

Appendix C

Appendix C

ASQ Protocol

Final ASQ 2000 short form script

Test line: 1-877-286-3119

Revised March 7, 2000

Notes:

Panel 2 = ASQ Control Panel

Panel 5 = ASQ with calling card incentive

Panel 8A= ASQ with calling card, NRFU

Panel 8B = ASQ, no calling card, NRFU

All responses must be recorded for playback and verification and transcribed if necessary.

Feedback to the respondent is done by the recorded audio clips.

Some responses do not have to be recognized in real time. Spelled and spoken names will be processed by SpeechWorks in post-processing and ship the results back to Westat. These entries are noted by:

<record, transcribe, recognize (SpeechWorks)>

Other responses may be processed in batch mode at the end of the project to obtain information about the recognition confidence level needed for the ASQ usability analysis. These entries are noted by:

<record, transcribe, batch recognition later>

Open-ended responses from the satisfaction survey are marked with this entry:

<record, transcribe>

#####

[chime] You have reached the Census Bureau's Computerized Questionnaire.

[testing] The data you provide is not confidential and will be used for software development.

(March 13, 2000 and later) Your answers are protected by law.

(April 1, 2000 and earlier)

You will be asked to provide information about yourself and persons living in your household on

April 1, 2000, including:

(April 2, 2000 and later)

You will be asked to provide information about yourself and persons who were living in your household on April 1, 2000, including:

- * last name, first name and middle initial;
- * sex
- * date of birth
- * age on April 1, 2000
- * origin
- * race
- * relationship

[chime] We will record your information. When you hear this beep <tone> please speak and keep your answers brief. Please keep the form with your questionnaire ID at hand to assist you with some of the questions. We will now begin.

Do you have a telephone with number buttons, yes or no? <tone>

if silence, then

Do you have a telephone with number buttons? Please say yes or no AFTER the beep.

<tone>

if silence, then

transfer to CATI

Your questionnaire ID number is located above your address on the form mailed to you.

<If yes, then>

<all touchtone digits scenario>

buttons = true

ID22:

Please enter all 22 digits of your questionnaire id with the pushbutton keys on your telephone after you hear the beep.<tone2>

<accept input>

You entered \$\$\$\$\$ dash \$\$\$\$\$\$ dash \$\$ dash \$\$\$ dash \$\$\$ dash \$\$, Is this correct, yes or no? <tone>

If yes, then

goto VERIFY 1

If no, then

goto AGAIN

if silence, then

You entered \$\$\$\$ dash \$\$\$\$\$\$ dash \$\$ dash \$\$\$ dash \$\$\$ dash \$\$.
Is this correct? Please say yes or no after the beep. <tone>

If yes, then

goto VERIFY 1

If no OR silence, then

goto AGAIN

<end all touchtone digits scenario>

<begin punctuated touchtone digits scenario>

ID5: Please enter the first five digits of your Questionnaire ID with the pushbutton keys on your telephone after you hear the beep.<tone2>

<accept input>

You entered xxxxx. Is this correct, yes or no? <tone>

if silence, then

You entered xxxxx. Is this correct? Please say yes or no after the beep <tone>

If no, then

go to ID5

ID7: Please enter the next seven digits of your questionnaire ID with the pushbutton keys on your telephone after you hear the beep. <tone2>

<accept input>

You entered xxxxxxx. Is this correct, yes or no? <tone>

if silence, then

You entered xxxxxxx. Is this correct? Please say yes or no after the beep <tone>

If no then go to ID7

ID2: Please enter the next 2 digits of your questionnaire ID with the pushbutton keys on your telephone after you hear the beep. <tone2>

<accept input>

You entered xx. Is this correct, yes or no? <tone>

if silence, then

You entered xx. Is this correct? Please say yes or no after the beep <tone>

If no then go to ID2

ID3: Please enter the next 3 digits of your questionnaire ID with the pushbutton keys on your

telephone after you hear the beep. <tone2>

<accept input>

You entered xxx. Is this correct, yes or no? <tone>

if silence, then

You entered xxx. Is this correct? Please say yes or no after the beep <tone>

If no then go to ID3

ID32: Please enter the next 3 digits of your questionnaire ID with the pushbutton keys on your telephone after you hear the beep. <tone2>

<accept input>

You entered xxx. Is this correct, yes or no? <tone>

if silence, then

You entered xxx. Is this correct? Please say yes or no after the beep <tone>

If no then go to ID32

ID222: Please enter the last two digits of your questionnaire ID with the pushbutton keys on your telephone after you hear the beep. <tone2>

<accept input>

You entered xx. Is this correct, yes or no? <tone>

if silence, then

You entered xx. Is this correct? Please say yes or no after the beep <tone>

If no, then go to ID222

goto VERIFY 2

<end punctuated touchtone digits scenario>

<If no, then>

<all spoken digits scenario>

IDV22:

Please say all 22 digits of your questionnaire ID without pausing after you hear the beep.<tone>

<accept input>

You said \$\$\$\$\$ dash \$\$\$\$\$\$ dash \$\$ dash \$\$\$ dash \$\$\$ dash \$\$, Is this correct, yes or no? <tone>

If yes, then

goto VERIFY 1

If no, then
 goto AGAIN

if silence, then
 You entered \$\$\$\$ dash \$\$\$\$\$\$ dash \$\$ dash \$\$\$ dash \$\$\$ dash \$\$.
 Is this correct? Please say yes or no after the beep. <tone>

 If yes, then
 goto VERIFY 1

 If no OR silence, then
 goto AGAIN

<end all spoken digits scenario>

<punctuated spoken digits scenario>

IDV5: Please say the first five digits of your Questionnaire ID after you hear the beep. <tone>

<accept input>
You said xxxxx. Is this correct, yes or no? <tone>

if silence, then
 You entered xxxxx. Is this correct? Please say yes or no after the beep <tone>

If no, then
 go to IDV5

IDV7: Please say the next seven digits of your questionnaire ID after you hear the beep. <tone>

<accept input>
You said xxxxxxx. Is this correct, yes or no? <tone>

if silence, then
 You entered xxxxxxx. Is this correct? Please say yes or no after the beep <tone>

If no then go to IDV7

IDV2: Please say the next 2 digits of your questionnaire ID after you hear the beep. <tone>

<accept input>
You said xx. Is this correct, yes or no? <tone>

if silence, then
 You entered xx. Is this correct? Please say yes or no after the beep <tone>

If no then go to IDV2

IDV3: Please say the next 3 digits of your questionnaire ID after you hear the beep. <tone>

<accept input>
You said xxx. Is this correct, yes or no? <tone>

if silence, then
 You entered xxx. Is this correct? Please say yes or no after the beep <tone>

If no then go to IDV3

IDV32: Please say the next 3 digits of your questionnaire ID after you hear the beep. <tone>

<accept input>
You said xxx. Is this correct, yes or no? <tone>

if silence, then
 You entered xxx. Is this correct? Please say yes or no after the beep <tone>

If no then go to IDV32

IDV222: Please say the last two digits of your questionnaire ID after you hear the beep. <tone>

<accept input>
You said xx. Is this correct, yes or no? <tone>

if silence, then
 You entered xx. Is this correct? Please say yes or no after the beep <tone>

If no then go to IDV222
 goto VERIFY 2

<end punctuated spoken digits scenario>

:VERIFY 1
<verify ID>

<If no match, then>
 The number you entered is not in our records.

:AGAIN
 if buttons, then
 go to ID5
 else
 go to IDV5

:VERIFY 2
<verify ID>

<if ID used before, then
 if complete, then

We see from our records that you already provided your Census information. We are transferring you to an operator who will answer your questions.

else

We see from our records that you entered some information into this system. We are transferring you now to an operator who will take your information.

<transfer to OA>

>

<If no match, then>

See bailout specification

#####HOME_OWNER

[chime] We will now ask you about this property.

Is this property owned by you or someone in this household free and clear, without mortgage, yes or no? <tone>

if silence, then

Is this property owned by you or someone in this household free and clear without a mortgage? Please say yes or no after the beep <tone>

<if no, then>

Is this property owned by you or someone in this household with a mortgage or loan, yes or no? <tone>

if silence, then

Is this property owned by you or someone in this household with a mortgage or loan? Please say yes or no after the beep. <tone>

<if no, then>

Is this property rented for cash, yes or no? <tone>

if silence, then

Is this property rented for cash? Please say yes or no after the beep.
<tone>

<if no, then>

Is this property occupied without payment of cash rent, yes or no? <tone>

if silence, then

Is this property occupied without payment of cash rent? Please say yes or no after the beep. <tone>

#####NAME & TELEPHONE

We will need your name and telephone number in case we need to contact you to understand or clarify an answer. Please say your first name after the beep.<tone>

<record, transcribe, recognize (SpeechWorks)>

if silence, then

 Please say your first name AFTER you hear the beep. <tone>

 <record, transcribe, recognize (SpeechWorks)>

Please say your last name after the beep. <tone>

<record, transcribe, recognize (SpeechWorks)>

if silence, then

 Please say your last name AFTER you hear the beep. <tone>

 <record, transcribe, recognize (SpeechWorks)>

Ok ... now

short = false

silence1 = false

Phone:

If buttons, then

 if not short, then

 Please enter your phone number, area code first, with the number buttons on your telephone now. <tone2>

 else

 if short or silence1, then

 Please enter all ten digits of your phone number AFTER you hear the beep.<tone2>

else

 if not short, then

 Please say your phone number, area code first, by speaking one digit at a time now. <tone>

 else

 if short or silence1, then

 Please say all ten digits in your phone number without pausing AFTER you hear the beep.<tone>

We have xxx <pause> xxx <pause> xxxx as your telephone number. Is this correct, yes or no? <tone>

telephone = false

if silence, then

 silence1 = true

 goto Phone

If no, then

 If count(digits) < 10, then short = true

 go to Phone

If yes, then telephone = true

NAME_LIST

(April 1, 2000 and earlier)

Next, you will be asked to list any other persons living at this address on April 1, 2000.

(April 2, 2000 and later)

Next, you will be asked to list any other persons who lived at this address on April 1, 2000.

Certain persons will be counted at other places, so DO NOT INCLUDE anyone who is:
away at college,

OR in a correctional facility, nursing home, or mental hospital on April 1, 2000,

OR in the Armed Forces and living somewhere else,

OR staying at another place most of the time.

In addition to yourself, are there any other household members that need to be counted, yes or no? <tone>

if silence, then

In addition to yourself, are there any other household members that need to be counted?

Please say yes or no after the beep. <tone>

If yes, then

roster = 2

Please say the first name of person 2 after the beep. <tone>

<record, transcribe, recognize (SpeechWorks)>

if silence, then

Please say the first name of person 2 AFTER you hear the beep. <tone>

<record, transcribe, recognize (SpeechWorks)>

Please say the last name of person 2 after the beep. <tone>

<record, transcribe, recognize (SpeechWorks)>

if silence, then

Please say the last name of person 2 AFTER you hear the beep. <tone>

<record, transcribe, recognize (SpeechWorks)>

Are there any other household members that need to be counted, yes or no? <tone>

if silence, then

Are there any other household members that need to be counted? Please say yes or no after the beep. <tone>

...(repeat for all members of household)

#####

PERSON 1

#####

[chime]

if roster > 1, then

For each of the persons on your list, we will now ask you a series of questions starting with yourself.

else

We will now ask you a series of questions about yourself.

#####NAME

:FN

Please spell your first name after the beep. <tone>

<record, transcribe, recognize (SpeechWorks)>

If silence, then

Please spell your first name AFTER you hear the beep. <tone>

<record, transcribe, recognize (SpeechWorks)>

:LN

Please spell your last name after the beep.<tone>

<record, transcribe, recognize (SpeechWorks)>

If silence, then

Please spell your last name AFTER you hear the beep.<tone>

<record, transcribe, recognize (SpeechWorks)>

:MI

Please say your middle initial. If there is no middle initial, say "none." Answer after the beep.

<tone>

<record, transcribe, batch recognition later>

If silence,

Please tell us your middle initial. If there is no middle initial say "none". Answer AFTER you hear the beep. <tone>

<record, transcribe, batch recognition later>

#####SEX

What is your sex, female or male? <tone>

<record, transcribe, batch recognition later>

if silence, then

What is your sex? Please answer either female or male AFTER you hear the beep. <tone>

<record, transcribe, batch recognition later>

#####AGE & DATE_OF_BIRTH

[chime] We will now ask about your age and date of birth.

#####AGE

(April 1, 2000 and earlier)

What is your age on April 1, 2000? Please answer after the beep. <tone>

<record, transcribe, batch recognition later>

if silence, then

What is your age on April 1, 2000? Please answer AFTER you hear the beep. <tone>

<record, transcribe, batch recognition later>

(April 2, 2000 and later)

What was your age on April 1, 2000? Please answer after the beep. <tone>

<record, transcribe, batch recognition later>

if silence, then

What was your age on April 1, 2000? Please answer AFTER you hear the beep. <tone>

<record, transcribe, batch recognition later>

Please tell us the month, day, and year of your birth after the beep. <tone>

<record, transcribe, batch recognition later>

if silence, then

Please tell us the month, day, and year of your birth. Please answer AFTER you hear the beep. <tone>

<record, transcribe, batch recognition later>

#####ORIGIN

[chime] We will now ask about your origin.

Are you of Spanish or Hispanic origin, yes or no? <tone>

if silence, then

Are you of Spanish or Hispanic origin? Please say yes or no after the beep. <tone>

<if yes, then>

Which of the following best describes your origin:

Mexican, Mexican American, Chicano, Puerto Rican, Cuban or other? <tone>

if silence, then

Which of the following best describes your origin:
Mexican, Mexican American, Chicano, Puerto Rican, Cuban or other? Please
answer AFTER you hear the beep. <tone>

<if unrecognized, then go to OH>

<if other, then>

Okay, to what other Spanish or Hispanic group do you belong? <tone>

<record, transcribe, batch recognition later>

if silence, then

Please say what other Spanish or Hispanic group you consider yourself a member
AFTER the beep. <tone>

<record, transcribe, batch recognition later>

<Argentinean, Colombian, Dominican, Nicaraguan, Salvadoran, Spaniard, other Hispanic>

:OH

Please spell that after the beep.<tone>

<record, transcribe, batch recognition later>

if silence, then

Please spell the name of the Spanish or Hispanic group AFTER the beep. <tone>

<record, transcribe, batch recognition later>

Do you belong to any other Spanish or Hispanic groups, yes or no? <tone>

if silence, then

Do you belong to any other Spanish or Hispanic groups? Please say yes or no after the
beep. <tone>

<if yes, then>

Please tell us the name or names of these groups after the beep.<tone>

<record, transcribe, batch recognition later>

<Mexican, Mexican American, Chicano, Puerto Rican, Cuban, Argentinean, Colombian,
Dominican, Nicaraguan, Salvadoran, Spaniard, other Hispanic>

if silence, then

Please tell us the name or names of any other Spanish or Hispanic group you
consider yourself a member AFTER the beep. <tone>

<record, transcribe, batch recognition later>

#####RACE

[chime] We will now ask about your race.

<If panel 2 or 5, then>

Do you belong to one or more of the races printed under question 8 on page 1 of the questionnaire, yes or no? <tone>

<If panel 8A or 8B, then>

Do you belong to one or more of the races printed under item 9 inside the brochure, yes or no? <tone>

if silence, then

goto RACELIST 1

<If yes, then>

Please say the name of the race or races you belong to with a short pause between each name after the beep.<tone>

<record, transcribe, batch recognition later>

if silence, then

goto RACELIST1

else

goto CONFIRM 1

<If no, then>

Please say the name of the other race or races you belong to with a short pause between each name after the beep. <tone>

<record, transcribe, batch recognition later>

if silence, then

goto RACELIST1

else

goto CONFIRM 1

:RACELIST1

Are you White? Please say yes or no after the beep. <tone>

<if yes, then>

Do you belong to any other races, yes or no? <tone>

if silence, then

Do you belong to any other races? Please say yes or no after the beep. <tone>

<if no, then>

skip to CONFIRMATION 1

Are you Black, African American, or Negro, yes or no? <tone>

if silence, then

Are you Black, African American, or Negro? Please say yes or no after the beep. <tone>

<if yes, then>

Do you belong to any other races, yes or no? <tone>

if silence, then

Do you belong to any other races? Please say yes or no after the beep. <tone>

<if no, then>

skip to CONFIRMATION 1

Are you an American Indian or Alaska Native, yes or no? <tone>

if silence, then

Are you an American Indian or Alaska Native? Please say yes or no after the beep.

<tone>

<if yes, then>

Please say the name of your tribe after the beep. <tone>

<record, transcribe, batch recognition later>

<Cherokee, Blackfoot, Navajo, Chickasaw, Chippewa, Potawatomi, Sioux, Tohono O'odham, Choctaw, Pima, Pueblo, Tlingit, Apache, Seminole, Iroquois, Alaskan Athabaskans, Lumbee, Cheyenne, Creek, Comanche, other tribe>

if silence, then

Please say the name of your tribe AFTER you hear the beep. <tone>

<record, transcribe, batch recognition later>

Please spell the name of your tribe after the beep.<tone>

<record, transcribe, batch recognition later>

if silence, then

Please spell the name of your tribe AFTER you hear the beep. <tone>

<record, transcribe, batch recognition later>

Do you belong to any other races, yes or no? <tone>

if silence, then

Do you belong to any other races? Please say yes or no after the beep. <tone>

<if no, then>

skip to CONFIRMATION 1

Are you an Asian Indian, yes or no? <tone>

if silence, then

Are you an Asian Indian? Please say yes or no after the beep. <tone>

<if yes, then>

Do you belong to any other races, yes or no? <tone>

if silence, then

Do you belong to any other races? Please say yes or no after the beep. <tone>

<if no, then>

skip to CONFIRMATION 1

Are you Chinese, yes or no? <tone>

if silence, then

Are you Chinese? Please say yes or no after the beep. <tone>

<if yes, then>

Do you belong to any other races, yes or no? <tone>

if silence, then

Do you belong to any other races? Please say yes or no after the beep. <tone>

<if no, then>

skip to CONFIRMATION 1

Are you Filipino, yes or no? <tone>

if silence, then

Are you Filipino? Please say yes or no after the beep. <tone>

<if yes, then>

Do you belong to any other races, yes or no? <tone>

if silence, then

Do you belong to any other races? Please say yes or no after the beep. <tone>

<if no, then>

skip to CONFIRMATION 1

Are you Japanese, yes or no? <tone>

if silence, then

Are you Japanese? Please say yes or no after the beep. <tone>

<if yes, then>

Do you belong to any other races, yes or no? <tone>

if silence, then

Do you belong to any other races? Please say yes or no after the beep. <tone>

<if no, then>

skip to CONFIRMATION 1

Are you Korean, yes or no? <tone>

if silence, then

Are you Korean? Please say yes or no after the beep. <tone>

<if yes, then>

Do you belong to any other races, yes or no? <tone>

if silence, then

Do you belong to any other races? Please say yes or no after the beep. <tone>

<if no, then>

skip to CONFIRMATION 1

Are you Vietnamese, yes or no? <tone>

if silence, then

Are you Vietnamese? Please say yes or no after the beep. <tone>

<if yes, then>

Do you belong to any other races, yes or no? <tone>

if silence, then

Do you belong to any other races? Please say yes or no after the beep. <tone>

<if no, then>

skip to CONFIRMATION 1

Are you from some other Asian race, yes or no? <tone>

if silence, then

Are you from some other Asian race? Please say yes or no after the beep. <tone>

<if yes, then>

Please say the name of your race after the beep. <tone>

<record, transcribe, batch recognition later>

if silence, then

Please say the name of your race AFTER you hear the beep. <tone>

<record, transcribe, batch recognition later>

<Cambodian, Hmong, Indonesian, Pakistani, Laotian, Thai, other Asian race>

Please spell the name of your race after the beep.<tone>

<record, transcribe, batch recognition later>

if silence, then

Please spell the name of your race AFTER you hear the beep. <tone>

<record, transcribe, batch recognition later>

Do you belong to any other races, yes or no? <tone>

if silence, then

Do you belong to any other races? Please say yes or no after the beep. <tone>

<if no, then>

skip to CONFIRMATION 1

Are you Native Hawaiian, yes or no? <tone>

if silence, then

Are you Native Hawaiian? Please say yes or no after the beep. <tone>

<if yes, then>

Do you belong to any other races, yes or no? <tone>

if silence, then

Do you belong to any other races? Please say yes or no after the beep. <tone>

<if no, then>

skip to CONFIRMATION 1

Are you Guamanian or Chamorro, yes or no? <tone>

if silence, then

Are you Guamanian or Chamorro? Please say yes or no after the beep. <tone>

<if yes, then>

Do you belong to any other races, yes or no? <tone>

if silence, then

Do you belong to any other races? Please say yes or no after the beep. <tone>

<if no, then>

skip to CONFIRMATION 1

Are you Samoan, yes or no? <tone>

if silence, then

Are you Samoan? Please say yes or no after the beep. <tone>

<if yes, then>

Do you belong to any other races, yes or no? <tone>

if silence, then

Do you belong to any other races? Please say yes or no after the beep. <tone>

<if no, then>

skip to CONFIRMATION 1

Are you from some other Pacific Islander race, yes or no? <tone>

if silence, then

Are you from some other Pacific Islander race? Please say yes or no after the beep.
<tone>

<if yes, then>

Please say the name of your race after the beep. <tone>
<record, transcribe, batch recognition later>

if silence, then

Please say the name of your race AFTER you hear the beep. <tone>
<record, transcribe, batch recognition later>

<Fijian, Palauan, Tahitian, Tongan, other Pacific Islander>

Please spell the name of your race after the beep.<tone>
<record, transcribe, batch recognition later>

if silence, then

Please spell the name of your race AFTER you hear the beep. <tone>
<record, transcribe, batch recognition later>

Do you belong to some other race, yes or no? <tone>

if silence, then

Do you belong to some other race? Please say yes or no after the beep. <tone>

<if no, then>

skip to CONFIRMATION 1

<if yes, then>

Please say the name of your race after the beep. <tone>
<record, transcribe, batch recognition later>

if silence, then

Please say the name of your race AFTER you hear the beep. <tone>
<record, transcribe, batch recognition later>

Please spell the name of your race after the beep.<tone>
<record, transcribe, batch recognition later>

if silence, then

Please spell the name of your race AFTER you hear the beep. <tone>
<record, transcribe, batch recognition later>

#####CONFIRMATION 1

[chime] We will now summarize the information you recorded about yourself.

{Silent responses should be spoken as "blank"}

Name: <first name 1 & last name 1>.

Sex: <sex>

Birthdate: if <month> = silence AND <day> = silence AND <year> = silence, then
say "blank"
else
<month> <day> <year>

Age: <age>

Origin: <origin> (if blank, say "Non-Hispanic")

Race: <race>

Ownership: <owned free and clear, owned with a mortgage, rented for cash, occupied with no
rent> {NOTE: these phrases are spoken, not synthesized}

Is all of this information correct, yes or no? <tone>

if silence, then

Is all of this information correct? Please say yes or no after the beep. <tone>

<if no, then>

Please tell us which item or items were incorrect and provide the correct information for
each one after the beep. <tone>

<record, transcribe, batch recognition later>

if silence, then

For each item you wish to correct, please tell us the item and the new information
AFTER you hear the beep. <tone>

<record, transcribe, batch recognition later>

#####

PERSON 2..n

#####

[chime] We will now ask you some questions about <first name n> <last name n>.

#####NAME

Please spell the first name of this person after the beep. <tone>
<record, transcribe, recognize (SpeechWorks)>

if silence, then

Please spell the first name of this person AFTER you hear the beep. <tone>
<record, transcribe, recognize (SpeechWorks)>

Please spell the last name of this person after the beep. <tone>
<record, transcribe, recognize (SpeechWorks)>

if silence, then

Please spell the last name of this person AFTER you hear the beep. <tone>
<record, transcribe, recognize (SpeechWorks)>

Please say their middle initial. If there is no middle initial, say “none”. Answer after the beep.
<tone>
<record, transcribe, batch recognition later>

if silence, then

Please say their middle initial. If there is no middle initial, say “none”. Answer AFTER
you hear the beep. <tone>
<record, transcribe, batch recognition later>

#####RELATIVE

Is <first name n> <last name n> related to you, yes or no? <tone>

if silence, then

Is <first name n> <last name n> related to you? Please say yes or no after the beep.
<tone>

if yes, then

relation = true

if panel 2 or 5, then

Which one of the items listed under question 2 on page 2 of the form describes
the relationship between this person and yourself? <tone>

if panel 8A or 8B, then

Which one of the items listed under item 5 inside the brochure describes the relationship between this person and yourself? <tone>

if silence, then

Which describes this person's relationship to you,
husband or wife,
natural born son or daughter,
adopted son or daughter,
stepson or stepdaughter,
brother or sister,
father or mother,
grandchild, parent-in-law,
son or daughter-in-law, or other relative? Please answer AFTER you hear
the beep. <tone>

if "daughter", then

:D1 Is this person your natural born daughter, yes or no? <tone>

if silence, then

Is this person your natural born daughter? Please say yes or no after the
beep. <tone>

if yes, then goto SEX

if no, then

:D2 Is this person your adopted daughter, yes or no? <tone>

if silence, then

Is this person your adopted daughter? Please say yes or no after the
beep. <tone>

if yes, then goto SEX

if no, then

:D3 Is this person your stepdaughter, yes or no? <tone>

if silence, then

Is this person your stepdaughter? Please say yes or no after
the beep. <tone>

if yes, then goto SEX

if "son", then

:S1 Is this person your natural born son, yes or no? <tone>

if silence, then

Is this person your natural born son? Please say yes or no after the beep.
<tone>

if yes, then goto SEX

if no, then

:S2 Is this person your adopted son, yes or no? <tone>

if silence, then

Is this person your adopted son? Please say yes or no after the beep. <tone>

if yes, then goto SEX

if no, then

:S3 Is this person your stepson, yes or no? <tone>

if silence, then

Is this person your stepson? Please say yes or no after the beep. <tone>

If yes, then goto SEX

if unrecognized, then goto OREL

if other OR (if D1, D2, D3 are no OR silent) OR (if S1, S2, S3 are no OR silent), then
Please say what other relationship this person has with you after the beep. <tone>
<record, transcribe, batch recognition later>

if silence, then

Please say what other relationship this person has with you AFTER you hear the beep. <tone>

<record, transcribe, batch recognition later>

:OREL

Please spell the name of the relationship this person has with you after the beep.
<tone>

<record, transcribe, batch recognition later>

if silence, then

Please spell the name of the relationship this person has with you AFTER you hear the beep. <tone>

<record, transcribe, batch recognition later>

if no, then

if panel 2 or 5, then

Which one of the items listed under question 2 on page 2 of the form describes the association between this person and yourself? <tone>

if panel 8A or 8B, then

Which one of the items listed under item 5 inside the brochure describes the association between this person and yourself? <tone>

if silence, then

Please say which of the following best describes the association between yourself and this person: a roomer, boarder, foster child, housemate, roommate, unmarried partner, other? Answer AFTER you hear the beep.
<tone>

if unrecognized, then goto OASS

if other, then

Please say what other association this person has with you after the beep.
<tone>
<record, transcribe, batch recognition later>

if silence, then

Please say what other association this person has with you after the beep. Answer AFTER you hear the beep. <tone>
<record, transcribe, batch recognition later>

:OASS

Please spell the name of the association this person has with you after the beep. <tone>
<record, transcribe, batch recognition later>

if silence, then

Please spell the name of the association this person has with you. Please answer AFTER you hear the beep. <tone>
<record, transcribe, batch recognition later>

#####SEX

What is this person's sex, female or male? <tone>
<record, transcribe, batch recognition later>

if silence, then

What is this person's sex? Please answer female or male after the beep. <tone>
<record, transcribe, batch recognition later>

#####AGE & DATE_OF_BIRTH

[chime] We will now ask about their age and date of birth.

(April 1, 2000 and earlier)

What will this person's age be on April 1, 2000? Please answer after the beep. <tone>
<record, transcribe, batch recognition later>

if silence, then

What will this person's age be on April 1, 2000? Please answer AFTER you hear the beep. <tone>
<record, transcribe, batch recognition later>

(April 2, 2000 and later)

What was this person's age on April 1, 2000? Please answer after the beep. <tone>
<record, transcribe, batch recognition later>

if silence, then

What was this person's age on April 1, 2000? Please answer AFTER you hear the beep.
<tone>
<record, transcribe, batch recognition later>

Please tell us the month, day, and year this person was born after the beep. <tone>
<record, transcribe, batch recognition later>

if silence, then

Please tell us the month, day, and year this person was born. Please answer AFTER you hear the beep. <tone>
<record, transcribe, batch recognition later>

#####ORIGIN

[chime] We will now ask about their origin

Is this person of Spanish or Hispanic origin, yes or no? <tone>

if silence, then

Is this person of Spanish or Hispanic origin? Please say yes or no after the beep. <tone>

if yes, then

Which of the following best describes their origin: Mexican, Mexican-American, Chicano, Puerto Rican, Cuban, or other? <tone>

if silent, then

Which of the following best describes their origin: Mexican, Mexican-American, Chicano, Puerto Rican, Cuban, or other? Please answer AFTER you hear the beep. <tone>

if unrecognized, then goto OH2

if other, then

Okay, to what other Spanish or Hispanic group do they belong? <tone>
<record, transcribe, batch recognition later>

if silent, then

What other Spanish or Hispanic group does this person belong? Please

answer AFTER you hear the beep. <tone>
<record, transcribe, batch recognition later>

<Argentinean, Colombian, Dominican, Nicaraguan, Salvadoran, Spaniard, other Hispanic>
:OH2

Please spell that after the beep. <tone>
<record, transcribe, batch recognition later>

if silent, then

Please spell the name of the Spanish or Hispanic group AFTER the beep.
<tone>
<record, transcribe, batch recognition later>

Does this person belong to any other Spanish or Hispanic groups, yes or no? <tone>

if silent, then

Does this person belong to any other Spanish or Hispanic groups? Please say yes or no
after the beep. <tone>

<if yes, then>

Please tell us the name or names of these groups after the beep. <tone>
<record, transcribe, batch recognition later>

if silent, then

Please tell us the name or names of any other Spanish or Hispanic group this
person belongs to AFTER the beep. <tone>
<record, transcribe, batch recognition later>

<Mexican, Mexican American, Chicano, Puerto Rican, Cuban, Argentinean, Colombian,
Dominican, Nicaraguan, Salvadoran, Spaniard, other Hispanic>

#####RACE

[chime] We will now ask about their race.

<If panel 2 or 5, then>

Does this person belong to one or more of the races printed under question 8 on page 1 of
the questionnaire, yes or no? <tone>

if silence goto RACE2

<If panel 8A or 8B, then>

Does this person belong to one or more of the races printed under item 9 inside the
brochure, yes or no? <tone>

if silence goto RACE2

<If yes, then>

Please say the name of the race or races this person belongs to with a short pause between each name. <tone>

<record, transcribe, batch recognition later>

if silence, then

goto RACE2

else

goto CONFIRMATION 2

<If no, then>

Please say the name of the other race or races this person belongs to with a short pause between each name. <tone>

<record, transcribe, batch recognition later>

if silence, then

goto RACE2

else

goto CONFIRMATION 2

:RACE2

Is this person White? Please say yes or no after the beep. <tone>

<if yes, then>

Does this person belong to any other races, yes or no? <tone>

if silence, then

Does this person belong to any other races? Please say yes or no after the beep.

<tone>

<if no, then>

skip to CONFIRMATION 2

Is this person Black, African American, or Negro, yes or no? <tone>

if silence, then

Is this person Black, African American, or Negro? Please say yes or no after the beep.

<tone>

<if yes, then>

Does this person belong to any other races, yes or no? <tone>

if silence, then

Does this person belong to any other races? Please say yes or no after the beep.

<tone>

<if no, then>
skip to CONFIRMATION 2

Is this person an American Indian or Alaska Native, yes or no? <tone>

if silence, then

Is this person American Indian or Alaskan Native? Please say yes or no after the beep.
<tone>

<if yes, then>

Please tell us the name of this person's tribe after the beep. <tone>
<record, transcribe, batch recognition later>

<Cherokee, Blackfoot, Navajo, Chickasaw, Chippewa, Potawatomi, Sioux, Tohono
O'Odham, Choctaw, Pima, Pueblo, Tlingit, Apache, Seminole, Iroquois, Alaskan
Athabaskans, Lumbee, Cheyenne, Creek, Comanche, other tribe>

if silence, then

Please tell us the name of this person's tribe. Please answer AFTER you hear the
beep. <tone>
<record, transcribe, batch recognition later>

Please spell the name of this person's tribe after the beep. <tone>
<record, transcribe, batch recognition later>

if silence, then

Please spell the name of this person's tribe AFTER you hear the beep. <tone>
<record, transcribe, batch recognition later>

Does this person belong to any other races, yes or no? <tone>

if silence, then

Does this person belong to any other races? Please say yes or no after the beep.
<tone>

<if no, then>
skip to CONFIRMATION 2

Is this person an Asian Indian, yes or no? <tone>

if silence, then

Is this person an Asian Indian? Please say yes or no after the beep. <tone>

<if yes, then>

Does this person belong to any other races, yes or no? <tone>

if silence, then

Does this person belong to any other races? Please say yes or no after the beep.
<tone>

<if no, then>

skip to CONFIRMATION 2

Is this person Chinese, yes or no? <tone>

if silence, then

Is this person Chinese? Please say yes or no after the beep. <tone>

<if yes, then>

Does this person belong to any other races, yes or no? <tone>

if silence, then

Does this person belong to any other races? Please say yes or no after the beep.
<tone>

<if no, then>

skip to CONFIRMATION 2

Is this person Filipino, yes or no? <tone>

if silence, then

Is this person Filipino? Please say yes or no after the beep. <tone>

<if yes, then>

Does this person belong to any other races, yes or no? <tone>

if silence, then

Does this person belong to any other races? Please say yes or no after the beep.
<tone>

<if no, then>

skip to CONFIRMATION 2

Is this person Japanese, yes or no? <tone>

if silence, then

Is this person Japanese? Please say yes or no after the beep. <tone>

<if yes, then>

Does this person belong to any other races, yes or no? <tone>

if silence, then

Does this person belong to any other races? Please say yes or no after the beep.
<tone>

<if no, then>
skip to CONFIRMATION 2

Is this person Korean, yes or no? <tone>

if silence, then
Is this person Korean? Please say yes or no after the beep. <tone>

<if yes, then>
Does this person belong to any other races, yes or no? <tone>

if silence, then
Does this person belong to any other races? Please say yes or no after the beep.
<tone>

<if no, then>
skip to CONFIRMATION 2

Is this person Vietnamese, yes or no? <tone>

if silence, then
Is this Vietnamese? Please say yes or no after the beep. <tone>

<if yes, then>
Does this person belong to any other races, yes or no? <tone>

if silence, then
Does this person belong to any other races? Please say yes or no after the beep.
<tone>

<if no, then>
skip to CONFIRMATION 2

Is this person from some other Asian race, yes or no? <tone>

if silence, then
Is this person from some other Asian race? Please say yes or no after the beep. <tone>

<if yes, then>
Please say the name of this person's race after the beep. <tone>
<record, transcribe, batch recognition later>

if silence, then

Please say the name of this person's race AFTER you hear the beep. <tone>
<record, transcribe, batch recognition later>

<Cambodian, Hmong, Indonesian, Pakistani, Laotian, Thai, other Asian>

Please spell the name of this person's race after the beep. <tone>
<record, transcribe, batch recognition later>

if silence, then

Please spell the name of this person's race AFTER you hear the beep. <tone>
<record, transcribe, batch recognition later>

Does this person belong to any other races, yes or no? <tone>

if silence, then

Does this person belong to any other races? Please say yes or no after the beep.
<tone>

<if no, then>

skip to CONFIRMATION 2

Is this person Native Hawaiian, yes or no? <tone>

if silence, then

Is this person Native Hawaiian? Please say yes or no after the beep. <tone>

<if yes, then>

Does this person belong to any other races, yes or no? <tone>

if silence, then

Does this person belong to any other races? Please say yes or no after the beep.
<tone>

<if no, then>

skip to CONFIRMATION 2

Is this person Guamanian or Chamorro, yes or no? <tone>

if silence, then

Is this person Guamanian or Chamorro? Please say yes or no after the beep. <tone>

<if yes, then>

Does this person belong to any other races, yes or no? <tone>

if silence, then

Does this person belong to any other races? Please say yes or no after the beep.

<tone>

<if no, then>
skip to CONFIRMATION 2

Is this person Samoan, yes or no? <tone>

if silence, then
Is this person Samoan? Please say yes or no after the beep. <tone>

<if yes, then>
Does this person belong to any other races, yes or no? <tone>

if silence, then
Does this person belong to any other races? Please say yes or no after the beep.
<tone>

<if no, then>
skip to CONFIRMATION 2

Is this person from some other Pacific Islander race, yes or no? <tone>

if silence, then
Is this person from some other Pacific Islander race? Please say yes or no after the beep.
<tone>

<if yes, then>
Please say the name of this person's race after the beep. <tone>
<record, transcribe, batch recognition later>

if silence, then
Please say the name of this person's race AFTER you hear the beep. <tone>
<record, transcribe, batch recognition later>

<Fijian, Palauan, Tahitian, Tongan, other Pacific Islander>

Please spell the name of this person's race after the tone. <tone>
<record, transcribe, batch recognition later>

if silence, then
Please spell the name of this person's race AFTER you hear the beep. <tone>
<record, transcribe, batch recognition later>

Is this person from some other race, yes or no? <tone>

if silence, then
Is this person from some other race? Please say yes or no after the beep. <tone>

<if yes, then>

Please say the name of this person's race. <tone>
<record, transcribe, batch recognition later>

if silence, then

Please say the name of this person's race AFTER you hear the beep. <tone>
<record, transcribe, batch recognition later>

Please spell the name of this person's race after the tone. <tone>
<record, transcribe, batch recognition later>

if silence, then

Please spell the name of this person's race AFTER you hear the beep. <tone>
<record, transcribe, batch recognition later>

#####CONFIRMATION 2

[chime] We will summarize the information you recorded about this person.

{Silent responses should be spoken as "blank"}

Name: <first name n> <last name n>.

Sex: <sex>

Birthdate: if <month> = silence AND <day> = silence AND <year> = silence, then
say "blank"
else
<month> <day> <year>

Age: <age>

if relation, then

Relationship: <relationship>

(if initial response was ambiguous, i.e. son or daughter, then the applicable phrase should be announced here. Choose from
adopted son, natural born son, stepson, adopted daughter, natural born daughter,
and stepdaughter

else

Association: <association>

Origin: <origin> (if blank, say "Non-Hispanic")

Race: <race>

Is all of this information correct, yes or no? <tone>

if silence, then

Is all of this information correct? Please answer yes or no after the beep. <tone>

<if no, then>

Please tell us which item or items were incorrect and provide the correct information after each one. <tone>

<record, transcribe, batch recognition later>

if silence, then

For each item you wish to correct, please tell us the item and the new information

AFTER you hear the beep. *<tone>*

<record, transcribe, batch recognition later>

If more people, then go to PERSON 2..n

##CHECK FOR COMPLETENESS

complete = true

For person 1 to roster, do

if roster = 1, then

1. HOME_OWNER –one answer category;
2. Name--first and last name fields are treated as one item and together must have a minimum of three alpha characters; middle initial is not considered;
3. Sex--one answer category;
4. (Age or Date of Birth) OR (Age or year of birth) OR (Age or month and day of birth);
5. Hispanic Origin--at least one answer category;
6. Race--at least one answer category.

if 5 out of 6 of the conditions above are false, then

if 5 out of 6 fields above are silent, then

complete = false

if roster > 1, then for each person 2..n,

1. Relationship--one answer category;
2. Name--first and last name fields are treated as one item and together must have a minimum of three alpha characters; middle initial is not considered;
3. Sex--one answer category;
4. (Age or Date of Birth) OR (Age or year of birth) OR (Age or month and day of birth);
5. Hispanic Origin--at least one answer category;
6. Race--at least one answer category.

if 5 out of 6 of the conditions above are false, then

if 5 out of 6 fields above are silent, then

complete = false

if not complete, then

[chime]

if panel 5 or 8A, then

We did not receive enough information from you to activate your calling card.

else

Your Census form is not complete. If you need help....

Please call us at 1-877-8-CENSUS for assistance. A Census worker may contact you later to complete the rest of your information.
goto GOODBYE

[chime] We will now take your calling card information.

If panel 5, then

Please remove the calling card from the insert and turn it over to see the calling card number.

If panel 8A, then

Please remove the calling card from the brochure and turn it over to see the calling card number.

<If panel 8A, then>

<lookup calling card number>

Our records show that the calling card we sent you has this ID: xxxxxxxxxxxx.

Is this correct, yes or no? <tone>

if silence, then

Is this correct? Please say yes or no after the beep. <tone>

If yes, then

This card is valid for one year and you may begin using it immediately.

<skip to SURVEY QUESTIONS>

If no, then

If buttons, then

Please enter all ten digits of the calling card number with the pushbutton keys on your telephone now. <tone2>

else

Please say all ten digits of the calling card number now. <tone>

<lookup CC #>

go to NO MATCH

<If panel 5, then>

<If buttons, then>

Please enter all ten digits of your calling card number with the pushbutton keys on your telephone now. <tone>

<else>

Please say the all ten digits of your calling card number now. <tone>

<lookup CC #>

##NO MATCH

<If no match, then>

If buttons, then

The number you entered is not in our records, please enter all ten digits of your calling card number again. <tone>

else

The number you entered is not in our records, please say all ten digits of your calling card number again. <tone>

<else>

This card is valid for one year and you may begin using it immediately.
<skip to SURVEY QUESTIONS>

<lookup CC #>

<If no match, then>

See bailout specification

<else>

This card is valid for one year and you may begin using it immediately.

#####SURVEY QUESTIONS

[chime] We will now ask you some questions about this system.

On a scale of 1 to 5, where 5 means Very Satisfied, 1 means Very Dissatisfied, and 3 means neither Satisfied nor Dissatisfied, how Satisfied are you overall with the computerized questionnaire? <tone>

if silence, then

On a scale of 1 to 5, where 5 means Very Satisfied, 1 means Very Dissatisfied, and 3 means neither Satisfied nor Dissatisfied, how Satisfied are you overall with the computerized questionnaire? Please answer AFTER you hear the beep. <tone>

<score = 1..5>

<if score < 3, then>

Please tell us what you disliked about the computerized questionnaire after the beep.

<tone>

<record, transcribe>

if silence, then

Please tell us what you disliked about the questionnaire AFTER you hear the beep. <tone>

<record, transcribe>

<if score > 3, then>

Please tell us what you liked about the computerized questionnaire after the beep. <tone>

<record, transcribe>

if silence, then

Please tell us what you liked about the questionnaire AFTER you hear the beep.

<tone>

<record, transcribe>

Were you able to fully understand the computer, yes or no? <tone>

if silence, then

Were you fully able to understand the computer? Please answer yes or no after the beep.
<tone>

<if no, then>

Please tell us what you did not understand after the beep. <tone>
<record, transcribe>

if silence, then

Please tell us what you did not understand AFTER you hear the beep. <tone>
<record, transcribe>

Was the computer able to fully understand you, yes or no? <tone>

if silence, then

Was the computer fully able to understand you? Please say yes or no after the beep.
<tone>

<if no, then>

Please tell us what the computer did not understand after the beep. <tone>
<record, transcribe>

if silence, then

Please tell us what the computer did not understand AFTER you hear the beep.
<tone>
<record, transcribe>

Was there anything about the questionnaire that was confusing or frustrating, yes or no? <tone>

if silence, then

Was there anything about the questionnaire that was confusing or frustrating? Please
answer yes or no after the beep. <tone>

<if yes, then>

Please tell us what was confusing or frustrating after the beep. <tone>
<record, transcribe>

if silence, then

Please tell us what was confusing or frustrating AFTER you hear the beep.
<tone>
<record, transcribe>

Did you have too much time, too little time, or just the right amount of time to answer the
questions? <tone>

<record, transcribe>

if silence, then

Did you have too much time, too little time, or just the right amount of time to answer the questions? Please answer AFTER you hear the beep. *<tone>*

<record, transcribe>

Please tell us your suggestions about improving the computerized questionnaire after the beep.

<tone>

<record, transcribe>

if silence, then

Please tell us your suggestions about improving the questionnaire AFTER you hear the beep. *<tone>*

<record, transcribe>

#####GOODBYE

[chime]

Thank you for your help with the 2000 Census. You do not need to mail in your paper questionnaire. Goodbye.