

## Well Being 163

### **intro** intro evaluation survey

It is the end of 2010, and we would like to ask you a number of questions about the American Life Panel and your experience as a panel member this year. 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, your hardware, and the 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. Maybe there are a few fun questions as well. 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

### **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

### **ca\_oth\_call** other why called helpdesk

For what other reason did you call the helpdesk?

Open

### **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 Very bad

1

2 2  
3 3  
4 4  
5 5  
6 Sufficient  
6  
7 7  
8 8  
9 9  
10 Outstanding  
10

**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

**ca\_remarks** made remarks via web site

On the ALP web site ([www.rand.org/alp](http://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

**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

**ca\_oth\_rm** other why made remarks

For what reason did you make a remark?

Open

**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](mailto: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

**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
- 6 To change my address

**ca\_oth\_em** other why emailed

For what reason did you email the ALP?

Open

**ca\_answer\_em** opinion on email response

What do you think in general about the responses you get from ALP to your emails?

Open

**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
- 6 Prefer not to say

**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

**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

**ca\_oth\_let** other content for newsletter

Which other topics would you like to read about?

Open

**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 and elections 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

**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

**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

**hw\_oth\_prov** other internet provider used

Which other internet provider do you use?

Open

**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

**hw\_oth\_conn** other method of connecting to the internet

Which other method of connection do you use?

Open

**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

**hw\_diff\_ip** difficulties Internet Player

What do you find difficult about using the Internet Player?

Open

**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

**what\_features** sound video

Does your computer play videos and have sound?

- 1 Yes, I have sound and video playing capabilities
- 2 I only have sound
- 3 I am not sure
- 4 No, I can not play sound or see videos

**N1** started survey didn't finish

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

- 1 Yes
- 2 No

**N2** reason(s) for not finishing survey

For what reason(s) did you not finish?

String

**N7** Other Surveys

Do you take other surveys, not from us?

- 1 Yes
- 2 No

**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): \$Answer2\$

**N8\_other** most other

Please let us know which other surveys you take:

String

**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 2010 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
- 6 I'm mostly worried about my retirement
- 7 I'm mostly worried about health care
- 8 I'm mostly worried about changes to the tax laws

**N9 State of the Country**

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- 7 I'm mostly worried about health care
- 8 I'm mostly worried about changes to the tax laws

**N11 Behavior change**

Would you say that any of our surveys you took this year led you to change your behavior?

- 1 Yes, I thought about my health more and made changes
- 2 Yes, I thought about my finances more and made changes
- 3 Yes, I thought about my retirement more and made changes
- 4 Yes, I thought about my country's political situation and how it affects me more and made changes
- 5 No, I pretty much do what I have always done

**N11\_why Why change behavior**

Which surveys were the most influential or useful and what changes did you make?

Open

**N11\_why Why change behavior**

Which surveys were the most influential or useful and what changes did you make?

Open

**N11\_why Why change behavior**

Which surveys were the most influential or useful and what changes did you make?

Open

**N11\_why Why change behavior**

Which surveys were the most influential or useful and what changes did you make?

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 Name staff**

Who works for the RAND American Life Panel?

- 1 Arie

- 2 Bas
- 3 Emily
- 4 Tania
- 5 Julie
- 6 Tom
- 7 Tina
- 8 Bart
- 9 Sloan

**N14** Smoke

Do you smoke cigarettes?

- 1 Yes
- 2 Yes, but not much
- 3 Sometimes
- 4 No, never

**N15** Holiday Season

Did you give money to any charities this year?

- 1 Yes, I give regularly
- 2 No, this year money is tight
- 3 Yes, but informally, to people on the street
- 4 No, but I volunteer my time
- 5 I plan on doing it soon
- 6 Not interested

**N17** languages

What languages do you speak?

- 1 English
- 2 Spanish
- 3 Russian
- 4 German
- 5 Italian
- 6 Greek
- 7 Tagalog
- 8 Dutch
- 9 Vietnamese
- 10 Mandarin or Cantonese
- 11 Polish
- 12 Korean
- 13 Other \$Answer2\$

**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

**N19** Gift preference

Some people enjoy picking up coins, and have a good eye for it. Have you noticed there are fewer



coins and money to find these days?

- 1 Yes, there isn't much
- 2 No, I try to watch where I'm going
- 3 No, I find money all the time
- 4 It never occurred to me to look for coins. Maybe I'll start this year!

**N20** Gift preference

Do you write New Year's Resolutions?

- 1 Yes, but I forget them by January 2.
- 2 No, I am always improving.
- 3 No, that's silly.
- 4 Yes, and they really help me start the year out right!

**N21** Why stay in panel?

Why do you stay with the American Life Panel?

- 1 Because I like you guys.
- 2 Because I feel like my voice needs to be heard.
- 3 Because I wish to do a useful service for society and policy makers.
- 4 Because I like the extra money.
- 5 Other \$Answer2\$

**N21\_other** Why Stay Other

String

**N22** snow feelings

What do you think of the snow?

- 1 I'm used to it
- 2 Make it go away
- 3 I live in a sunny place
- 4 I live in a sunny place but I'm still cold
- 5 I haven't been outside in days
- 6 I have no thoughts about snow

**N23** snow feelings

Let's pretend you can plan a vacation. Where should you go?

- 1 A warm sunny place
- 2 A cold snowy place
- 3 A vibrant city in the US
- 4 A beautiful city in another country
- 5 I'd rather stay home

**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 Not at all interesting
- 1
- 2 2
- 3 3
- 4 4

5 5  
6 6  
7 7  
8 8  
9 9  
10 Extremely interesting  
10

**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 Impossible  
1  
2 2  
3 3  
4 4  
5 5  
6 6  
7 7  
8 8  
9 9  
10 Extremely simple  
10

**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 Incomprehensible  
1  
2 2  
3 3  
4 4  
5 5  
6 6  
7 7  
8 8  
9 9  
10 Crystal Clear  
10

**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 Terrible  
1  
2 2  
3 3  
4 4  
5 5  
6 6  
7 7  
8 8  
9 9  
10 Wonderful

10

**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 Endless

1

2 2

3 3

4 4

5 5

6 6

7 7

8 8

9 9

10 Perfect

10

**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 Very bad

1

2 2

3 3

4 4

5 5

6 Sufficient

6

7 7

8 8

9 9

10 Excellent

10

**ev\_if\_comm** if any comments

Do you have any additional comments on the survey?

1 Yes

2 No

**ev\_comm** comments of the respondent

Which comments do you have?

Open

**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