

Well Being 100

intro intro evaluation survey

We would like to ask you a number of questions about the American Life Panel and your experience as a panel member. We would like to find out what you like about the American Life Panel and what we can improve. This questionnaire is divided into three subjects: making contact, hardware, and surveys. First we will ask your opinion about your contacts with the American Life Panel staff, for example when you use the helpdesk by phone or email, or when you leave a remark on the home page or after a survey. We ask you to answer these questions as honestly and critically as possible. Next, we will ask you some questions about the hardware that you use to participate in our surveys. Finally, we are interested in your opinion about the questionnaires for which you have been selected. We will ask you about the content, layout and length of the surveys. Thank you!

ca_intro intro communication section

You can call the telephone helpdesk of the ALP if you have trouble answering this survey or for other issues you would rather discuss. The phone number is 866.591.2909. In the following section we will ask you several questions about your experiences with the helpdesk.

ca_if_call if called with helpdesk

Have you called the ALP helpdesk over the last 6 months?

- 1 No, I have not called the helpdesk over the last 6 months
- 2 Yes, I have called the help desk once or twice
- 3 Yes, I call the helpdesk regularly

IF if called with helpdesk = Yes, I have called the help desk once or twice OR if called with helpdesk = Yes, I call the helpdesk regularly THEN

|
| **ca_when_call** when called helpdesk

| When did you call the helpdesk?

- | 1 On the weekend
- | 2 During the week (Monday through Friday)
- | 3 Both weekend and during the week

|
| **ca_why_call** why called helpdesk

| Why did you call the helpdesk?

- | 1 To let them know I would be unavailable because of vacation, illness, or another reason
- | 2 Because of technical problems with my computer or internet player
- | 3 Because I got stuck when answering the questions
- | 4 Because there was a question I did not understand
- | 5 Some other reason

|
| IF Some other reason in why called helpdesk THEN

||
|| **ca_oth_call** other why called helpdesk

|| For what other reason did you call the helpdesk?

|| Open

||
| ENDIF

|
| **ca_got_help** help received by helpdesk

```

| Did you receive immediate help or were you called back?
| 1 I received immediate help.
| 2 I was called back later.
| 3 Sometimes I was helped immediately, sometimes I was helped later.
|
| ca_grade grade for the helpdesk
| What grade do you give the ALP helpdesk on a scale of 1 to 10 (where 1 is very bad, 6 is
| sufficient, and 10 is outstanding)?
| 1 1
Very bad
| 2 2
| 3 3
| 4 4
| 5 5
| 6 6
Sufficient
| 7 7
| 8 8
| 9 9
| 10 10
Outstanding
|
| ca_hours_avail contact hours of helpdesk approval
| In your view, when is the ALP helpdesk available?
| 1 Monday through Friday 9-5 Pacific Time
| 2 Weekends
| 3 24 hours a day
|
ENDIF

```

```

ca_remarks made remarks via web site
On the ALP web site (www.rand.org/alp) you can make remarks via the 'Make remark' button after
you log in. In the last six months, have you left a general remark?
1 No, I have not used that button in the last six months
2 Yes, I have used this button once or twice in the last six months
3 Yes, I use this button regularly

```

```

IF made remarks via web site = Yes, I have used this button once or twice in the last six
months OR made remarks via web site = Yes, I use this button regularly THEN

```

```

|
| ca_why_rm why remark was made
| Why did you make a remark?
| 1 To indicate why I could not fill out a questionnaire because of vacation, illness, etc.
| 2 Because there were technical problems with my computer or my internet player
| 3 Because I got stuck in a questionnaire
| 4 For another reason
|
| IF For another reason in why remark was made THEN
||
|| ca_oth_rm other why made remarks

```

```
|| For what reason did you make a remark?  
|| Open  
||  
| ENDIF  
ENDIF
```

ca_email emailed in last six months

You can also send emails to the ALP if there are problems or things are not clear when answering questionnaires. Our email address is "webhelp@rand.org". Have you sent an email to the ALP in the last 6 months?

- 1 No I have not emailed the ALP in the last six months
- 2 Yes, I have emailed the ALP on one or more occasions
- 3 Yes, I regularly send emails to the ALP

IF emailed in last six months = Yes, I have emailed the ALP on one or more occasions OR
emailed in last six months = Yes, I regularly send emails to the ALP THEN

```
|  
| ca_why_em why emailed  
| Why did you email the ALP?  
| 1 To indicate why I could not fill out a questionnaire because of vacation, illness, etc.  
| 2 Because there were technical problems with my computer or my internet player  
| 3 Because I got stuck in a questionnaire  
| 4 Because I needed my login or password  
| 5 For another reason  
|
```

```
| IF For another reason in why emailed THEN
```

```
||  
|| ca_oth_em other why emailed  
|| For what reason did you email the ALP?  
|| Open  
||  
| ENDIF
```

```
| ca_answer_em opinion on email response  
| What do you think in general about the responses you get from ALP to your emails?  
| Open  
|  
ENDIF
```

ca_remind opinion on reminders

What do you think of the reminder emails?

- 1 I don't like them because I always do my surveys eventually anyway
- 2 I don't need an email to be reminded
- 3 I like to be reminded
- 4 I've never been reminded

ca_financial financial dependence

How do you use your quarterly checks?

- 1 To buy necessities such as food, medicine, clothing
- 2 To buy special treats for myself

- 3 To buy special treats for my family or friends
- 4 To put in my savings account
- 5 Nothing specific

ca_letter interest in newsletter

Most quarters with your check we try to include a newsletter in which we present some results from the ALP. Sometimes we send special newsletters as well. What is your level of interest in the newsletter?

- 1 I always read the newsletter from beginning to end, because I like to stay informed in this way
- 2 I glance at the newsletter
- 3 I never read the newsletter
- 4 I never got a newsletter

IF interest in newsletter = I always read the newsletter from beginning to end, because I like to stay informed in this way OR interest in newsletter = I glance at the newsletter THEN

```
|  
| ca_more_let desired content for newsletter  
| What else would you like to read about in the newsletter?  
| 1 More general information for panel members  
| 2 More results  
| 3 Other topics  
|  
| IF Other topics in desired content for newsletter THEN  
||  
|| ca_oth_let other content for newsletter  
|| Which other topics would you like to read about?  
|| Open  
||  
| ENDIF  
ENDIF
```

cs_intro intro to surveys module

The next set of questions is about the surveys you have done in the last six months. The surveys can be divided into four groups: Surveys that relate to current events, such as H1N1 preparedness Surveys that deal with economic and financial topics Surveys about health and well being Experiments in which you have to make choices, for example, selecting people you go to for advice, or different retirement and saving plans, where you are shown different levels of benefits and retirement ages

cs_enjoy most fun survey to do

Which kind of surveys do you enjoy doing most?

- 1 Current events
- 2 Economic and financial
- 3 Health and well being
- 4 Experiments about choices
- 5 Surveys that may change policy

cs_interesting most interesting survey to do

Which kind of surveys do you find the most interesting to do?

- 1 Current events
- 2 Economic and financial
- 3 Health and well being

- 4 Experiments about choices
- 5 Surveys that may change policy

cs_leastpref least favorite type of survey

Which kind of surveys do you least like to do?

- 1 Current events
- 2 Economic and financial
- 3 Health and well being
- 4 Experiments about choices
- 5 Surveys that may change policy

cs_taken if survey taken in last six months

Did you fill out a survey in the last six months?

- 1 Yes
- 2 No

IF if survey taken in last six months = Yes THEN

| **cs_mostpref** most preferred survey participated in within last 6 months

| Which of the surveys over the last six months do you remember best?

| Open

| **cs_mostpref_why** most preferred survey participated in within last 6 months

| Can you also tell us why you remember this survey in particular?

| Open

| **cs_stat_intro** intro to statements about this survey

| In the following section we want to ask you to indicate whether you agree or disagree with the statements posed about the surveys you filled out in the last six months.

| **cs_time_spent** time spent on surveys in minutes per week

| Over the last six months, how many minutes a week (on average) did you spend filling out surveys?

| Range: 1..200

| **cs_length** opinion on survey length

| What do you think about the length of the surveys?

- | 1 Most of the surveys are long
- | 2 More than half of the surveys are long
- | 3 The surveys are sometimes long, sometimes short
- | 4 More than half of the surveys are short
- | 5 Most surveys are very short

| **cs_grade** grade for surveys

| What overall grade do you give the surveys of the ALP on a scale of 1 to 10 (where 1 is very bad, 6 is sufficient, and 10 is outstanding)?

| Range: 1..10

ENDIF

hw_intro introduction to hardware section

The following questions are about your computer or MSNTV2 Internet Player.

hw_most_used most used hardware over the last six months

Over the last six months, which hardware device did you use the most to connect to the internet?

- 1 A computer
- 2 A Microsoft TV2 Internet Player
- 3 A phone or other handheld wireless device

hw_prov used internet provider

Which internet provider do you have?

- 1 AOL
- 2 AT&T
- 2 Comcast
- 3 Earthlink
- 4 MSN
- 5 Pacific Bell
- 6 Time Warner
- 7 Verizon
- 8 Vonage
- 9 Yahoo
- 10 Local internet provider
- 11 Other

IF used internet provider = Other THEN

|
| **hw_oth_prov** other internet provider used
| Which other internet provider did you use?
| Open
|
ENDIF

hw_conn method of connecting to the internet

How do you connect to the internet?

- 1 Via modem (dial-up)
- 2 Via DSL
- 3 Via cable
- 4 Via wireless aircard
- 5 Other

IF method of connecting to the internet = Other THEN

|
| **hw_oth_conn** other method of connecting to the internet
| Which other method of connection do you use?
| Open
|
ENDIF

IF most used hardware over the last six months = A Microsoft TV2 Internet Player THEN

|

```
| hw_us_ip usability of Internet Player
| What do you think of the user friendliness of the Internet Player?
| 1 I find it difficult to use the Internet Player
| 2 Neither easy nor difficult
| 3 Easy
|
| IF usability of Internet Player = I find it difficult to use the Internet Player OR
| usability of Internet Player = Neither easy nor difficult THEN
||
|| hw_diff_ip difficulties Internet Player
|| What do you find difficult about using the Internet Player?
|| Open
||
| ENDIF
|
ENDIF
```

hw_speed speed of question display

What do you think of the speed at which you get the questions on the screen?

- 1 It is very fast
- 2 It is fairly fast
- 3 It is fairly slow
- 4 It is very slow

hw_start_pr frequency of start problems

How often during the last six months were you not able to start a questionnaire because of technical problems?

- 1 Never
- 2 A couple of times
- 3 About twice a month
- 4 Almost every week

hw_fin_pr frequency of finish problems

How often over the last six months were you not able to finish a survey due to technical problems?

- 1 Never
- 2 A couple of times
- 3 About twice a month
- 4 Almost every week

N1 started survey didn't finish

Have you ever started one of our surveys and not finished it?

- 1 Yes
- 2 No

IF started survey didn't finish = Yes THEN

```
|
| N2 reason(s) for not finishing survey
| For what reason(s) did you not finish?
| String
```

|
ENDIF

N7 Other Surveys

Do you take other surveys, not from us?

- 1 Yes
- 2 No

IF Other Surveys = Yes THEN

|
| [Questions N8 to N8_other are displayed as a table]

| **N8 Which Other Surveys**

| Which surveys do you take? Select as many as you have done in the past year.

- | 1 Customer Service Satisfaction Surveys
- | 2 Political Surveys
- | 3 Research Surveys
- | 4 Marketing or New Product Surveys or Focus Groups
- | 5 Other (please specify):

| **N8_other** most other

| Please let us know which other surveys you take:

| String

|
ENDIF

IF Other Surveys = No THEN

|
| **N9 State of the Country**
| Throughout the year we asked you a number of questions on how you think things are going for
| this country. Since 2009 is nearing a close, what do you think overall?

- | 1 We are moving in the right direction and the future looks good
- | 2 In many areas things are improved since last year
- | 3 Things are about the same as last year
- | 4 In many areas things are worse than last year
- | 5 Things are not looking good for us

|
ENDIF

N9 State of the Country

Throughout the year we asked you a number of questions on how you think things are going for
this country. Since 2009 is nearing a close, what do you think overall?

- 1 We are moving in the right direction and the future looks good
- 2 In many areas things are improved since last year
- 3 Things are about the same as last year
- 4 In many areas things are worse than last year
- 5 Things are not looking good for us

N11 Favorite season

What is your favorite season?

- 1 Winter
- 2 Spring
- 3 Summer
- 4 Fall

N11_why Favorite season why

Why is [Favorite season] your favorite season?

Open

N12 Like internet

Do you like using the internet? (Select as many answers as you wish)

- 1 Yes, I'm on all the time
- 2 It's okay
- 3 I do it at work
- 4 I'd rather read a book
- 5 I'd rather watch TV
- 6 I'd rather do anything else

N13 Museum this year

Did you go to a museum this year? (If you did, select as many Yes answers as you wish. If you did not, select as many No answers as you wish)

- 1 **Yes**, an art museum
- 2 **Yes**, a museum of science, technology, space
- 3 **Yes**, a history museum or building of interest
- 4 **Yes**, a folk or craft museum
- 5 **No**, I did not this year but went last year
- 6 **No**, I haven't gone in years
- 7 **No**, I have never been to a museum

N14 Passport

Do you have a passport?

- 1 Yes
- 2 Yes, but it expired
- 3 No, but I have applied for one
- 4 No

N15 Holiday Season

What do you think of the holiday season?

- 1 It is the best time of the year
- 2 It is a time of obligations
- 3 I am stressed about money
- 4 I try to ignore it
- 5 I am making gifts this year and thinking creatively
- 6 What holiday season?

[Questions N17 to N17_which are displayed as a table]

N17 hobbies

Do you have any of these hobbies?

- 1 Gardening

- 2 Reading
- 3 Painting, ceramics, other fine arts
- 4 Sewing
- 5 Cooking
- 6 Woodworking
- 7 Fixing cars
- 8 Stereos and music
- 9 Writing
- 10 Crosswords and other mind games
- 11 Volunteering
- 12 Shopping
- 13 Other

N17_which specify hobbies

What other hobby or hobbies do you have?

String

N18 Gift preference

Every year we send a small gift to our panel members. Which sort of gift do you prefer?

- 1 Useful or practical gifts
- 2 Unusual gifts
- 3 Comforting gifts
- 4 Not crazy about receiving anything

ev_stat_intro intro to statements about this survey

In this final section we want to ask you to grade the survey that you just answered today on the American Life Panel, on a number of dimensions.

ev_interesting interesting survey subject (survey preference)

On a scale from 1-10, with 1 being not at all interesting, and 10 being extremely interesting, how do you feel about the subject of this survey?

- 1 1 Not at all interesting
- 2 2
- 3 3
- 4 4
- 5 5
- 6 6
- 7 7
- 8 8
- 9 9
- 10 10 Extremely interesting

ev_easy ease of responding to subject of this survey

On a scale from 1-10, with 1 being impossible, and 10 being extremely simple, how easy or difficult was it to respond about this subject?

- 1 1 Impossible
- 2 2
- 3 3
- 4 4
- 5 5

6 6
7 7
8 8
9 9
10 10 Extremely simple

ev_clear clarity of this survey

On a scale from 1-10, with 1 being incomprehensible, and 10 being crystal clear, how clearly was the topic of the survey presented?

1 1 Incomprehensible

2 2

3 3

4 4

5 5

6 6

7 7

8 8

9 9

10 10 Crystal Clear

ev_lay layout of this survey

On a scale from 1-10, with 1 being terrible, and 10 being wonderful, how do you feel about the layout of the survey?

1 1 Terrible

2 2

3 3

4 4

5 5

6 6

7 7

8 8

9 9

10 10 Wonderful

ev_length length of this survey

On a scale from 1-10, with 1 being endless, and 10 being the perfect amount, how did you feel about the length of the survey (before you started this evaluation section)?

1 1 Endless

2 2

3 3

4 4

5 5

6 6

7 7

8 8

9 9

10 10 Perfect

ev_grade grade for this survey

Which overall grade would you give this survey on a scale of 1 to 10 (where one is very bad, 6

is sufficient, and 10 is excellent)?

1 1 Very bad

2 2

3 3

4 4

5 5

6 6 Sufficient

7 7

8 8

9 9

10 10 Excellent

ev_if_comm if any comments

Do you have any additional comments on the survey?

1 Yes

2 No

IF if any comments = Yes THEN

|

| **ev_comm** comments of the respondent

| Which comments do you have?

| Open

|

ENDIF

CS_001 HOW PLEASANT INTERVIEW

Could you tell us how interesting or uninteresting you found the questions in this interview?

1 Very interesting

2 Interesting

3 Neither interesting nor uninteresting

4 Uninteresting

5 Very uninteresting