
Daily Internet Tracking Survey

Topline

10.8.01

September 20-October 1, 2001

Princeton Survey Research Associates
for the Pew Internet & American Life Project

Sample: $n = 1,029$ adults 18 and older

Interviewing dates: 9.20.01 – 10.1.01

Margin of error is plus or minus 3.3 percentage points for results based on the full sample

Margin of error is plus or minus 4.6 percentage points for results based on Internet users

PRC2 Thinking about **Tuesday, September 11th**, how did you **first** learn about the terrorist attacks on the World Trade Center in New York and the Pentagon in Washington DC? Was it from talking with others, listening to the radio, watching television, reading a newspaper, or going online over the Internet?

	SEPT 20-OCT 1 2001		SEPT 12-19 2001
%	32	Talking with others	31
	18	Radio	22
	46	Television	44
	*	Newspaper	*
	1	Internet	1
	2	Other	2
	*	Did not know about attacks	0
	*	Don't know/Refused	*

PRC3 Since you first heard about the terrorist attacks on the World Trade Center and the Pentagon, where would you say you have gotten **MOST** of your information about this story? From talking with others, listening to the radio, watching television, reading a newspaper, or going online over the Internet?

	SEPT 20-OCT 1 2001		SEPT 12-19 2001
%	4	Talking with others	2
	7	Radio	10
	79	Television	81
	5	Newspaper	2
	2	Internet	2
	2	Other	1
	1	Don't know/Refused	1

[No Questions 1-4]

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

	SEPT 20- OCT 1 2001		SEPT 12-19 2001	AUG 2001 ¹	FEB 2001	FALL 2000	JULY/AUG 2000	MAY/JUNE 2000	MARCH/APRIL ² 2000
%	59	Yes	64	66	65	65	63	61	63
	41	No	36	34	35	35	37	39	37
	*	Don't know/Refused	*	0	0	*	*	*	*

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

	SEPT 20- OCT 1 2001		SEPT 12-19 2001	AUG 2001	FEB 2001	FALL 2000	JULY/AUG 2000	MAY/JUNE 2000	MARCH/APRIL 2000
%	51	Goes online	55	59	53	53	50	47	49
	49	Does not go online	45	41	47	47	50	53	51
	0	Don't know/Refused	0	0	*	0	*	0	*

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

Based on Internet users [N = 525]

	SEPT 20- OCT 1 2001		SEPT 12-19 2001	AUG 2001	FEB 2001	FALL 2000	JULY/AUG 2000	MAY/JUNE 2000	APRIL 2000	MARCH 2000
%	57	Yes, went online yesterday	51	56	59	56	50	52	55	60
	42	No, did not go online yesterday	49	44	41	44	50	48	45	40
	1	Don't know/Refused	*	*	*	*	*	*	0	*

Q8/9 When you went online yesterday, did you go online from **home**?
Did you go online from **work** yesterday?

Based on users who went online yesterday [N = 313]

	SEPT 20- OCT 1 2001		SEPT 12-19 2001	AUG 2001	FEB 2001	FALL 2000	JULY/AUG 2000	MAY/JUNE 2000	APRIL 2000	MARCH 2000
%	60	Online yesterday at home only	54	57	59	55	61	58	55	56
	21	Online yesterday at work only	22	23	17	20	18	22	21	21
	15	Both at home and at work	20	18	21	21	19	18	21	20
	5	Don't know/Refused	3	3	3	3	2	2	3	3

¹ August 2001 trends based on a daily tracking survey conducted August 13-September 10, 2001 [N=2,247].

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

Based on users who went online yesterday [N = 313]

	SEPT 20- OCT 1 2001		SEPT 12-19 2001	AUG 2001	FEB 2001	FALL 2000	JULY/AUG 2000	MAY/JUNE 2000	APRIL 2000	MARCH 2000
%	18	Less than 15 minutes	14	12	12	10	11	10	11	10
	15	15 minutes to less than a half hour	17	12	12	14	15	14	13	15
	18	Half hour or more but less than 1 hour	15	18	19	18	19	18	20	18
	18	About an hour	16	21	20	20	17	18	19	18
	9	More than 1 hour but less than 2 hours	9	5	9	9	9	8	9	11
	8	2 hours or more but less than 3 hours	11	14	12	13	13	12	12	12
	5	3 hours or more but less than 4 hours	4	5	5	5	6	8	6	5
	9	4 hour or more	14	11	9	10	9	11	11	10
	1	Don't know/Refused	1	1	1	1	1	1	*	1

[No Question 11]

Q12 When did you first start going online: was it within the last six months, a year ago, two or three years ago, or more than three years ago?

Q12.0 About how many years have you had Internet access?

Based on Internet users [N = 525]

	SEPT 20- OCT 1 2001		SEPT 12-19 2001	AUG 2001	FEB 2001	FALL 2000	JULY/ AUG 2000	MAY/ JUNE 2000	APRIL 2000	MARCH 2000	OCT 1999 ²	JULY 1999	NOV 1998	OCT 1996
%	8	Within the last six months	7	9	11	12	13	15	17	18	15	17	20	26
	15	A year ago	14	16	16	19	21	19	20	21	22	23	26	38
	32	Two or three years ago	34	33	37	34	33	33	31	33	32	32	34	24
	44	More than three years ago	45	43	34	36	33	33	32	28	31	28	19	12
	13	Four years	11	10	10	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	16	Five years	12	13	11	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	14	Six years or more	19	17	13	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	0	Don't know/Refused	1	*	2	*	*	*	*	*	0	*	1	*

² All trend results reported here prior to March 2000 are based on surveys conducted by the Pew Research Center for the People & the Press

Q12a How much would you miss going online if you could no longer do this – a lot, some, not much, or not at all?

Based on Internet users [N = 525]

	SEPT 20- OCT 1 2001		SEPT 12-19 2001	AUG 2001	FEB 2001
%	46	A lot	48	43	46
	34	Some	28	29	29
	13	Not much	16	17	15
	7	Not at all	7	11	9
	*	Don't know/Refused	1	*	1

Q13 Do you ever go online from **home**?

Q8 When you went online yesterday, did you go online from **home**?

Based on Internet users [N = 525]

	SEPT 20- OCT 1 2001		SEPT 12- 19 2001	AUG 2001	FEB 2001	FALL 2000	JULY/AUG 2000	MAY/JUNE 2000	APRIL 2000	MARCH 2000
%	87	Total, go online from home	86	84	85	83	84	83	83	81
	42	Went online from home yesterday	38	41	47	43	39	39	42	46
	44	Go online from home (not yesterday)	49	42	38	41	45	44	41	35
	13	Don't go online from home	14	16	15	17	16	17	17	19
	*	Don't know/Refused	*	0	*	*	0	0	0	0

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?

Based on users who go online from home [N = 461]

	SEPT 20- OCT 1 2001		SEPT 12- 19 2001	AUG 2001	FEB 2001	FALL 2000	JULY/AUG 2000	MAY/JUNE 2000	APRIL 2000	MARCH 2000
%	24	Several times a day	21	21	25	22	23	23	24	23
	28	About once a day	27	28	29	29	28	30	30	29
	20	3-5 days a week	23	23	20	22	21	22	20	24
	19	1-2 days a week	20	18	17	18	22	16	18	16
	5	Every few weeks	6	6	5	6	4	6	5	5
	3	Less often	3	4	4	3	2	3	3	2
	*	Don't know/Refused	*	*	1	*	*	*	*	1

- Q15** Do you ever go online from **work**?
Q9 Did you go online from **work** yesterday?

Based on Internet users [N = 525]

5

		SEPT 20- OCT 1 2001	SEPT 12-19 2001	AUG 2001	FEB 2001	FALL 2000	JULY/AUG 2000	MAY/JUNE 2000	APRIL 2000	MARCH 2000
%	50	Total, go online from work	50	49	49	50	45	50	51	48
	20	Went online from work yesterday	22	23	22	23	18	21	24	24
	30	Go online from work (not yesterday)	29	27	27	26	27	29	27	24
	50	Don't go online from work	49	50	50	50	55	50	49	52
	*	Don't know/Refused	1	*	1	*	0	*	*	0

- 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?

Based on users who go online from work [N = 279]

		SEPT 20- OCT 1 2001	SEPT 12-19 2001	AUG 2001	FEB 2001	FALL 2000	JULY/AUG 2000	MAY/JUNE 2000	APRIL 2000	MARCH 2000
%	44	Several times a day	41	44	51	45	43	41	44	40
	27	About once a day	22	24	19	23	24	22	25	26
	9	3-5 days a week	10	11	12	11	12	14	11	13
	13	1-2 days a week	17	11	11	12	12	12	11	11
	4	Every few weeks	5	4	3	4	5	5	5	5
	4	Less often	5	5	3	4	3	5	3	4
	*	Don'tknow/Refused	1	1	*	1	1	1	1	1

WEB1 Please tell me if you ever do any of the following when you go online. Do you ever...
Did you happen to do this **yesterday**, or not?

Based on Internet users [N = 525]

	HAVE DONE THIS			DON'T KNOW/ REFUSED
	EVER HAVE DONE THIS	DID YESTERDAY	NO, HAVE NOT DONE	
Send or read e-mail				
Sept 20-Oct 1, 2001	94	49	6	0
Sept 12-19, 2001	93	42	7	*
Aug 2001	93	51	7	*
Feb 2001	93	53	7	*
Fall 2000	92	49	8	*
July-August 2000	93	43	7	*
May-June 2000	92	44	8	*
April 2000	92	50	8	0
March 2000	91	52	9	0
Get news online				
Sept 20-Oct 1, 2001	71	26	29	*
Sept 12-19, 2001	70	27	30	*
Aug 2001	64	22	35	*
Feb 2001	66	25	34	*
Fall 2000	61	22	39	*
July-August 2000	59	19	41	*
May-June 2000	60	18	40	*
April 2000	60	22	40	*
March 2000	60	22	40	*
Look for health or medical information				
Sept 20-Oct 1, 2001	57	5	42	*
Sept 12-19, 2001	62	3	37	*
Aug 2001	61	5	39	0
Feb 2001	57	6	42	*
Fall 2000	57	6	43	*
July-August 2000	55	5	45	*
May-June 2000	55	5	45	*
April 2000	55	6	45	*
March 2000	54	7	46	*
Not including email, do any type of work or research online for your job				
Sept 20-Oct 1, 2001	52	15	48	1
Sept 12-19, 2001	49	13	51	*
Aug 2001	51	17	49	*
Feb 2001	51	18	48	*
Fall 2000	51	17	49	*
July-August 2000	47	13	53	*
May-June 2000	50	14	50	*
April 2000	51	16	49	*
March 2000	49	16	51	0

WEB1 continued...

WEB1 continued...

	HAVE DONE THIS			DON'T KNOW/ REFUSED
	EVER HAVE DONE THIS	DID YESTERDAY	NO, HAVE NOT DONE	
Look for information about a hobby or interest				
Sept 20-Oct 1, 2001	78	22	22	*
Sept 12-19, 2001	77	10	22	1
Aug 2001	80	20	20	*
Feb 2001	80	21	19	1
Fall 2000	77	19	23	*
July-August 2000	78	17	22	*
May 2000	71	18	29	*
April 2000	75	17	25	*
March 2000	76	18	24	*
Go online for no particular reason, just for fun or to pass the time				
Sept 20-Oct 1, 2001	62	20	38	*
Sept 12-19, 2001	60	13	39	1
Aug 2001	61	20	39	*
Feb 2001	63	23	37	1
Fall 2000	65	21	35	*
July-August 2000	66	19	34	*
May-June 2000	61	17	39	*
April 2000	60	18	40	*
March 2000	63	21	37	0
BUY a product online, such as books, music, toys or clothing				
Sept 20-Oct 1, 2001	50	2	50	*
Sept 12-19, 2001	55	2	45	*
Aug 2001	55	4	45	0
Feb 2001	51	3	49	*
Fall 2000	49	4	51	*
July-August 2000	48	3	52	0
May-June 2000	46	4	54	*
April 2000	47	3	53	*
March 2000	48	4	52	*

WEB1 continued...

	HAVE DONE THIS			DON'T KNOW/ REFUSED
	EVER HAVE DONE THIS	DID YESTERDAY	NO, HAVE NOT DONE	
Send "instant messages" to someone who's online at the same time				
Sept 20-Oct 1, 2001	48	11	52	*
Sept 12-19, 2001	44	10	55	1
May-June 2000 ³	44	10	56	0
April 2000	46	13	54	*
Take part in "chat rooms" or online discussions with other people				
Sept 20-Oct 1, 2001	17	3	81	2
May-June 2000 ⁴	26	4	74	*
April 2000	28	5	72	0
March 2000	28	5	72	0
Make a donation to a charity online				
Sept 20-Oct 1, 2001	7	1	91	2

TER01/11 Thinking again about the terrorist attacks on the World Trade Center and the Pentagon, have you [INSERT]? (IF YES, And did you happen to do this on Tuesday – the day of the attacks?)

	HAVE DONE THIS	HAVE NOT DONE THIS	DON'T KNOW/ REFUSED
a Called a family member to talk about the attacks			
Sept 20-Oct 1, 2001	63	37	*
Sept 12-19, 2001	62	38	*
b Called a friend to talk about the attacks			
Sept 20-Oct 1, 2001	55	44	*
Sept 12-19, 2001	49	50	*
h Called to try to find out whether someone you know was safe			
Sept 20-Oct 1, 2001	28	70	1
Sept 12-19, 2001	29	70	*

³ This item asked May 19, 2000 through June 30, 2000 only [N=1,568].

⁴ This item asked May 19, 2000 through June 30, 2000 only [N=1,568].

TER20 Thinking about the terrorist attacks on the World Trade Center and the Pentagon, have you
[INSERT ITEM]?

Based on Internet users [N=525]

	HAVE DONE THIS	HAVE NOT DONE THIS	DON'T KNOW/REFUSED
a Gone online to send e-mail to family members because of the news Sept 20-Oct 1, 2001	30	68	2
b Gone online to send e-mail to friends because of the news Sept 20-Oct 1, 2001	36	62	2
c Used instant messaging to communicate with someone about the attacks Sept 20-Oct 1, 2001	13	86	1
d Received or sent e-mail messages of consolation Sept 20-Oct 1, 2001	25	74	2
e Received or sent patriotic material by e-mail Sept 20-Oct 1, 2001	46	51	2
f Received, sent, or acted upon e-mail prayer requests Sept 20-Oct 1, 2001	33	66	2
g Received or sent accounts of survivors or victims online Sept 20-Oct 1, 2001	9	89	2
h Gotten e-mails from people you hadn't spoken to in several years Sept 20-Oct 1, 2001	10	88	1
i Sent any e-mails to people you hadn't spoken to in several years Sept 20-Oct 1, 2001	12	87	2
j Received any hate e-mails Sept 20-Oct 1, 2001	2	97	1
k Signed on to the e-mail 'news-alert' services some news sites began offering Sept 20-Oct 1, 2001	7	91	2

TER21 Thinking again about the terrorist attacks on the World Trade Center and the Pentagon, have you [INSERT ITEM]?

Based on Internet users [N=525]

10

	HAVE DONE THIS	HAVE NOT DONE THIS	DON'T KNOW/REFUSED
a Posted your own thoughts and comments about the attacks on a web site bulletin board, in a chat room or on an e-mail listserv Sept 20-Oct 1, 2001	5	94	1
b Read others' thoughts and comments about the attacks on a web site bulletin board in a chat room or on an e-mail listserv Sept 20-Oct 1, 2001	28	70	2

TER22 On the bulletin board, chat room, or e-mail listserv, would you say the discussions were mostly about...?

Based on Internet users who have posted or read from a bulletin board, chat room, or listserv [N=155]

	SEPT 20- OCT 1 2001	
%	22	Consoling those who were sad about the attacks
	46	How the United States should respond to the attacks
	19	Ways people can personally deal with the attacks in their communities
	14	Don't know/Refused

TER23 Would you say the discussions were mostly civil or angry?

Based on Internet users who have posted or read from a bulletin board, chat room, or listserv [N=155]

	SEPT 20- OCT 1 2001	
%	57	Civil
	37	Angry
	5	Don't know/Refused

TER24 Well, would you say the discussions were mostly heated or rational?

Based on Internet users who have posted or read from a bulletin board, chat room, or listserv [N=155]

	SEPT 20- OCT 1 2001	
%	21	Heated
	72	Rational
	7	Don't know/Refused

TER25 And would you say the discussions were mostly about people or policy?

Based on Internet users who have posted or read from a bulletin board, chat room, or listserv [N=155]

11

	SEPT 20- OCT 1 2001	
%	57	People
	35	Policy
	8	Don't know/Refused

TER26 Thinking again about the terrorist attacks on the World Trade Center and the Pentagon, have you gone online to **[INSERT ITEM]**?

Based on Internet users [N=525]

	HAVE DONE THIS	HAVE NOT DONE THIS	DON'T KNOW/ REFUSED
a Look for news about the attacks Sept 20-Oct 1, 2001	50	49	1
b Get information specifically about the victims or survivors of the attacks Sept 20-Oct 1, 2001	15	83	1
c Visit a commemorative web site related to the attacks Sept 20-Oct 1, 2001	12	87	2
d Check the flight status of your own or others' airline flights Sept 20-Oct 1, 2001	13	85	2
e Download pictures of the U.S. flag Sept 20-Oct 1, 2001	19	79	2
f Get information about Afghanistan Sept 20-Oct 1, 2001	21	77	1
g Get information about Islam Sept 20-Oct 1, 2001	13	86	1
h Get information about Osama Bin Laden Sept 20-Oct 1, 2001	23	75	1
i Get information about the financial markets Sept 20-Oct 1, 2001	33	65	1

TER27 How did you know what sites to go to for information about the attacks? Did you primarily go to specific sites for information about the attacks, or did you use a search engine to find the information you were looking for?

Based on those who have gone online for information about the terrorist attacks [N=365]

SEPT 20- OCT 1 2001		
%	58	Specific news sites
	23	Search engine
	6	Both (VOL)
	13	Don't know/Refused

TER28 Did you listen to streaming audio or streaming video newscasts while you were doing other things?

Based on Internet users [N=525]

SEPT 20- OCT 1 2001		
%	15	Yes
	83	No
	2	Don't know/Refused

TER29 Did you participate in any online polls asking about what America should do in response to the attacks?

Based on Internet users [N=525]

SEPT 20- OCT 1 2001		
%	11	Yes
	87	No
	2	Don't know/Refused

TER13 Thinking about other things that you personally have done in response to the attacks on the World Trade Center and the Pentagon, have you **[INSERT ITEM]**?

	HAVE DONE THIS	HAVE NOT DONE THIS	DON'T KNOW/REFUSED
a Attended a religious service			
Sept 20-Oct 1, 2001	48	52	1
Sept 12-19, 2001	28	72	*
b Tried to donate blood			
Sept 20-Oct 1, 2001	17	82	1
Sept 12-19, 2001	12	87	1
c Attended a meeting to discuss the attacks and their aftermath			
Sept 20-Oct 1, 2001	10	90	1
Sept 12-19, 2001	12	88	*
d Displayed an American flag at your home, business, or elsewhere			
Sept 20-Oct 1, 2001	78	22	*
Sept 12-19, 2001 ⁵	40	60	*
e Gave money to relief efforts ⁶			
Sept 20-Oct 1, 2001	58	42	1
Sept 13-19, 2001 [n=1290]	32	68	1

TER13.01 Did you make that donation online?

Based on those who gave money to relief efforts [N=598]

	SEPT 20-OCT 1 2001	
%	3	Yes
	96	No
	1	Don't know/Refused

TER14 Also ... after the terrorist attacks, did you happen to cancel or postpone travel plans?

	SEPT 20-OCT 1 2001		SEPT 12-19 2001
%	11	Yes, have done this	10
	88	No, did not do this	89
	1	Don't know/Refused	1

⁵ Wording for item d in Sept. 12-19, 2001 trend as follows: "Flown an American flag outside your house".

⁶ Item e in TER13 based on those interviewed from 9/13/01 on.

Methodology

This report is based on the findings of a daily tracking survey on Americans' use of the Internet. The results in this report are based on data from telephone interviews conducted by Princeton Survey Research Associates between September 20, 2001 and October 1, 2001, among a sample of 1,029 adults, 18 and older. For results based on the total sample, one can say with 95% confidence that the error attributable to sampling is plus or minus 3.3 percentage points. For results based Internet users, the margin of sampling error is plus or minus 4.6 percentage points. In addition to sampling error, question wording and practical difficulties in conducting telephone surveys may introduce some error or bias into the findings of opinion polls.

The sample for this survey is a random digit sample of telephone numbers selected from telephone exchanges in the continental United States. The random digit aspect of the sample is used to avoid "listing" bias and provides representation of both listed and unlisted numbers (including not-yet-listed numbers). The design of the sample achieves this representation by random generation of the last two digits of telephone numbers selected on the basis of their area code, telephone exchange, and bank number.

Non-response in telephone interviews produces some known biases in survey-derived estimates because participation tends to vary for different subgroups of the population, and these subgroups are likely to vary also on questions of substantive interest. In order to compensate for these known biases, the sample data are weighted in analysis. The demographic weighting parameters are derived from a special analysis of the most recently available Census Bureau's Current Population Survey (March 2000). This analysis produces population parameters for the demographic characteristics of adults age 18 or older, living in households that contain a telephone. These parameters are then compared with the sample characteristics to construct sample weights. The weights are derived using an iterative technique that simultaneously balances the distribution of all weighting parameters.