well as those you use for computers or fax machines? (**ENTER EXACT NUMBER UP TO 7**)

- _____ (Number of telephone numbers)
 9 (Don't know)

D6 Do you ever go online from HOME?

- 1 Yes, go online from home
- 2 No, do not
- 9 Don't know/Refused

ASK IF GO ONLINE AT HOME (D6=1):

MODEM Does the modem you use at home connect through a standard telephone line, or do you also have some other type of connection?
(IF ANSWERS "SOME OTHER", ASK: Do you connect through a modem over a DSL-enabled phone line; a cable TV modem; a wireless connection; or a T-1 or fiber optic connection?)

- 1 Standard telephone line
- 2 DSL-enabled phone line
- 3 Cable modem
- 4 Wireless connection (either "land-based" or "satellite")
- 5 T-1 or fiber optic connection
- 6 Other (**MAKE SURE NOT ONE OF ABOVE**)
- 9 Don't know/Refused

ASK IF GO ONLINE AT HOME (D6=1):

COST To the nearest dollar, about how much do you pay each month for Internet access in your home?

_____ (Amount, in dollars)

- 98 Nothing/Do not pay/Get access through work or school
- 99 Don't know/Refused

INC Last year, that is in 2000, what was your total family income from all sources, before taxes. Just stop me when I get to the right category. **(READ)**

- 1 Less than \$10,000
- 2 \$10,000 to under \$20,000
- 3 \$20,000 to under \$30,000
- 4 \$30,000 to under \$40,000
- 5 \$40,000 to under \$50,000
- 6 \$50,000 to under \$75,000
- 7 \$75,000 to under \$100,000
- 8 \$100,000 or more
- 9 Don't know/Refused

THANK RESPONDENT: Thank you very much for your time. Have a nice day/evening.

Questionnaire associated with the report, "Internet Health Resources" (July 16, 2003) and the report, "Wired for Health: How Californians Compare" (December 14, 2003)

The Pew Internet and American Life Project

Daily Tracking Survey

December 2002

FINAL Questionnaire – 11/25/02

Conducted by Princeton Survey Research Associates

n=2500+ adults 18 and older

Interview Dates: November 25 - December 22, 2002

Job#: 22073

Hello, my name is _____ and I am calling for Princeton Survey Research. We are conducting a survey to find out what Americans think about some important issues today. May I please speak with the YOUNGEST MALE, age 18 or older, who is now at home? **(IF NO MALE, ASK: May I please speak with the OLDEST FEMALE, age 18 or older, who is now at home?)**

D1 **ENTER RESPONDENT'S SEX:**

- 1 Male
- 2 Female

Q1 Overall, are you satisfied or dissatisfied with the way things are going in this country today?

- 1 Satisfied
- 2 Dissatisfied
- 9 **(DO NOT READ)** Don't know/Refused

Q2 Now I have a few questions about whether you spent any time reading or watching the NEWS yesterday. Just thinking about YESTERDAY, did you get a chance to read a daily newspaper, or not?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

Q3 Did you watch the news or a news program on television yesterday, or not?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

No Question 4**(READ)** On another subject...

Q5 Do you use a computer at your workplace, at school, at home, or anywhere else on at least an occasional basis?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

Q6 Do you ever go online to access the Internet or World Wide Web or to send and receive email?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL NON-INTERNET USERS (Q6=2,9):

Q6b Did you EVER at some point use the Internet or email, but have since stopped for some reason?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK NON-INTERNET USERS (Q6=2,9)

Q6c Does anyone in your household go online from home to access the Internet or World Wide Web or to send and receive e-mail?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL INTERNET USERS (Q6=1)

Q6d Have you ever STOPPED using the Internet for an extended period of time?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL INTERNET USERS (Q6=1); NON-USERS SKIP TO QHOL12

Q7 Did you happen to go online or check your email YESTERDAY?

- 1 Yes, went online yesterday
- 2 No, did not go online yesterday
- 9 **(DO NOT READ)** Don't know/Refused

IF WENT ONLINE YESTERDAY (Q7=1), ASK:

Q8 When you went online yesterday, did you go online from HOME?

- 1 Yes, went online from home
- 2 No, did not
- 9 **(DO NOT READ)** Don't know/Refused

IF WENT ONLINE YESTERDAY (Q7=1), ASK:

Q9 Did you go online from WORK yesterday?

- 1 Yes, went online from work
- 2 No, did not
- 9 **(DO NOT READ)** Don't know/Refused

IF WENT ONLINE YESTERDAY (Q7=1), ASK:

Q10 Counting all of your online sessions, how much time did you spend online yesterday?
(DO NOT READ)

- 1 Less than 15 minutes
- 2 15 minutes to less than a half hour
- 3 Half hour or more but less than 1 hour
- 4 About an hour
- 5 More than 1 hour but less than 2 hours
- 6 2 hours or more but less than 3 hours
- 7 3 hours or more but less than 4 hours
- 8 4 hours or more
- 9 **(DO NOT READ)** Don't Know/Refused

No Question 11**ASK ALL INTERNET USERS (Q6=1):**

Q12 About how many years have you had access to the Internet?

- _____ RECORD NUMBER OF YEARS
- 0 Under a year
 - 99 **(DO NOT READ)** Don't know/Refused

IF ONLINE UNDER A YEAR (Q12=0) ASK:

Q12.1 About how many months is that?

- _____ RECORD NUMBER OF MONTHS
- 99 **(DO NOT READ)** Don't know/Refused

ASK IF (Q7=2,9 OR Q8=2,9), DID NOT GO ONLINE FROM HOME YESTERDAY

Q13 Do you ever go online from HOME?

- 1 Yes, go online from home
- 2 No, do not
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL WHO WENT ONLINE FROM HOME YESTERDAY OR IF YES IN PREVIOUS QUESTION (Q8=1 OR Q13=1):

Q14 In general, how often do you go online from HOME — several times a day, about once a day, 3-5 days a week, 1-2 days a week, once every few weeks, or less often?

- 1 Several times a day
- 2 About once a day
- 3 3-5 days a week
- 4 1-2 days a week
- 5 Every few weeks
- 6 Less often
- 9 **(DO NOT READ)** Don't know/Refused

ASK IF (Q7=2,9 OR Q9=2,9), DID NOT GO ONLINE FROM WORK YESTERDAY

Q15 Do you ever go online from WORK?

- 1 Yes, go online from work
- 2 No, do not
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL WHO WENT ONLINE FROM WORK YESTERDAY OR IF YES IN PREVIOUS QUESTION (Q9=1 OR Q15=1):

Q16 In general, how often do you go online from WORK — several times a day, about once a day, 3-5 days a week, 1-2 days a week, once every few weeks, or less often?

- 1 Several times a day
- 2 About once a day
- 3 3-5 days a week
- 4 1-2 days a week
- 5 Every few weeks
- 6 Less often
- 9 **(DO NOT READ)** Don't know/Refused

ASK OF ALL USERS WHO DID NOT GO ONLINE YESTERDAY (Q7=2,9):

WEB-A. Next...Please tell me if you ever do any of the following when you go online.

Do you ever ...(ROTATE ITEMS, BUT ALWAYS ASK "01" FIRST)

- ACT01 Send or read email [**ALWAYS ASK FIRST**]
- ACT02 Get news online
- ACT04 Look for information about a service or product you are thinking about buying
- ACT07 Look for health or medical information
- ACT15 BUY a product online, such as books, music, toys or clothing
- ACT16 Buy or make a reservation for a travel service, like an airline ticket, hotel room, or rental car
- ACT29 Participate in an online auction
- ACT49 Make a donation to a charity online
- ACT61 Look for information about domestic violence
- ACT32 Go to web sites that provide information or support for people interested in a specific medical condition or personal situations

CATEGORIES WEB-A

- 1 Yes, have done this
- 2 No, do not do this
- 9 **(DO NOT READ)** Don't Know/Refused

ASK OF ALL USERS WHO WENT ONLINE YESTERDAY (Q7=1):

WEB-B. Next...Please tell me if you ever do any of the following when you go online. Do you ever.. (ROTATE ITEMS, BUT ALWAYS ASK "01" FIRST)

[IF YES ASK: Did you happen to do this YESTERDAY, or not?]

- ACT01 Send or read email [**ALWAYS ASK FIRST**]
- ACT02 Get news online
- ACT04 Look for information about a service or product you are thinking about buying
- ACT07 Look for health or medical information
- ACT15 BUY a product online, such as books, music, toys or clothing
- ACT16 Buy or make a reservation for a travel service, like an airline ticket, hotel room, or rental car
- ACT29 Participate in an online auction
- ACT49 Make a donation to a charity online
- ACT61 Look for information about domestic violence
- ACT32 Go to web sites that provide information or support for people interested in a specific medical condition or personal situations

CATEGORIES – WEB-B

- 1 Yes, did this yesterday
- 2 Yes, have done (but NOT yesterday)
- 3 No, do not do this
- 9 **(DO NOT READ)** Don't know/Refused

**ASK INTERNET USERS ONLY
NON INTERNET USERS GO TO QHOL12**

QHOL1 Next I have a few questions about things you might have done ONLINE related to shopping for the holiday season this year...So far this year, have you used the Internet to LOOK for gifts? *{PIALP Shopping 2000, 2001}*

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

QHOL2 So far this holiday season, have you BOUGHT any gifts ONLINE? *{PIALP Shopping 2000, 2001}*

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

IF QHOL2=1, ASK:

QHOL2a Had you ever bought gifts online BEFORE this year, or is this the first year you've done this? *{PIALP Shopping 2000, 2001}*

- 1 Yes, had done this before
- 2 No, had not
- 9 **(DO NOT READ)** Don't know/Refused

IF QHOL2=2,9, ASK:

QHOL2b Have you ever bought gifts online? *{PIALP Shopping 2000, 2001}*

- 1 Yes, had done this before
- 2 No, had not
- 9 **(DO NOT READ)** Don't know/Refused

QHOL3 Thinking about the holiday gifts you are planning to give this year, are you planning to give **[INSERT ITEM]**?

- a. A new computer
- b. Upgraded or higher-speed Internet service
- c. A wireless network
- d. A device such as a cell phone, Palm or Pocket PC that can access the Internet
- e. A toy or game console such as Game Boy

CATEGORIES

- 1 Yes, planning to give this as a present
- 2 No, not planning to give this as a present
- 9 **(DO NOT READ)** Don't know/Refused

ASK OF THOSE WHO BOUGHT ANY GIFTS ONLINE THIS SEASON (QHOL2=1):

QHOL4 Thinking about ALL the holiday gifts you have bought so far this year, how many of these gifts would you say you bought ONLINE, on the Internet? Would you say... all of them, most of them, some of them, or only a few of them? *{PIALP Shopping 2000, 2001}*

- 1 All of them,
- 2 Most of them,
- 3 Some of them, OR
- 4 Only a few of them
- 9 **(DO NOT READ)** Don't know/Refused

ASK IF QHOL2=1:

QHOL5 Now thinking about the main reasons why you bought gifts online for this holiday season... Was **[INSERT ITEM]** a major reason, minor reason, or not a reason at all, for why you bought gifts online?

- a. Convenience
- b. Saving money
- c. Locating an unusual or hard to find gift
- d. Saving time

CATEGORIES

- 1 Major reason
- 2 Minor reason
- 3 Not a reason at all
- 9 **(DO NOT READ)** Don't Know/Refused

ASK IF QHOL2=1:

QHOL6 About how much do you think you have spent online for holiday gifts this year? **(IF NECESSARY, ADD: Just your best guess...)** *{PIALP Shopping 2000, 2001}*

[RECORD NUMBER IN DOLLARS; RANGE = 1- 8,000]

- 8888 More than \$8,000
- 9999 **(DO NOT READ)** Don't know/Refused

ASK IF QHOL2=1:

QHOL7 Still thinking about the gift shopping you did this holiday season...Have you ever shopped for gifts over the Internet...? {PIALP Shopping 2000, 2001}

- a. From home
- b. From work

CATEGORIES

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK ONLY OF EMAIL USERS (WEB-A:Act01=1 or WEB-B:Act01=1,2)

QHOL8 Now thinking about ways some people have used email during the holiday season have you [INSERT ITEM] ...?...[IF YES ASK] And did you happen to do this **YESTERDAY?** {PIALP Shopping 2001}

- a. Sent or received e-mails from family members about holiday plans and events
- b. Sent or received e-mails from friends about holiday plans and events
- c. Send a holiday letter or a holiday card via email
- d. Sent or received e-mails from someone you hadn't spoken with in several years to exchange holiday greetings
- e. Sent or received e-mails to plan religious activities with members of your church or synagogue

CATEGORIES

- 1 Yes, have done this
- 2 Yes, did this **yesterday**
- 3 No, do not do this
- 9 **(DO NOT READ)** Don't Know/Refused

ASK ALL INTERNET USERS:

QHOL9 Here are a few more questions about things you may have done related to the holiday season this year...Have you...(READ; ROTATE ITEMS), or haven't you done this? {PIALP Shopping 2000, 2001}

- a. Researched religious material or traditions related to the holiday season online
- b. Looked online for new ideas about crafts, food, or other ways to celebrate the holidays
- c. Set up or used an online wish list for holiday gifts
- d. Used the Internet to find ways to attend or participate in holiday celebrations or religious services

CATEGORIES

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know

ASK IF WEB-A:Act16=1 or WEB-B:Act16=1,2:

QHOL10 Earlier, you said you have gone online to make reservations for a travel service, such as for airline tickets, hotel rooms, or rental cars. Specifically, have you made such travel arrangements online for HOLIDAY travel this year?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK IF WEB-A:Act04=1 or WEB-B:Act04=1,2:

QHOL11 Earlier, you said you have gone online to look for information about a service or product you were thinking of buying. Specifically, have you gone online to look for information about a service or a product you were thinking of buying as a HOLIDAY gift this year?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK NON INTERNET USERS ONLY (Q6=2,9)

QHOL12 Thinking about the holiday gifts you are planning to give this year, are you planning to give [INSERT ITEM]?

- a. A computer
- b. Internet service
- c. A device such as a cell phone, Palm or Pocket PC that can access the Internet
- d. A toy or game console such as Game Boy

CATEGORIES

- 1 Yes, planning to give this as a present
- 2 No, not planning to give this as a present
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL:**Now on another topic...**

HEA01 In general, how would you rate your own health — excellent, good, only fair, or poor?

- 1 Excellent
- 2 Good
- 3 Only fair
- 4 Poor
- 9 **(DO NOT READ)** Don't know/Refused

HEA02 In the last 12 months, have you visited a doctor or medical clinic for any reason, including check-ups or visits to the emergency room or hospital outpatient department?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

HEA03 Does any disability, handicap, or chronic disease keep you from participating fully in work, school, housework, or other activities, or not?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

HEA04 Does ANYONE ELSE in your household have a disability, handicap, or chronic disease that keeps them from participating fully in work, school, housework, or other activities, or not?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

IF HEA04=1, ASK:

HEA04a Are you the primary caregiver for this person, do you share the care-giving duties with others in the household, or is someone else primarily responsible for this person's care?

- 1 Respondent is primarily responsible
- 2 Respondent shares care-giving duties with someone else
- 3 Someone else is primarily responsible
- 4 **(VOL)** No caregiver is needed
- 5 **(VOL)** A nurse or other home health aide is primarily responsible
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL INTERNET USERS: Non-Users Skip TO ART01

(READ) Now, I have some questions about your use of the Internet related to health and medical issues...

HEA05 Now, we'd like to ask if you've looked for information online about certain health or medical issues. Specifically, have you ever looked for online for... **(INSERT; ROTATE)** ?

[ASK a & b FIRST, AS A PAIR IN ORDER]

- a. Information about a specific disease or medical problem
- b. Information about a certain medical treatment or procedure
- c. Information about experimental treatments or medicines
- d. Information about alternative treatments or medicines
- e. Information about diet, nutrition, vitamins, or nutritional supplements
- f. Information about exercise or fitness
- g. Information about prescription or over the counter drugs
- h. Information about immunizations or vaccinations
- i. Information about how to quit smoking
- j. Information about problems with drugs or alcohol
- k. Information about depression, anxiety, stress or mental health issues
- l. Information about environmental health hazards

[ASK m-p LAST, IN ORDER]

- m. Information about sexual health
- n. Information about a particular doctor or hospital
- o. Information related to health insurance
- p. Information about Medicare or Medicaid

CATEGORIES

- 1 Yes, have done this
- 2 No, have not done this
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL ONLINE HEALTH USERS (WEB-A:Act07=1 or WEB-B:Act07=1,2) Or [all those who answer yes to any one of the above questions] (HEA05a-p=1):

HEA06 How often do you use the Internet to look for these types of health or medical advice or information — every day, several times a week, several times a month, every few months, or less often than that?

- 1 Every day
- 2 Several times a week
- 3 Several times a month
- 4 Every few months
- 5 Less often
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL ONLINE HEALTH USERS (WEB-A:Act07=1 or WEB-B:Act07=1,2) Or [all those who answer yes to any one of the above questions] (HEA05a-p=1):

HEA07 Thinking about the LAST time you went online for health or medical information... Did you go online to look for information related to YOUR OWN health or medical situation or SOMEONE ELSE'S health or medical situation?

- 1 Own
- 2 Someone else's
- 3 Both
- 9 **(DO NOT READ)** Don't know/Refused

Ask All Internet Users who do NOT use Internet for Health: NOT (WEB-A:Act07=1 or WEB-B:Act07=1,2) Or No yes answers to HEA05a-p=1:

HEA08 Earlier, you have said that you have not used the Internet to search for health or medical information. Thinking about the reasons you do NOT go online for such information, is it because **[INSERT ROTATE ITEMS]** Is this a major reason, minor reason, or not a reason at all that you do not look for health information online?

- a. Much of the information on the Internet cannot be trusted.
- b. There are not any health or medical issues that concern me right now.
- c. I'm satisfied with the health and medical information I get elsewhere
- d. I would not know where to start looking for such information online.

CATEGORIES

- 1 Major reason
- 2 Minor reason
- 3 Not a reason at all
- 9 **(DO NOT READ)** Don't Know/Refused

ASK ONLY OF EMAIL USERS (WEB-A:Act01=1 or WEB-B:Act01=1,2)

HEA09 Do you ever send or receive e-mails from family members about health or medical issues?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK IF EXCHANGE EMAIL WITH FAMILY (HEA09=1)

HEA09a How useful to you is email for communicating about health or medical issues with members of your family — very useful, somewhat useful, not too useful, or not at all useful?

- 1 Very useful
- 2 Somewhat useful
- 3 Not too useful
- 4 Not at all useful
- 9 **(DO NOT READ)** Don't know/Refused

ASK ONLY OF EMAIL USERS (WEB-A:Act01=1 or WEB-B:Act01=1,2)

HEA10 Do you ever send or receive e-mails from friends about health or medical issues?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK IF EXCHANGE EMAIL WITH FRIENDS (HEA10=1)

HEA10a How useful to you is email for communicating about health or medical issues with friends — very useful, somewhat useful, not too useful, or not at all useful?

- 1 Very useful
- 2 Somewhat useful
- 3 Not too useful
- 4 Not at all useful
- 9 **(DO NOT READ)** Don't know/Refused

ASK ONLY OF EMAIL USERS (WEB-A:Act01=1 or WEB-B:Act01=1,2)

HEA11 Do you ever send or receive e-mails about health or medical issues with any doctors or health professionals?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK IF EXCHANGE EMAIL WITH DOCTORS (HEA11=1)

HEAL11a How useful to you is email for communicating about health or medical issues with doctors or health professionals — very useful, somewhat useful, not too useful, or not at all useful?

- 1 Very useful
- 2 Somewhat useful
- 3 Not too useful
- 4 Not at all useful
- 9 **(DO NOT READ)** Don't know/Refused

**ASK ALL ONLINE HEALTH USERS (WEB-A:Act07=1 or WEB-B:Act07=1,2) Or
[all those who answer yes to any one of the above questions] (HEA05a-p=1):**

HEA12 Overall, do you think the Internet has improved the health and medical information and services you receive or has the Internet not improved that information and services?

- 1 Improved
- 2 Not improved
- 3 Both/Neither (**VOLUNTEERED**)
- 9 Don't know/Refused

ASK ALL

On another topic...

ART01. Do you study, practice, or do any of the following activities? (**READ ITEMS IN ORDER**)
IF NECESSARY PROMPT: Do you do **any** (**READ ITEMS IN ORDER**)? (*Trend*)

Interviewer: If the respondent is taking classes or trying to learn an artistic skill, this counts as a "yes" response

- a. Drawing or painting
- b. Creative writing
- c. Music
- d. Acting
- e. Dancing
- f. Filmmaking
- g. Other type of artistic activity I haven't mentioned—**SPECIFY**

CATEGORIES:

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

Ask if do any kind of art (any item in ART01=1):

ART02. Thinking of all the kinds of artistic activities I just mentioned, do you consider yourself an artist? (*TREND*)

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

Ask if consider self an artist (ART02=1):

ART03. Do you now get any of your income from being an artist? (*TREND*)

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

(READ) Finally, I'd like to ask you a few last questions for statistical purposes only...

PAR Are you the parent or guardian of any children under age 18 now living in your household?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

[NO D2a]

IF PAR=1, ASK:

D2b Do you have any children who are age 11 or younger?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

IF PAR=1, ASK:

D2c Do you have any children who are between ages 12 and 17?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

IF D2b=1, ASK:

D2d Do any of your children who are 11 or younger go online to access the Internet or World Wide Web or to send and receive email?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

IF D2c=1, ASK:

D2f Do any of your children who are between 12 and 17 go online to access the Internet or World Wide Web or to send and receive email?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

AGE What is your age?

_____ years (97=97 or older)

- 98 Don't know
- 99 Refused

EDUC What is the last grade or class you completed in school?

(DO NOT READ, BUT CAN PROBE FOR CLARITY IF NEEDED).

- 1 None, or grades 1-8
- 2 High school incomplete (grades 9-11)
- 3 High school graduate (grade 12 or GED certificate)
- 4 Business, Technical, or vocational school AFTER high school
- 5 Some college, no 4-year degree
- 6 College graduate (B.S., B.A., or other 4-year degree)
- 7 Post-graduate training/professional school after college (Master's degree/Ph.D., Law or Medical school)
- 9 **(DO NOT READ)** Don't know/Refused

HISP Are you, yourself, of Hispanic or Latino origin or descent, such as Mexican, Puerto Rican, Cuban, or some other Latin American background?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

RACE What is your race? Are you white, black, Asian, or some other race?

IF R SAYS HISPANIC OR LATINO, PROBE: Do you consider yourself a WHITE (Hispanic/Latino) or a BLACK (Hispanic/Latino)? **IF R DOES NOT SAY WHITE, BLACK OR ONE OF THE RACE CATEGORIES LISTED, RECORD AS "OTHER" (CODE 6**

- 1 White
- 2 Black or African-American
- 3 Asian or Pacific Islander
- 4 Mixed race
- 5 Native American/American Indian
- 6 Other **(SPECIFY)**
- 9 **(DO NOT READ)** Don't know/Refused

MAR Are you married, living as married, divorced, separated, widowed, or have you never been married?

- 1 Married
- 2 Living as married
- 3 Divorced
- 4 Separated
- 5 Widowed
- 6 Never been married
- 8 Don't know
- 9 Refused

EMPL Are you now employed full-time, part-time, retired, or not employed for pay?

- 1 Employed full-time
- 2 Employed part-time
- 3 Retired
- 4 Not employed for pay
- 5 Disabled (**VOLUNTEERED**)
- 6 Student (**VOLUNTEERED**)
- 7 Other (**VOLUNTEERED**)
- 9 (**DO NOT READ**) Don't know/Refused

ASK STUD IF EMPL NOT = 6:

STUD Are you also a full- or part-time student?

- 1 Yes, full-time
- 2 Yes, part-time
- 3 No
- 9 (**DO NOT READ**) Don't know/Refused

ASK ALL:

LINES How many telephone lines or numbers does your household have, including those that you receive calls on, as well as those you use for computers or fax machines? (**ENTER EXACT NUMBER UP TO 7**)

- _____ (Number of telephone numbers)
- 9 (Don't know)

ASK IF GO ONLINE AT HOME (Q8=1 OR Q13=1):

MODEM Does the modem you use at home connect through a standard telephone line, or do you also have some other type of connection?

(**IF ANSWERS "SOME OTHER", ASK:** Do you connect through a modem over a DSL-enabled phone line; a cable TV modem; a wireless connection; or a T-1 or fiber optic connection?)

- 1 Standard telephone line
- 2 DSL-enabled phone line
- 3 Cable modem
- 4 Wireless connection (either "land-based" or "satellite")
- 5 T-1 or fiber optic connection
- 6 Other (**MAKE SURE NOT ONE OF ABOVE**)
- 9 (**DO NOT READ**) Don't know/Refused

ASK IF GO ONLINE AT HOME (Q8=1 OR Q13=1):

COST To the nearest dollar, about how much do you pay each month for Internet access at home?

- _____ (Amount, in dollars)
- 98 Nothing/Do not pay/Get access through work or school
 - 99 Don't know/Refused

ASK ALL:

INC Last year, that is in 2001, what was your total family income from all sources, before taxes. Just stop me when I get to the right category. **(READ)**

- 1 Less than \$10,000
- 2 \$10,000 to under \$20,000
- 3 \$20,000 to under \$30,000
- 4 \$30,000 to under \$40,000
- 5 \$40,000 to under \$50,000
- 6 \$50,000 to under \$75,000
- 7 \$75,000 to under \$100,000
- 8 \$100,000 or more
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL INTERNET USERS (Q6=1:

D12 Finally, would you be interested in participating in another public opinion survey, not by telephone but online and at your convenience?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

IF D12=1, ASK:

D12a So we can contact you online at a later date, could you give me your email address? Your email address will NOT be given, sold or otherwise made available to anyone else, or used for any reason except to contact you for a public opinion survey.

RECORD EMAIL ADDRESS

NOTE THAT WHEN RESPONDENT SAYS "AT", TYPE: @

D12b Just to check, let me read that back to you. **(READ EACH CHARACTER IN EMAIL ADDRESS.)** Is that correct?

- 1 Yes
- 2 No

IF (2, NO, MAKE CORRECTIONS AND RE-READ EACH CHARACTER IN EMAIL ADDRESS.

THANK RESPONDENT: Thank you very much for your time. The results of this survey are going to be used by a non-profit research organization called the pew 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 [**w-w-w dot pew internet dot org**]. Thanks again for your time. Have a nice day/evening.

Questionnaire associated with the report, "Prescription Drugs Online" (October 10, 2004)

PRINCETON SURVEY RESEARCH ASSOCIATES

PEW INTERNET AND AMERICAN LIFE
MAY '04 DAILY TRACKING SURVEY
 May 2004

REVISED FINAL QUESTIONNAIRE

N=2,200 adults 18 and older
 Field Dates: May 10 to June 7, 2004

Job#: 24036

Hello, my name is _____ and I'm calling for Princeton Survey Research. We're conducting a survey about some important issues today, and would like to include your household. May I please speak with the YOUNGEST MALE, age 18 or older, who is now at home? **(IF NO MALE, ASK:** May I please speak with the OLDEST FEMALE, age 18 or older, who is now at home?)

SEX RECORD RESPONDENT SEX

- 1 Male
- 2 Female

Q1 Overall, are you satisfied or dissatisfied with the way things are going in this country today?

- 1 Satisfied
- 2 Dissatisfied
- 9 Don't know/Refused

NO QUESTION 2-4

Q5 Do you use a computer at your workplace, at school, at home, or anywhere else on at least an occasional basis?

- 1 Yes
- 2 No
- 9 Don't know/Refused

Q6 Do you ever go online to access the Internet or World Wide Web or to send and receive email?

- 1 Yes
- 2 No
- 9 Don't know/Refused

ASK ALL INTERNET USERS (Q6=1); NON-USERS (Q6=2-9) SKIP TO QNIM1:

Q7 Did you happen to go online or check your email YESTERDAY?

- 1 Yes, went online yesterday
- 2 No, did not go online yesterday
- 9 Don't know/Refused

IF WENT ONLINE YESTERDAY (Q7=1), ASK:

Q8 When you went online yesterday, did you go online from HOME?

- 1 Yes, went online from home
- 2 No, did not
- 9 Don't know/Refused

IF WENT ONLINE YESTERDAY (Q7=1), ASK:

Q9 Did you go online from WORK yesterday?

- 1 Yes, went online from work
- 2 No, did not
- 9 Don't know/Refused

No Question 10/11

ASK ALL INTERNET USERS (Q6=1):

Q12 About how many years have you had access to the Internet?

- _____ **RECORD NUMBER OF YEARS**
- 0 Under a year
 - 99 Don't know/Refused

IF ONLINE UNDER A YEAR (Q12=0) ASK:

Q12.1 About how many months is that?

- _____ **RECORD NUMBER OF MONTHS**
- 99 Don't know/Refused

ASK IF (Q7=2,9 OR Q8=2,9), DID NOT GO ONLINE FROM HOME YESTERDAY:

Q13 Do you ever go online from HOME?

- 1 Yes, go online from home
- 2 No, do not
- 9 Don't know/Refused

ASK ALL WHO WENT ONLINE FROM HOME YESTERDAY OR IF YES IN PREVIOUS QUESTION (Q8=1 OR Q13=1):

Q14 In general, how often do you go online from HOME — several times a day, about once a day, 3-5 days a week, 1-2 days a week, once every few weeks, or less often?

- 1 Several times a day
- 2 About once a day
- 3 3-5 days a week
- 4 1-2 days a week
- 5 Every few weeks
- 6 Less often
- 9 **(DO NOT READ)** Don't know/Refused

ASK IF (Q7=2,9 OR Q9=2,9), DID NOT GO ONLINE FROM WORK YESTERDAY:

Q15 Do you ever go online from WORK?

- 1 Yes, go online from work
- 2 No, do not
- 9 Don't know/Refused

ASK ALL WHO WENT ONLINE FROM WORK YESTERDAY OR IF YES IN PREVIOUS QUESTION (Q9=1 OR Q15=1):

Q16 In general, how often do you go online from WORK — several times a day, about once a day, 3-5 days a week, 1-2 days a week, once every few weeks, or less often?

- 1 Several times a day
- 2 About once a day
- 3 3-5 days a week
- 4 1-2 days a week
- 5 Every few weeks
- 6 Less often
- 9 **(DO NOT READ)** Don't know/Refused

ASK OF ALL USERS WHO DID NOT GO ONLINE YESTERDAY (Q7=2,9):

WEB-A. Next...Please tell me if you ever do any of the following when you go online. Do you ever ...**(ROTATE ITEMS, BUT ALWAYS ASK "ACT01" FIRST)**

- ACT01 Send or read email **[ALWAYS ASK FIRST]**
- ACT02 Get news online
- ACT05 Get information about travel, such as checking airline ticket prices or hotel rates
- ACT06 Do research for school or training
- ACT11 Look for news or information about politics and the campaign
- ACT14 Send "instant messages" to someone who's online at the same time
- ACT16 Buy or make a reservation for a travel service, like an airline ticket, hotel room, or rental car
- ACT19 Look for information about a job
- ACT20 Look for information about a place to live
- ACT33 Go to a dating website, or other sites where you can meet people online
- ACT34 Listen to music online at a website for a radio station, music store, recording artist or music service

CATEGORIES WEB-A

- 1 Yes, do this
- 2 No, do not do this
- 9 Don't know/Refused

ASK OF ALL USERS WHO WENT ONLINE YESTERDAY (Q7=1):

WEB-B Next...Please tell me if you ever do any of the following when you go online. Do you ever.. **(ROTATE ITEMS, BUT ALWAYS ASK "01" FIRST)**

[IF YES ASK: Did you happen to do this YESTERDAY, or not?]

ACT01 Send or read email **[ALWAYS ASK FIRST]**

ACT02 Get news online

ACT05 Get information about travel, such as checking airline ticket prices or hotel rates

ACT06 Do research for school or training

ACT11 Look for news or information about politics and the campaign

ACT14 Send "instant messages" to someone who's online at the same time

ACT16 Buy or make a reservation for a travel service, like an airline ticket, hotel room, or rental car

ACT19 Look for information about a job

ACT20 Look for information about a place to live

ACT33 Go to a dating website, or other sites where you can meet people online

ACT34 Listen to music online at a website for a radio station, music store, recording artist or music service

CATEGORIES WEB-B

- 1 Yes, did this yesterday
- 2 Yes, do this (but NOT yesterday)
- 3 No, do not do this
- 9 Don't know/Refused

ONLINE IMAGES MODULE**ASK ALL:**

ONIM1 On a different topic... Over the past few months, photographs and videos have come out of Iraq containing graphic or disturbing images from the war. Some of these images have appeared in newspapers and on television. In general, do you think the media should or should not show these kinds of war images to the American public?

- 1 Should show them
- 2 Should not show them
- 3 **(VOL)** Depends
- 9 Don't know/Refused

ONIM2 Have you, personally, seen any of the images from Iraq of **(INSERT IN ORDER)**? Have you seen images of... **(INSERT NEXT ITEM)**?

- a. the American contractors killed in Fallujah
- b. Iraqi prisoners of war being abused by American soldiers
- c. American civilian Nicholas Berg, held hostage and murdered in Iraq by Islamic terrorists

- 1 Yes
- 2 No
- 9 Don't know/Refused

ASK INTERNET USERS (Q6=1):

ONIM3 Some of these war images were deemed too graphic or disturbing to be shown on television or in newspapers, but were available on the Internet. Did you happen to see any of these images on the Internet?

- 1 Yes
- 2 No
- 9 Don't know/Refused

IF SAW IMAGES ONLINE (ONIM3=1):

ONIM4 Did you actively search for those images, or did you come across them while doing something else online?

- 1 Searched for images
- 2 Just came across them
- 9 Don't know/Refused

IF SAW IMAGES ONLINE (ONIM3=1):

ONIM5 In the end, did you feel that looking at the images available on the Internet was a good decision, or did you wish you hadn't seen them?

- 1 Good decision
- 2 Wish I hadn't seen them
- 3 **(VOL)** Both
- 9 Don't know/Refused

ASK ALL:

ONIM6 **(FOR NON-INTERNET USERS [Q6=2,9] READ:** Some of these war images were deemed too graphic or disturbing to be shown on television or in newspapers, but were available on the Internet.)

In general, do you APPROVE or DISAPPROVE of these kinds of images being available on the Internet, when other media outlets like television and newspapers decide not to show them?

- 1 Approve
- 2 Disapprove
- 3 **(VOL)** Depends
- 9 Don't know/Refused

ALL INTERNET USERS (Q6=1):

ONIM7 Apart from the war images that have come out of Iraq, have you ever searched online for particular news stories, photographs, or videos that media outlets decided NOT to cover?

- 1 Yes
- 2 No
- 9 Don't know/Refused

ASK OF ALL USERS WHO DID NOT GO ONLINE YESTERDAY (Q7=2,9):

WEB-C. I'm going to read you another short list of activities. Please tell me if you ever do any of the following when you go online. Do you ever...**(ROTATE ITEMS)**

- ACT35 Download music files onto your computer so you can play them at any time you want
- ACT41 Visit an adult website
- ACT52 Use an online search engine to help you find information on the Web
- ACT72 Download or share adult content online
- ACT73 Rate a product, service or person using an online rating system
- ACT74 Listen to a live or recorded radio broadcast online, such as a newscast, sporting event, or radio show

ALWAYS ASK ACT75 LAST:

ACT75 PAY to access or download digital content online, such as music, video, or newspaper articles

- 1 Yes, do this
- 2 No, do not do this
- 9 Don't know/Refused

ASK OF ALL USERS WHO WENT ONLINE YESTERDAY (Q7=1):

WEB-D I'm going to read you another short list of activities. Please tell me if you ever do any of the following when you go online. Do you ever.. ...**(ROTATE ITEMS)**

[IF YES ASK: Did you happen to do this YESTERDAY, or not?]

ACT35 Download music files onto your computer so you can play them at any time you want

ACT41 Visit an adult website

ACT52 Use an online search engine to help you find information on the Web

ACT72 Download or share adult content online

ACT73 Rate a product, service or person using an online rating system

ACT74 Listen to a live or recorded radio broadcast online, such as a newscast, sporting event, or radio show

ALWAYS ASK ACT75 LAST:

ACT75 PAY to access or download digital content online, such as music, video, or newspaper articles

- 1 Yes, did this yesterday
- 2 Yes, do this (but NOT yesterday)
- 3 No, do not do this
- 9 Don't know/Refused

SEARCH MODULE

IF USED SEARCH ENGINE (WEBC/ACT52=1 or WEBD/ACT52=1,2); OTHERS GO TO D01: (READ) I have a few questions about how you use online search engines...

SE1 First, how often do you use search engines to find information online? Several times a day, about once a day, 3-5 days a week, 1-2 days a week, once every few weeks, or less often?

- 1 Several times a day
- 2 About once a day
- 3 3-5 days a week
- 4 1-2 days a week
- 5 Every few weeks
- 6 Less often
- 9 **(DO NOT READ)** Don't know/Refused

SE2 How many different search engines do you use on a regular basis? **(READ 1-3)**

- 1 Just one,
- 2 Two or three, or
- 3 More than three?
- 8 **(VOL)** None/Don't use any search engines on a regular basis
- 9 **(DO NOT READ)** Don't know/Refused

SE3 Which search engine do you use MOST OFTEN? **PRECODED OPEN-END, RECORD FIRST RESPONSE ONLY**

- 1 Google
- 2 Yahoo
- 3 AOL
- 4 Lycos
- 5 MSN
- 6 AskJeeves
- 7 Netscape
- 8 Hotbot
- 9 AlltheWeb
- 10 AltaVista
- 11 LookSmart
- 12 Teoma
- 97 Other **(SPECIFY)**
- 98 None/Don't use any one engine more than others
- 99 Don't know/Refused

SE4 How much do you, personally, rely on Internet search engines as a way of finding information? Would you say... **(READ 1-3 IN ORDER)**

- 1 You couldn't live without Internet search engines,
- 2 You like using Internet search engines, but could go back to other ways of finding information, OR
- 3 You wouldn't really miss Internet search engines if you could no longer use them?
- 9 Don't know/Refused

SE5 Thinking about your own Internet searches...How much of the information you search for online is information that you absolutely NEED TO FIND, for instance to accomplish an important task or answer an urgent question you have? **(READ 1-4)**

- 1 All,
- 2 Most,
- 3 Some, or
- 4 Very little?
- 9 Don't know/Refused

SE6 How much of the information you search for online is information that you wouldn't bother looking up if you didn't have access to an Internet search engine? **(READ 1-4)**

- 1 All,
- 2 Most,
- 3 Some, or
- 4 Very little?
- 9 Don't know/Refused

SE7 In general, do you think Internet search engines are a fair and unbiased source of information, or do you think search engines are not a fair and unbiased source?

- 1 Yes, fair and unbiased source of information,
- 2 No, not fair and unbiased source
- 3 **(VOL)** Depends
- 9 Don't know/Refused

SE8 When you use a search engine to look for information online, how often do you actually FIND the information you're looking for? **(READ 1-4)**

- 1 Always,
- 2 Most of the time,
- 3 Only some of the time, or
- 4 Hardly ever? **(NOTE: Includes "Never")**
- 9 Don't know/Refused

SE9 How confident do you feel about your own searching abilities when using a search engine to find information online? **(READ 1-4)**

- 1 Very confident,
- 2 Somewhat confident,
- 3 Not too confident, or
- 4 Not confident at all?
- 9 Don't know/Refused

SE10 In recent years, most Internet search engines have begun providing customers with TWO DIFFERENT KINDS of search results – some that are PAID or SPONSORED results, and others that are UNPAID results. Were you aware that search engines now do this, or were you not aware of this?

- 1 Yes, aware of it
- 2 No, not aware of it
- 9 Don't know/Refused

IF AWARE (SE10=1):

SE11 Have you ever used a search engine that provided customers these two different kinds of results?

- 1 Yes
- 2 No
- 9 Don't know/Refused

IF AWARE (SE10=1):

SE12 Can you always tell the difference between the PAID results and UNPAID results you get from a search engine, or are you not always able to tell?

- 1 Can always tell
- 2 Not always able to tell
- 9 Don't know/Refused

IF HAVE USED SEARCH ENGINE THAT PROVIDES PAID RESULTS (SE11=1):

SE13 Do you ever click on search results that you know are paid results?

- 1 Yes
- 2 No
- 9 Don't know/Refused

IF USED SEARCH ENGINE (WEBC/ACT52=1 or WEBD/ACT52=1,2):

SE14 Which of these two statements comes closest to your own opinion on search engines providing PAID or SPONSORED results ... **(READ AND ROTATE 1-2)**

- 1 I'm okay with search engines providing some PAID or SPONSORED results, because the revenue this produces means I don't have to pay to use the search engine (or)
- 2 I don't think search engines should provide any PAID or SPONSORED results, even if it means I have to pay to use their service (or)
- 3 **(VOL)** Both equally
- 4 **(VOL)** Neither
- 9 Don't know/Refused

IF USED SEARCH ENGINE (WEBC/ACT52=1 or WEBD/ACT52=1,2):

SE15 Which of the following do you think would be the MOST EFFECTIVE way for search engines to distinguish PAID results from UNPAID results, so that customers could always tell the difference? **(READ AND ROTATE 1-4)**

- 1 List paid results in a different SECTION of the page
- 2 List paid results in a different SIZE or a different COLOR than other results
- 3 Label paid results with the words PAID or SPONSORED
- 4 Provide an EXPLANATION about paid results on the search engine's results page
- 5 **(VOL)** Some other way **(SPECIFY)**
- 9 **(DO NOT READ)** Don't know/Refused

IF USED SEARCH ENGINE (WEBC/ACT52=1 or WEBD/ACT52=1,2):

SE16 If you learned that a search engine was accepting fees from websites, and was listing those websites without making it clear that they were PAID or SPONSORED, would you stop using that search engine, or would you continue to use it?

- 1 Yes, would stop using it
- 2 No, would continue to use it
- 9 Don't know/Refused

SE17 Some search engines keep track of how each customer uses their search engine and what they search for. Search engines say this helps them provide customers with better search results. Have you heard or read about search engines keeping track of how each customer uses their search engine and what they search for, or have you not heard or read about this?

- 1 Yes
- 2 No
- 9 Don't know/Refused

SE18 In general, do you APPROVE or DISAPPROVE of search engines keeping track of how each customer uses their search engine and what they search for?

- 1 Approve
- 2 Disapprove
- 3 (VOL) Depends
- 9 Don't know/Refused

IF DISAPPROVE OF TRACKING CUSTOMERS/DEPENDS/DK (SE18=2,3,9):

SE19 What if search engines that track how each person uses their service made it CLEAR to customers that they did this... In that case, do you APPROVE or DISAPPROVE of this practice?

- 1 Approve
- 2 Disapprove
- 9 Don't know/Refused

IF STILL DISAPPROVE OF TRACKING CUSTOMERS/DK (SE19=2,9):

SE20 If you learned that a search engine was keeping track of YOUR searches, would you stop using that search engine, or would you continue to use it?

- 1 Would stop using it
- 2 Would continue to use it
- 9 Don't know/refused

DRUGS ONLINE MODULE**ASK ALL:**

DO1 Switching topics...Have you, personally, ever gone on the Internet to look for information about prescription drugs?

- 1 Yes
- 2 No
- 9 Don't know/Refused

IF HAVE NOT (DO1=2-9):

DO2 Has anyone else ever looked on the Internet on your behalf for information about prescription drugs?

- 1 Yes
- 2 No
- 9 Don't know/Refused

ALL INTERNET USERS:

DO3 Have you ever received an unsolicited email advertising each of the following?
(READ IN ORDER)

- a. A prescription drug
- b. An over-the-counter drug
- c. A sexual health medication like Viagra

- 1 Yes
- 2 No
- 9 Don't know/Refused

ASK ALL:

DO4 Have you ever PURCHASED prescription drugs on the Internet, whether you placed the order yourself or someone else did it for you?

- 1 Yes
- 2 No
- 9 Don't know/Refused

IF BOUGHT DRUGS ONLINE (DO4=1):

DO5 Did you purchase the prescription drugs yourself, or did someone else place the order for you?

- 1 Purchased myself
- 2 Someone else placed order for me
- 3 **(VOL)** Both
- 9 Don't know/Refused

DO6 I'm going to read some reasons people decide to buy prescription drugs online. Please tell how important, if at all, each one was in YOUR decision to buy prescription drugs online. (First/Next) **(INSERT; ROTATE)** Was this very, somewhat, not too, or not at all important to your decision to buy prescription drugs online?

- a. Buying prescription drugs online saves time
 - b. Buying prescription drugs online saves money
 - c. You can do your prescription drug purchasing when it is convenient for you
 - d. You can do your prescription drug purchasing in private, without having to talk to anybody
- 1 Very important
 - 2 Somewhat important
 - 3 Not too important
 - 4 Not at all important
 - 9 Don't know/Refused

ASK ALL:

INS Many Americans do not have health insurance. Are you now covered by any form of health insurance or health plan, including any private health insurance plan or a government program such as Medicare or Medicaid, or do you not have health insurance at this time?

- 1 Yes, covered
- 2 No, not covered
- 8 Don't know
- 9 Refused

IF INSURED (INS=1):

DO7 Some health insurance plans require their subscribers to order certain prescription drugs either through the mail or on the Internet. Does your current health insurance plan require you to order certain prescription drugs through the mail or online, or can you order all of your prescription drugs at a local pharmacy?

- 1 Have to order by mail/online
- 2 Can order at local pharmacy
- 9 Don't know/Refused

IF BOUGHT PRESCRIPTION DRUGS ONLINE (DO4=1); OTHERS GO TO DO16:

(READ) For my next few questions, please think about the LAST time you purchased prescription drugs online...

DO8 Were you responding to an email advertisement?

- 1 Yes
- 2 No
- 9 Don't know/Refused

DO9 Do you happen to know if the pharmacy site where you last purchased prescription drugs online was based in the United States or in another country?

- 1 In the United States
- 2 In another country
- 9 Don't know/Refused

DO10 Did the site require a prescription from your doctor?

- 1 Yes
- 2 No
- 9 Don't know/Refused

DO11 Did you have a prescription from your doctor?

- 1 Yes
- 2 No
- 9 Don't know/Refused

- DO12 Still thinking about the LAST time you purchased prescription drugs online...Was the drug you purchased for a CHRONIC MEDICAL condition such as high blood pressure or arthritis, or was it for something else like weight loss or sexual performance?
- 1 Medical condition
 - 2 Something else
 - 9 Don't know/Refused
- DO13 The LAST time you purchased prescription drugs online... How satisfied were you with **(READ ITEMS; ROTATE)** – very satisfied, somewhat satisfied, not too satisfied, or not at all satisfied?
- a. The COST of the drug
 - b. The QUALITY of the drug
 - c. The CUSTOMER SERVICE you received
- 1 Very satisfied
 - 2 Somewhat satisfied
 - 3 Not too satisfied
 - 4 Not at all satisfied
 - 9 Don't know/Refused
- DO14 Have you ever had a BAD experience ordering prescription drugs online? **IF YES:** Can you tell me what happened?
- 1 Yes (**SPECIFY**)
 - 2 No
 - 9 Don't know/Refused
- DO15 Do you plan to order prescription drugs online again in the future?
- 1 Yes
 - 2 No
 - 9 Don't know/Refused

ASK ALL:

DO16 In general, do you think purchasing prescription drugs online is as safe as purchasing them at a local pharmacy, or do you think purchasing them online is LESS safe?

- 1 As safe
- 2 Less safe
- 3 (VOL) Depends
- 9 Don't know/Refused

DO17 Some argue that allowing people to purchase prescription drugs online makes it too easy to obtain drugs illegally, without a prescription. Do you agree or disagree with that argument?

- 1 Agree
- 2 Disagree
- 9 Don't know/Refused

DO18 Others argue that people should not be allowed to purchase prescription drugs online because not all online pharmacies are licensed in the United States, and there's no way to guarantee the safety of drugs that come from other countries. Do you agree or disagree with that argument?

- 1 Agree
- 2 Disagree
- 9 Don't know/Refused

DEMOGRAPHICS

ASK ALL:

(READ) A few last questions for statistical purposes only...

AGE What is your age?

_____ years (97=97 or older)

98 Don't know

99 Refused

HLTH How would you rate your own health? Would you say it is excellent, good, only fair or poor?

1 Excellent

2 Good

3 Only fair

4 Poor

9 Don't know/Refused

DR In the past 12 months, have you visited a doctor or medical clinic for any reason, including check-ups or visits to the emergency room or hospital outpatient department?

1 Yes

2 No

9 Don't know/Refused

HAND Does any disability, handicap, or chronic illness keep you from participating fully in work, school, housework, or other activities, or not?

1 Yes

2 No

9 Don't know/Refused

RXD Do you, personally, take prescription drugs on a regular basis, only occasionally, or never?

1 Regular basis

2 Occasionally

3 Never

9 don't know/Refused

RXD2 Does anyone else in your household take prescription drugs on a regular basis?

- 1 Yes
- 2 No
- 9 Don't know/Refused

PAR Are you the parent or guardian of any children under age 18 now living in your household?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

IF PAR=1, ASK:

D2b How many of these children are age 11 or younger?

[RECORD NUMBER; RANGE=0-98]
99=**(DO NOT READ)** Don't Know/Refused

IF PAR=1, ASK:

D2c How many of these children are between ages 12 and 17?

[RECORD NUMBER; RANGE=0-98]
99=**(DO NOT READ)** Don't Know/Refused

IF D2B=1, ASK:

D2d Does your child who is 11 or younger go online to access the Internet or World Wide Web or to send and receive email?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't Know

IF D2B= 2-98, ASK:

D2e How many of your children who are age 11 or younger go online to access the Internet or World Wide Web or to send and receive email?

[RECORD NUMBER; RANGE=0-98]
99=**(DO NOT READ)** Don't Know/Refused

IF D2C=1, ASK:

D2f Does your child who is between 12 and 17 go online to access the Internet or World Wide Web or to send and receive email?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't Know

IF D2C= 2-98, ASK:

D2g How many of your children who are between ages 12 and 17 go online to access the Internet or World Wide Web or to send and receive email?

[RECORD NUMBER; RANGE=0-98]

99=**(DO NOT READ)** Don't Know/Refused

ASK ALL:

EDUC What is the last grade or class you completed in school? **(DO NOT READ, BUT CAN PROBE FOR CLARITY IF NEEDED).**

- 1 None, or grades 1-8
- 2 High school incomplete (grades 9-11)
- 3 High school graduate (grade 12 or GED certificate)
- 4 Technical, trade or vocational school AFTER high school
- 5 Some college, no 4-year degree (includes associate degree)
- 6 College graduate (B.S., B.A., or other 4-year degree)
- 7 Post-graduate training/professional school after college (toward a Masters/Ph.D., Law or Medical school)
- 9 **(DO NOT READ)** Don't know/Refused

MAR Are you married, living as married, divorced, separated, widowed, or have you never been married?

- 1 Married
- 2 Living as married
- 3 Divorced
- 4 Separated
- 5 Widowed
- 6 Never been married
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

EMPL Are you now employed full-time, part-time, retired, or are you not employed for pay?

- 1 Employed full-time
- 2 Employed part-time
- 3 Retired
- 4 Not employed for pay
- 5 **(VOL)** Disabled
- 6 **(VOL)** Student
- 7 **(VOL)** Other
- 9 Don't know/Refused

ASK IF EMPL DOES NOT EQUAL 6:

STUD Are you also a full- or part-time student?

- 1 Yes, full-time
- 2 Yes, part-time
- 3 No
- 9 Don't know/Refused

ASK ALL:

HISP Are you, yourself, of Hispanic or Latino origin or descent, such as Mexican, Puerto Rican, Cuban, or some other Latin American background?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

RACE What is your race? Are you white, black, Asian, or some other race?

IF R SAYS HISPANIC OR LATINO, PROBE: Do you consider yourself a WHITE (Hispanic/Latino) or a BLACK (Hispanic/Latino)? **IF R DOES NOT SAY WHITE, BLACK OR ONE OF THE RACE CATEGORIES LISTED, RECORD AS "OTHER" (CODE 6)**

- 1 White
- 2 Black or African-American
- 3 Asian or Pacific Islander
- 4 Mixed race
- 5 Native American/American Indian
- 6 Other **(SPECIFY)**
- 9 **(DO NOT READ)** Don't know/Refused

POLAF In politics TODAY, do you consider yourself a Republican, Democrat, or Independent?

- 1 Republican
- 2 Democrat
- 3 Independent
- 4 No party/Not interested in politics **(VOL.)**
- 5 Other party **(VOL.)**
- 9 **(DO NOT READ)** Don't know/Refused

VOTE These days, many people are so busy they can't find time to register to vote, or move around so often they don't get a chance to re-register. Are you **NOW** registered to vote in your precinct or election district, or haven't you been able to register so far?

- 1 Yes, registered voter
- 2 No, not registered voter
- 9 Don't know/Refused

INC Last year, that is in 2003, what was your total family income from all sources, before taxes. Just stop me when I get to the right category... **(READ 1-8)**

- 1 Less than \$10,000
- 2 \$10,000 to under \$20,000
- 3 \$20,000 to under \$30,000
- 4 \$30,000 to under \$40,000
- 5 \$40,000 to under \$50,000
- 6 \$50,000 to under \$75,000
- 7 \$75,000 to under \$100,000
- 8 \$100,000 or more
- 9 **(DO NOT READ)** Don't know/Refused

ASK IF GO ONLINE AT HOME (Q8=1 OR Q13=1):

MODEM Does the computer you use at **HOME** 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, or a T-1 or fiber optic connection?

- 1 Dial-up telephone line
- 2 DSL-enabled phone line
- 3 Cable modem
- 4 Wireless connection (either "land-based" or "satellite")
- 5 T-1 or fiber optic connection
- 6 Other **(MAKE SURE NOT ONE OF ABOVE)**
- 9 **(DO NOT READ)** Don't know/Refused

ASK IF GO ONLINE FROM WORK (Q9=1 OR Q15=1):

BBW Do you happen to know what kind of Internet connection you have at **WORK**, a high-speed connection or dial-up connection through a modem?

- 1 High speed
- 2 Dial-up
- 3 **(DO NOT READ)** None/Does not apply
- 9 **(DO NOT READ)** Don't know/Refused

THANK RESPONDENT: That concludes our interview. Thank you very much for your time. The results of this survey are going to be used by a non-profit research organization called the Pew 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 [w-w-w dot pew internet dot org]. Thanks again for your time. Have a nice day/evening.

Questionnaire associated with the report, "Health Information Online" (May 17, 2005)

Princeton Survey Research Associates
The Pew Internet & American Life Project

November 2004
Activity Tracking Survey

N=1,000+ adults 18 and older
Field Dates: Nov 19-Nov 26, 2004
Job#: 24087

Hello, my name is _____ and I'm calling for Princeton Survey Research. We're conducting a survey about some important issues today, and would like to include your household. May I please speak with the YOUNGEST MALE, age 18 or older, who is now at home? **(IF NO MALE, ASK:** May I please speak with the OLDEST FEMALE, age 18 or older, who is now at home?)

SEX RECORD RESPONDENT SEX

- 1 Male
- 2 Female

Q1 Overall, are you satisfied or dissatisfied with the way things are going in this country today?

- 1 Satisfied
- 2 Dissatisfied
- 9 **(DO NOT READ)** Don't know/Refused

(READ) On another subject...

Q5 Do you use a computer at your workplace, at school, at home, or anywhere else on at least an occasional basis?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

Q6 Do you ever go online to access the Internet or World Wide Web or to send and receive email?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK NON-INTERNET USERS (Q6=2,9)

Q6c Does anyone in your household go online from home to access the Internet or World Wide Web or to send and receive e-mail?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL INTERNET USERS (Q6=1); NON-USERS (Q6=2-9) SKIP TO VOTE:

Q7 Did you happen to go online or check your email YESTERDAY?

- 1 Yes, went online yesterday
- 2 No, did not go online yesterday
- 9 **(DO NOT READ)** Don't know/Refused

IF WENT ONLINE YESTERDAY (Q7=1), ASK:

Q8 When you went online yesterday, did you go online from HOME?

- 1 Yes, went online from home
- 2 No, did not
- 9 **(DO NOT READ)** Don't know/Refused

IF WENT ONLINE YESTERDAY (Q7=1), ASK:

Q9 Did you go online from WORK yesterday?

- 1 Yes, went online from work
- 2 No, did not
- 9 **(DO NOT READ)** Don't know/Refused

IF WENT ONLINE YESTERDAY (Q7=1), ASK:

Q10 Counting all of your online sessions, how much time did you spend online yesterday?
(DO NOT READ)

- 1 Less than 15 minutes
- 2 15 minutes to less than a half hour
- 3 Half hour or more but less than 1 hour
- 4 About an hour
- 5 More than 1 hour but less than 2 hours
- 6 2 hours or more but less than 3 hours
- 7 3 hours or more but less than 4 hours
- 8 4 hours or more
- 9 **(DO NOT READ)** Don't Know/Refused

ASK ALL INTERNET USERS (Q6=1):

Q12 About how many years have you had access to the Internet?

- _____ **RECORD NUMBER OF YEARS**
- 0 Under a year
 - 99 Don't know/Refused

IF ONLINE UNDER A YEAR (Q12=0) ASK:

Q12.1 About how many months is that?

- _____ **RECORD NUMBER OF MONTHS**
- 99 Don't know/Refused

ASK IF (Q7=2,9 OR Q8=2,9), DID NOT GO ONLINE FROM HOME YESTERDAY:

Q13 Do you ever go online from HOME?

- 1 Yes, go online from home
- 2 No, do not
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL WHO WENT ONLINE FROM HOME YESTERDAY OR IF YES IN PREVIOUS QUESTION (Q8=1 OR Q13=1):

Q14 In general, how often do you go online from HOME — several times a day, about once a day, 3-5 days a week, 1-2 days a week, once every few weeks, or less often?

- 1 Several times a day
- 2 About once a day
- 3 3-5 days a week
- 4 1-2 days a week
- 5 Every few weeks
- 6 Less often
- 9 **(DO NOT READ)** Don't know/Refused

ASK IF (Q7=2,9 OR Q9=2,9), DID NOT GO ONLINE FROM WORK YESTERDAY:

Q15 Do you ever go online from WORK?

- 1 Yes, go online from work
- 2 No, do not
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL WHO WENT ONLINE FROM WORK YESTERDAY OR IF YES IN PREVIOUS QUESTION (Q9=1 OR Q15=1):

Q16 In general, how often do you go online from WORK — several times a day, about once a day, 3-5 days a week, 1-2 days a week, once every few weeks, or less often?

- 1 Several times a day
- 2 About once a day
- 3 3-5 days a week
- 4 1-2 days a week
- 5 Every few weeks
- 6 Less often
- 9 **(DO NOT READ)** Don't know/Refused

ASK OF ALL USERS WHO DID NOT GO ONLINE YESTERDAY (Q7=2,9):

WEB-A. Next...Please tell me if you ever do any of the following when you go online. Do you ever ...**(ROTATE ITEMS, BUT ALWAYS ASK "ACT01" FIRST)**

- ACT01 Send or read email **[ALWAYS ASK FIRST]**
- ACT03 Get financial information online, such as stock quotes or mortgage interest rates
- ACT08 Check weather reports and forecasts
- ACT12 Look for information about a hobby or interest
- ACT13 Go online for no particular reason, just for fun or to pass the time
- ACT15 BUY a product online, such as books, music, toys or clothing
- ACT16 Buy or make a reservation for a travel service, like an airline ticket, hotel room, or rental car
- ACT21 Do any banking online
- Act22 Watch a video clip or listen to an audio clip online
- ACT24 Buy or sell stocks, mutual funds or bonds
- Act25 Play a game online
- Act28 Look for religious or spiritual information online
- ACT32 Go to web sites that provide information or support for people interested in a specific medical condition or personal situations
- ACT43 SHARE files from your own computer, such as music, video or picture files, or computer games with others online
- ACT49 Make a donation to a charity online
- ACT62 Download VIDEO files onto your computer so you can play them at any time you want
- ACT35 Download MUSIC files onto your computer so you can play them at any time you want
- ACT70 Log onto the Internet using a wireless device, such as a laptop with a wireless modem or a cell phone that can send or receive text messages
- ACT76 Send or receive an invitation to a meeting or party using an online invitation service like Meetup (meet-up) orE-vite (eee-vyte)
- ACT77 Take a virtual tour of a location online

CATEGORIES WEB-A

- 1 Yes, do this
- 2 No, do not do this
- 9 **(DO NOT READ)** Don't know/Refused

ASK OF ALL USERS WHO WENT ONLINE YESTERDAY (Q7=1):

WEB-B Next...Please tell me if you ever do any of the following when you go online. Do you ever.. **(ROTATE ITEMS, BUT ALWAYS ASK "01" FIRST)**

[IF YES ASK: Did you happen to do this YESTERDAY, or not?]

- ACT01 Send or read email **[ALWAYS ASK FIRST]**
- ACT03 Get financial information online, such as stock quotes or mortgage interest rates
- ACT08 Check weather reports and forecasts
- ACT12 Look for information about a hobby or interest
- ACT13 Go online for no particular reason, just for fun or to pass the time
- ACT15 BUY a product online, such as books, music, toys or clothing
- ACT16 Buy or make a reservation for a travel service, like an airline ticket, hotel room, or rental car
- ACT21 Do any banking online
- Act22 Watch a video clip or listen to an audio clip online
- ACT24 Buy or sell stocks, mutual funds or bonds
- Act25 Play a game online
- Act28 Look for religious or spiritual information online
- ACT32 Go to web sites that provide information or support for people interested in a specific medical condition or personal situations
- ACT43 SHARE files from your own computer, such as music, video or picture files, or computer games with others online
- ACT49 Make a donation to a charity online
- ACT62 Download VIDEO files onto your computer so you can play them at any time you want
- ACT35 Download MUSIC files onto your computer so you can play them at any time you want
- ACT70 Log onto the Internet using a wireless device, such as a laptop with a wireless modem or a cell phone that can send or receive text messages
- ACT76 Send or receive an invitation to a meeting or party using an online invitation service like Meetup (meet-up) orE-vite (eee-vyte)
- ACT77 Take a virtual tour of a location online

CATEGORIES WEB-B

- 1 Yes, did this yesterday
- 2 Yes, do this (but NOT yesterday)
- 3 No, do not do this
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL:

Comp01 How many computers are in your household, including desktop computers as well as laptops? **(ENTER EXACT NUMBER UP TO 7. ENTER 7 if more than 7.)**

_____ (Number of Computers 0-7)
9 **(DO NOT READ)** Don't Know

Ask if Comp01=1-7:

Comp02 How many of those computers are desktops? **(ENTER EXACT NUMBER UP TO 7. ENTER 7 if more than 7.)**

_____ (Number of Computers 0-7)
9 **(DO NOT READ)** Don't Know

Ask if Comp01=1-7:

Comp03 How many of those computers are laptops? **(ENTER EXACT NUMBER UP TO 7. ENTER 7 if more than 7.)**

_____ (Number of Computers 0-7)
9 **(DO NOT READ)** Don't Know

IF Comp01=2-7, ASK:

NETWORK Do you happen to have a computer network that links your computers at home together, whether through network cable or a wireless network? **IF YES, PROBE:** Is it through a network cable or wireless?

- 1 Yes, through network cable
- 2 Yes, wireless network
- 3 No
- 9 **(DO NOT READ)** Don't Know/Refused

ASK ALL:

LINES How many telephone lines – not including cell phones -- does your household have, including those that you receive calls on, as well as those you use for computers or fax machines? **(ENTER EXACT NUMBER UP TO 7. ENTER 7 if more than 7.)**

_____ (Number of telephone lines 0-7)
9 Don't know

ASK ALL:

Cell01 Do you happen to have a **cell phone**, or not?

- 1 Yes
- 2 No
- 9 Don't know/Refused

Cell02 Does anyone else in your household have a cell phone, or not?

- 1 Yes
- 2 No
- 9 Don't know/Refused

If Cell01 =1

Cell03 In the past month, have you sent or received a text message on your cell phone?

- 1 Yes
- 2 No
- 9 Don't know/Refused

ASK ALL INTERNET USERS (Q6=1):

BLG1 Turning to a different topic... Have you, personally, ever created an online journal, a web log or "blog" that others can read on the web?

- 1 Yes
- 2 No
- 9 Don't know/Refused

BLG2 Have you ever read someone else's online journal, web log or blog?

- 1 Yes
- 2 No
- 9 Don't know/Refused

BLG3 Have you ever COMMENTED ON or POSTED MATERIAL TO another person's online journal, web log or blog?

- 1 Yes
- 2 No
- 9 Don't know/Refused

BLG4 In general, would you say you have a good idea of what the term Internet “blog” means, or are you not really sure what the term means?

- 1 Yes, know what blog means
- 2 No, not sure what it means
- 9 Don't know/Refused

BLG5 Do you ever use something called an RSS (R-S-S) or XML (X-M-L) reader or aggregator to receive updates from web sites or blogs?

- 1 Yes
- 2 No (INCL. “Don't know what that is”)
- 9 Don't know/Refused

ASK ALL INTERNET USERS (Q6=1):

HEA05 Now, we'd like to ask if you've looked for information online about certain health or medical issues. Specifically, have you ever looked for online for... **(INSERT; ROTATE) ?**

[ASK a & b FIRST, AS A PAIR IN ORDER]

- a. Information about a specific disease or medical problem
- b. Information about a certain medical treatment or procedure
- c. Information about experimental treatments or medicines
- d. Information about alternative treatments or medicines
- e. Information about diet, nutrition, vitamins, or nutritional supplements
- f. Information about exercise or fitness
- g. Information about prescription or over the counter drugs
- h. Information about immunizations or vaccinations
- i. Information about how to quit smoking
- j. Information about problems with drugs or alcohol
- k. Information about depression, anxiety, stress or mental health issues
- l. Information about environmental health hazards

[ASK m-p LAST, IN ORDER]

- m. Information about sexual health
- n. Information about a particular doctor or hospital
- o. Information related to health insurance
- p. Information about Medicare or Medicaid

CATEGORIES

- 1 Yes, have done this
- 2 No, have not done this
- 9 **(DO NOT READ)** Don't know/Refused

DEMOGRAPHICS

ASK ALL:**(READ)** A few last questions for statistical purposes only...

AGE What is your age?

_____ years (97=97 or older)

98 Don't know

99 Refused

PAR Are you the parent or guardian of any children under age 18 now living in your household?

1 Yes

2 No

9 **(DO NOT READ)** Don't know/Refused**IF PAR=1, ASK:**

D2b How many of these children are age 11 or younger?

[RECORD NUMBER; RANGE=0-98]99=**(DO NOT READ)** Don't Know/Refused**IF PAR=1, ASK:**

D2c How many of these children are between ages 12 and 17?

[RECORD NUMBER; RANGE=0-98]99=**(DO NOT READ)** Don't Know/Refused**IF D2B=1, ASK:**

D2d Does your child who is 11 or younger go online to access the Internet or World Wide Web or to send and receive email?

1 Yes

2 No

9 **(DO NOT READ)** Don't Know

IF D2B= 2-98, ASK:

D2e How many of your children who are age 11 or younger go online to access the Internet or World Wide Web or to send and receive email?

[RECORD NUMBER; RANGE=0-98]

99=**(DO NOT READ)** Don't Know/Refused

IF D2C=1, ASK:

D2f Does your child who is between 12 and 17 go online to access the Internet or World Wide Web or to send and receive email?

1 Yes

2 No

9 **(DO NOT READ)** Don't Know

IF D2C= 2-98, ASK:

D2g How many of your children who are between ages 12 and 17 go online to access the Internet or World Wide Web or to send and receive email?

[RECORD NUMBER; RANGE=0-98]

99=**(DO NOT READ)** Don't Know/Refused

ASK ALL:

EDUC What is the last grade or class you completed in school? **(DO NOT READ, BUT CAN PROBE FOR CLARITY IF NEEDED).**

1 None, or grades 1-8

2 High school incomplete (grades 9-11)

3 High school graduate (grade 12 or GED certificate)

4 Technical, trade or vocational school AFTER high school

5 Some college, no 4-year degree (includes associate degree)

6 College graduate (B.S., B.A., or other 4-year degree)

7 Post-graduate training/professional school after college (toward a Masters/Ph.D., Law or Medical school)

9 **(DO NOT READ)** Don't know/Refused

MAR Are you married, living as married, divorced, separated, widowed, or have you never been married?

- 1 Married
- 2 Living as married
- 3 Divorced
- 4 Separated
- 5 Widowed
- 6 Never been married
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

EMPL Are you now employed full-time, part-time, retired, or are you not employed for pay?

- 1 Employed full-time
- 2 Employed part-time
- 3 Retired
- 4 Not employed for pay
- 5 **(VOL)** Disabled
- 6 **(VOL)** Student
- 7 **(VOL)** Other
- 9 **(DO NOT READ)** Refused

ASK IF EMPL DOES NOT EQUAL 6:

STUD Are you also a full- or part-time student?

- 1 Yes, full-time
- 2 Yes, part-time
- 3 No
- 9 Don't know/Refused

ASK ALL:

HISP Are you, yourself, of Hispanic or Latino origin or descent, such as Mexican, Puerto Rican, Cuban, or some other Latin American background?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

RACE What is your race? Are you white, black, Asian, or some other race? **IF R SAYS HISPANIC OR LATINO, PROBE:** Do you consider yourself a WHITE (Hispanic/Latino) or a BLACK (Hispanic/Latino)? **IF R DOES NOT SAY WHITE, BLACK OR ONE OF THE RACE CATEGORIES LISTED, RECORD AS "OTHER" (CODE 6)**

- 1 White
- 2 Black or African-American
- 3 Asian or Pacific Islander
- 4 Mixed race
- 5 Native American/American Indian
- 6 Other (**SPECIFY**)
- 9 (**DO NOT READ**) Don't know/Refused

INC Last year, that is in 2003, what was your total family income from all sources, before taxes. Just stop me when I get to the right category... (**READ 1-8**)

- 1 Less than \$10,000
- 2 \$10,000 to under \$20,000
- 3 \$20,000 to under \$30,000
- 4 \$30,000 to under \$40,000
- 5 \$40,000 to under \$50,000
- 6 \$50,000 to under \$75,000
- 7 \$75,000 to under \$100,000
- 8 \$100,000 or more
- 9 (**DO NOT READ**) Don't know/Refused

ASK IF GO ONLINE AT HOME (Q8=1 OR Q13=1):

MODEM Does the computer you use at HOME 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, or a T-1 or fiber optic connection?

- 1 Dial-up telephone line
- 2 DSL-enabled phone line
- 3 Cable modem
- 4 Wireless connection (either "land-based" or "satellite")
- 5 T-1 or fiber optic connection
- 6 Other (**MAKE SURE NOT ONE OF ABOVE**)
- 9 (**DO NOT READ**) Don't know/Refused

ASK IF GO ONLINE FROM WORK (Q9=1 OR Q15=1):

BBW Do you happen to know what kind of Internet connection you have at WORK, a high-speed connection or dial-up connection through a modem?

- 1 High speed
- 2 Dial-up
- 3 **(VOL)** None/Does not apply
- 9 **(DO NOT READ)** Don't know/Refused

THANK RESPONDENT: That concludes our interview. Thank you very much for your time. The results of this survey are going to be used by a non-profit research organization called the Pew 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 [w-w-w dot pew internet dot org]. Thanks again for your time. Have a nice day/evening.

Two questionnaires associated with the report, "Finding Answers Online in Sickness and in Health" (May 2, 2006)

Princeton Survey Research Associates

The Pew Internet & American Life Project

February 2005 Daily Tracking Survey

FINAL QUESTIONNAIRE
2/11/2005

N=2,200 adults 18 and older/2-Way Form Split
Field Dates: Feb 15 – March 14, 2005
Job#: 25012

Hello, my name is _____ and I'm calling for Princeton Survey Research. We're conducting a survey about some important issues today, and would like to include your household. May I please speak with the YOUNGEST MALE, age 18 or older, who is now at home? **(IF NO MALE, ASK:** May I please speak with the OLDEST FEMALE, age 18 or older, who is now at home?)

RESP RECORD RESPONDENT COMPLETING INTERVIEW

- 1 The person who answered the phone
- 2 Someone else in HH who was brought to the phone to take the survey

SEX RECORD RESPONDENT SEX

- 1 Male
- 2 Female

Q1 Overall, are you satisfied or dissatisfied with the way things are going in this country today? *{Trend}*

- 1 Satisfied
- 2 Dissatisfied
- 9 **(DO NOT READ)** Don't know/Refused

Q5 Do you use a computer at your workplace, at school, at home, or anywhere else on at least an occasional basis? *{Trend}*

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK FORM A:

Q6 Do you ever go online to access the Internet or World Wide Web or to send and receive email? *{Trend}*

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK FORM B Q6a-Q6b:

Q6a Do you use the internet, at least occasionally? *{New}*

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

Q6b Do you send or receive email, at least occasionally? *{New}*

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL NON-INTERNET USERS: (Q6=2,9) or (Q6a=2,9 and Q6b=2,9)

Q6c Does **anyone** in your household use the internet from home or send and receive email from home?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

Q6e Did you EVER at some point use the Internet or email, but have since stopped for some reason? *{PIAL trend 11/02}*

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

FORM A:

ASK ALL INTERNET USERS (Q6=1); NON-USERS (Q6=2-9) SKIP TO Big01:

Q7 Did you happen to go online or check your email YESTERDAY? *{Trend}*

- 1 Yes, went online yesterday
- 2 No, did not go online yesterday
- 9 **(DO NOT READ)** Don't know/Refused

ASK FORM B:

ASK ALL INTERNET USERS (Q6a=1 or Q6b=1); NON-USERS (Q6a=2-9 and Q6b=2-9) SKIP TO Big01:

B7 Did you happen to use the internet YESTERDAY? *{new}*

- 1 Yes, used the Internet yesterday
- 2 No, did not use the internet yesterday
- 9 **(DO NOT READ)** Don't know/Refused

FORM A:

IF WENT ONLINE YESTERDAY (Q7=1), ASK:

Q8 When you went online yesterday, did you go online from HOME? *{Trend}*

- 1 Yes, went online from home
- 2 No, did not
- 9 **(DO NOT READ)** Don't know/Refused

IF WENT ONLINE YESTERDAY (Q7=1), ASK:

Q9 Did you go online from WORK yesterday? *{Trend}*

- 1 Yes, went online from work
- 2 No, did not
- 9 **(DO NOT READ)** Don't know/Refused

FORM B:**IF USED THE INTERNET YESTERDAY (B7=1), ASK:**

B8 Did you use the internet from home yesterday? *{new}*

- 1 Yes, used the Internet from home
- 2 No, did not
- 9 **(DO NOT READ)** Don't know/Refused

IF USED THE INTERNET YESTERDAY (B7=1), ASK:

B9 Did you use the internet from work yesterday? *{new}*

- 1 Yes, used the Internet from work
- 2 No, did not
- 9 **(DO NOT READ)** Don't know/Refused

FORM A:

IF WENT ONLINE YESTERDAY (Q7=1), ASK:

Q10 Counting all of your online sessions, how much time did you spend online yesterday?
(DO NOT READ) {Trend}

- 1 Less than 15 minutes
- 2 15 minutes to less than a half hour
- 3 Half hour or more but less than 1 hour
- 4 About an hour
- 5 More than 1 hour but less than 2 hours
- 6 2 hours or more but less than 3 hours
- 7 3 hours or more but less than 4 hours
- 8 4 hours or more
- 9 **(DO NOT READ)** Don't Know/Refused

FORM B:

IF WENT ONLINE YESTERDAY (B7=1), ASK:

B10 Counting all of your online sessions, how much time did you spend using the internet yesterday? **(DO NOT READ)** {new}

- 1 Less than 15 minutes
- 2 15 minutes to less than a half hour
- 3 Half hour or more but less than 1 hour
- 4 About an hour
- 5 More than 1 hour but less than 2 hours
- 6 2 hours or more but less than 3 hours
- 7 3 hours or more but less than 4 hours
- 8 4 hours or more
- 9 **(DO NOT READ)** Don't Know/Refused

FORM A:

ASK ALL INTERNET USERS (Q6=1):

Q12 About how many years have you had access to the Internet? {Trend}

- _____ **RECORD NUMBER OF YEARS**
- 0 Under a year
 - 99 Don't know/Refused

IF ONLINE UNDER A YEAR (Q12=0) ASK:

Q12.1 About how many months is that? {Trend}

- _____ **RECORD NUMBER OF MONTHS**
- 99 Don't know/Refused

FORM B:**ASK ALL INTERNET USERS (Q6a=1 or Q6b=1):**

B12 About how many years have you been an Internet user? *{new}*

_____ **RECORD NUMBER OF YEARS**

- 0 Under a year
99 Don't know/Refused

IF ONLINE UNDER A YEAR (B12=0) ASK:

B12.1 About how many months is that?

_____ **RECORD NUMBER OF MONTHS**

- 99 Don't know/Refused

FORM A:**ASK IF (Q7=2,9 OR Q8=2,9), DID NOT GO ONLINE FROM HOME YESTERDAY:**

Q13 Do you ever go online from HOME? *{Trend}*

- 1 Yes, go online from home
2 No, do not
9 **(DO NOT READ)** Don't know/Refused

ASK ALL WHO WENT ONLINE FROM HOME YESTERDAY OR IF YES IN PREVIOUS QUESTION (Q8=1 OR Q13=1):

Q14 In general, how often do you go online from HOME — several times a day, about once a day, 3-5 days a week, 1-2 days a week, once every few weeks, or less often? *{Trend}*

- 1 Several times a day
2 About once a day
3 3-5 days a week
4 1-2 days a week
5 Every few weeks
6 Less often
9 **(DO NOT READ)** Don't know/Refused

FORM B:**ASK IF (B7=2,9 OR B8=2,9), DID NOT USE THE INTERNET FROM HOME YESTERDAY:**

B13 Do you ever use the internet from HOME? *{new}*

- 1 Yes, use the internet from home
- 2 No, do not
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL WHO USED THE INTERNET FROM HOME YESTERDAY OR IF YES IN PREVIOUS QUESTION (B8=1 OR B13=1):

B14 How often do you use the internet from HOME — several times a day, about once a day, 3-5 days a week, 1-2 days a week, once every few weeks, or less often? *{new}*

- 1 Several times a day
- 2 About once a day
- 3 3-5 days a week
- 4 1-2 days a week
- 5 Every few weeks
- 6 Less often
- 9 **(DO NOT READ)** Don't know/Refused

FORM A:**ASK IF (Q7=2,9 OR Q9=2,9), DID NOT GO ONLINE FROM WORK YESTERDAY:**

Q15 Do you ever go online from WORK? *{Trend}*

- 1 Yes, go online from work
- 2 No, do not
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL WHO WENT ONLINE FROM WORK YESTERDAY OR IF YES IN PREVIOUS QUESTION (Q9=1 OR Q15=1):

Q16 In general, how often do you go online from WORK — several times a day, about once a day, 3-5 days a week, 1-2 days a week, once every few weeks, or less often? *{Trend}*

- 1 Several times a day
- 2 About once a day
- 3 3-5 days a week
- 4 1-2 days a week
- 5 Every few weeks
- 6 Less often
- 9 **(DO NOT READ)** Don't know/Refused

FORM B:**ASK IF (B7=2,9 OR B9=2,9), DID NOT USE THE INTERNET FROM WORK YESTERDAY:**

B15 Do you ever use the internet from WORK? *{new}*

- 1 Yes, use the internet from work
- 2 No, do not
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL WHO USED THE INTERNET FROM WORK YESTERDAY OR IF YES IN PREVIOUS

QUESTION (B9=1 OR B15=1):

B16 How often do you use the internet from WORK — several times a day, about once a day, 3-5 days a week, 1-2 days a week, once every few weeks, or less often? *{new}*

- 1 Several times a day
- 2 About once a day
- 3 3-5 days a week
- 4 1-2 days a week
- 5 Every few weeks
- 6 Less often
- 9 **(DO NOT READ)** Don't know/Refused

FORM A:**ASK ALL USERS WHO DID NOT GO ONLINE YESTERDAY (Q7=2,9):**

WEB-A. Next...Please tell me if you ever do any of the following when you go online. Do you ever... **(ROTATE ITEMS, BUT ALWAYS ASK "ACT01" FIRST)** *{Trend}*

- ACT01 Send or read email **[ALWAYS ASK FIRST]**
- ACT02 Get news online
- ACT04 Research a product or service online
- ACT10 Not including email, do any type of work or research online for your job
- ACT14 Send "instant messages" to someone who's online at the same time
- ACT17 Take part in chat rooms or online discussions with other people
- ACT21 Do any banking online
- ACT29 Participate in an online auction
- ACT49 Make a donation to a charity online
- ACT54 Search online for information about someone you know or might meet
- ACT58 Create a web log or "blog" that others can read on the web
- ACT71 Read someone else's web log or blog
- ACT79 Look for "how-to," "do-it-yourself" or repair information online
- ACT82 Use online classified ads or sites like Craig's list to sell or buy items, find a job, or meet other people online
- ACT83 Participate in a fantasy sports league online
- ACT84 View live images online of a remote location or a person, using a webcam
- ACT85 Use online social or professional networking sites like Friendster or LinkedIn

CATEGORIES WEB-A

- 1 Yes, do this
- 2 No, do not do this
- 9 **(DO NOT READ)** Don't know/Refused

ASK OF ALL USERS WHO WENT ONLINE YESTERDAY (Q7=1):

WEB-B Next...Please tell me if you ever do any of the following when you go online. Do you ever.. **(ROTATE ITEMS, BUT ALWAYS ASK "01" FIRST)** *{Trend}*

[IF YES ASK: Did you happen to do this YESTERDAY, or not?]

ACT01 Send or read email **[ALWAYS ASK FIRST]**

ACT02 Get news online

ACT04 Research a product or service online

ACT10 Not including email, do any type of work or research online for your job

ACT14 Send "instant messages" to someone who's online at the same time

ACT17 Take part in chat rooms or online discussions with other people

ACT21 Do any banking online

ACT29 Participate in an online auction

ACT49 Make a donation to a charity online

ACT54 Search online for information about someone you know or might meet

ACT58 Create a web log or "blog" that others can read on the web

ACT71 Read someone else's web log or blog

ACT79 Look for "how-to," "do-it-yourself" or repair information online

ACT82 Use online classified ads or sites like Craig's list to sell or buy items, find a job, or meet other people online

ACT83 Participate in a fantasy sports league online

ACT84 View live images online of a remote location or a person, using a webcam

ACT85 Use online social or professional networking sites like Friendster or LinkedIn

CATEGORIES WEB-B

- 1 Yes, did this yesterday
- 2 Yes, do this (but NOT yesterday)
- 3 No, do not do this
- 9 **(DO NOT READ)** Don't know/Refused

FORM B:**ASK ALL INTERNET USERS WHO DID NOT USE THE INTERNET YESTERDAY (B7=2,9):**

BWEB-A. Next...Please tell me if you ever use the internet to do any of the following things. Do you ever... **(ROTATE ITEMS, BUT ALWAYS ASK "ACT01" FIRST)** *{new/modified from Jan tracking}*

- ACT01 Send or read email **[ALWAYS ASK FIRST]**
- ACT02 Get news online
- ACT04 Research a product or service online
- ACT10 Not including email, do any type of work or research online for your job
- ACT14 Send "instant messages" to someone who's online at the same time
- ACT17 Take part in chat rooms or online discussions with other people
- ACT21 Do any banking online
- ACT29 Participate in an online auction
- ACT49 Make a donation to a charity online
- ACT54 Search online for information about someone you know or might meet
- ACT58 Create a web log or "blog" that others can read on the web
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- ACT79 Look for "how-to," "do-it-yourself" or repair information online
- ACT82 Use online classified ads or sites like Craig's list to sell or buy items, find a job, or meet other people online
- ACT83 Participate in a fantasy sports league online
- ACT84 View live images online of a remote location or a person, using a webcam
- ACT85 Use online social or professional networking sites like Friendster or LinkedIn

CATEGORIES WEB-A

- 1 Yes, do this
- 2 No, do not do this
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL INTERNET USERS WHO USED THE INTERNET YESTERDAY (B7=1):

BWEB-B Next...Please tell me if you ever use the internet to do any of the following things. Do you ever... **(ROTATE ITEMS, BUT ALWAYS ASK "ACT01" FIRST)** *{new/modified from Jan tracking}*

[IF YES ASK: Did you happen to do this YESTERDAY, or not?]

ACT01 Send or read email **[ALWAYS ASK FIRST]**

ACT02 Get news online

ACT04 Research a product or service online

ACT10 Not including email, do any type of work or research online for your job

ACT14 Send "instant messages" to someone who's online at the same time

ACT17 Take part in chat rooms or online discussions with other people

ACT21 Do any banking online

ACT29 Participate in an online auction

ACT49 Make a donation to a charity online

ACT54 Search online for information about someone you know or might meet

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ACT82 Use online classified ads or sites like Craig's list to sell or buy items, find a job, or meet other people online

ACT83 Participate in a fantasy sports league online

ACT84 View live images online of a remote location or a person, using a webcam

ACT85 Use online social or professional networking sites like Friendster or LinkedIn

CATEGORIES WEB-B

- 1 Yes, did this yesterday
- 2 Yes, do this (but NOT yesterday)
- 3 No, do not do this
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL:

Big01 Now I'd like to ask you about some important decisions or changes that may have occurred in your life. In the LAST TWO YEARS, have you... **[INSERT; ROTATE]**?

ASK IF YES TO Big01x AND Internet User (Q6=1 or Q6a=1 or Q6b=1)

Big02 **[IF YES, ASK:]** Thinking about the process you went through as you made this important decision or dealt with this event, would you say the Internet played a CRUCIAL role in this, an important role, a minor role or no role at all?

[NOTE: AFTER FIRST YES RESPONSE, SHORTEN FOLLOW-UP TO: Did the Internet play a CRUCIAL role in this, an important role, a minor role or no role at all?]

- a. Bought a car
- b. Made a major investment or financial decision
- c. Gotten additional education or training for your career
- d. Chosen a school or a college for yourself or your child
- e. Helped another person deal with a major illness or health condition

CATEGORIES**BIG01**

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

BIG02

- 1 Crucial role
- 2 Important role
- 3 Minor role
- 4 No role at all
- 9 **(DO NOT READ)** Don't know/Refused

ASSIGN RESPONDENTS AN ITEM FOR INSERTION AS FOLLOWS:

IF RESPONDENT ANSWERS CRUCIAL (1) OR IMPORTANT (2) TO ONLY ONE ITEM Big02a-e, ASSIGN THEM THAT ITEM:

(READ) For my next few questions, please think about the recent experience you had as you **[INSERT ITEM – for inserts, reword item c to “Got...” and reword item d to “Chose...”]**
THEN GO TO Big04

IF RESPONDENT ANSWERS CRUCIAL (1) OR IMPORTANT (2) TO NO ITEMS Big02a-e, SKIP TO Big09.

IF RESPONDENT SAYS CRUCIAL OR IMPORTANT TO MORE THAN ONE ITEM Big02a-e, ASK Big03:

Big03 Which of these important life decisions or events happened most recently?
(REREAD ALL ITEMS FROM BIG02a-e IN WHICH INTERNET PLAYED A CRUCIAL (1) OR IMPORTANT (2) ROLE).

(INT NOTE: If several decisions/events were going on simultaneously, ask respondent which one had the most impact on their life)

- 1 Bought a car
- 2 Made a major investment or financial decision
- 3 Got additional education or training for your career
- 4 Chose a school or a college for yourself or your child
- 5 Helped another person deal with a major illness or health condition
- 9 Don't know/Refused – **GO TO Big09**

IF Big03=1-5, READ: For my next few questions, I want you to think only about that particular decision or event in your life...

Big04 We'd like to know the specific role the internet played in that decision or event. Did the internet mostly... **(READ AND ROTATE 1-3)**

- 1 Help you find information or compare options (or)
- 2 Help you find advice or support from other people (or)
- 3 Help you find professional or expert services (or)
- 4 **(VOL)** Something else **(SPECIFY)**
- 9 Don't know/Refused

Big05 At any point during this process, did you get BAD information or advice on the internet that made your experience more difficult, or wasn't this a problem for you?

- 1 Yes, got bad information or advice
- 2 No, wasn't a problem for me
- 9 Don't know/Refused

Big06 Thinking about all of the different sources of information you used as you went through this process, was the most important source something you found ON THE INTERNET or something you found OFFLINE?

- 1 Something found on the internet
- 2 Something found offline
- 9 Don't know/Refused

Big07 What was the single most important source of information you used as you went through this process? **(OPEN-END; RECORD FIRST RESPONSE ONLY)**

- 1 Gave response **(SPECIFY)**
- 9 Don't know/Refused

Big08 Which of the following best describes how you felt as you went through this process... **(READ 1-3 IN ORDER)?**

- 1 You had too much information and sometimes felt overwhelmed,
- 2 You had all the information you needed and felt it was manageable, OR
- 3 You were missing important information that you wish you had?
- 9 Don't know/Refused

ASK ALL:

Big09 I'm going to read another short list of some important decisions or changes that may have occurred in your life. In the LAST TWO YEARS, have you... **[INSERT; ROTATE]**?

ASK IF YES TO Big09x AND Internet User (Q6=1 or Q6a=1 or Q6b=1):

Big10 **[IF YES, ASK:]** Thinking about the process you went through as you made this important decision or dealt with this event, would you say the Internet played a CRUCIAL role in this, an important role, a minor role or no role at all?

[NOTE: AFTER FIRST YES RESPONSE, SHORTEN FOLLOW-UP TO: Did the Internet play a CRUCIAL role in this, an important role, a minor role or no role at all?]

ALWAYS ASK a FIRST:

- a. Experienced the death of a family member or close friend
- b. Found a new place to live
- c. Changed jobs
- d. Received a major promotion and/or raise at work
- e. Started a major new romantic relationship
- f. Ended a major romantic relationship
- g. Gotten married
- h. Gotten divorced
- i. Dealt yourself with a major illness or other health condition
- j. Become involved in a lawsuit, criminal case or other legal action
- k. Started a new hobby or become more involved with a hobby

CATEGORIES**BIG09**

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

BIG10

- 1 Crucial role
- 2 Important role
- 3 Minor role
- 4 No role at all
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL:

IPOD01 On another subject...Do you have an iPod (EYE-pod) or other MP3 (M-P-3) player that stores and plays music files, or do you not have one of these?

- 1 Yes
- 2 No
- 9 Don't know/Refused

IF HAVE IPOD (IPOD1=1):

IPOD2 Have you ever downloaded a podcast (POD-cast) or internet radio program so you could listen to it on your digital audio player at a later time?

- 1 Yes
- 2 No
- 9 Don't know/Refused

ASK IF USE THE INTERNET AT HOME (Q8=1 OR Q13=1 OR B8=1 OR B13=1):

MODEM Does the computer you use at HOME 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, or a T-1 or fiber optic connection?

- 1 Dial-up telephone line
- 2 DSL-enabled phone line
- 3 Cable modem
- 4 Wireless connection (either "land-based" or "satellite")
- 5 T-1 or fiber optic connection
- 6 Other (**SPECIFY – MAKE SURE NOT ONE OF ABOVE**)
- 9 (**DO NOT READ**) Don't know/Refused

ASK IF USE THE INTERNET FROM WORK (Q9=1 OR Q15=1 OR B9=1 OR B15=1):

BBW Do you happen to know what kind of Internet connection you have at WORK, a high-speed connection or dial-up connection through a modem?

- 1 High speed
- 2 Dial-up
- 3 (**VOL**) None/Does not apply
- 9 (**DO NOT READ**) Don't know/Refused

DEMOGRAPHICS

(READ) A few last questions for statistical purposes only...

ASK ALL:

AGE What is your age?

_____ years (97=97 or older)

98 Don't know

99 Refused

PAR Are you the parent or guardian of any children under age 18 now living in your household?

1 Yes

2 No

9 **(DO NOT READ)** Don't know/Refused

ASK FORM A D2b – D2g:**IF PAR=1, ASK:**

D2b How many of these children are age 11 or younger?

[RECORD NUMBER; RANGE=0-98]

99=**(DO NOT READ)** Don't Know/Refused

IF PAR=1, ASK:

D2c How many of these children are between ages 12 and 17?

[RECORD NUMBER; RANGE=0-98]

99=**(DO NOT READ)** Don't Know/Refused

IF D2B=1, ASK:

D2d Does your child who is 11 or younger go online to access the Internet or World Wide Web or to send and receive email?

1 Yes

2 No

9 **(DO NOT READ)** Don't Know

IF D2B= 2-98, ASK:

D2e How many of your children who are age 11 or younger go online to access the Internet or World Wide Web or to send and receive email?

[RECORD NUMBER; RANGE=0-98]

99=(**DO NOT READ**) Don't Know/Refused

IF D2C=1, ASK:

D2f Does your child who is between 12 and 17 go online to access the Internet or World Wide Web or to send and receive email?

1 Yes

2 No

9 (**DO NOT READ**) Don't Know

IF D2C= 2-98, ASK:

D2g How many of your children who are between ages 12 and 17 go online to access the Internet or World Wide Web or to send and receive email?

[RECORD NUMBER; RANGE=0-98]

99=(**DO NOT READ**) Don't Know/Refused

ASK FORM B B2b – B2f:**IF PAR=1, ASK:**

B2b Do you have any children who are age 11 or younger?

1 Yes

2 No

9 (**DO NOT READ**) Don't know/Refused

IF PAR=1, ASK:

B2c Do you have any children who are between ages 12 and 17?

1 Yes

2 No

9 (**DO NOT READ**) Don't know/Refused

IF B2b=1, ASK:

B2d Do any of your children who are 11 or younger go online to access the Internet or World Wide Web or to send and receive email?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

IF B2c=1, ASK:

B2f Do any of your children who are between 12 and 17 go online to access the Internet or World Wide Web or to send and receive email?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL:

EDUC What is the last grade or class you completed in school? **(DO NOT READ, BUT CAN PROBE FOR CLARITY IF NEEDED).**

- 1 None, or grades 1-8
- 2 High school incomplete (grades 9-11)
- 3 High school graduate (grade 12 or GED certificate)
- 4 Technical, trade or vocational school AFTER high school
- 5 Some college, no 4-year degree (includes associate degree)
- 6 College graduate (B.S., B.A., or other 4-year degree)
- 7 Post-graduate training/professional school after college (toward a Masters/Ph.D., Law or Medical school)
- 9 **(DO NOT READ)** Don't know/Refused

MAR Are you married, living as married, divorced, separated, widowed, or have you never been married?

- 1 Married
- 2 Living as married
- 3 Divorced
- 4 Separated
- 5 Widowed
- 6 Never been married
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

EMPL Are you now employed full-time, part-time, retired, or are you not employed for pay?

- 1 Employed full-time
- 2 Employed part-time
- 3 Retired
- 4 Not employed for pay
- 5 **(VOL)** Disabled
- 6 **(VOL)** Student
- 7 **(VOL)** Other
- 9 **(DO NOT READ)** Refused

ASK IF EMPL DOES NOT EQUAL 6:

STUD Are you also a full- or part-time student?

- 1 Yes, full-time
- 2 Yes, part-time
- 3 No
- 9 Don't know/Refused

ASK ALL:

HISP Are you, yourself, of Hispanic or Latino origin or descent, such as Mexican, Puerto Rican, Cuban, or some other Latin American background?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

RACE What is your race? Are you white, black, Asian, or some other race? **IF R SAYS HISPANIC OR LATINO, PROBE:** Do you consider yourself a WHITE (Hispanic/Latino) or a BLACK (Hispanic/Latino)? **IF R DOES NOT SAY WHITE, BLACK OR ONE OF THE RACE CATEGORIES LISTED, RECORD AS "OTHER" (CODE 6)**

- 1 White
- 2 Black or African-American
- 3 Asian or Pacific Islander
- 4 Mixed race
- 5 Native American/American Indian
- 6 Other **(SPECIFY)**
- 9 **(DO NOT READ)** Don't know/Refused

INC Last year, that is in 2004, what was your total family income from all sources, before taxes. Just stop me when I get to the right category... **(READ 1-8)**

- 1 Less than \$10,000
- 2 \$10,000 to under \$20,000
- 3 \$20,000 to under \$30,000
- 4 \$30,000 to under \$40,000
- 5 \$40,000 to under \$50,000
- 6 \$50,000 to under \$75,000
- 7 \$75,000 to under \$100,000
- 8 \$100,000 or more
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL INTERNET USERS (Q6=1 or Q6a=1 or Q6b=1):

Q58 Finally, would you be interested in participating in another public opinion survey, not by telephone but online and at your convenience?

- 1 Yes
- 2 No – **END INTERVIEW**

IF Q58 =1, ASK:

Q58a So we can contact you online at a later date, could you give me your email address? Your email address will NOT be given, sold or otherwise made available to anyone else, or used for any reason except to contact you about this study.

- 1 **RECORD EMAIL ADDRESS (NOTE THAT WHEN RESPONDENT SAYS "AT", TYPE: @)**
- 9 Don't know/Refused to give email address - **END INTERVIEW**

IF Q58a=1, ASK:

Q58b Just to check, let me read that back to you. **(READ EACH CHARACTER IN EMAIL ADDRESS.)** Is that correct?

- 1 Yes
- 2 No

IF (2), NO, MAKE CORRECTIONS AND RE-READ EACH CHARACTER IN EMAIL ADDRESS.

THANK RESPONDENT: That concludes our interview. Thank you very much for your time. The results of this survey are going to be used by a non-profit research organization called the Pew 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 [w-w-w dot pew internet dot org]. Thanks again for your time. Have a nice day/evening.

Princeton Survey Research Associates

The Pew Internet & American Life Project

November/December 2005 Daily Tracking Survey

RDD QUESTIONNAIRE

11/18/2005

N=3,000 adults 18 and older (~1,000 broadband users)

Field Dates: November 21, 2005 – December 21, 2005

Job#: 25075a

Hello, my name is _____ and I'm calling for Princeton Survey Research. We're conducting a survey about some important issues today, and would like to include your household. May I please speak with the YOUNGEST MALE, age 18 or older, who is now at home? **(IF NO MALE, ASK: May I please speak with the OLDEST FEMALE, age 18 or older, who is now at home?)**

SEX RECORD RESPONDENT SEX

- 1 Male
- 2 Female

Q1 Overall, are you satisfied or dissatisfied with the way things are going in this country today?

- 1 Satisfied
- 2 Dissatisfied
- 9 Don't know/Refused

Q5 On a different topic...do you use a computer at your workplace, at school, at home, or anywhere else on at least an occasional basis?

- 1 Yes
- 2 No
- 9 Don't know/Refused

Q6a Do you use the internet, at least occasionally?

- 1 Yes
- 2 No
- 9 Don't know/Refused

Q6b Do you send or receive email, at least occasionally?

- 1 Yes
- 2 No
- 9 Don't know/Refused

ASK ALL INTERNET USERS (Q6a=1 or Q6b=1); NON-USERS (Q6a=2-9 and Q6b=2-9) SKIP TO Q18:

Q7 Did you happen to use the internet YESTERDAY?

- 1 Yes, used the Internet yesterday
- 2 No, did not use the internet yesterday
- 9 Don't know/Refused

IF USED THE INTERNET YESTERDAY (Q7=1), ASK:

Q8 Did you use the internet from home yesterday?

- 1 Yes, used the Internet from home
- 2 No, did not
- 9 Don't know/Refused

IF USED THE INTERNET YESTERDAY (Q7=1), ASK:

Q9 Did you use the internet from work yesterday?

- 1 Yes, used the Internet from work
- 2 No, did not
- 9 Don't know/Refused

IF WENT ONLINE YESTERDAY (Q7=1), ASK:

Q10 Counting all of your online sessions, how much time did you spend using the internet yesterday? **(DO NOT READ)**

- 1 Less than 15 minutes
- 2 15 minutes to less than a half hour
- 3 Half hour or more but less than 1 hour
- 4 About an hour
- 5 More than 1 hour but less than 2 hours
- 6 2 hours or more but less than 3 hours
- 7 3 hours or more but less than 4 hours
- 8 4 hours or more
- 9 Don't Know/Refused

ASK ALL INTERNET USERS (Q6a=1 or Q6b=1):

Q12 About how many years have you been an Internet user?

- _____ **RECORD NUMBER OF YEARS**
- 0 Under a year
 - 99 Don't know/Refused

IF ONLINE UNDER A YEAR (Q12=0) ASK:

Q12.1 About how many months is that?

- _____ **RECORD NUMBER OF MONTHS**
- 99 Don't know/Refused

ASK IF (Q7=2,9 OR Q8=2,9), DID NOT USE THE INTERNET FROM HOME YESTERDAY:

Q13 Do you ever use the internet from HOME?

- 1 Yes, use the internet from home
- 2 No, do not
- 9 Don't know/Refused

ASK ALL WHO USED THE INTERNET FROM HOME YESTERDAY OR IF YES IN PREVIOUS QUESTION (Q8=1 OR Q13=1):

Q14 How often do you use the internet from HOME — several times a day, about once a day, 3-5 days a week, 1-2 days a week, once every few weeks, or less often?

- 1 Several times a day
- 2 About once a day
- 3 3-5 days a week
- 4 1-2 days a week
- 5 Every few weeks
- 6 Less often
- 9 **(DO NOT READ)** Don't know/Refused

ASK IF (Q7=2,9 OR Q9=2,9), DID NOT USE THE INTERNET FROM WORK YESTERDAY:

Q15 Do you ever use the internet from WORK?

- 1 Yes, use the internet from work
- 2 No, do not
- 9 Don't know/Refused

ASK ALL WHO USED THE INTERNET FROM WORK YESTERDAY OR IF YES IN PREVIOUS QUESTION (Q9=1 OR Q15=1):

Q16 How often do you use the internet from WORK — several times a day, about once a day, 3-5 days a week, 1-2 days a week, once every few weeks, or less often?

- 1 Several times a day
- 2 About once a day
- 3 3-5 days a week
- 4 1-2 days a week
- 5 Every few weeks
- 6 Less often
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL INTERNET USERS WHO DID NOT USE THE INTERNET YESTERDAY (Q7=2,9):

WEB-A Next...Please tell me if you ever use the internet to do any of the following things. Do you ever... **(ROTATE ITEMS, BUT ALWAYS ASK "ACT01" FIRST)**

- ACT01 Send or read email **[ALWAYS ASK FIRST]**
- ACT02 Get news online
- ACT10 Not including email, do any type of work or research online for your job
- ACT13 Go online for no particular reason, just for fun or to pass the time
- ACT14 Send "instant messages" to someone who's online at the same time
- ACT21 Do any banking online
- ACT25 Play online games
- ACT39 Take a class online for credit toward a degree of some kind, like a HS or college diploma or an advanced degree
- ACT52 Use an online search engine to help you find information on the Web
- ACT62 Download VIDEO files onto your computer so you can play them at any time you want
- ACT35 Download MUSIC files onto your computer so you can play them at any time you want

CATEGORIES WEB-A

- 1 Yes, do this
- 2 No, do not do this
- 9 Don't know/Refused

ASK ALL INTERNET USERS WHO USED THE INTERNET YESTERDAY (Q7=1):

WEB-B Next...Please tell me if you ever use the internet to do any of the following things. Do you ever... **(ROTATE ITEMS, BUT ALWAYS ASK "ACT01" FIRST)**

[IF YES ASK: Did you happen to do this YESTERDAY, or not?]

- ACT01 Send or read email **[ALWAYS ASK FIRST]**
- ACT02 Get news online
- ACT10 Not including email, do any type of work or research online for your job
- ACT13 Go online for no particular reason, just for fun or to pass the time
- ACT14 Send "instant messages" to someone who's online at the same time
- ACT21 Do any banking online
- ACT25 Play online games
- ACT39 Take a class online for credit toward a degree of some kind, like a HS or college diploma or an advanced degree
- ACT52 Use an online search engine to help you find information on the Web
- ACT62 Download VIDEO files onto your computer so you can play them at any time you want
- ACT35 Download MUSIC files onto your computer so you can play them at any time you want

CATEGORIES WEB-B

- 1 Yes, did this yesterday
- 2 Yes, do this (but NOT yesterday)
- 3 No, do not do this
- 9 Don't know/Refused

ASK ALL INTERNET USERS (Q6a=1 or Q6b=1):

Q17 Thinking about how using the internet affects you overall... How much, if at all, has the internet improved...(INSERT; ROTATE) – a lot, some, only a little, or not at all?

- a. your ability to shop
 - b. the way you get information about health care
 - c. the way you pursue your hobbies or interests
 - d. your ability to do your job
 - e. your ability to connect with groups and organizations that are based in your local community
- 1 A lot
 - 2 Some
 - 3 Only a little
 - 4 Not at all
 - 9 Don't know/Refused

ASK ALL:

Q18 Next, please tell me if you ever get news or information from each of the following sources. (First/Next)... **(READ; ROTATE). ONLY AS NECESSARY:** Do you EVER get news or information from this source?

[IF YES ASK Q19 BEFORE MOVING TO NEXT ITEM]

- a. Local TV news
- b. National TV news
- c. A local daily newspaper
- d. A national daily newspaper
- e. The radio

- 1 Yes, yesterday
- 2 Yes, not yesterday
- 3 No
- 9 Don't know/Refused

IF YES TO ITEM ABOVE:

Q19 Did you happen to get news or information from this source YESTERDAY, or not?

- 1 Yes
- 2 No
- 9 Don't know/Refused

ASK ALL INTERNET USERS (Q6a=1 or Q6b=1):

Q20 Thinking about all of the news and information you get ONLINE...Do you ever use the internet to get the following KINDS of news and information, or not? Just tell me yes or no. **(READ; ROTATE).**

- a. Financial news
- b. Entertainment news
- c. Local or community news
- d. Medical or health news
- e. Science or technology news
- f. News about politics or public affairs

- 1 Yes
- 2 No
- 9 Don't know/Refused

Q21 Have you ever REGISTERED at a website – by giving your name or other information or creating a username – in order to get access to news or information on that site, or have you never done this?

- 1 Yes
- 2 No
- 9 Don't know/Refused

Q22 Have you ever PAID to get news content from a website, such as full articles, broadcast news, or video clips?

- 1 Yes
- 2 No
- 9 Don't know/Refused

Q23 Do you ever use web sites or email services where you set up PREFERENCES or KEYWORD ALERTS for news and information you want to receive, or do you not do this?

- 1 Yes
- 2 No
- 9 Don't know/Refused

IF GET CUSTOMIZED NEWS OR INFO (Q23=1):

Q24 What kinds of news or information do you receive through these customized sites or alert services? **(PRECODED OPEN-END; RECORD UP TO FIVE RESPONSES) PROMPT:** Anything else?

- 1 Weather
- 2 Financial
- 3 Health
- 4 General news/Headlines/Breaking news
- 5 Sports
- 6 Entertainment
- 7 Horoscopes
- 8 News or info related to Rs business or industry
- 9 Other (SPECIFY)
- 99 Don't know/Refused

ASK ALL INTERNET USERS (Q6a=1 or Q6b=1):

Q25 Do you ever get news or information from... **(INSERT; ROTATE e-i) IF YES:** Did you happen to get news or information from this source YESTERDAY, or not?

ASK a-d FIRST, IN ORDER:

- a. The website of a NATIONAL TV news organization, like CNN.com or MSNBC.com
 - b. The website of a LOCAL TV news organization
 - c. The website of a NATIONAL daily newspaper, like USAToday.com or WSJ.com
 - d. The website of a LOCAL daily newspaper
 - e. The website of a RADIO news organization, like NPR.org
 - f. Internet BLOGS
 - g. The website of an INTERNATIONAL news organization, such as the BBC or Aljazeera (AL-ja-ZEE-ra)
 - h. The website of an ALTERNATIVE news organization, such as AlterNet.org (ALL-ter-net-dot-org) or NewsMax.com (news-max-dot-com)
 - i. Internet news LISTSERVS
 - j. A portal news service like Google News or Yahoo News
- 1 Yes, yesterday
 - 2 Yes, not yesterday
 - 3 No
 - 9 Don't know/Refused

K31 Here's another short list of activities people sometimes do online. Please tell me whether you ever do each one, or not.

Do you ever...(ALWAYS ASK a-b FIRST, IN ORDER; ROTATE c-d)?

- a. Create or work on your own online journal or weblog
 - b. Create or work on your own webpage
 - c. Create or work on webpages or blogs for others, including friends, groups you belong to, or for work
 - d. Share something online that you created yourself, such as your own artwork, photos, stories or videos
- 1 Yes, do this
 - 2 No, do not
 - 9 Don't know/Refused

ASK IF GO ONLINE AT HOME (Q8=1 OR Q13=1):

MODEM I have a few questions about your internet access...Does the computer you use at home 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, or a T-1 or fiber optic connection?

- 1 Dial-up telephone line
- 2 DSL-enabled phone line
- 3 Cable modem
- 4 Wireless connection (either "land-based" or "satellite")
- 5 T-1 or fiber optic connection
- 6 Other (**MAKE SURE NOT ONE OF ABOVE**)
- 9 (**DO NOT READ**) Don't know/Refused

ALL INTERNET USERS (Q6a=1 or Q6b=1); NON-USERS GO TO VOIP1:

COST To the nearest dollar, about how much do you pay each month for Internet access at home?

- _____ (Amount, in dollars)
- 98 Nothing/Do not pay/Get access through work or school
 - 99 Don't know/Refused

IF HAVE BB AT HOME (MODEM=2-6):

BB2 What is the MAIN reason you decided to get a high-speed Internet connection at home? (**PRE-CODED OPEN-END. ACCEPT UP TO TWO RESPONSES**) (**PROBE:** Any other reason?)

- 1 Faster access/Greater speed
- 2 To perform job-related tasks
- 3 To find educational materials
- 4 For entertainment, such as music or movies
- 5 To download files faster
- 6 Previous connection was too slow/frustrating
- 7 Wanted an "always on" connection
- 8 Responded to a promotion or special offer from a service provider
- 9 Price fell to more affordable level/Finally could afford it
- 10 Other (**SPECIFY**)
- 99 Don't know/Refused

SPEED Different high-speed service providers offer different connection speeds. Do you happen to know what your connection speed is at home, or are you not sure? **IF YES:** What is your connection speed at home?

_____ **(RECORD VERBATIM RESPONSE)**

- 98 Don't know/Not sure
- 99 Refused

IF HAVE DIAL-UP AT HOME (MODEM=1):

BB5 Would you LIKE to have a faster, "broadband" connection, or isn't that something you're interested in?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK IF HAVE BB AT HOME (MODEM=2-6):

BB7 Do you know if there is more than one provider of home broadband service in your area?

- 1 Yes
- 2 No
- 9 Don't know/Refused

BB12 Since getting a high-speed internet connection at home, would you say you have spent MORE time online at home, LESS time online, or hasn't this changed?

- 1 More time online
- 2 Less time online
- 3 Hasn't changed
- 9 Don't know/Refused

BB18 And since getting high-speed internet access at home, have you experienced any of the following? Just tell me yes or no... **(READ; ROTATE). ONLY AS NECESSARY:** Have you experienced this since getting high-speed internet access at home, or not?

- a. Increasing amounts of spam or junk email
 - b. Computer viruses or worms that cause your computer to slow down or crash
 - c. Increasing pop-up ads when using the internet
- 1 Yes
 - 2 No
 - 9 Don't know/Refused

ASK ALL:

VOIP1 Have you ever made a telephone call over the Internet?

- 1 Yes
- 2 No
- 9 Don't know/Refused

VOIP2 A new kind of telephone service, known as "Voice over Internet protocol service" or V-O-I-P, is being marketed by companies like Vonage and SunRocket. Have you heard of this new kind of online phone service?

- 1 Yes
- 2 No
- 9 Don't know/Refused

IF HEARD OF VOIP (VOIP2=1); OTHERS GO TO AGE:

VOIP3 Do you currently use a V-O-I-P service for your home telephone service? **IF YES:** Is that **INSTEAD** of a regular landline telephone or **IN ADDITION TO** a landline phone?

- 1 Yes, instead of landline
- 2 Yes, in addition to landline
- 3 No, don't use VOIP at home
- 9 Don't know/Refused

DEMOGRAPHICS

(READ) A few last questions for statistical purposes only...

ASK ALL:

AGE What is your age?

_____ years (97=97 or older)

98 Don't know

99 Refused

MAR Are you currently married, living with a partner, divorced, separated, widowed, or have you never been married?

1 Married

2 Living with a partner

3 Divorced

4 Separated

5 Widowed

6 Never been married

7 Single **(VOL.)**

9 Don't know/Refused **(VOL.)**

PAR Are you the parent or guardian of any children under age 18 now living in your household?

1 Yes

2 No

9 **(DO NOT READ)** Don't know/Refused

IF PAR=1, ASK:

D2b How many of these children are age 11 or younger?

[RECORD NUMBER; RANGE=0-98]

99=**(DO NOT READ)** Don't Know/Refused

IF PAR=1, ASK:

D2c How many of these children are between ages 12 and 17?

[RECORD NUMBER; RANGE=0-98]

99=**(DO NOT READ)** Don't Know/Refused

IF D2B=1, ASK:

D2d Does your child who is 11 or younger go online to access the Internet or World Wide Web or to send and receive email?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't Know

IF D2B= 2-98, ASK:

D2e How many of your children who are age 11 or younger go online to access the Internet or World Wide Web or to send and receive email?

[RECORD NUMBER; RANGE=0-98]

99=**(DO NOT READ)** Don't Know/Refused

IF D2C=1, ASK:

D2f Does your child who is between 12 and 17 go online to access the Internet or World Wide Web or to send and receive email?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't Know

IF D2C= 2-98, ASK:

D2g How many of your children who are between ages 12 and 17 go online to access the Internet or World Wide Web or to send and receive email?

[RECORD NUMBER; RANGE=0-98]

99=**(DO NOT READ)** Don't Know/Refused

ASK ALL:

EDUC What is the last grade or class you completed in school? **(DO NOT READ, BUT CAN PROBE FOR CLARITY IF NEEDED).**

- 1 None, or grades 1-8
- 2 High school incomplete (grades 9-11)
- 3 High school graduate (grade 12 or GED certificate)
- 4 Technical, trade or vocational school AFTER high school
- 5 Some college, no 4-year degree (includes associate degree)
- 6 College graduate (B.S., B.A., or other 4-year degree)
- 7 Post-graduate training/professional school after college (toward a Masters/Ph.D., Law or Medical school)
- 9 **(DO NOT READ)** Don't know/Refused

EMPL Are you now employed full-time, part-time, retired, or are you not employed for pay?

- 1 Employed full-time
- 2 Employed part-time
- 3 Retired
- 4 Not employed for pay
- 5 **(VOL)** Disabled
- 6 **(VOL)** Student

- 7 (VOL) Other
- 9 (DO NOT READ) Refused

ASK IF EMPL DOES NOT EQUAL 6:

STUD Are you also a full- or part-time student?

- 1 Yes, full-time
- 2 Yes, part-time
- 3 No
- 9 Don't know/Refused

ASK ALL:

HISP Are you, yourself, of Hispanic or Latino origin or descent, such as Mexican, Puerto Rican, Cuban, or some other Latin American background?

- 1 Yes
- 2 No
- 9 (DO NOT READ) Don't know/Refused

RACE What is your race? Are you white, black, Asian, or some other race? **IF R SAYS HISPANIC OR LATINO, PROBE:** Do you consider yourself a WHITE (Hispanic/Latino) or a BLACK (Hispanic/Latino)? **IF R DOES NOT SAY WHITE, BLACK OR ONE OF THE RACE CATEGORIES LISTED, RECORD AS "OTHER" (CODE 6)**

- 1 White
- 2 Black or African-American
- 3 Asian or Pacific Islander
- 4 Mixed race
- 5 Native American/American Indian
- 6 Other (**SPECIFY**)
- 9 (DO NOT READ) Don't know/Refused

ASK IF USE THE INTERNET FROM WORK (Q9=1 OR Q15=1):

BBW Do you happen to know what kind of Internet connection you have at WORK, a high-speed connection or dial-up connection through a modem?

- 1 High speed
- 2 Dial-up
- 3 **(VOL)** None/Does not apply
- 9 **(DO NOT READ)** Don't know/Refused

ASK IF HIGH SPEED ACCESS AT WORK AND BB AT HOME (BBW=1 AND MODEM=2-6):

Q16.1 How much, if at all, did having a high-speed Internet connection at work influence your decision to get high-speed Internet access for your home? **(READ 1-4)**

- 1 A lot,
- 2 Some,
- 3 Only a little, or
- 4 Not at all?
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL:

CELL1 Do you happen to have a **cell phone**, or not?

- 1 Yes
- 2 No
- 9 Don't know/Refused

PHON1 In the past 12 months, was there ever a time when your household was without basic telephone service for one month or longer? By this we mean you had no working phone lines coming into your home **ASIDE FROM** any cell phones you might have had.

- 1 Yes, service interrupted in past 12 months
- 2 No
- 9 Don't know/Refused

IF PHONE SERVICE INTERRUPTED (PHON1=1):

PHON2 During this period, did you or anyone else in your household have a working cell phone?

- 1 Yes
- 2 No
- 9 Don't know/Refused

ASK ALL:

INC Last year, that is in 2004, what was your total family income from all sources, before taxes. Just stop me when I get to the right category... **(READ 1-8)**

- 1 Less than \$10,000
- 2 \$10,000 to under \$20,000
- 3 \$20,000 to under \$30,000
- 4 \$30,000 to under \$40,000

- 5 \$40,000 to under \$50,000
- 6 \$50,000 to under \$75,000
- 7 \$75,000 to under \$100,000
- 8 \$100,000 or more
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL INTERNET USERS (Q6a=1 or Q6b=1)/NON-USERS END INTERVIEW:

D12 Finally, would you be interested in participating in another public opinion survey, not by telephone but online and at your convenience?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

IF D12=1, ASK:

D12a So we can contact you online at a later date, could you give me your email address? Your email address will NOT be given, sold or otherwise made available to anyone else, or used for any reason except to contact you for a public opinion survey.

RECORD EMAIL ADDRESS

NOTE THAT WHEN RESPONDENT SAYS "AT", TYPE: @

D12b Just to check, let me read that back to you. **(READ EACH CHARACTER IN EMAIL ADDRESS.)** Is that correct?

- 1 Yes
- 2 No

IF (2) NO, MAKE CORRECTIONS AND RE-READ EACH CHARACTER IN EMAIL ADDRESS.

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 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 [w-w-w dot pew internet dot org]. Thanks again for your time. Have a nice day/evening.

Questionnaire associated with the report, "Online Health Search 2006" (October 29, 2006) and "E-patients With a Disability or Chronic Disease" (October 8, 2007)

Princeton Survey Research Associates

The Pew Internet & American Life Project

August 2006 Daily Tracking Survey

FINAL QUESTIONNAIRE

7/25/2006

N=3,000 adults 18 and older/Two-way split form

Field Dates: August 1, 2006 – August 31, 2006

Job#: 26027

Hello, my name is _____ and I'm calling for Princeton Survey Research. We're conducting a survey about some important issues today, and would like to include your household. May I please speak with the YOUNGEST MALE, age 18 or older, who is now at home? **(IF NO MALE, ASK:** May I please speak with the YOUNGEST FEMALE, age 18 or older, who is now at home?)

SEX RECORD RESPONDENT SEX

- 1 Male
- 2 Female

Q1 Overall, are you satisfied or dissatisfied with the way things are going in this country today?

- 1 Satisfied
- 2 Dissatisfied
- 9 Don't know/Refused

Q5 On a different topic...do you use a computer at your workplace, at school, at home, or anywhere else on at least an occasional basis?

- 1 Yes
- 2 No
- 9 Don't know/Refused

Q6a Do you use the internet, at least occasionally?

- 1 Yes
- 2 No
- 9 Don't know/Refused

Q6b Do you send or receive email, at least occasionally?

- 1 Yes
- 2 No
- 9 Don't know/Refused

ASK ALL INTERNET USERS (Q6a=1 or Q6b=1); NON-USERS (Q6a=2-9 and Q6b=2-9) SKIP TO Q18:

Q7 Did you happen to use the internet YESTERDAY?

- 1 Yes, used the Internet yesterday
- 2 No, did not use the internet yesterday
- 9 Don't know/Refused

IF USED THE INTERNET YESTERDAY (Q7=1), ASK:

Q8 Did you use the internet from home yesterday?

- 1 Yes, used the Internet from home
- 2 No, did not
- 9 Don't know/Refused

IF USED THE INTERNET YESTERDAY (Q7=1), ASK:

Q9 Did you use the internet from work yesterday?

- 1 Yes, used the Internet from work
- 2 No, did not
- 9 Don't know/Refused

ASK ALL INTERNET USERS (Q6a=1 or Q6b=1):

Q12 About how many years have you been an Internet user?

_____ **RECORD NUMBER OF YEARS**

- 0 Under a year
99 Don't know/Refused

IF ONLINE UNDER A YEAR (Q12=0) ASK:

Q12.1 About how many months is that?

_____ **RECORD NUMBER OF MONTHS**

- 99 Don't know/Refused

ASK IF (Q7=2,9 OR Q8=2,9), DID NOT USE THE INTERNET FROM HOME YESTERDAY:

Q13 Do you ever use the internet from HOME?

- 1 Yes, use the internet from home
2 No, do not
9 Don't know/Refused

ASK ALL WHO USED THE INTERNET FROM HOME YESTERDAY OR IF YES IN PREVIOUS QUESTION (Q8=1 OR Q13=1):

Q14 How often do you use the internet from HOME — several times a day, about once a day, 3-5 days a week, 1-2 days a week, once every few weeks, or less often?

- 1 Several times a day
2 About once a day
3 3-5 days a week
4 1-2 days a week
5 Every few weeks
6 Less often
9 **(DO NOT READ)** Don't know/Refused

ASK IF (Q7=2,9 OR Q9=2,9), DID NOT USE THE INTERNET FROM WORK YESTERDAY:

Q15 Do you ever use the internet from WORK?

- 1 Yes, use the internet from work
2 No, do not
9 Don't know/Refused

ASK ALL WHO USED THE INTERNET FROM WORK YESTERDAY OR IF YES IN PREVIOUS QUESTION (Q9=1 OR Q15=1):

Q16 How often do you use the internet from WORK — several times a day, about once a day, 3-5 days a week, 1-2 days a week, once every few weeks, or less often?

- 1 Several times a day
2 About once a day
3 3-5 days a week
4 1-2 days a week
5 Every few weeks
6 Less often

9 (DO NOT READ) Don't know/Refused

**ASK ALL FORM A INTERNET USERS WHO DID NOT USE THE INTERNET YESTERDAY
(Q7=2,9):**

AWEB-A Next...Please tell me if you ever use the internet to do any of the following things. Do you ever... **(ROTATE ITEMS, BUT ALWAYS ASK "ACT01" FIRST)**

- ACT01 Send or read email **[ALWAYS ASK FIRST]**
- ACT03 Get financial information online, such as stock quotes or mortgage interest rates
- ACT14 Send "instant messages" to someone who's online at the same time
- ACT16 Buy or make a reservation online for a travel service, like an airline ticket, hotel room, or rental car
- ACT20 Look online for information about a place to live
- ACT27 Visit a local, state or federal government website
- ACT42 Research your family's history or genealogy online
- ACT52 Use an online search engine to help you find information on the Web
- ACT75 Pay to access or download digital content online, such as a newscast, sporting event, or radio show
- ACT87 Use an online social networking site like MySpace, Facebook or Friendster
- ACT92 Sell something online
- ACT93 Download a podcast so you can listen to it or view it at a later time

CATEGORIES WEB-A

- 1 Yes, do this
- 2 No, do not do this
- 9 Don't know/Refused

ASK ALL FORM A INTERNET USERS WHO USED THE INTERNET YESTERDAY (Q7=1):

AWEB-B Next...Please tell me if you ever use the internet to do any of the following things. Do you ever... **(ROTATE ITEMS, BUT ALWAYS ASK "ACT01" FIRST)**

[IF YES ASK: Did you happen to do this YESTERDAY, or not?]

ACT01 Send or read email **[ALWAYS ASK FIRST]**

ACT03 Get financial information online, such as stock quotes or mortgage interest rates

ACT14 Send "instant messages" to someone who's online at the same time

ACT16 Buy or make a reservation online for a travel service, like an airline ticket, hotel room, or rental car

ACT20 Look online for information about a place to live

ACT27 Visit a local, state or federal government website

ACT42 Research your family's history or genealogy online

ACT52 Use an online search engine to help you find information on the Web

ACT75 Pay to access or download digital content online, such as a newscast, sporting event, or radio show

ACT87 Use an online social networking site like MySpace, Facebook or Friendster

ACT92 Sell something online

ACT93 Download a podcast so you can listen to it or view it at a later time

CATEGORIES WEB-B

- 1 Yes, did this yesterday
- 2 Yes, do this (but NOT yesterday)
- 3 No, do not do this
- 9 Don't know/Refused

ASK ALL FORM B INTERNET USERS WHO DID NOT USE THE INTERNET YESTERDAY (Q7=2,9):

BWEB-A Next...Please tell me if you ever use the internet to do any of the following things. Do you ever... **(ROTATE ITEMS, BUT ALWAYS ASK "ACT01" FIRST)**

- ACT01 Send or read email **[ALWAYS ASK FIRST]**
- ACT09 Get sports scores and information online
- ACT11 Look online for news or information about politics or the campaign
- ACT15 Buy a product online, such as books, music, toys or clothing
- ACT19 Look online for information about a job
- ACT25 Play online games
- ACT29 Participate in an online auction
- ACT32a Participate in an online discussion, a listserv, or other online group forum that helps people with personal issues or health problems
- ACT47 Upload photos to a website so you can share them with others online
- ACT73 Rate a product, service or person using an online rating system
- ACT77 Take a virtual tour of a location online
- ACT82 Use online classified ads or sites like Craig's list

CATEGORIES WEB-A

- 1 Yes, do this
- 2 No, do not do this
- 9 Don't know/Refused

ASK ALL FORM B INTERNET USERS WHO USED THE INTERNET YESTERDAY (Q7=1):
BWEB-B Next...Please tell me if you ever use the internet to do any of the following things. Do you ever... **(ROTATE ITEMS, BUT ALWAYS ASK "ACT01" FIRST)**

[IF YES ASK: Did you happen to do this YESTERDAY, or not?]

- ACT01 Send or read email **[ALWAYS ASK FIRST]**
- ACT09 Get sports scores and information online
- ACT11 Look online for news or information about politics or the campaign
- ACT15 Buy a product online, such as books, music, toys or clothing
- ACT19 Look online for information about a job
- ACT25 Play online games
- ACT29 Participate in an online auction
- ACT32a Participate in an online discussion, a listserv, or other online group forum that helps people with personal issues or health problems
- ACT47 Upload photos to a website so you can share them with others online
- ACT73 Rate a product, service or person using an online rating system
- ACT77 Take a virtual tour of a location online
- ACT82 Use online classified ads or sites like Craig's list

CATEGORIES WEB-B

- 1 Yes, did this yesterday
- 2 Yes, do this (but NOT yesterday)
- 3 No, do not do this
- 9 Don't know/Refused

ASK ALL:

HEA01 Changing topics...In general, how would you rate your own health — excellent, good, only fair, or poor?

- 1 Excellent
- 2 Good
- 3 Only fair
- 4 Poor
- 9 **(DO NOT READ)** Don't know/Refused

HEA02 In the last 12 months, have you visited a doctor or medical clinic for any reason, including check-ups or visits to the emergency room or hospital outpatient department?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

HEA2b In the last 12 months, have you or has someone close to you been diagnosed with a CHRONIC medical condition, such as asthma, diabetes, heart disease, or high blood pressure?

- 1 Yes
- 2 No
- 9 Don't know/Refused

HEA2c And in the last 12 months, have you or has someone close to you faced a serious medical emergency or crisis?

- 1 Yes
- 2 No
- 9 Don't know/Refused

HEA03 Does any disability, handicap, or chronic disease keep you from participating fully in work, school, housework, or other activities, or not?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

Q24 Many Americans do not have health insurance. Are you personally now covered by any form of health insurance, health plan, or an HMO — including any private insurance plan or a government program such as Medicare — or don't you have health insurance at this time?

- 1 Yes, covered by health insurance
- 2 No, do not have health insurance
- 9 Don't know/Refused

ASK ALL INTERNET USERS (Q6a=1 or Q6b=1):

HEA05 Now, we'd like to ask if you've looked for information ONLINE about certain health or medical issues. Specifically, have you ever looked online for... **(INSERT FIRST ITEM)?**
Have you ever looked online for... **(INSERT NEXT ITEM: ROTATE)?**

[ASK a & b FIRST, AS A PAIR IN ORDER]

- a. Information about a specific disease or medical problem
- b. Information about a certain medical treatment or procedure
- c. Information about experimental treatments or medicines
- d. Information about alternative treatments or medicines
- e. Information about diet, nutrition, vitamins, or nutritional supplements
- f. Information about exercise or fitness
- g. Information about prescription or over the counter drugs
- h. Information about immunizations or vaccinations
- i. Information about how to quit smoking
- j. Information about problems with drugs or alcohol
- k. Information about depression, anxiety, stress or mental health issues
- l. Information about environmental health hazards

[ASK m-p LAST, IN ORDER]

- m. Information about sexual health
- n. Information about a particular doctor or hospital
- o. Information related to health insurance
- p. Information about Medicare or Medicaid
- q. Information about dental health

CATEGORIES

- 1 Yes, have done this
- 2 No, have not done this
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL HEALTH SEEKERS (Yes (1) to any item HEA05a-q):

HEA06 Thinking about ALL of the different topics I just asked about, did you happen to get any health information online YESTERDAY, or not?

- 1 Yes
- 2 No
- 9 Don't know/Refused

Q21H How often do you look to see who provides the information on the health web sites you visit? Do you do this... **(READ 1-5)**

- 1 Always,
- 2 Most of the time,

- 3 Only sometimes,
- 4 Hardly ever, OR
- 5 Never?
- 9 **(DO NOT READ)** Don't know/Refused

Q22H How often do you look to see when the information on a health web site was last updated or reviewed by a medical professional? Do you do this...(READ 1-5)

- 1 Always,
- 2 Most of the time,
- 3 Only sometimes,
- 4 Hardly ever, OR
- 5 Never?
- 9 **(DO NOT READ)** Don't know/Refused

HEA07 Thinking about the LAST time you went online for health or medical information... Did you go online to look for information related to YOUR OWN health or medical situation or SOMEONE ELSE'S health or medical situation?

- 1 Own
- 2 Someone else's
- 3 **(VOL)** Both
- 9 **(DO NOT READ)** Don't know/Refused

Q29H Still thinking about the LAST time you went online to look for health information, did you begin... **(READ AND ROTATE 1-2)**

- 1 By doing a search on a general search engine like Google or Yahoo (OR)
- 2 By going right to a specific website you know provides health information (OR)
- 3 **(DO NOT READ) Other (SPECIFY)**
- 9 **(DO NOT READ) Don't know/Refused**

Q32H Overall, about how many web sites did you visit the last time you got health information online? **(READ 1-6)**

- 1 One,
- 2 Two to three,
- 3 Four to five,
- 4 Six to ten,
- 5 11 to 20, OR
- 6 More than 20?
- 9 **(DO NOT READ) Don't know/Refused**

Q47H Did you later talk with a doctor or other health care professional about the information you found online, or didn't you happen to do this?

- 1 Yes, talked to a health care professional
- 2 No, didn't talk to a health care professional
- 10 Don't know/Refused

Q40H Did the health information you found IN YOUR LAST SEARCH online have a MAJOR impact on your own health care or the way you care for someone else, a MINOR impact, or no impact at all?

- 4 Major impact
- 5 Minor impact
- 6 No impact at all
- 9 Don't know/Refused

IF INFO HAD AN IMPACT (Q40H=1,2):

Q41H In which of the following ways, if any, did the information you found online affect your own health care routine or the way you care for someone else? (First,) did the information you found online...(INSERT; ROTATE)?

- a. Affect a decision about how to treat an illness or condition
- b. Change your overall approach to maintaining your health or the health of someone you help take care of
- c. Change the way you cope with a chronic condition or manage pain
- d. Affect a decision about whether to see a doctor
- e. Lead you to ask a doctor new questions, or to get a second opinion from another doctor
- f. Change the way you think about diet, exercise, or stress management

- 1 Yes
- 2 No
- 9 Don't know/Refused

ASK ALL HEALTH SEEKERS (Yes (1) to any item HEA05a-q):

Q50H At any point in your LAST search for health information online did you feel any of the following things? (First/Next) At any point, did you feel...(INSERT ITEMS: ROTATE)?

- a. OVERWHELMED by the amount of information you found online
- b. EAGER to share your new health or medical knowledge with others
- c. CONFUSED by the information you found online
- d. RELIEVED or COMFORTED by the information you found online
- e. FRUSTRATED by a lack of information or an inability to find what you were looking for online
- f. CONFIDENT to raise new questions or concerns about a health issue with your doctor
- g. FRIGHTENED by the serious or graphic nature of the information you found online
- h. REASSURED that you could make appropriate health care decisions

- 1 Yes
- 2 No
- 9 Don't know/Refused

Q56H Finally, have you or has anyone you know been SERIOUSLY HARMED by following medical advice or health information you found on the Internet?

- 4 Yes
- 5 No
- 6 Don't know/Refused

Q57H Have you or has anyone you know been SIGNIFICANTLY HELPED by following medical advice or health information you found on the Internet?

- 3 Yes
- 4 No
- 9 Don't know/Refused

DEMOGRAPHICS

(READ) A few last questions for statistical purposes only...

ASK ALL:

AGE What is your age?

_____ years (97=97 or older)

98 Don't know

99 Refused

MAR Are you currently married, living with a partner, divorced, separated, widowed, or have you never been married?

1 Married

2 Living with a partner

3 Divorced

4 Separated

5 Widowed

6 Never been married

7 Single **(VOL.)**

9 Don't know/Refused **(VOL.)**

PAR Are you the parent or guardian of any children under age 18 now living in your household?

1 Yes

2 No

9 **(DO NOT READ)** Don't know/Refused

IF PAR=1, ASK:

D2b How many of these children are age 11 or younger?

[RECORD NUMBER; RANGE=0-98]

99=**(DO NOT READ)** Don't Know/Refused

IF PAR=1, ASK:

D2c How many of these children are between ages 12 and 17?

[RECORD NUMBER; RANGE=0-98]

99=**(DO NOT READ)** Don't Know/Refused

IF D2B=1, ASK:

D2d Does your child who is 11 or younger go online to access the Internet or World Wide Web or to send and receive email?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't Know

IF D2B= 2-98, ASK:

D2e How many of your children who are age 11 or younger go online to access the Internet or World Wide Web or to send and receive email?

[RECORD NUMBER; RANGE=0-98]

99=**(DO NOT READ)** Don't Know/Refused

IF D2C=1, ASK:

D2f Does your child who is between 12 and 17 go online to access the Internet or World Wide Web or to send and receive email?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't Know

IF D2C= 2-98, ASK:

D2g How many of your children who are between ages 12 and 17 go online to access the Internet or World Wide Web or to send and receive email?

[RECORD NUMBER; RANGE=0-98]

99=**(DO NOT READ)** Don't Know/Refused

ASK ALL:

EDUC What is the last grade or class you completed in school? **(DO NOT READ, BUT CAN PROBE FOR CLARITY IF NEEDED).**

- 1 None, or grades 1-8
- 2 High school incomplete (grades 9-11)
- 3 High school graduate (grade 12 or GED certificate)
- 4 Technical, trade or vocational school AFTER high school
- 5 Some college, no 4-year degree (includes associate degree)
- 6 College graduate (B.S., B.A., or other 4-year degree)
- 7 Post-graduate training/professional school after college (toward a Masters/Ph.D., Law or Medical school)
- 9 **(DO NOT READ)** Don't know/Refused

EMPL Are you now employed full-time, part-time, retired, or are you not employed for pay?

- 1 Employed full-time
- 2 Employed part-time
- 3 Retired
- 4 Not employed for pay
- 5 **(VOL)** Disabled
- 6 **(VOL)** Student

- 7 (VOL) Other
- 9 (DO NOT READ) Refused

ASK IF EMPL DOES NOT EQUAL 6:

STUD Are you also a full- or part-time student?

- 1 Yes, full-time
- 2 Yes, part-time
- 3 No
- 9 Don't know/Refused

ASK ALL:

HISP Are you, yourself, of Hispanic or Latino origin or descent, such as Mexican, Puerto Rican, Cuban, or some other Latin American background?

- 1 Yes
- 2 No
- 9 (DO NOT READ) Don't know/Refused

RACE What is your race? Are you white, black, Asian, or some other race? **IF R SAYS HISPANIC OR LATINO, PROBE:** Do you consider yourself a WHITE (Hispanic/Latino) or a BLACK (Hispanic/Latino)? **IF R DOES NOT SAY WHITE, BLACK OR ONE OF THE RACE CATEGORIES LISTED, RECORD AS "OTHER" (CODE 6)**

- 1 White
- 2 Black or African-American
- 3 Asian or Pacific Islander
- 4 Mixed race
- 5 Native American/American Indian
- 6 Other (**SPECIFY**)
- 9 (DO NOT READ) Don't know/Refused

ASK IF USE INTERNET AT HOME (Q8=1 OR Q13=1):

MODEM I have a few questions about your internet access...Does the computer you use at home 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, or a T-1 or fiber optic connection?

- 1 Dial-up telephone line
- 2 DSL-enabled phone line
- 3 Cable modem
- 4 Wireless connection (either "land-based" or "satellite")
- 5 T-1 or fiber optic connection
- 6 Other **(SPECIFY, MAKE SURE NOT ONE OF ABOVE)**
- 9 **(DO NOT READ)** Don't know/Refused

ASK IF USE THE INTERNET FROM WORK (Q9=1 OR Q15=1):

BBW Do you happen to know what kind of Internet connection you have at WORK, a high-speed connection or dial-up connection through a modem?

- 1 High speed
- 2 Dial-up
- 3 **(VOL)** None/Does not apply
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL:

INC Last year, that is in 2005, what was your total family income from all sources, before taxes. Just stop me when I get to the right category... **(READ 1-8)**

- 1 Less than \$10,000
- 2 \$10,000 to under \$20,000
- 3 \$20,000 to under \$30,000
- 4 \$30,000 to under \$40,000
- 5 \$40,000 to under \$50,000
- 6 \$50,000 to under \$75,000
- 7 \$75,000 to under \$100,000
- 8 \$100,000 or more
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL INTERNET USERS (Q6a=1 or Q6b=1)/NON-USERS END INTERVIEW:

D12 Finally, would you be interested in participating in another public opinion survey, not by telephone but online and at your convenience?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

IF D12=1, ASK:

D12a So we can contact you online at a later date, could you give me your email address? Your email address will NOT be given, sold or otherwise made available to anyone else, or used for any reason except to contact you for a public opinion survey.

RECORD EMAIL ADDRESS

NOTE THAT WHEN RESPONDENT SAYS "AT", TYPE: @

D12b Just to check, let me read that back to you. **(READ EACH CHARACTER IN EMAIL ADDRESS.)** Is that correct?

- 1 Yes
- 2 No

IF (2) NO, MAKE CORRECTIONS AND RE-READ EACH CHARACTER IN EMAIL ADDRESS.

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 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 [w-w-w dot pew internet dot org]. Thanks again for your time. Have a nice day/evening.

Questionnaire associated with the report, "Information Searches That Solve Problems" (December 30, 2007). Available at:

<http://www.pewinternet.org/Reports/2007/Information-Searches-That-Solve-Problems.aspx>

Princeton Survey Research Associates International

The Pew Internet & American Life Project

University Of Illinois: Library Use, Information Seeking

Questionnaire – Programming Version

07.02.2007

N=2,000 adults 18 and older

Oversample of 500 low-access

Field Dates: June 18, 2007 – August 31, 2007

Job#: 25076

OMB Control Number: 3137-0070

IF FIRST CALL OR NO PREVIOUSLY SELECTED RESPONDENT

Hello, my name is _____ and I'm calling for the University of Illinois. We're conducting an important national opinion survey. We are not selling anything. To make sure our survey includes many different kinds of families, I'm going to start with a few questions about who lives in your household.

IF CALLBACK FOR PREVIOUSLY SELECTED RESPONDENT

Hello, my name is _____ and I'm calling for the University of Illinois. We're conducting an important national opinion survey. Could I please speak to the **[INSERT AGE]** year-old **[INSERT GENDER man/woman]** in the household?

IF SELECTED RESPONDENT

You have been selected to participate in this important national survey. We had called before and were unable to reach you. **GOTO R3.**

WHEN SELECTED RESPONDENT COMES TO PHONE

Hello, my name is _____ and I'm calling for the University of Illinois. We're conducting an important national opinion survey. We are not selling anything. You have been selected to participate in this important national survey. We had called before and were unable to reach you. **GOTO R3.**

- S1.** May I please speak to the person age 18 or older in the household who had the most recent birthday?
- 1 Continue with current respondent– **GO TO R3 Read to Selected Respondent**
 - 2 New respondent being brought to phone– **GO TO R2 Repeat Intro**
 - 3 New respondent not available–**GO TO S2 TO SCHEDULE CALL BACK**
 - 9 Refused–**THANK AND TERMINATE**

- S2.** I would like to call back at a later time to complete the interview. So that I can ask for that person when I call back, could you tell me his/her age?

____ Enter Age
99 Refused

- S2b. RECORD Sex of selected person. {If not obvious, Ask: And could you tell me if this person is a man or a woman?}**
- 1 Man/Male -- **Schedule CALLBACK**
 - 2 Woman/Female -- **Schedule CALLBACK**

R2. REPEAT INTRODUCTION

Hello, my name is _____ and I'm calling for the University of Illinois. We're conducting an important national opinion survey.

GO TO R3.

R3. READ TO SELECTED RESPONDENT

I just have some questions for you and want to assure you that all of your answers will be confidential. Participation in this survey is voluntary and you can skip any question if you'd rather not answer. And there is no more risk in answering these questions than what you experience in everyday life.

D12/SEX RECORD RESPONDENT SEX

- 1 Male
- 2 Female

- Q1** Overall, are you satisfied or dissatisfied with the way things are going in your community today? *{Trend}*
- 1 Satisfied
 - 2 Dissatisfied
 - 9 **(DO NOT READ)** Don't know/Refused

Q2 During the past 12 months, have you ... **(RANDOMIZE. INSERT)?** *{New}*

- a. Gone to a local public library
- b. Gone to a local place where you can use a computer for free
- c. Gone to a government office or agency in person *{PIAL trend}*
- d. Gone to a local courthouse

CATEGORIES

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

Q3 In the past 12 months, have you contacted your local, state or federal government by...
(INSERT IN ORDER)? *{PIAL trend eGov 2003}*

- a. Calling a government office or agency on the phone
- b. Writing a letter to a government office or agency
- c. Sending an email to a government office or agency

CATEGORIES

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

IF Q2c=1 or Q3a=1 or Q3b=1 or Q3c=1

Q4 Do you happen to recall which LEVEL of government—local, state, or federal—you were trying to reach when you **[IF Q2c=1, visited], [IF Q3a=1, (or) called], [IF Q3b=1, (or) wrote a letter to], [IF Q3c=1, (or) emailed]** a government agency?

- 1 Local
- 2 State
- 3 Federal
- 4 (VOL) Combination of above
- 5 (VOL) Don't remember
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL:

Q5 On a different topic...do you use a computer at your workplace, at school, at home, or anywhere else on at least an occasional basis? *{PIAL trend}*

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

Q6a Do you use the internet, at least occasionally? *{PIAL trend}*

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

Q6b Do you send or receive email, at least occasionally? *{PIAL trend}*

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL INTERNET USERS (Q6a=1 or Q6b=1):

Q7 About how often do you use the internet 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, or less often?

- a. home?
- b. work?

CATEGORIES

- 1 Several times a day
- 2 About once a day
- 3 3-5 days a week
- 4 1-2 days a week
- 5 Every few weeks
- 6 Less often
- 7 **(VOL)** Never
- 9 Don't know/Refused

ASK IF USE INTERNET AT HOME (Q7a=1,2,3,4,5,6):

Q8 Thinking about your internet access at home...Does the computer you use at home 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, or a T-1 or fiber optic connection? *{PIAL modified Trend}*

- 1 Dial-up telephone line
- 2 DSL-enabled phone line
- 3 Cable modem
- 4 Wireless connection (either "land-based" or "satellite")
- 5 T-1 or fiber optic connection
- 6 Other (**SPECIFY, MAKE SURE NOT ONE OF ABOVE**)
- 9 (**DO NOT READ**) Don't know/Refused

IF HAVE DIAL-UP AT HOME (Q8= 1):

Q8b Would you LIKE to have a faster, "broadband" connection, or isn't that something you're interested in? *{PIAL Trend} {Low Access}*

- 1 Yes, would like
- 2 No, not interested
- 9 (**DO NOT READ**) Don't know/Refused

ASK ALL

Q9 Now I'd like to ask you about some decisions or situations you may have experienced recently. In the LAST TWO YEARS, have you..... [**INSERT. ROTATE.**]?

- a. Made a decision about schooling, paying for education, or getting training for yourself or for a child
- b. Dealt with a serious illness or other health condition, either yourself or someone close to you
- c. Needed information about Medicare, Medicaid or food stamps
- d. Changed jobs, retired, or started your own business
- e. Been involved in a criminal matter, a lawsuit, or other legal action
- f. Needed information about Social Security or military benefits
- g. Needed information about property taxes or income taxes
- h. Become a citizen or helped someone through the immigration process
- i. Looked for help from your local government with an issue like traffic or schools
- j. Wanted information about voter registration, or about a government action, program or policy

CATEGORIES

- 1 Yes
- 2 No
- 9 (**DO NOT READ**) Don't know/Refused

**ASSIGN ITEM FOR INSERTION IN FOLLOWING QUESTIONS AS FOLLOWS:
 IF RESPONDENT ANSWERS Yes (1) TO ONLY ONE ITEM Q9a-j, ASSIGN THAT ITEM:
 IF RESPONDENT ANSWERS YES (1) TO NO ITEMS Q9a-j, SKIP TO Q35.
 IF RESPONDENT SAYS Yes (1) TO MORE THAN ONE ITEM Q9a-j, ASK Q10 AND
 ASSIGN THAT ITEM:**

Q10 Which of these decisions or situations happened most recently? **(REREAD ALL ITEMS FROM Q9a-j THAT WERE ANSWERED Yes (1).**

(INTERVIEWER NOTE: If several decisions/situations were going on simultaneously, ASK: Which one was the most important to you?)

- 1 Made a decision about schooling, financing education, or getting training for yourself or a child
- 2 Dealt with a serious illness or other health condition, either yourself or someone close to you
- 3 Needed information about Medicare, Medicaid or food stamps
- 4 Changed jobs, retired, or started your own business
- 5 Been involved in a criminal matter, a lawsuit, or other legal action
- 6 Needed information about Social Security or military benefits
- 7 Needed information about property taxes or income taxes
- 8 Become a citizen or helped someone through the immigration process
- 9 Looked for help from your local government with an issue like traffic or schools
- 10 Wanted information about voter registration, or about a government action, program or policy
- 99 **(DO NOT READ)** Don't know/Refused

ASK ONLY IF ITEM ASSIGNED in Q9-Q10. OTHERWISE SKIP TO Q35.

(READ) For my next few questions, please think about the recent experience you had when you **[INSERT ASSIGNED ITEM]**...

Programming note for the READ instruction above: If Q10=5, change the word "Been" to "Were"; if Q10=8, please change the word "Become" to "Became"

Q11 When you needed information or assistance in this situation, where did you go? Did you **[INSERT ITEM. Always ask a. first. Randomize b-h. Always as i. last]** when you were looking for information or help in this situation? [Next, did you... **[INSERT]** **(IF NEEDED: ...when you were looking for information or help)?]**

- a. Ask friends and family members
- b. Ask professional advisors, such as doctors, lawyers or financial experts
- c. Use the internet
- d. Use newspapers, magazines and books
- e. Use television and radio
- f. Go to a public library
- g. Go to a local place where you can use a computer for free
- h. Contact a government office or agency
- i. Use another source not mentioned already **(Specify)**

CATEGORIES

- 1 Yes, I used that source
- 2 No, I did not use that source
- 9 **(DO NOT READ)** Don't Know/Refused

Ask if Q11c<>1 and INTERNET USER (Q6a=1 or Q6b=1):

Q12 In addition to the sources you just mentioned, did you ever use the internet or email to look for information or help?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't Know/Refused

Ask if Q11c<>1 and NOT INTERNET USER: (Q6a=2,9 and Q6b=2,9)

Q13 In addition to the sources you just mentioned, did you ask someone to look on the internet for you, or to send an email, looking for the information or assistance you needed? *{Low Access}*

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't Know/Refused

Ask if Q11c=1, USED INTERNET FOR INFORMATION or Q12=1

Q14 When you used the internet to find information and help in this situation, where did you do that...at home, at work or some other place, such as at school or at a library?

(PROBE: Any other places?) (OPEN-END, PRECODED) (ACCEPT UP TO FIVE RESPONSES) {New}

- 1 At home
- 2 At work
- 3 At a library
- 4 At a friend's or neighbor's house
- 5 At a local place where you can use a computer for free
- 6 At an Internet cafe
- 7 At school
- 8 At a church, temple, mosque or other house of worship or religious organization
- 9 From a hotel/While traveling
- 10 Using a cell phone/PDA/Blackberry/Palm/Pocket PC or other portable device
- 11 Other_____ **(SPECIFY)**
- 99 **(DO NOT READ)** Don't know/Refused

Ask if Q11h=1, CONTACTED Govt. OFFICE FOR INFORMATION

Q15 You mentioned that you contacted a government office or agency to find information and help in this situation. How did you contact the government office or agency? Did you...

(READ 1-6) {PIAL trend answers eGov}

- 1 Call on the phone,
- 2 Visit an office or agency in person,
- 3 Visit a government web site,
- 4 Send email,
- 5 Write a letter, OR
- 6 Do a combination of the above?
- 7 **(DO NOT READ)** (VOL) Something else **(SPECIFY)**
- 8 **(DO NOT READ)** (VOL) Can't remember
- 9 **(DO NOT READ)** Don't know/Refused

Ask if Q11f=1, WENT TO LIBRARY FOR INFORMATION**Or Q14=3 and Q11f<>1 USED INTERNET AT LIBRARY FOR INFORMATION**

Q16 You mentioned that you went to a library to find information and help in this situation. When you went to the library, did the library staff help you to try to find the information you were seeking? This might have included assistance in finding reference books, helping you use a computer or the internet, or assisting you in any other way.

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

IF LIBRARY STAFF PROVIDED ASSISTANCE (Q16=1):

Q17 What kind of assistance did the library staff provide? **PRECODED OPEN-END; ACCEPT MULTIPLE RESPONSES**

- 1 One-on-one instruction in using computer or accessing the Internet
- 2 Tutorials or classes taught by library/center personnel
- 3 Electronic/interactive help mechanism
- 4 Printed help materials
- 5 Reference services
- 8 Other **(SPECIFY)**
- 9 **(DO NOT READ)** Don't know/Refused

Ask if Q11f=1, WENT TO LIBRARY FOR INFORMATION**Or Q14=3 and Q11f<>1 USED INTERNET AT LIBRARY FOR INFORMATION**

Q18 At the library, what sources did you check to find the information you were looking for? Did you **[INSERT ITEM IN ORDER]**?

IF NECESSARY: Did you check this source to find the information you were looking for, or not?

- a. Consult reference books, such as an encyclopedia or directory
- b. Look through newspapers or magazines
- c. Use a computer to look at what the library had to offer
ASK Q18d ONLY IF Q11f=1
- d. Use a computer to look for the information on the Internet
- e. Use another source not mentioned already **(Specify)**

CATEGORIES

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

IF LIBRARY STAFF PROVIDED ASSISTANCE (Q16=1):

Q19 How satisfied were you with the service you received from the library staff in helping you locate the information you wanted? Were you very satisfied, somewhat satisfied, somewhat unsatisfied or very unsatisfied?

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat UNSatisfied
- 4 Very UNSatisfied
- 9 **(DO NOT READ)** Don't know/Refused

IF UNSATISFIED (Q19=3,4):

Q20 Why were you UNSatisfied? **[OPEN-END. RECORDED VERBATIM.]**

- 1 Gave response
- 9 Don't know/Refused

IF LIBRARY STAFF DID NOT PROVIDE ASSISTANCE (Q16=2-9):

Q21 At the library, were you NOT provided with help in locating information because **[READ 1-4]...**

- 1 You did not require or seek assistance,
- 2 The library does not offer such assistance,
- 3 No one was available to help, or
- 4 Some other reason? **(SPECIFY)**
- 9 **(DO NOT READ)** Don't know/Refused

**Ask if Q11f=2,9 DID NOT GO TO LIBRARY FOR INFORMATION
AND Q14<>3 DID NOT USE INTERNET AT LIBRARY FOR INFORMATION**

Q22 In looking for the information you needed in this situation, did you ever consider going to a local public library to look or isn't this something you considered? *{New}*

- 1 Yes, considered going to local public library
- 2 No, not something R considered
- 9 **(DO NOT READ)** Don't know/Refused

IF Q22=1 ASK

Q22b In the end, why did you decide to not go to the library for the information you needed? **(OPEN-END)** *{New}*

- 1 Gave response
- 9 Don't know/Refused

**Ask if Q11g=1, WENT TO COMPUTER CENTER FOR INFORMATION
and Q11f<>1 DID NOT GO TO LIBRARY FOR INFORMATION AND Q14<>3**

Q23 You mentioned that you went to a local place where you can use a computer for free to find information and help in this situation. When you went there, did the staff help you to try to find the information you were seeking? This might have included helping you use a computer or the internet, or assisting you in any other way.

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

IF Computer STAFF PROVIDED ASSISTANCE (Q23=1):

Q24 What kind of assistance did the staff provide? **PRECODED OPEN-END; ACCEPT MULTIPLE RESPONSES**

- 1 One-on-one instruction in using computer or accessing the Internet
- 2 Tutorials or classes taught by center personnel
- 3 Electronic/interactive help mechanism
- 4 Printed help materials
- 5 Help Desk Assistance
- 8 Other **(SPECIFY)**
- 9 **(DO NOT READ)** Don't know/Refused

**Ask if Q11g=1, WENT TO COMPUTER CENTER FOR INFORMATION
and Q11f<>1 DID NOT GO TO LIBRARY FOR INFORMATION AND Q14<>3**

Q25 At the local computer center, what sources did you check to find the information you were looking for? Did you **[INSERT ITEM IN ORDER]**?

IF NECESSARY: Did you check this source to find the information you were looking for, or not?

- a. Use a computer to look for the information on the Internet
- b. Send email
- c. Use special software
- d. Use another source not mentioned already **(Specify)**

CATEGORIES

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

IF Center STAFF PROVIDED ASSISTANCE (Q23=1):

Q26 How satisfied were you with the service you received from the center staff in helping you locate the information you wanted? Were you very satisfied, somewhat satisfied, somewhat unsatisfied or very unsatisfied?

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat UNSatisfied
- 4 Very UNSatisfied
- 9 **(DO NOT READ)** Don't know/Refused

IF UNSATISFIED (Q26=3,4):

Q27 Why were you UNSatisfied? **[OPEN-END. RECORDED VERBATIM.]**

- 1 Gave response
- 9 Don't know/Refused

IF Center STAFF DID NOT PROVIDE ASSISTANCE (Q23=2-9):

Q28 At the center, were you NOT provided with help in locating information because **[READ 1-4]...**

- 1 You did not require or seek assistance,
- 2 The center does not offer such assistance,
- 3 No one was available to help, or
- 4 Some other reason? **(SPECIFY)**
- 9 **(DO NOT READ)** Don't know/Refused

ASK ONLY IF ITEM WAS ASSIGNED in Q9-Q10.

Q29 Taking everything into consideration -- all the source(s) you consulted and any help you received in this situation -- how successful were you in finding the information you wanted? Would you say ... very successful, somewhat successful, not too successful or not successful at all?

- 1 Very successful
- 2 Somewhat successful
- 3 **(VOLUNTEERED)** Successful in some ways, but not in others
- 4 Not too successful
- 5 Not successful at all
- 9 **(DO NOT READ)** Don't know/Refused

ASK when Q11c Q11f Q11g Q11h=1

Q30 How much of the information you needed did you get from [INSERT item]? Would you say a lot, some, only a little, or none at all? **[IF NECESSARY ASK Q31 FOR SAME ITEM BEFORE MOVING TO NEXT ITEM]**

Q31 **[ASK IF Q30=3 or 4]** Was this because [INSERT item] did not have the information, you were unable to find it, no help was available to find it or some other reason?

- a. **Ask if Q11c=1**
The internet
- b. **Ask if Q11f=1**
The library
- c. **Ask if Q11g=1**
The local place where you can use a computer for free
- d. **Ask if Q11h=1**
The government office or agency

CATEGORIES Q30

- 1 A lot
- 2 Some
- 3 Only a little
- 4 None at all
- 9 **(DO NOT READ)** Don't know/Refused

CATEGORIES Q31

- 1 Did not have information
- 2 Could not find information
- 3 No help in finding information
- 4 Some other reason **(SPECIFY)**
- 9 **(DO NOT READ)** Don't know/Refused

ASK if Q11c Q11f Q11g Q11h=1

Q32 In [INSERT item] to get information, were you concerned that doing so might reveal private or sensitive information about yourself to others -- such as to someone you know, or a private company, a government agency or to someone else?

- Ask if Q11c=1**
- a. Using the internet
- Ask if Q11f=1**
- b. Going to the library
- Ask if Q11g=1**
- c. Going to the local place where you can use a computer for free
- Ask if Q11h=1**
- d. Contacting the government office or agency

CATEGORIES Q32

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK ONLY IF ITEM ASSIGNED in Q9-Q10.

Q33 In choosing which source to use for information and help in this situation, was privacy or concern about possible disclosure of personal information a factor in your choice, or was this not really a factor?

- 1 Yes, was a factor
- 2 No, not a factor
- 9 **(DO NOT READ)** Don't know/Refused

ASK ONLY IF ITEM ASSIGNED in Q9-Q10.

Q34 In the future, if you need information or assistance to deal with a situation similar to the one you just told me about, how likely is it that you will go to a public library or a local place where you can use a computer for free? Is it... **(READ 1-4)**

- 1 Very Likely,
- 2 Somewhat Likely,
- 3 Somewhat Unlikely, OR
- 4 Very Unlikely?
- 9 **(DO NOT READ)** Don't know/Refused

[Full survey questionnaire available at: <http://www.pewinternet.org/Shared-Content/Data-Sets/2007/Libraries-Survey-2007.aspx>]

Questionnaire associated with the report, "The Social Life of Health Information" (June 11, 2009) Available at: <http://www.pewinternet.org/Reports/2009/8-The-Social-Life-of-Health-Information.aspx> and "Chronic Disease and the Internet" (March 24, 2010) Available at: <http://www.pewinternet.org/Reports/2010/Chronic-Disease.aspx>

Princeton Survey Research Associates International
for
The Pew Internet & American Life Project

Fall Tracking 2008

QUESTIONNAIRE

English Version

11/19/2008

PIAL Fall Track 2008 FINAL QQ 1119 clean.doc

Total n=3,030

National Tracking survey

n=1,750 landline RDD

n=500 cell phone RDD

California sample

n=1,000

n=180 from landline RDD national survey

n=40 from cell phone RDD national survey

Actual OVER sample

n=600 from landline RDD California oversample

n=180 from cell phone RDD California oversample

Field Dates: November 17-December 17, 2008

Job#: 28081

LANDLINE INTRO:

Hello, my name is _____ and I'm calling for Princeton Survey Research. We're conducting a survey about some important issues today, and would like to include you. May I please speak with the YOUNGEST MALE, age 18 or older, who is now at home? **(IF NO MALE, ASK: May I please speak with the YOUNGEST FEMALE, age 18 or older, who is now at home?) GO TO MAIN INTERVIEW**

CELL PHONE INTRO:

Hello, I am ___ calling for Princeton Survey Research. We are conducting a national survey of cell phone users. I know I am calling you on a cell phone. As a small token of our appreciation for your time, we will pay all eligible respondents \$10 for participating in this survey.

This is not a sales call. **(IF R SAYS DRIVING/UNABLE TO TAKE CALL: Thank you. We will try you another time...)**

VOICE MAIL MESSAGE (LEAVE ONLY ONCE -- THE FIRST TIME A CALL GOES TO VOICEMAIL): I am calling for Princeton Survey Research. We are conducting a short national survey of cell phone users. This is NOT a sales call. We will try to reach you again.

SCREENING INTERVIEW:

S1. Are you under 18 years old, OR are you 18 or older?

- 1 Under 18
- 2 18 or older
- 9 Don't know/Refused

IF S1=2, CONTINUE WITH MAIN INTERVIEW

IF S1=1,9, THANK AND TERMINATE: This survey is limited to adults age 18 and over. I won't take any more of your time...

READ TO ALL CELL PHONE

INTRODUCTION TO MAIN INTERVIEW: We're interested in learning more about people with cell phones. If you are now driving a car or doing any activity requiring your full attention, I need to call you back later. The first question is...

INTERVIEWER:

If R says it is not a good time, try to arrange a time to call back. Offer the toll-free call-in number they can use to complete the survey before ending the conversation.

SEX RECORD RESPONDENT SEX

- 1 Male
- 2 Female

Q1 Overall, how would you rate the quality of life for you and your family today? Would you say it is... excellent, very good, good, fair or poor?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

No Q2,Q3,Q4

Q5 Do you use a computer at your workplace, at school, at home, or anywhere else on at least an occasional basis? *{PIAL Trend}*

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

Q6a Do you use the internet, at least occasionally? *{PIAL Trend}*

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

Q6b Do you send or receive email, at least occasionally? *{PIAL Trend}*

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

SKIP NON-USERS (Q6a=2-9 and Q6b=2-9) TO Q11

ASK ALL INTERNET USERS (Q6a=1 or Q6b=1):

Q7 Did you happen to use the internet YESTERDAY? *{PIAL Trend}*

- 1 Yes, used the internet yesterday
- 2 No, did not use the internet yesterday
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL INTERNET USERS (Q6a=1 or Q6b=1):

Q8 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? *{PIAL Trend}*

- a. home?
- b. work?
- c. someplace other than home or work?

CATEGORIES

- 1 Several times a day
- 2 About once a day
- 3 3-5 days a week
- 4 1-2 days a week
- 5 Every few weeks
- 6 Less often
- 7 Never
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF Q8c=1,2,3,4,5,6:

Q9 When you accessed the internet from someplace other than from home or from work, did you do that **[INSERT ITEMS IN ORDER]**? Next, what about **[INSERT]**? *{PIAL Trend}*

- a. Using a laptop computer through a WIRELESS connection
- b. Using a laptop computer through a WIRED connection
- c. Using a DESKTOP computer through a wired connection
- d. Using a cell phone
- e. Using a Blackberry, iPhone or other handheld device with a wireless connection *{modified item}*

CATEGORIES

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK IF Q8c=7,8,9:

Q10 In the past 12 months, have you EVER accessed the internet from someplace other than from home or from work...**[INSERT ITEMS IN ORDER]**? Next, what about **[INSERT]**? *{PIAL Trend}*

- a. Using a laptop computer through a WIRELESS connection
- b. Using a laptop computer through a WIRED connection
- c. Using a DESKTOP computer through a wired connection
- d. Using a cell phone
- e. Using a Blackberry, iPhone or other handheld device with a wireless connection *{modified item}*

CATEGORIES

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL:

Q11 **(IF LANDLINE SAMPLE:** Do you happen to have a cell phone? **[IF YES, ASK:** Do you ever use it to send or receive text messages?])

(IF CELL PHONE SAMPLE: Do you ever use your cell phone to send or receive text messages?)

- 1 Have cell phone, send/receive text messages
- 2 Have cell phone, do NOT send/receive text messages
- 3 Do not have cell phone **(PROGRAMMER NOTE: PUNCH 3 ONLY FOR LANDLINE SAMPLE)**
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

Now we'd like to ask you some questions about your health.

ASK ALL:

Q12 In general, how would you rate your own health — excellent, good, only fair, or poor?

- 1 Excellent
- 2 Good
- 3 Only fair
- 4 Poor
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL:

Q13 Are you now living with any of the following health problems or conditions—[INSERT; RANDOMIZE]? And what about [INSERT]? [IF NECESSARY: Are you now living with [INSERT]? {*Modified Commonwealth trend*}

- a. Diabetes or sugar diabetes?
- b. High blood pressure?
- c. Asthma, bronchitis, emphysema, or other lung conditions?
- d. Heart disease, heart failure or heart attack?
- e. Cancer?

CATEGORIES

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL:

Q14 Is there anyone close to you who has a CHRONIC medical condition, such as asthma, diabetes, heart disease, high blood pressure, or cancer? {*modified August 2006*}

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL:

Q15 And in the last 12 months, have you or has someone close to you faced a serious medical emergency or crisis? {*August 2006*}

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL INTERNET USERS (Q6a=1 or Q6b=1):

Q16 Now, we'd like to ask if you've looked for information ONLINE about certain health or medical issues. Specifically, have you ever looked online for... **[INSERT FIRST ITEM]**? Have you ever looked online for... **[INSERT NEXT ITEM: RANDOMIZE]**? *{Modified August 2006}*

[ASK a-d IN ORDER, then RANDOMIZE e-i.]

- a. Information about a specific disease or medical problem
- b. Information about a certain medical treatment or procedure
- c. Information about doctors or other health professionals
- d. Information about hospitals or other medical facilities
- e. Information about alternative treatments or medicines
- f. Information about experimental treatments or medicines
- g. Information about exercise or fitness
- h. Information about prescription or over-the-counter drugs
- i. Information about depression, anxiety, stress or mental health issues

[ASK j-m LAST, IN ORDER]

- j. Information related to health insurance, including private insurance, Medicare or Medicaid
- k. Information about how to lose weight or how to control your weight
- l. Information about how to stay healthy on a trip overseas **[IF NECESSARY: such as immunizations and shots]**
- m. Information about any other health issue

CATEGORIES

- 1 Yes, have done this
- 2 No, have not done this
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL HEALTH SEEKERS (Yes (1) to any item Q16a-m):

Q17 Thinking about the LAST time you went online for health or medical information... Did you go online to look for information related to YOUR OWN health or medical situation or SOMEONE ELSE'S health or medical situation? *{August 2006}*

- 1 Own
- 2 Someone else's
- 3 **(VOL.)** Both
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL HEALTH SEEKERS (Yes (1) to any item Q16a-m):

Q18 Did the health information you found in the LAST time online have a MAJOR impact on your own health care or the way you care for someone else, a MINOR impact, or no impact at all? *{modified August 2006}*

- 1 Major impact
- 2 Minor impact
- 3 No impact at all
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

IF INFO HAD AN IMPACT (Q18=1,2) and IF Q17=1

Q19 In which of the following ways, if any, did the information you found online affect your own health care? (First,) did the information you found online...(INSERT; ROTATE)? *{August 2006}*

- a. Affect a decision about how to treat an illness or condition
- b. Change your overall approach to maintaining your health
- c. Change the way you cope with a chronic condition or manage pain
- d. Affect a decision about whether to see a doctor
- e. Lead you to ask a doctor new questions, or to get a second opinion from another doctor
- f. Change the way you think about diet, exercise, or stress management

CATEGORIES

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

IF INFO HAD AN IMPACT (Q18=1,2) and IF Q17=2:

Q20 In which of the following ways, if any, did the information you found online affect the way you care for someone else? (First,) did the information you found online...(INSERT; ROTATE)? {August 2006}

- a. Affect a decision about how to treat an illness or condition
- b. Change your overall approach to maintaining the health of someone you help take care of
- c. Change the way you cope with a chronic condition or manage pain
- d. Affect a decision about whether to see a doctor
- e. Lead you to ask a doctor new questions, or to get a second opinion from another doctor
- f. Change the way you think about diet, exercise, or stress management

CATEGORIES

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

IF INFO HAD AN IMPACT (Q18=1,2) and IF Q17=3, 8, 9:

Q21 In which of the following ways, if any, did the information you found online affect your own health care or the way you care for someone else? (First,) did the information you found online...(INSERT; ROTATE)? {August 2006}

- a. Affect a decision about how to treat an illness or condition
- b. Change your overall approach to maintaining your health or the health of someone you help take care of
- c. Change the way you cope with a chronic condition or manage pain
- d. Affect a decision about whether to see a doctor
- e. Lead you to ask a doctor new questions, or to get a second opinion from another doctor
- f. Change the way you think about diet, exercise, or stress management

CATEGORIES

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL

Q22 Now thinking about ALL the sources you turn to when you need information or assistance in dealing with health or medical issues, please tell me if you use any of the following sources. Do you **[INSERT ITEM. ALWAYS ASK Q22a FIRST; RANDOMIZE Q22b-e. ALWAYS ASK Q22f LAST]** when you need information or help with health or medical issues? [Next, do you... **[INSERT] [IF NECESSARY: ...when you need information or help with health or medical issues]?**]

- a. Ask friends and family members
- b. Ask a health professional, such as a doctor
- c. Use the internet
- d. Contact your insurance provider, whether a private insurance company, Medicare or Medicaid
- e. Use books or other printed reference materials
- f. Use another source not mentioned already **(SPECIFY)**

CATEGORIES

- 1 Yes, I use that source
- 2 No, I do not use that source
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF Q22c<>1 and INTERNET USERS (Q6a=1 or Q6b=1):

Q23 In addition to the sources you just mentioned, do you ever use the internet or email to look for information or help with health or medical issues?

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK IF Q22a<>1:

Q24 In addition to the sources you just mentioned, do you ever ask friends or family members for help with health or medical issues?

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL HEALTH SEEKERS (Yes (1) to any item Q16a-m):

Q25 Do you usually talk with anyone else about the information you find online, or don't you usually do this? *{new}*

- 1 Yes, talk to someone else
- 2 No, do not talk to someone else
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

IF Q25=1

Q25b What is this person's relationship to you? **[PRE-CODED OPEN-END] [ACCEPT UP TO TWO RESPONSES]**

- 1 Spouse/Partner
- 2 Parent
- 3 Brother/Sister/Sibling
- 4 Your child
- 5 Other Family member/Family relationship
- 6 Health or medical professional: doctor, nurse
- 7 Co-worker
- 8 Member of Group: Church, community association, volunteer group
- 9 Neighbor
- 10 Friend
- 11 Advisor
- 12 Internet/Online Friend/Acquaintance
- 13 Other **(SPECIFY)**
- 98 **(DO NOT READ)** Don't know
- 99 **(DO NOT READ)** Refused

ASK ALL

Q26 Have you or has anyone you know been HELPED by following medical advice or health information found on the internet? **[IF YES, ASK: Would you say the information provided MAJOR help, MODERATE help or MINOR help?]**

- 1 Yes, major help
- 2 Yes, moderate help
- 3 Yes, minor help
- 4 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL

Q27 Have you or has anyone you know been HARMED by following medical advice or health information found on the internet? **[IF YES, ASK: Would you say the information caused SERIOUS harm, MODERATE harm or MINOR harm?]**

- 1 Yes, serious harm
- 2 Yes, moderate harm
- 3 Yes, minor harm
- 4 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL INTERNET USERS WHO DID NOT USE THE INTERNET YESTERDAY (Q7=2,9):

WEB-A Next...Please tell me if you ever use the internet to do any of the following things. Do you ever use the internet to... **[ASK Act01 FIRST, THEN ROTATE ITEMS]? {PIAL trend}**

- ACT01 Send or read email **[ALWAYS ASK ACT01 FIRST]**
- ACT03 Get financial information online, such as stock quotes or mortgage interest rates *{September 2007/Consumer Choice}*
- ACT21 Do any banking online *{September 2007/Consumer Choice}*
- ACT24 Buy or sell stocks, mutual funds or bonds online *{September 2007/Consumer Choice}*
- ACT32a Participate in an online discussion, a listserv, or other online group forum that helps people with personal issues or health problems *{August 2006}*
- ACT58 Create or work on your own online journal or blog *{August 2008}*
- ACT71 Read someone else's online journal or blog *{August 2008}*
- ACT87 Use a social networking site like MySpace or Facebook *{modified August 2008}*
- ACT103 Look for information on Wikipedia *{February 2007 Tracking}*
- ACT112 Use Twitter or another service to share updates about yourself or to see updates about others *{August 2008}*

CATEGORIES WEB-A

- 1 Yes, do this
- 2 No, do not do this
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL INTERNET USERS WHO USED THE INTERNET YESTERDAY (Q7=1):

WEB-B Next...Please tell me if you ever use the internet to do any of the following things. Do you ever use the internet to... **[ASK Act01 FIRST, THEN ROTATE ITEMS]? {PIAL trend}**

[IF YES ASK: Did you happen to do this YESTERDAY, or not?]

- ACT01 Send or read email **[ALWAYS ASK ACT01 FIRST]**
- ACT03 Get financial information online, such as stock quotes or mortgage interest rates *{September 2007/Consumer Choice}*
- ACT21 Do any banking online *{September 2007/Consumer Choice}*
- ACT24 Buy or sell stocks, mutual funds or bonds online *{September 2007/Consumer Choice}*
- ACT32a Participate in an online discussion, a listserv, or other online group forum that helps people with personal issues or health problems *{August 2006}*
- ACT58 Create or work on your own online journal or blog *{August 2008}*
- ACT71 Read someone else's online journal or blog *{August 2008}*
- ACT87 Use a social networking site like MySpace or Facebook *{modified August 2008}*
- ACT103 Look for information on Wikipedia *{February 2007 Tracking}*
- ACT112 Use Twitter or another service to share updates about yourself or to see updates about others *{August 2008}*

CATEGORIES WEB-B

- 1 Yes, did this yesterday
- 2 Yes, do this (but NOT yesterday)
- 3 No, do not do this
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL HEALTH SEEKERS (Yes (1) to any item Q16a-m):

Q28 There are many different activities related to health and medical issues a person might do on the internet. I'm going to read a list of things you may or may not have ever done online related to health and medical issues. Just tell me if you happened to do each one, or not. (First,) have you... **[INSERT ITEM; ROTATE]**? (Next,) have you...**[INSERT ITEM]**? *{modified Spring Tracking}*

- a. Signed up to receive updates about health or medical issues
- b. Read someone else's commentary or experience about health or medical issues on an online news group, website or blog.
- c. Listened to a podcast about health or medical issues
- f. Consulted rankings or reviews online of doctors or other providers
- g. Consulted rankings or reviews online of hospitals or other medical facilities
- h. Posted a review online of a doctor
- i. Posted a review online of a hospital
- j. Shared photos, videos or audio files online about health or medical issues
- k. Tagged or categorized online content about health or medical issues

CATEGORIES

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL INTERNET USERS (Q6a=1 or Q6b=1):

Q29 Thinking about all the types of information, news and other activities you can do online related to health and medical issues, about how often do you go online and do something related to health ... several times a day, about once a day, every few days, once a week or less often?

- 1 Several times a day
- 2 About once a day
- 3 Every few days
- 4 Once a week
- 5 Less often
- 6 **(VOL)** Never
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL INTERNET USERS (Q6a=1 or Q6b=1):

Q30 Have you ever posted comments, queries or information about health or medical matters in any of these places online? **[INSERT ITEM; RANDOMIZE]**? **[READ FOR FIRST ITEM, THEN AS NECESSARY: Have you ever posted there about health or medical matters?]** (Next,) how about...**[INSERT ITEM]**?

- a. In an online discussion, a listserv, or other online group forum
- b. On a blog

ASK c IF SOCIAL NETWORKING SITE USERS (ACT87a=1 or ACT87b=1,2):

- c. On a social networking site such as Facebook, MySpace or LinkedIn
- d. On a website of any kind, such as a health site or news site that allows comments and discussion

ASK e IF TWITTER USERS (ACT112a=1 or ACT112b=1,2):

- e. On Twitter or other status updates

CATEGORIES

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK SOCIAL NETWORKING SITE USERS (ACT87a=1 or ACT87b=1,2):

Q31 Thinking about what you have done on social networking sites like Facebook and MySpace, have you... **[INSERT ITEM; ROTATE]**? (Next,) have you...**[INSERT ITEM]**?

- a. Gotten any health information on the sites?
- b. Started or joined a health-related group on a social networking site?
- c. Followed your friends' personal health experiences or updates on the site?

CATEGORIES

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

DEMOGRAPHICS

(READ) A few last questions for statistical purposes only...

ASK ALL:

AGE What is your age?

_____ years **[RECORD EXACT AGE 18-96]**

- 97 97 or older
- 98 Don't know
- 99 Refused

ASK ALL:

MAR Are you currently married, living with a partner, divorced, separated, widowed, or have you never been married?

- 1 Married
- 2 Living with a partner
- 3 Divorced
- 4 Separated
- 5 Widowed
- 6 Never been married
- 7 Single **(VOL.)**
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL:

PAR Are you the parent or guardian of any children under age 18 now living in your household?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

CARE Do you provide care to your parents or other relative age 18 or older? This may include help with personal needs or household chores. It might be managing a person's finances, arranging for outside services, or visiting regularly to see how they are doing. This person need not live with you.

[IF R ASKS DOES GIVING MONEY COUNT?, ASK:] Aside from giving money, do you provide any other type of unpaid care to help them take care of themselves, such as help with personal needs, household chores, arranging for outside services, or other things? **IF NOTHING OTHER THAN money, CODE .NO.**

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL:

EMPL Are you now employed full-time, part-time, retired, or are you not employed for pay?
{PIAL trend}

- 1 Employed full-time
- 2 Employed part-time
- 3 Retired
- 4 Not employed for pay
- 5 **(VOL.)** Disabled
- 6 **(VOL.)** Student
- 7 **(VOL.)** Other
- 9 **(DO NOT READ)** Refused

ASK IF EMPL DOES NOT EQUAL 6:

STUD Are you also a full- or part-time student? {PIAL trend}

- 1 Yes, full-time
- 2 Yes, part-time
- 3 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK IF EMPL=6 or STUD=1,2:

EDInst Are you enrolled... **[READ 1-4]** {PIAL trend}

- 1 As an undergraduate at a college or university, OR
- 2 As a graduate student at a university, OR
- 3 At a community college, OR
- 4 At a technical, trade or vocational school?
- 5 **(VOL.)** Other **(SPECIFY)**
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL:

EDUC What is the last grade or class you completed in school? **(DO NOT READ, BUT CAN PROBE FOR CLARITY IF NEEDED).**

- 1 None, or grades 1-8
- 2 High school incomplete (grades 9-11)
- 3 High school graduate (grade 12 or GED certificate)
- 4 Technical, trade or vocational school AFTER high school
- 5 Some college, no 4-year degree (includes associate degree)
- 6 College graduate (B.S., B.A., or other 4-year degree)
- 7 Post-graduate training/professional school after college (toward a Masters/Ph.D., Law or Medical school)
- 9 **(DO NOT READ)** Don't know/Refused

ASK IF USE INTERNET AT HOME (Q8a=1-6):

MODEM Does the computer you use at home 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 (F-EYE-os) or a T-1? *{PIAL Trend}*

- 1 Dial-up telephone line
- 2 DSL-enabled phone line
- 3 Cable modem
- 4 Wireless connection (either "land-based" or "satellite")
- 5 Fiber optic connection
- 6 T-1 connection
- 7 Other **(SPECIFY, MAKE SURE NOT ONE OF ABOVE)**
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL:

DISA Does any disability, handicap, or chronic disease keep you from participating fully in work, school, housework, or other activities, or not? *{August 2006}*

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL:

HISP Are you, yourself, of Hispanic or Latino origin or descent, such as Mexican, Puerto Rican, Cuban, or some other Latin American background?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL:

RACE What is your race? Are you white, black, Asian, or some other race? **IF R SAYS HISPANIC OR LATINO, PROBE:** Do you consider yourself a WHITE (Hispanic/Latino) or a BLACK (Hispanic/Latino)? **IF R DOES NOT SAY WHITE, BLACK OR ONE OF THE RACE CATEGORIES LISTED, RECORD AS "OTHER" (CODE 6)**

- 1 White
- 2 Black or African-American
- 3 Asian or Pacific Islander
- 4 Mixed race
- 5 Native American/American Indian
- 6 Other **(SPECIFY)**
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL:

IMM1 Where were you born – in the United States, or in another country?

- 1 In the U.S. (including Puerto Rico or other U.S. territory)
- 2 In another country
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL:

INC Last year, that is in 2007, what was your total family income from all sources, before taxes? Just stop me when I get to the right category... **[READ 1-9]**

- 1 Less than \$10,000
- 2 \$10,000 to under \$20,000
- 3 \$20,000 to under \$30,000
- 4 \$30,000 to under \$40,000
- 5 \$40,000 to under \$50,000
- 6 \$50,000 to under \$75,000
- 7 \$75,000 to under \$100,000
- 8 \$100,000 to under \$150,000
- 9 \$150,000 or more
- 10 **(DO NOT READ)** Don't know/Refused

ASK IF DUAL REACHED ON LANDLINE PHONE (LANDLINE SAMPLE AND Q11=1,2):

L2. Of all the telephone calls that you receive, do you get **[READ AND ROTATE OPTIONS 1 AND 3—KEEP 2 ALWAYS IN THE MIDDLE]**?

- 1 All or almost all calls on a cell phone
- 2 Some on a cell phone and some on a regular home phone
- 3 All or almost all calls on a regular home phone
- 9 **[VOL. DO NOT READ]** Don't know/Refused

ASK ALL CELL PHONE SAMPLE:

C1. Now thinking about your telephone use... Is there at least one telephone **INSIDE** your home that is currently working and is not a cell phone?

- 1 Yes, home telephone
- 2 No, home telephone
- 9 Don't know/Refused **(VOL.)**

ASK IF DUAL REACHED ON CELL PHONE (C1=1):

C2. Of all the telephone calls that you receive, do you get **[READ AND ROTATE OPTIONS 1 AND 3—KEEP 2 ALWAYS IN THE MIDDLE]**?

- 1 All or almost all calls on a cell phone
- 2 Some on a cell phone and some on a regular home phone
- 3 All or almost all calls on a regular home phone
- 9 **[VOL. DO NOT READ]** Don't know/Refused

ASK CELL PHONE SAMPLE ONLY:

MONEY10 That's the end of the interview. We'd like to send you \$10 for your time. Can I please have your full name and a mailing address where we can send you the money?

INTERVIEWER NOTE: If R does not want to give full name, explain we only need it to send the \$10 out to them personally.

- 1 **[ENTER FULL NAME] – INTERVIEWER: PLEASE VERIFY SPELLING**
- 2 **[ENTER MAILING ADDRESS]**
- 3 **[City]**
- 4 **[State]**
- 5 **[Zip code]**
- 9 Respondent does not want the money **(VOL.)**

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 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 [w-w-w dot pew internet dot org]. Thanks again for your time. Have a nice day/evening.

The August-September 2010 questionnaire was the basis for the following reports:

Mobile Health 2010

<http://www.pewinternet.org/Reports/2010/Mobile-Health-2010.aspx>

Americans living with disability and their technology profile

<http://www.pewinternet.org/Reports/2011/Disability.aspx>

Health Topics

<http://www.pewinternet.org/Reports/2011/HealthTopics.aspx>

Peer-to-peer Healthcare

<http://www.pewinternet.org/Reports/2011/P2PHealthcare.aspx>

(and one more – pending publication in spring 2011)

Final Questionnaire
English Version
08/4/10

Total n=3,000
National Tracking survey (low income oversample)

Field Dates:

Job#:

LANDLINE INTRO:

Hello, my name is _____ and I'm calling for Princeton Survey Research. We're conducting a survey about some important issues today, and would like to include you. May I please speak with the **[RANDOMIZE: ("YOUNGEST MALE, age 18 or older, who is now at home") / ("YOUNGEST FEMALE, age 18 or older, who is now at home?")]** **(IF NO MALE/FEMALE, ASK: May I please speak with the YOUNGEST (FEMALE/MALE), age 18 or older, who is now at home?)** **GO TO MAIN INTERVIEW**

CELL PHONE INTRO:

Hello, I am ___ calling for Princeton Survey Research. We are conducting a national survey of cell phone users. I know I am calling you on a cell phone. As a small token of our appreciation for your time, we will pay all eligible respondents \$5 for participating in this survey.

This is not a sales call. **(IF R SAYS DRIVING/UNABLE TO TAKE CALL: Thank you. We will try you another time...)**

VOICE MAIL MESSAGE (LEAVE ONLY ONCE -- THE FIRST TIME A CALL GOES TO VOICEMAIL): I am calling for Princeton Survey Research. We are conducting a short national survey of cell phone users. This is NOT a sales call. We will try to reach you again.

SCREENING INTERVIEW:

S1. Are you under 18 years old, OR are you 18 or older?

- 1 Under 18
- 2 18 or older
- 9 Don't know/Refused

IF S1=2, CONTINUE WITH MAIN INTERVIEW

IF S1=1, THANK AND TERMINATE – RECORD AS INELIGIBLE: This survey is limited to adults age 18 and over. I won't take any more of your time...

IF S1=9, THANK AND TERMINATE RECORD AS SCREENING REFUSAL: This survey is limited to adults age 18 and over. I won't take any more of your time...

Read To All Cell Phone Respondents

INTRODUCTION TO MAIN INTERVIEW: We're interested in learning more about people with cell phones. If you are now driving a car or doing any activity requiring your full attention, I need to call you back later. The first question is...

INTERVIEWER:

If R says it is not a good time, try to arrange a time to call back. Offer the toll-free call-in number they can use to complete the survey before ending the conversation.

SEX RECORD RESPONDENT SEX

- 1 Male
- 2 Female

Start Timing Module 1

Q1 Overall, how would you rate the quality of life for you and your family today? Would you say it is... excellent, very good, good, fair or poor?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

NO Q2,Q3,Q4,Q5

Q6a Do you use the internet, at least occasionally? *{PIAL Trend}*

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

Q6b Do you send or receive email, at least occasionally? *{PIAL Trend}*

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

SKIP NON-USERS (Q6a=2-9 and Q6b=2-9) TO Q10**ASK ALL INTERNET USERS (Q6a=1 or Q6b=1):**

Q7 Did you happen to use the internet YESTERDAY? *{PIAL Trend}*

- 1 Yes, used the internet yesterday
- 2 No, did not use the internet yesterday

- 8 (DO NOT READ) Don't know
- 9 (DO NOT READ) Refused

ASK ALL INTERNET USERS (Q6a=1 or Q6b=1):

Q8 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? {PIAL Trend}

- a. Home?
- b. Work?

CATEGORIES

- 1 Several times a day
- 2 About once a day
- 3 3-5 days a week
- 4 1-2 days a week
- 5 Every few weeks
- 6 Less often
- 7 Never
- 8 (DO NOT READ) Don't know
- 9 (DO NOT READ) Refused

End Timing Module 1

NO Q9

Start Timing Module 2

ASK ALL:

Q10 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]? {PIAL Trend}

- a. A desktop computer
- b. A laptop computer or netbook

IF LANDLINE SAMPLE, ASK Q10c

- c. A cell phone... or a Blackberry or iPhone or other device that is also a cell phone
- d. An electronic Book device or e-Book reader, such as a Kindle or Sony Digital Book
- e. An iPod or other MP3 player
- f. A game console like Xbox or Play Station
- g. A tablet computer like an iPad

CATEGORIES

- 1 Yes
- 2 No
- 8 (DO NOT READ) Don't know
- 9 (DO NOT READ) Refused

IF CELL PHONE SAMPLE, AUTOPUNCH Q10c=1.

IF Q10c=2,8,9:

Q11 Does anyone in your household have a working cell phone? *{PIAL trend}*

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

IF HAVE LAPTOP OR NETBOOK (Q10b=1) AND INTERNET USER (Q6a=1 or Q6b=1), ASK:

Q12 On your laptop computer or netbook, do you ever use a wireless connection such as WIFI or mobile wireless broadband to access the internet? *{PIAL trend}*

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

IF HAVE CELL PHONE (Q10c=1):

Q13 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 ITEMS; ALWAYS ASK a-b FIRST in order; RANDOMIZE c-e]**? (Next, What about using your cell phone to... **[INSERT ITEM]**?) *{PIAL trend}*

- a. Send or receive email
- b. Send or receive text messages
- c. Send or receive Instant Messages
- d. Access the internet
- e. Participate in a video call, video chat or teleconference

CATEGORIES

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

IF HAVE CELL PHONE (Q10c=1):

Q14 On your cell phone, do you happen to have any software applications or "apps" that help you track or manage your health, or not? *{new}*

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

IF HAVE CELL PHONE (Q10c=1)

Q15 Do you ever use your cell phone to look up health or medical information?

- 1 Yes, do this
- 2 No, do not do this
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

End Timing Module 2

Start Timing Module 3

ASK ALL INTERNET USERS WHO DID NOT USE THE INTERNET YESTERDAY (Q7=2-9):

WEB-A Next...Please tell me if you ever use the internet to do any of the following things. Do you ever use the internet to... [ASK Act01 FIRST, THEN ROTATE ITEMS]? *{PIAL trend}*

- ACT01 Send or read email
- ACT02 Get news online
- ACT04 Research a product or service online
- ACT17 Take part in chat rooms or online discussions with other people
- ACT25 Play online games
- ACT46 Search online for a map or driving directions
- ACT75 PAY to access or download digital content online, such as music, video, or newspaper articles
- ACT85 Pay bills online
- ACT87 Use a social networking site like MySpace, Facebook or LinkedIn.com
- ACT100 Categorize or tag online content like a photo, news story or blog post
- ACT105 Post a comment or review online about a product you bought or a service you received
- ACT112 Use Twitter or another service to share updates about yourself or to see updates about others
- Act114 Participate in a video call, video chat or teleconference *{modified}*
- ACT119 Use a service such as Foursquare or Gowalla [go-WAH-la] that allows you to share your location with friends and to find others who are near you

CATEGORIES WEB-A

- 1 Yes, do this
- 2 No, do not do this
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL INTERNET USERS WHO USED THE INTERNET YESTERDAY (Q7=1):

WEB-B Next...Please tell me if you ever use the internet to do any of the following things. Do you ever use the internet to... [ASK Act01 FIRST, THEN ROTATE ITEMS]? *{PIAL trend}*

[IF YES ASK: Did you happen to do this YESTERDAY, or not?]

- ACT01 Send or read email
- ACT02 Get news online
- ACT04 Research a product or service online
- ACT17 Take part in chat rooms or online discussions with other people
- ACT25 Play online games
- ACT46 Search online for a map or driving directions
- ACT75 PAY to access or download digital content online, such as music, video, or newspaper articles
- ACT85 Pay bills online
- ACT87 Use a social networking site like MySpace, Facebook or LinkedIn.com
- ACT100 Categorize or tag online content like a photo, news story or blog post
- ACT105 Post a comment or review online about a product you bought or a service you received
- Act114 Participate in a video call, video chat or teleconference *{modified}*
- ACT112 Use Twitter or another service to share updates about yourself or to see updates about others
- ACT119 Use a service such as Foursquare or Gowalla [go-WAH-la] that allows you to share your location with friends and to find others who are near you

CATEGORIES WEB-B

- 1 Yes, did this yesterday
- 2 Yes, do this (but NOT yesterday)
- 3 No, do not do this
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

End Timing Module 3

Start Timing Module 4

ASK ALL:

Q16 In general, how would you rate your own health — excellent, good, only fair, or poor?
{PIAL Trend}

- 1 Excellent
- 2 Good
- 3 Only fair
- 4 Poor
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL:

Q17 Are you now living with any of the following health problems or conditions—**[INSERT; RANDOMIZE a-e]**? And what about... **[INSERT]**? **[IF NECESSARY:** Are you now living with **[INSERT]**? *{Modified Commonwealth trend}*

- a. Diabetes or sugar diabetes?
- b. High blood pressure?
- c. Asthma, bronchitis, emphysema, or other lung conditions?

- d. Heart disease, heart failure or heart attack?
- e. Cancer?

ASK f LAST:

- f. Any other chronic health problem or condition I haven't already mentioned?

CATEGORIES

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL:

- Q18 In the last 12 months, have you personally faced a serious medical emergency or crisis?
{August 2006}

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL:

- Q19 And in the last 12 months, have you experienced any other significant change in your physical health, such as gaining or losing a lot of weight, becoming pregnant, or quitting smoking? *{new}*

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL:

- Q20 Is there anyone close to you who has a CHRONIC medical condition, such as asthma, diabetes, heart disease, high blood pressure, cancer, or another chronic condition?
{modified August 2006}

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL:

- Q21 In the last 12 months, has anyone close to you faced a serious medical emergency or crisis? *{August 2006}*

- 1 Yes

- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL INTERNET USERS (Q6a=1 or Q6b=1):

Q22 Now, we'd like to ask if you've looked for information ONLINE about certain health or medical issues. Specifically, have you ever looked online for... **[INSERT FIRST ITEM]**? Have you ever looked online for... **[INSERT NEXT ITEM: RANDOMIZE]**? *{Modified August 2006}*

[ASK a-d IN ORDER, then RANDOMIZE e-n.]

- a. Information about a specific disease or medical problem
- b. Information about a certain medical treatment or procedure
- c. Information about doctors or other health professionals
- d. Information about hospitals or other medical facilities
- e. Information related to health insurance, including private insurance, Medicare or Medicaid
- f. Information about environmental health hazards
- g. Information about pregnancy and childbirth
- h. Information about end-of-life decisions
- i. Information about long-term care for an elderly or disabled person
- j. Information about food safety or recalls
- k. Information about drug safety or recalls
- l. Information about how to manage chronic pain
- m. Information about medical test results
- n. Information about memory loss, dementia, or Alzheimer's

[ASK o LAST]

- o. Information about any other health issue

CATEGORIES

- 1 Yes, have done this
- 2 No, have not done this
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL HEALTH SEEKERS (Yes (1) to any item Q22a-o):

Q23 Thinking about the LAST time you went online for health or medical information... Did you go online to look for information related to YOUR OWN health or medical situation or SOMEONE ELSE'S health or medical situation? {August 2006}

- 1 Own
- 2 Someone else's
- 3 **(VOL.)** Both
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

End Timing Module 4

Start Timing Module 5**ASK ALL INTERNET USERS (Q6a=1 or Q6b=1):**

Q24 Apart from looking for information online, there are many different activities related to health and medical issues a person might do on the internet. I'm going to read a list of online health-related activities you may or may not have done. Just tell me if you happen to do each one, or not. (First,) have you... **[INSERT ITEM; ROTATE]**? (Next,) have you...**[INSERT ITEM]**? {modified Spring Tracking}

- a. Signed up to receive email updates or alerts about health or medical issues
- b. Read someone else's commentary or experience about health or medical issues on an online news group, website or blog
- c. Watched an online video about health or medical issues
- d. Gone online to find others who might have health concerns similar to yours

ALWAYS ASK e-f TOGETHER, IN ORDER

- e. Tracked your weight, diet or exercise routine online
- f. Tracked any other health indicators or symptoms online

CATEGORIES

- 1 Yes

- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL INTERNET USERS (Q6a=1 or Q6b=1):

Q25 We're also interested in any health-related material you may have posted online. Have you posted comments, questions or information about health or medical issues... **[INSERT FIRST ITEM; RANDOMIZE]**? Have you posted about health or medical issues... **[INSERT NEXT ITEM]**? *{new}*

- a. In an online discussion, a listserv, or other online group forum
- b. On a blog

ASK c IF SOCIAL NETWORKING SITE USER (ACT87a=1 or ACT87b=1,2):

- c. On a social networking site such as Facebook, My Space or Linked In

ASK d IF TWITTER USER (ACT112a=1 or ACT112b=1,2):

- d. On Twitter or another status update site

ALWAYS ASK e LAST:

- e. On a website of any kind, such as a health site or news site that allows comments and discussion

CATEGORIES

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK SOCIAL NETWORKING SITE USERS (ACT87a=1 or ACT87b=1,2):

Q26 Thinking specifically about what you have done on social networking sites like Facebook and MySpace, have you ever used these sites to... **[INSERT ITEM; RANDOMIZE]**? (Next,) have you ever used a social networking site to...**[INSERT ITEM]**? *{new}*

- a. Get health information
- b. Start or join a health-related group
- c. Follow your friends' personal health experiences or updates
- d. Raise money or draw attention to a health-related issue or cause
- e. Remember or memorialize others who suffered from a certain health condition

CATEGORIES

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

[ROTATE Q27-Q28]**ASK ALL:**

Q27 Have you or has anyone you know been HELPED by following medical advice or health information found on the internet? **[IF YES, ASK:** Would you say the information provided MAJOR help, MODERATE help or MINOR help?]

- 1 Yes, major help
- 2 Yes, moderate help
- 3 Yes, minor help
- 4 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL:

Q28 Have you or has anyone you know been HARMED by following medical advice or health information found on the internet? **[IF YES, ASK:** Would you say the information caused SERIOUS harm, MODERATE harm or MINOR harm?]

- 1 Yes, serious harm
- 2 Yes, moderate harm
- 3 Yes, minor harm
- 4 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL INTERNET USERS (Q6a=1 or Q6b=1):

Q29 Thinking again about health-related activities you may or may not do online, have you... **[INSERT ITEM; ROTATE]**? (Next,) have you...**[INSERT ITEM]**? *{modified Spring Tracking}*

- a. Consulted online rankings or reviews online of doctors or other providers
- b. Consulted online rankings or reviews online of hospitals or other medical facilities
- c. Consulted online reviews online of particular drugs or medical treatments
- d. Posted a review online of a doctor
- e. Posted a review online of a hospital
- f. Posted your experiences with a particular drug or medical treatment online

CATEGORIES

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

End Timing Module 5

Start Timing Module 6

ASK ALL:

Q30 Thinking about the LAST time you had a health issue, did you get information, care or support from... .. **[INSERT; RANDOMIZE]**? **IF YES AND INTERNET USER [Q6a=1 or Q6b=1]:** Did you interact with them ONLINE through the internet or email, OFFLINE by visiting them in person or talking on the phone, or BOTH online and offline?

- a. A doctor or other health care professional
- b. Friends and family
- c. Others who have the same health condition

- 1 Yes, online
- 2 Yes, offline
- 3 Yes, both online and offline
- 4 No, did not use this source
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL:

DOC Do you have a personal or family doctor, or other health care professional such as a nurse that you usually rely on if you need medical care? *{Commonwealth 2007}*

- 1 Yes
- 2 No
- 3 **(VOL)** Yes, more than one
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

IF HAVE DOCTOR (DOC= 1):

HHS1 Has this person ever provided you with personalized health information about a condition or health issue you were facing, or have they not done this?

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

IF HAVE DOCTOR (DOC= 1):

Q31 How helpful is your doctor in... **[INSERT; RANDOMIZE]** – very helpful, somewhat helpful, or not helpful at all?

- a. Giving you an accurate medical diagnosis
- b. Providing emotional support
- c. Providing the medical or health information you need
- d. Finding effective treatment strategies for you
- e. Coordinating your overall health care

- 1 Very helpful
- 2 Somewhat helpful
- 3 Not helpful at all
- 4 **(VOL)** Does not apply to me

- 8 (DO NOT READ) Don't know
 9 (DO NOT READ) Refused

ASK ALL:

Q32 Overall, who do you think is more helpful when you need... **[INSERT FIRST ITEM]** – health professionals like doctors and nurses, OR other sources, such as fellow patients, friends and family? And who is more helpful when you need... **[INSERT NEXT ITEM; RANDOMIZE]**? **AS NECESSARY:** Professional sources like doctors and nurses, OR other sources, such as such as fellow patients, friends and family?

- a. An accurate medical diagnosis
- b. Emotional support in dealing with a health issue
- c. Practical advice for coping with day-to-day health situations
- d. Information about alternative treatments
- e. Information about prescription drugs
- f. A quick remedy for an everyday health issue
- g. A recommendation for a doctor or specialist
- h. A recommendation for a hospital or other medical facility

- 1 Professional sources
- 2 Other sources
- 3 (VOL) Both equally
- 8 (DO NOT READ) Don't know
- 9 (DO NOT READ) Refused

End Timing Module 6**Start Timing Module 7****ASK IF USE INTERNET AT HOME (Q8a=1-6):**

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 (F-EYE-os) or a T-1? *{January 2010}*

- 1 Dial-up telephone line
- 2 DSL-enabled phone line
- 3 Cable modem
- 4 Wireless connection (either AirCard, "land-based" or "satellite")
- 5 Fiber optic connection
- 6 T-1 connection
- 7 Other (SPECIFY, MAKE SURE NOT ONE OF ABOVE)
- 8 (DO NOT READ) Don't know
- 9 (DO NOT READ) Refused

IF HAVE BB AT HOME (MODEMA=2-6):

Q33 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? *{PIAL trend}*

- 1 Subscribe to basic service

- 2 Subscribe to premium service at higher price
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

DEMOGRAPHICS

(READ) A few last questions for statistical purposes only...

ASK ALL:

AGE What is your age?

- _____ years **[RECORD EXACT AGE 18-96]**
 97 97 or older
 98 Don't know
 99 Refused

ASK ALL:

MAR Are you currently married, living with a partner, divorced, separated, widowed, or have you never been married?

- 1 Married
 2 Living with a partner
 3 Divorced
 4 Separated
 5 Widowed
 6 Never been married
 7 Single **(VOL.)**
 8 **(DO NOT READ)** Don't know
 9 **(DO NOT READ)** Refused

ASK ALL:

HH1 How many adults currently live in your household, INCLUDING YOURSELF? **(IF NECESSARY: That is, how many people age 18 and over, INCLUDING YOURSELF?)**

- _____ **[RECORD EXACT NUMBER 1-5]**
 6 6 or greater
 8 **(DO NOT READ)** Don't know
 9 **(DO NOT READ)** Refused

ASK ALL:

PAR Are you the parent or guardian of any children under age 18 now living in your household?

- 1 Yes
 2 No
 8 **(DO NOT READ)** Don't know
 9 **(DO NOT READ)** Refused

IF PAR=1, ASK:

D2b How many of these children are age 11 or younger?

- _____ **[RECORD NUMBER; RANGE=0-97]**

- 98 (DO NOT READ) Don't know
 99 (DO NOT READ) Refused

IF PAR=1, ASK:

D2c How many of these children are between ages 12 and 17?

- ____ [RECORD NUMBER; RANGE=0-97]
 98 (DO NOT READ) Don't know
 99 (DO NOT READ) Refused

ASK ALL:

EDUC What is the last grade or class you completed in school? **(DO NOT READ, BUT CAN PROBE FOR CLARITY IF NEEDED)**

- 1 None, or grades 1-8
 2 High school incomplete (grades 9-11)
 3 High school graduate (grade 12 or GED certificate)
 4 Technical, trade or vocational school AFTER high school
 5 Some college, no 4-year degree (includes associate degree)
 6 College graduate (B.S., B.A., or other 4-year degree)
 7 Post-graduate training/professional school after college (toward a Masters/Ph.D., Law or Medical school)
 8 (DO NOT READ) Don't know
 9 (DO NOT READ) Refused

ASK ALL:

EMPL Are you now employed full-time, part-time, retired, or are you not employed for pay?
{PIAL trend}

- 1 Employed full-time
 2 Employed part-time
 3 Retired
 4 Not employed for pay
 5 (VOL.) Have own business/self-employed
 6 (VOL.) Disabled
 7 (VOL.) Student
 8 (VOL.) Other
 9 (DO NOT READ) Refused

ASK IF EMPL DOES NOT EQUAL 7:

STUD Are you also a full- or part-time student? *{PIAL trend}*

- 1 Yes, full-time
 2 Yes, part-time
 3 No
 8 (DO NOT READ) Don't know

9 (DO NOT READ) Refused

ASK IF EMPL=7 or STUD=1,2:

EDInst Are you enrolled... [READ 1-4] {PIAL trend}

- 1 As an undergraduate at a college or university, OR
- 2 As a graduate student at a university, OR
- 3 At a community college, OR
- 4 At a technical, trade or vocational school?
- 5 (VOL.) Other (SPECIFY)
- 8 (DO NOT READ) Don't know
- 9 (DO NOT READ) Refused

ASK ALL:

VET1 Have you ever served on active duty in the United States Armed Forces, either in the regular military or in a National Guard or military reserve unit? Active duty does not include training for the Reserves or National Guard, but DOES include activation, for example, for the Persian Gulf War. {BRFFS}

- 1 Yes
- 2 No
- 8 (DO NOT READ) Don't know
- 9 (DO NOT READ) Refused

IF VET1=1:

VET2 In the past 12 months, have you received some or all of your health care from a VA hospital or clinic? {BRFFS}

- 1 Yes, all of my healthcare
- 2 Yes, some of my healthcare
- 3 No, no VA healthcare received
- 8 (DO NOT READ) Don't know
- 9 (DO NOT READ) Refused

ASK ALL:

INS1 Now I would like to ask you about any health insurance you CURRENTLY have that helps pay for the cost of health care. I'm going to read a list of a few types of health insurance, and I'd like you to tell me which of these you have, if any. (First,) are you now PERSONALLY covered by [INSERT IN ORDER]? {Commonwealth 2007}

[IF RESPONDENT NOT SURE WHICH INSURANCE IS INCLUDED: Please think about insurance plans that cover the costs of doctor and hospital bills IN GENERAL, and NOT those that cover ONLY dental or eye care or the costs of caring for specific diseases.]

[IF RESPONDENTS TRY TO TELL TYPE THEY HAVE INSTEAD OF GOING THROUGH THE LIST: I'm sorry but I have to ask about each type of insurance for the survey. Just tell me 'no' if you don't have this type.]

- a. private health insurance offered through an employer or union? [**IF ANSWERS “NO”**: This could be insurance through a current job, a former job, your job or someone else’s job.]
- b. a private health insurance plan that you bought yourself
- c. Medicaid, [**IF STATE CALIFORNIA: Medi-Cal**], or some other type of state medical assistance for low-income people
- d. Medicare, the government program that pays health care bills for people over age 65 and for some disabled people

ASK ITEM e IF NO TO OTHERS (INS1a=2,8,9 AND INS1b=2,8,9 AND INS1c=2,8,9 AND INS1d=2,8,9)

- e. health insurance through ANY other source, including military or veteran’s coverage

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don’t know
- 9 **(DO NOT READ)** Refused

ASK IF AGE 65+ AND NOT COVERED BY MEDICARE (AGE=65-97 AND INS1d=2,8,9)

INS2 Medicare is health insurance coverage most people receive when they turn 65 and are eligible for Social Security. This includes different kinds of health plans offered THROUGH the Medicare program—like the plans called H-M-Os. Are you now covered by Medicare or by ANY Medicare plan? *{Commonwealth 2007}*

- 1 Yes, covered
- 2 No, not covered
- 8 **(DO NOT READ)** Don’t know
- 9 **(DO NOT READ)** Refused

ASK IF NOT COVERED BY ANY INSURANCE OR UNDESIGNATED (AGE=18-64,98,99) AND (INS1a=2,8,9 AND INS1b=2,8,9 AND INS1c=2,8,9 AND INS1d=2,8,9 AND INS1e=2,8,9) OR (AGE=65-97 AND INS1a=2,8,9 AND INS1b=2,8,9 AND INS1c=2,8,9 AND INS1d=2,8,9 AND INS1e=2,8,9 AND INS2=2,8,9)

INS3 Does this mean you personally have NO health insurance now that would cover your doctor or hospital bills? *{Commonwealth 2007}*

- 1 I do NOT have health insurance
- 2 I HAVE some kind of health insurance
- 8 **(DO NOT READ)** Don’t know
- 9 **(DO NOT READ)** Refused

ASK ALL:

Dis001 Thinking again about your own health...Do you have serious difficulty hearing?

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don’t know
- 9 **(DO NOT READ)** Refused

ASK ALL:

Dis002 Are you blind or do you have serious difficulty seeing even when wearing glasses?

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL:

Dis003 Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL:

Dis004 Do you have serious difficulty walking or climbing stairs?

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL:

Dis005 Do you have difficulty dressing or bathing?

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL:

Dis006 Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping?

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL:

DIS4 Do you have any disability or illness that makes it harder or impossible for you to use the Internet, or not? *{modified DIS2 and DIS3}*

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL:

CARE2 In the past 12 months, have you provided unpaid care to an adult relative or friend 18 years or older to help them take care of themselves? Unpaid care may include help with personal needs or household chores. It might be managing a person's finances, arranging for outside services, or visiting regularly to see how they are doing. This person need not live with you. *{NAC/AARP modified}*

[IF R ASKS DOES GIVING MONEY COUNT?, ASK:] Aside from giving money, do you provide any other type of unpaid care to help them take care of themselves, such as help with personal needs, household chores, arranging for outside services, or other things? **IF NOTHING OTHER THAN money, CODE (2) NO.**

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL ADULT CAREGIVERS (CARE2=1):

CARE3 Do you provide this type of care to just one adult, or do you care for more than one adult?

- 1 One adult only
- 2 Provide care to multiple adults
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

IF CARE FOR ONE ADULT (CARE3=1):

CARE4 Is this person a parent of yours, or not?

- 1 Yes, parent
- 2 No, not a parent
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

IF PROVIDE CARE TO MORE THAN ONE ADULT/DK/REF (CARE3=2-9):

CARE5 Are any of the adults you care for a parent of yours, or not?

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL:

CARE6 In the past 12 months, have you provided unpaid care to any CHILD under the age of 18 because of a medical, behavioral, or other condition or disability? This could include care for ongoing medical conditions or serious short-term conditions, emotional or behavioral problems, or developmental problems, including mental retardation. *{NAC/AARP}*

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL:

HISP Are you, yourself, of Hispanic or Latino origin or descent, such as Mexican, Puerto Rican, Cuban, or some other Latin American background?

- 1 Yes
- 2 No
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL:

RACE What is your race? Are you white, black, Asian, or some other race? **IF R SAYS HISPANIC OR LATINO, PROBE:** Do you consider yourself a WHITE (Hispanic/Latino) or a BLACK (Hispanic/Latino)? **IF R DOES NOT SAY WHITE, BLACK OR ONE OF THE RACE CATEGORIES LISTED, RECORD AS "OTHER" (CODE 6)**

- 1 White
- 2 Black or African-American
- 3 Asian or Pacific Islander
- 4 Mixed race
- 5 Native American/American Indian
- 6 Other **(SPECIFY)**
- 8 **(DO NOT READ)** Don't know
- 9 **(DO NOT READ)** Refused

ASK ALL:

INC Last year, that is in 2009, what was your total family income from all sources, before taxes? Just stop me when I get to the right category... **[READ 1-9]**

- 1 Less than \$10,000
- 2 \$10,000 to under \$20,000
- 3 \$20,000 to under \$30,000
- 4 \$30,000 to under \$40,000
- 5 \$40,000 to under \$50,000
- 6 \$50,000 to under \$75,000
- 7 \$75,000 to under \$100,000
- 8 \$100,000 to under \$150,000
- 9 \$150,000 or more
- 98 **(DO NOT READ)** Don't know
- 99 **(DO NOT READ)** Refused

End Timing Module 8

Start Timing Module 9**ASK IF DUAL REACHED ON LANDLINE PHONE (LANDLINE SAMPLE AND [Q10c=1 OR Q11=1]):**

- L2. Now thinking about your telephone use... Of all the telephone calls that you and other people in your household receive, are **[READ AND ROTATE OPTIONS 1 AND 3—KEEP 2 ALWAYS IN THE MIDDLE]**?
- 1 All or almost all calls on a cell phone
 - 2 Some on a cell phone and some on a regular home phone
 - 3 All or almost all calls on a regular home phone
 - 8 **(DO NOT READ)** Don't know
 - 9 **(DO NOT READ)** Refused

ASK ALL CELL PHONE SAMPLE:

- C1. Now thinking about your telephone use... Is there at least one telephone INSIDE your home that is currently working and is not a cell phone?
- 1 Yes, home telephone
 - 2 No home telephone
 - 8 **(DO NOT READ)** Don't know
 - 9 **(DO NOT READ)** Refused

ASK IF DUAL REACHED ON CELL PHONE (C1=1):

- C2. Of all the telephone calls that you and other people in your household receive, are **[READ AND ROTATE OPTIONS 1 AND 3—KEEP 2 ALWAYS IN THE MIDDLE]**?
- 1 All or almost all calls on a cell phone
 - 2 Some on a cell phone and some on a regular home phone
 - 3 All or almost all calls on a regular home phone
 - 8 **(DO NOT READ)** Don't know
 - 9 **(DO NOT READ)** Refused

ASK ALL:

RZIPCODE What is your zip code?

_____ **[ENTER ZIPCODE]**
 99999 Don't know/Refused

ASK CELL PHONE SAMPLE ONLY:

MONEY5 That's the end of the interview. We'd like to send you \$5 for your time. Can I please have your full name and a mailing address where we can send you the money?
[INTERVIEWER NOTE: If R does not want to give full name, explain we only need it to send the \$5 out to them personally.]

- 1 **[ENTER FULL NAME] – INTERVIEWER: PLEASE VERIFY SPELLING**
- 2 **[ENTER MAILING ADDRESS]**

- 3 **[City]**
 - 4 **[State]**
 - 5 **[Confirm Zip code]**
 - 9 Respondent does not want the money **(VOL.)**
- End Timing Module 9**

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 [w-w-w dot pew internet dot org]. Thanks again for your time. Have a nice day/evening.