Well Being 54

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, surveys, and hardware. 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. Secondly, 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. Finally, we will ask you some questions about the hardware that you use to participate in our surveys. We ask you to answer these questions as honestly and critically as possible. 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 got help help received by helpdesk

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? | | Memo | ENDIF

```
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
122
133
|44
| 5 5
166
Sufficient
177
188
99
| 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 you can make remarks via the 'Make remark' button after you log in. In the
last six months, have you left a general remark? The ALP website is www.rand.org/alp.
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?

	Memo
	ENDIF
F	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?
| | Memo
| |
| ENDIF
ca answer em opinion on email response
What do you think in general about the responses you get from ALP to your emails?
| Memo
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 incentive payment checks?

- 1 To purchase necessities such as food, medicine, clothing
- 2 To purchase special treats for myself
- 3 To purchase special treats for my family or friends

- 4 To put in my savings account
- 5 Nothing specific

ca_letter interest in newsletter

Every quarter with your check we try to include a newsletter in which we present some results from the ALP. 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?
Memo
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 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 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

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

```
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
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?
Memo
cs_mostpref_why most preferred survey participated in within last 6 months
Can you also tell us why you remember this survey in particular?
Memo
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

cs_leastpref least favorite type of survey

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
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?
| Memo
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 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?
| Memo
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? Memo
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
ev_stat_intro intro to statements about this survey In the following section we want to ask you to grade the survey that you just answered 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
66 77 88 99

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

- $2\overline{2}$
- 33
- 44
- 5 5
- 66
- 77
- 88
- 99

10 10

Extremely simple

ev_clear clarity of this survey

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

Incomprehensible

- 22
- 33
- 44
- 5 5
- 66
- 77
- 88
- 99
- 10 10

Crystal

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?

11

Terrible

- 22
- 3 3
- 44
- 5 5
- 66 77
- 88
- 99
- 10 10

Wonderful

ev_length length of this survey On a scale from 1-10, with 1 being endless, and 10 being perfect, how do you feel about the length of the survey (before you started this evaluation section)? Endless 22 33 44 5 5 66 77 88 99 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)? 11 Very bad 22 33 44 5 5 66 Sufficient 77 88 99 10 10 Excellent ev if comm if any comments Do you have any additional comments? 1 Yes 2 No IF if any comments=Yes THEN ev_comm comments of the respondent Which comments do you have? | Memo **ENDIF**

P001 HAVE A PET

Do you have a pet?

1 Yes

2 No

```
IF HAVE A PET = Yes THEN
| P001_service SERVICE ANIMAL
| Is pet a service animal?
1 Yes
| 2 No
ELSE
| P001_other PET IN PAST YEAR
Did you have a pet or pets at some point in the past year?
1 Yes
| 2 No
| IF PET IN PAST YEAR = Yes THEN
| | P001_continue CONTINUE SURVEY
| | For the following questions, please consider the pet(s) you have had in the past year.
| ENDIF
ENDIF
IF (HAVE A PET = Yes and SERVICE ANIMAL = No) or (HAVE A PET = No and PET IN PAST
YEAR = Yes
THEN
[Questions P002_get to P002_get_other are displayed as a table]
| P002_get HOW GET PET
How did you get your last pet?
| 1 Adopted
2 Purchased
3 Received as a gift
4 Found
| 5 Other (specify)
P002_get_other OTHER HOW GET PET
| specify how
String
| IF HOW GET PET = Adopted THEN
[ Questions P002_adopted to P002_adopted_other are displayed as a table ]
| | P002_adopted WHERE FOUND PET
| | From where did you adopt your pet?
| | 1 Shelter/humane society
| | 2 Rescue group
| | 3 Other (specify)
```

-	P002_adopted_other OTHER HOW ADOPTED
	specify how adopted
	String
1	
1	I
	[Questions P002_purchased to P002_purchased_other are displayed as a table]
	P002_purchased WHERE PURCHASED PET
	Where or how did you purchase your pet?
-	1 From a pet store
	2 From a breeder
-	3 From the Internet
	4 From a newspaper ad
	5 Other (specify)
	specify where purchased
	String
i	
İ	ENDIF
	[Questions P002 to P002_other are displayed as a table]
	DOOR WILLIAM MADE DEM
	P002 WHAT TYPE PET
-	What type of pet(s) do you own? Please select all that you have!
-	1 Dog 2 Cot
	2 Cat 3 Bird
	4 Reptile
-	5 Fish
	6 Rabbit
	7 Pocket pet (gerbil, hamster, guinea pig, mouse, rat)
	8 Other (specify)
	P002_other OTHER PET
	specify pet
	String
	IE Dog in WHAT TYPE DET THEN
	IF Dog in WHAT TYPE PET THEN
	P002Q_dog quantity dog
	How many dogs do you have?
	Integer
	ENDIF
	TE C. A. WILLAM TWOSE DET MILEN
1	IF Cat in WHAT TYPE PET THEN
1	
	How many cats do you have?
1	1220. Illusty can ac you have.

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| | Integer
| ENDIF
| IF Bird in WHAT TYPE PET THEN
| | P002Q_bird quantity bird
| | How many birds do you have?
| | Integer
| | |
| ENDIF
| IF Reptile in WHAT TYPE PET THEN
| | P002Q_reptile quantity reptile
| | How many reptiles do you have?
| | Integer
| ENDIF
| IF Fish in WHAT TYPE PET THEN
|| P002Q_fish quantity fish
| | How many fish do you have?
| | Integer
| ENDIF
| IF Rabbit in WHAT TYPE PET THEN
| | P002Q_rabbits quantity rabbits
| | How many rabbits do you have?
| | Integer
| ENDIF
| IF Pocket pet (gerbil, hamster, guinea pig, mouse, rat) in WHAT TYPE PET THEN
|| P002Q_pocket quantity pocket
| | How many pocket pets do you have?
| | Integer
| ENDIF
| IF Other (specify) in WHAT TYPE PET THEN
| | P002Q_other quantity other
| | How many [OTHER PET] s do you have?
| | Integer
| ENDIF
```

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| P003_turtle TURTLE SALMONELLA
| Did you know (before this survey) that turtles can carry Salmonella?
1 Yes
| 2 No
P003_turtlesell TURTLE ILLEGAL
Did you know (before this survey) that selling small turtles is illegal in the United States?
1 Yes
2 No
[Questions P003 to P003_other are displayed as a table]
P003 SELECT MAIN PET
Please answer the remaining survey questions with only one of your pets in mind. Please
| indicate which pet you will use to answer the remaining questions.
1 Dog
2 Cat
3 Bird
4 Reptile
| 5 Pocket pet (gerbil, hamster, guinea pig, etc.)
6 Other (specify)
P003_other OTHER PET
specify pet
String
P004 WHERE DOES PET LIVE
Where does your pet live?
1 Inside my home
2 Inside another building (barn, etc.)
3 Outside
4 Combination of inside and outside
ENDIF
IF (HAVE A PET = Yes and SERVICE ANIMAL = No) or (HAVE A PET = No and PET IN PAST
YEAR = Yes
THEN
| M001 AGE OF PET
| How old is your pet?
| 1 0-1 year
| 2 2-5 years
| 3 6-10 years
4 More than 10 years
M002 AGE OF PET WHEN ACQUIRED
How old was your pet when you acquired it?
| 1 Less than 3 months
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| 2 4 months to 1 year
| 3 1-2 years
| 4 3-5 years
5 6 or more years
[Questions M003 to M003_other are displayed as a table]
| M003 MAJOR REASON ACQUIRED PET
What was the major reason for acquiring your pet?
| 1 Security/protection
2 Companionship
| 3 Child's playmate
4 Profit/breeding
5 Sport
6 Rodent problem
7 Other (specify)
| M003 other OTHER REASON ACQUIRED
other reason to acquire
String
M004 HOW MUCH PAID FOR PET
How much did you pay for your pet (excluding the cost of vaccinations, neutering, etc.)?
1 Nothing
| 2 Less than $50
3 $51 - $100
| 4 $101 - $200
| 5 $201 - $500
6 More than $500
| M006 EFFECT ON CHOICE
Which items did you consider? Please select as many as apply:
| 1 Shedding
2 Allergies
3 Space requirements, such as having a yard or pet flap or not having space
4 Time requirements, such as needing walks per day, etc.
5 Prior pet care experience
6 None of the above
M005 PURE OR MIXED BREED
When you chose your pet, were you more interested in getting a pure bred animal or a mixed
breed?
1 Pure-bred
2 Mixed breed
| 3 No preference
| M007 HOW FOUND PET
If you have ever lost a pet, how did you locate it?
1 Shelter
2 Neighbor
| 3 Search the neighborhood
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4 Pet returned on its own
5 Advertised with flyers or in the newspaper
6 Microchip i.d.
7 Never found it
8 Pet was never lost
9 Other
| M008 PET TRAVEL WITH YOU
Does your pet ever travel with you?
1 Yes
| 2 No
| A001 MOST ENDEARING TRAIT
What is your pet's most endearing trait?
1 Appearance
2 Affection
| 3 Unusual habits
4 Sound (bark, meow, song, etc.)
5 Other
A002 PREPARE SPECIAL FOOD
What do you feed your pet?
1 Pet food
2 Combination of pet food and table scraps
3 Food specially prepared for my pet
4 Other
A003 WHO CHOSE IN HARDSHIP
Because of financial hardship, have you ever had to choose between buying pet food or
| supplies and buying food or supplies for yourself?
1 Yes
| 2 No
| IF WHO CHOSE IN HARDSHIP = Yes THEN
| | A003_fu WHO CHOOSE
| | What did you do?
| | 1 Bought food/supplies for pet
| | 2 Bought food/supplies for self
| | 3 Chose to buy nothing
| ENDIF
| A004 CELEBRATE BIRTHDAY
| Do you ever celebrate your pet's birthday?
1 Yes
| 2 No
A005 GIVE PRESENTS
Do you ever give your pet holiday or birthday presents?
1 Yes
```

```
| 2 No
| IF GIVE PRESENTS = Yes THEN
| | A005 fu WHAT BUY PET
| | What do you buy your pet for holidays/birthdays? Please select as many as you do:
| | 1 Play toys
| | 2 Chew toys
| 3 Snacks
| | 4 Clothing
| | 5 Other
| ENDIF
A006 DRESS PET
| Do you ever dress your pet?
1 Yes
12 No
3 Not applicable to my pet
| A007 TALK TO PET WHEN AWAY
When you are away, do you ever talk to your pet on the phone (or through the answering
| machine)?
1 Yes
| 2 No
| A008 SIGN FROM YOU AND PET
Do you ever sign letters or cards from you and your pet?
1 Yes
| 2 No
| A009 PETS FULFILL PARENTAL NEED
If you are not caring for young children or your children are grown, does caring for your pet
| fulfill a need to parent in you?
1 Yes
12 No
3 I have young children to parent as well!
A010 ROLE WITH PET
| Which of the following do you consider yourself to be for your pet? Select as many as apply:
1 Mom or dad
2 Master or guardian
3 Playmate or friend
4 Servant
| 5 Other
| A011 TIME SPENT WITH PET
About how much time a day to you spend with your pet?
| 1 Fewer than 15 minutes
| 2 15 to 30 minutes
| 3 30 minutes to an hour
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4 1 to 3 hours
5 3-6 hours 6 8 hours or more
R001 MORE INTERESTING WITH PET Do you think your pet makes you a more interesting person? 1 Yes 2 No
IF MORE INTERESTING WITH PET = Yes THEN
R001_why WHY DOES PET MAKE INTERESTING Why? Memo
ENDIF
R002 WHO CHOOSE FOR SPENDING TIME Do you sometimes choose between spending time with your friends or partner and spending time with your pet? 1 I always choose my friends or partner 2 I sometimes choose my friends or partner 3 I sometimes choose my pet 4 I always choose my pet 5 I never have to choose
R003 DESERTED ON ISLAND PICK If you were deserted on an island and could have only one companion, which would you pick? 1 Dog 2 Cat 3 Bird 4 Human
5 Other pet 6 None of these
•

| R006 RATE EMOTIONAL HEALTH

| What about your emotional health since you have had this pet? By this we mean how good you | feel or how stressed, anxious, or depressed you feel. Is it excellent, very good, good, fair | or poor?

- | 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor

| **R007** HEALTH SINCE PET

Did your emotional health change since you got your pet? Is it:

- 1 Much better now
- 2 Somewhat better
- 3 About the same
- 4 Somewhat worse now
- 5 Much worse

| H001 PET SPAYED

Is your pet spayed or neutered?

- 1 Yes
- | 2 No
- 3 Not applicable

H002 CHRONIC HEALTH PROBLEMS

| Has your pet ever had any chronic health problems (e.g., hip dysplasia, arthritus, cancer, | cataracts, diabetes, etc.)?

- 1 Yes
- | 2 No
- 3 Don't know

H003 STEPS TO ENSURE QoL

What steps do you take to ensure your pet's quality of life? Please select all that apply:

- | 1 Regular exercise
- 2 Premium brands of pet food
- 3 No human food
- 4 Regular veterinary checkups and vaccinations
- 5 Teeth cleaning
- 6 Washing and grooming
- 7 Recreation (camping, car trips, etc.)
- 8 Other

| H004 INSURANCE

Do you have health insurance?

- | 1 Yes, for myself
- 2 Yes, for my pet
- 3 Yes, for myself and my pet
- | 4 No

| H005 EXERCISE PET

How do you exercise your pet? Please select all that apply:
1 Jog with pet
2 Play catch (ball, frisbee, etc.)
3 Walk pet
4 Wrestle
5 Let pet run unsupervised
6 Other
H006 HOW OFTEN EXERCISE
How often do you exercise your pet?
1 More than once a day
2 Once a day
3 Every other day
4 2-3 times a week
5 Several times a month
6 Monthly
7 A few times a year
8 Never, pet roams freely
H007 PET MORE EXERCISE THAN YOU
Does your pet generally get more exercise than you do?
1 Yes
2 No
3 We probably get the same amount
ENDIF

CS_001 HOW PLEASANT SURVEY

There are no more questions. 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

CS_003 comments

Do you have any other comments on the survey? Please type these in the box below. Memo