

Well Being 323

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 this past 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, the surveys, and some extra questions. 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 surveys for which you have been selected. 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 for English, or 855.633.8191 for Spanish. 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 ca_if_call = Yes, I have called the help desk once or twice OR ca_if_call = 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? Please check all that apply.

- | 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 ca_why_call 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 within a day or two.
- | 3 Sometimes I was helped immediately, sometimes I was helped later.
- | 4 I was called back within a week.
- | 5 I was never called back.

| IF ca_got_help = I was never called back. THEN

```

|
| ca_got_help_never never helped by help desk
| We're very sorry about this! We will do better.
|
| ENDIF
|
| 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
|
| IF Weekends in ca_hours_avail OR 24 hours a day in ca_hours_avail THEN
|
| ca_hours_avail_incorrect contact hours of helpdesk incorrect
| Sorry! We are only open Monday through Friday, from 9am until 5pm Pacific Time, but you can
| always email us at webhelp@rand.org or leave a message other times.
|
| ENDIF
|
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 ca_remarks = Yes, I have used this button once or twice in the last six months OR ca_remarks =
Yes, I use this button regularly THEN
|
| ca_why_rm why remark was made
| Why did you make a remark? Please check all that apply.
| 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 ca_why_rm 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 or ayudaweb@rand.org for Spanish.

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 ca_email = Yes, I have emailed the ALP on one or more occasions OR ca_email = Yes, I regularly send emails to the ALP THEN

```
|
| ca_why_em why emailed
| Why did you email the ALP? Please check all that apply.
| 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
|
```

```
| IF For another reason in ca_why_em THEN
```

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

```
| ca_answer_em opinion on email response
```

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| 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 survey 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 to take my surveys
- 3 I like to be reminded
- 4 I've never been reminded

ca_financial financial dependence

How do you use your quarterly checks? Please select as many as you wish.

- 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

We send you checks once each quarter unless you have opted to let your payments accumulate. Most quarters we try to include a newsletter in which we present some results from the ALP along with your check. Sometimes we send special newsletters mailed separately 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 ca_letter = I always read the newsletter from beginning to end, because I like to stay informed in this way OR ca_letter = 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 ca_more_let THEN

||
|| **ca_oth_let** other content for newsletter
|| Which other topics would you like to read about?
|| Open

||
| ENDIF

|
ENDIF

hw_intro introduction to hardware section

The following questions are about the hardware you use to connect to the Internet and to participate in our surveys.

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 laptop computer
- 2 A Microsoft TV2 Internet Player
- 3 A phone or other handheld wireless device
- 4 A desktop computer

hw_prov used internet provider

Which internet provider do you have?

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

13 Don't know

IF hw_prov = Other THEN

|
| **hw_oth_prov** other internet provider used
| Which other internet provider do 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
- 6 Via satellite
- 7 Don't know

IF hw_conn = Other THEN

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

IF hw_most_used = 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 hw_us_ip = I find it difficult to use the Internet Player OR hw_us_ip = Neither easy nor
| difficult THEN
| |
| | **hw_diff_ip** difficulties Internet Player
| | What do you find difficult about using the Internet Player?
| | Open
| |
| ENDIF
|
ENDIF

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

new_01 cell phone

Do you have a cell phone?

- 1 Yes
- 2 No

IF new_01 = Yes THEN

|
| **new_02** smart phone
| Does your phone give you access to the internet, such as an iphone, a blackberry, a droid or other
| smartphone?
| 1 Yes, I can get email and browse the internet with my phone
| 2 No
| 3 Yes, but I'm not signed up for internet service
| 4 Yes, but I only use it for email
|
ENDIF

IF new_02 = Yes, I can get email and browse the internet with my phone THEN

|
| **new_03** smart phone
| It is possible to take our surveys using your smart phone. Have you ever tried?
| 1 Yes
| 2 No
|
ENDIF

IF new_02 = Yes, but I'm not signed up for internet service THEN

|
| **new_03** smart phone
| It is possible to take our surveys using your smart phone. Have you ever tried?
| 1 Yes
| 2 No
|
ENDIF

IF new_02 = Yes, but I only use it for email THEN

|
| **new_03** smart phone
| It is possible to take our surveys using your smart phone. Have you ever tried?
| 1 Yes
| 2 No
|
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

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

Other than this survey, did you fill out another one of our surveys for the American Life Panel in the last six months?

- 1 Yes
- 2 No

IF cs_taken = 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_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?

| Please type in a number.

| Range: 1..1440

|
| **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

| **N11 Behavior change**

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

| Please check all that apply.

| 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

| IF N11 < No, I pretty much do what I have always done THEN

|| **N11_why** Why change behavior

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

|| Open

| ENDIF

| **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

N1 started survey didn't finish

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

1 Yes

2 No

IF N1 = 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 N7 = 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): \$Answer2\$

|

| **N8_other** most other

| Please let us know which other surveys you take:

| String

|

ENDIF

[Questions N21 to N21_other are displayed as a table]

N21 Why stay in panel?

What is the main reason 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

dis_intro intro

Finally, we want to ask you a few questions about impairment or health problems.

IF random_dis = empty THEN

|

ENDIF

IF random_dis = 1 THEN

|

| **dis_01** Do you have any impairment

| Do you have any impairment or health problem that limits the kind or amount of paid work you can do?

| 1 Yes

| 2 No

|

ELSE

|

| **dis_01b** how often health problems limit work

| How often did health problems limit the kind or amount of work you could do?

| 1 All of the time

| 2 Most of the time

| 3 Some of the time

| 4 A little of the time

| 5 None of the time

|

ENDIF

dis_02 how many people do you know with disability

How many people do you know who have an impairment or health problem that limits the kind or amount of paid work they can do?

Range: 0..100

dis_03 referral

If we offered a referral bonus of \$15, how many of these people would you feel comfortable inviting

to join the American Life Panel? Please focus on people with health problems that limit their ability to work in some way.

Range: 0..100

dis_04 receive SSDI disabled for at least 5 months

You cannot begin receiving Social Security Disability Insurance benefits, or SSDI, until you have been disabled for at least 5 months.

- 1 Yes
- 2 No
- 3 I don't know

[The following questions are displayed as a table]

dis_05 How long it usually take Social Security to make a decision

How long does it usually take Social Security to make a decision once you have applied for disability benefits?

- 1 \$Answer2\$ weeks
- 2 \$Answer3\$ months
- 3 \$Answer4\$ years
- 4 I don't know

dis_05_weeks weeks

Integer

dis_05_months months

Integer

dis_05_years years

Integer

[End of table display]

IF (dis_05 = \$Answer2\$ weeks and dis_05_weeks = empty) or (dis_05 = \$Answer3\$ months and dis_05_months = empty) or (dis_05 = \$Answer4\$ years and dis_05_years = empty) THEN

|
| **check_dis_05** check dis_05
| You have chosen an option but have not specified a value. Your answers are important to us. Please
| go back and correct your answer.

|
ENDIF

CS_001 HOW PLEASANT INTERVIEW

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

- 1 Very interesting
- 2 Interesting
- 3 Neither interesting nor uninteresting
- 4 Uninteresting
- 5 Very uninteresting