

RESEARCH REPORT SERIES  
*(Survey Methodology #2007-3)*

**The Simplified Questionnaire Test (SQT)**

**Results from the Debriefing Interviews**

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Report Issued: January 26, 2007

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*Betsy S*

**UNITED STATES DEPARTMENT OF COMMERCE**  
**Bureau of the Census**  
Washington, DC 20233-0001

August 18, 1992

MEMORANDUM FOR Susan M. Miskura  
Chief, Year 2000 Research and Development Staff

From: Elizabeth A. Martin *eam*  
Chief, Center for Survey Methods Research

Subject: Results from the Simplified Questionnaire Test (SQT)  
Debriefing Interviews

Attached is a report of findings from the debriefing interviews conducted with a subsample of SQT households. Please direct any comments or questions to Nancy Bates on x7331.

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## INTRODUCTION

This report contains results from the interview debriefing component of the Census Bureau's Simplified Questionnaire Test (SQT) conducted in the Spring of 1992. The SQT was a nationwide mailout/mailback test conducted to evaluate the effects of a shortened questionnaire length, respondent friendly formats, request for social security number (SSN) and a multiple contact implementation strategy on mailback rates. Four experimental questionnaires were used in addition to the 1990 census short form which served as the control. The experimental questionnaires consisted of a user-friendly "booklet" form, a shortened "micro" form, a microform including a request for SSN and finally, a dramatically reduced "postcard" or "roster" form. For a more detailed description of the SQT's treatment groups, implementation strategy and sampling design, see "Preliminary Results of the Mail Response Evaluation for the SQT," (Sinclair and West, 1992).

## PURPOSE

The purpose of the follow-up interview was to debrief a sample of SQT households about their experience with the forms. The intention of the debriefing was to supplement the mail and item response rate evaluations by supplying more specific input about how the forms could be better designed. The interview questions were written to gather feedback that might not have been evident from analyzing mailback behavior alone.

Debriefing interviews were conducted with a subsample of both respondents and nonrespondents to the test. By interviewing both groups, we hoped to obtain a wider perspective of opinions about the forms. Initially, analytic interest was to be focused on comparing responses to the debriefing questions by form type and by the respondent versus nonrespondent groups. For reasons discussed below, however, the evaluation concentrates on results from the respondent debriefings.

## METHODOLOGY

A subsample of 2,120 SQT households (212 per panel per stratum) were predesignated for debriefing follow-up. Predesignated households mailing back either the first or replacement questionnaire were defined as "respondent" debriefing cases. A case was determined "nonrespondent" if it was still unaccounted for two weeks after the replacement questionnaire was sent out. Separate debriefing instruments were developed for the respondent and nonrespondent groups. The Respondent's Telephone Debriefing questionnaire (Form DA-17A, attachment A) contained both closed and open-ended questions on topics such as the initial impression of the mailing pieces, which questions were perceived as difficult or sensitive, who helped complete the form and whether reactions to the form were favorable or unfavorable.

The Nonrespondent's Telephone Debriefing questionnaire (Form DA-17B, attachment B) inquired whether the envelope was ever opened, whether the form was ever started, whether any questions were perceived as offensive or difficult, and why the household chose not to return the form. Many questions from the two questionnaires were identical.

Debriefing interviews were conducted by telephone in Jeffersonville. Prior to the mailout, all cases selected for debriefing were sent to the Microfilm Access Device lookup operation in order to obtain the name of the person who presumably completed information for that address during the 1990 census. Using name and address information, a call was placed to directory assistance to obtain a telephone number. This information was later used to contact SQT nonrespondent cases and respondent cases where a phone number had not been provided or was not asked (the "roster" panel).

Debriefing interviews with respondents were begun six days after the initial questionnaires were mailed out. Households were contacted on a flow basis as questionnaires slated for follow-up were mailed back. Respondents were contacted as soon as possible after their form was mailed back to minimize recall bias. Special efforts were made to conduct the interview with the person who completed the form for the household in the case of respondent debriefing. In nonrespondent debriefings, interviews were conducted with the person who remembered seeing the envelope and/or form but acknowledged it was not mailed back.

Of the 2,120 cases predesignated for debriefing, 159 were postmaster returns or undeliverable cases. This left 1,961 cases sent to the Jeffersonville telephone operation unit. As would be expected on the basis of the overall SQT response rate, a little more than 60 percent of these households (1,223) had returned the test questionnaires; 738 had not. Table 1 illustrates the final outcome status for these cases.

Overall, the respondent debriefing operation had a response rate of 76.0 percent; the nonrespondent debriefing had a 12.9 percent response rate. Debriefing rates were low for the nonrespondent subsample primarily because a phone number was unavailable over 75 percent of the time (this includes no phone number, wrong numbers and nonworking numbers). In addition, SQT mail return rates were generally higher than expected, thus decreasing the base of nonrespondents from the start. Of the 95 completed nonrespondent interviews, only 52 people recalled having received the form; the rest either said they didn't get a form or didn't remember whether they received one and were skipped to the end of the questionnaire. Because of the extremely low response rate with the sample of nonmailback households, this report concentrates on findings from interviews conducted with those returning a test form. Results from the nonrespondent debriefing are not discussed but the marginals for these cases may be furnished upon request from CSMR.

## FINDINGS

The Respondent Debriefing Questionnaire was separated into three sections. The first section centered around the respondent's experience with filling out the test questionnaire, the second asked about the other mailing pieces, and the last section consisted of demographic questions.

Question number 2 asked whether the outgoing envelope struck respondents as looking important or more like "junk mail". A followup open-ended question asked specifically what about the envelope gave respondents their impression. The outgoing envelopes for all four experimental panels were identical to each other. The control panel's envelope was larger and the words "Official 1992 National Census Test" and the decennial logo were printed on it. The latter design came closest to the design and dimensions used during the 1990 decennial census.

Close to three-quarters remembered the envelope as looking important versus less than 10 percent who said it resembled junk mail (table 2). The remaining 20 percent either didn't remember the envelope or indicated it looked neither important nor like junk mail. Answers did not significantly differ by form type. Table 3 reveals that most people thought the envelope looked important because it had Census written on it or because of the return address (which said "Bureau of the Census" and had the Commerce Department seal). Several cases reported the pre-notice letter as the reason. Popular reasons for saying it looked like "junk mail" included the size of the envelope, the "current resident" address, and a general resemblance to other junk mail (table 4). (Note that the number of cases per panel in table 4 and other open-ended question tables to follow are very small).

Upon receiving the form, the majority of respondents did not fill it out immediately -- two-thirds laid it aside to complete later (table 5). Once started, however, the overwhelming majority completed the form without stopping (97 percent, see table 6). Respondents to the SSN form were more likely to report stopping part way through when compared to all other form types combined.

Those who laid it aside did so most often because they were busy at the moment and didn't have time (table 7). More specific reasons included that the respondent was just returning or leaving home or that family-related obligations (such as preparing dinner) took precedent. The few people who stopped part way through usually did so because of an interruption; only 4 respondents stopped because they had to locate a family member's social security number or wanted to think about providing their SSN (table 8).

Less than five percent of respondents reported having any problems with the form while working on it (table 9). While overall differences were not evident, significant differences did emerge when a comparison of the control form versus all experimental forms combined was performed. This analysis indicated that the experimental forms

were reportedly less "problematic" than the 1990 short form. Questions about race and Hispanic origin were reported most often as being problematic while only 1 person mentioned the SSN (table 10). Emphasis on race and ethnicity surfaced more often on the microform perhaps because the shortened format highlights these two potentially troublesome items.

Those receiving the form requesting SSN were more likely to say there were questions they did not want to answer (approximately 10 percent) compared to those receiving the corresponding form without the request for SSN's (close to 4 percent, table 11). Fourteen of the 20 responses from those receiving the SSN form who said there were some questions they did not want to answer mentioned the SSN as the offending question. This is more than the number mentioning any other question on any of the forms, but conclusions should be guarded based upon the small number of respondents answering this question (table 12).

Other questions mentioned as not wanting to be answered were "all of them" and "income." The latter is particularly noteworthy because income was not asked on any of the SQT forms. Income was listed on the debriefing questionnaire as a possible answer category but was provided only to make the interviewer's task easier. Interviewers were trained not to read the responses aloud or to suggest any of the categories as possible answers. The fact that some respondents still volunteered income as a problem question suggests recall error and emphasizes that the interpretation of the debriefing findings should be made cautiously.

Question 12 asked if any questions were difficult to understand. Only a small minority (approximately 4 percent) reported having difficulty comprehending any questions (table 13). In absolute terms, the control panel had a higher percentage of respondents reporting difficulty and when the control versus all experimental forms combined were partitioned off, differences were large enough to be significant. For the control and booklet forms, the housing questions (in general) were reported most often as being difficult to understand (table 14). The race question accounted for 10 of the 38 responses about questions perceived as difficult to understand -- again mentioned more often with the shortened microforms.

The next question asked if the form contained any questions for which the respondent had a problem getting the information. It was hypothesized that some households receiving the SSN form would have problems providing SSN's for all members, especially households with young children and unrelated individuals. However, less than 3 percent reported having an information problem and respondents getting the SSN form were not more likely to report problems than those getting the microform without the SSN (table 15). Four of the five of those who did mention a problem with the SSN form mentioned the SSN question specifically as the problem question (table 16). The small percentage reporting any information problems somewhat contradicts the actual response behavior uncovered by the item nonresponse evaluation. (At the household level, SSN was

missing for a least one household member 17.7 percent of the time, Bates, 1992).

Most respondents completed the test form by themselves, without any help from other household members (approximately 92 percent, table 17). The microform and the roster form were both more likely to have been completed without help than the forms with housing questions or the request for SSN. Where multiple persons worked on the form, both people usually worked together as opposed to working separately on their own parts (around 94 percent worked together; 6 percent worked separately). Reasons for using another person included physical disabilities, language problems, and being in the habit of doing things together (table 18). The other person helping most often was the spouse or child of the initial respondent (table 19).

General reactions to the forms were measured by first asking if the form was easy or hard, next if their opinion was favorable or unfavorable and finally, whether it would be a good or bad idea to use the form for the next census. Overall, an overwhelming majority found the test forms "easy" to complete (approximately 97 percent, table 20). Cell frequencies for the "hard to complete" category were very small but a comparison of the control form versus all others suggests the experimental forms were less likely to be reported as hard to complete.

Table 21 contains answers to Question 21 which asked whether the respondent's reaction to the form was favorable or unfavorable. Overall, close to 71 percent reported a favorable reaction (3 percent unfavorable, 22 percent neither and 3 percent don't know), and there were no differences in these responses by form. Popular reasons for a favorable opinion included less time required, fewer questions asked, and that the form was generally easy to complete (table 22). Those with an unfavorable opinion cited not enough questions and comprehension problems with some questions as two reasons for their opinion (table 23).

The majority of respondents felt it would be a good idea to use the same form they received in the test as the form for the next census (table 24). Overall, close to 80 percent said it was a good idea, 5 percent said bad, and almost 13 percent thought it would be neither a good nor bad idea. There were no significant differences by form. Respondents felt the form would be good to use because it was generally easy to complete and contained few questions requiring less time (table 25).

The opinion that not enough questions were asked was, again, volunteered as a frequent complaint by those with a bad opinion of the form (table 26). Some respondents were suspicious that such a short form could be of any use to the government -- others felt the forms didn't gather enough information to make it worth their while to bother. This finding confirms focus group reactions to a dramatically reduced form where some participants expressed concern that a stripped-down version trivializes the importance of the census (Dillman, Reynolds, and Rockwood, 1991). This concern about a shortened questionnaire was offered for all form types, although in absolute terms was mentioned



most often for the roster questionnaire, less so for the microforms, and least of all for the two forms retaining all the 1990 short form content. Seven of the twelve respondents who characterized the control form as a bad idea said so because they found the form complex or intimidating; only one respondent for all the experimental forms offered this same complaint.

The next section of the interview inquired about the prenotice letter and follow-up postcard that were sent out as part of the multiple contact implementation strategy. The prenotification letter was sent several days before the test form while a nontargeted thank-you/reminder postcard was sent several days after the initial test form.

Over three-quarters of respondents remembered receiving the advance letter, while close to 15 percent did not recall getting the letter and approximately 6 percent didn't know/didn't remember (table 27). Of those receiving the prenotice, almost all said they took the time to read it but only approximately 40 percent said it actually encouraged their completing and returning the census form; the majority said it had no effect (60 percent). As might be expected, receipt of the letter and its reported effect on participation did not vary by type of form.

Table 28 indicates that a majority (approximately 58 percent) recalled having received the thank-you/reminder postcard (less than remembered having received the prenotice). Slightly over 15 percent had not already returned their census form when the postcard arrived. For this group, the majority (approximately 67 percent) said the postcard was an encouragement toward completing and returning the test form, the remainder reported no effect and a very few reported a discouraging effect (1 percent). Reported receipt of the postcard and the postcard's reported effect on mailback did not vary with test form type.

## SUMMARY

The intent of the debriefing interviews was to obtain feedback about the SQT forms from a subsample of both those who returned the test form and those who did not. A higher-than-expected mailback rate coupled with extremely low success in locating phone numbers for nonrespondents resulted a 12.9 percent interview rate among the subsample not returning a SQT form. This yielded too few cases from which to make valid conclusions about the nonrespondent group. The respondent debriefings were much more successful with a 76 percent response rate. Overall, the respondent debriefings uncovered a slightly more favorable reaction to the SQT experimental forms than the control questionnaire. The interviews did not, however, indicate that one alternative form was better than any other.

Approximately one in ten who received the SSN form indicated there were questions they didn't want to answer compared to only approximately 3 percent for those who

received the identical form without the SSN. Less than five percent of respondents overall reported having any problems with the form while working on it, however, when comparing the control form to all experimental forms combined, the experimental forms were reportedly less problematic and less difficult to comprehend.

The majority of respondents believed that it would be a good idea to use the same form they received in the test as the form for the census 2000 -- this did not vary by type of form received. The small minority who expressed a negative opinion largely cited too few questions as their reason. Evidently the "less is better" approach toward forms design walks a fine line between reducing respondent burden and stripping the form of too much content so that respondents fail to see its utility. A second risk is that a reduced content form may tend to intensify negative reactions and controversy surrounding the few questions that do remain (i.e., race and Hispanic origin).

In regard to the multiple contact strategy, a larger percentage recalled having received the prenotice letter compared to the follow-up postcard (approximately 79 percent vs. 58 percent). A majority (67 percent) of those who had not yet returned their form when the postcard arrived said the postcard encouraged their participation while slightly less than one-third reported no effect.

## REFERENCES

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"Revised Item Nonresponse Results for Social Security Number from the Simplified Questionnaire Test (SQT)." A Census Bureau memorandum from Nancy Bates to R.D. Tortora and S.M. Miskura, June 18, 1992.

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"Preliminary Results of the Mail Response Evaluation for the Simplified Questionnaire Test (SQT)." A draft Census Bureau report, June 24, 1992.

Table 1 - Final Status of SQT Debriefing Cases

2,120 (predesignated for debriefing)				
- 159 (postmaster returns/undeliverables)				
<u>1,961</u> (sent to J'ville telephone operation)				
Respondent Cases	N=1,223	(62.4%)	Nonrespondent Cases	N=738 (37.6%)
Completed Interviews	N=929	(76.0%)	Completed Interviews	N=95 (12.9%)
No Phone Number	N=153	(12.5)	No Phone Number	N=482 (65.3)
No One Home	N=59	(4.8)	Wrong Number	N=80 (10.8)
Refusals	N=48	(3.9)	Nonworking Number	N=14 (2.0)
Other	N=34	(2.8)	No One Home	N=22 (3.0)
			Refusals	N=14 (2.0)
			Other	N=31 (4.2)

Table 2.

Q.2 When you first saw the envelope, did you think it probably contained something important or that it looked more like junk mail?

RESPONSE CATEGORIES	FORM TYPE						TOTAL
	CONTROL	BOOKLET	MICRO	MICRO/SSN	ROSTER		
Something Important	73% (119)	69% (124)	77% (150)	70% (105)	72% (95)		72% (593)
Junk Mail	9 (15)	7 (13)	6 (11)	13 (20)	7 (9)		8 (68)
Neither Important or Junk	15 (24)	19 (34)	11 (22)	12 (18)	11 (15)		14 (113)
D.K./Don't Remember	4 (6)	5 (9)	6 (11)	5 (8)	10 (13)		6 (47)
<b>TOTAL N</b>	164	180	194	151	132		821

Table 3.

Q.3 What was it about the envelope that gave you the impression that it was probably (something important)?

**FORM TYPE**

<b>CODE</b>	<b>CONTROL</b>	<b>BOOKLET</b>	<b>MICRO</b>	<b>MICRO/SSN</b>	<b>ROSTER</b>	<b>TOTAL</b>
Said Census/From Census	43% (54)	43% (58)	43% (71)	42% (49)	48% (51)	44% (283)
Pre-notice letter	13 (16)	17 (23)	11 (18)	14 (16)	13 (14)	13 (87)
Return Address	29 (36)	29 (39)	34 (57)	28 (32)	28 (30)	30 (194)
Other/Answer unclear	11 (14)	8 (11)	8 (14)	16 (18)	8 (8)	10 (65)
Don't know	5 (6)	3 (4)	4 (6)	1 (1)	3 (3)	3 (20)
<b>TOTAL N</b>	126	135	166	116	106	649

Table 4.

Q.3 What was it about the envelope that gave you the impression that it was probably (junk mail)?

FORM TYPE

CODE	CONTROL	BOOKLET	MICRO	MICRO/SSN	ROSTER	TOTAL
Size of envelope	25% (4)	21% (3)	15% (2)	15% (3)	11% (1)	18% (13)
Plainness/Whiteness of envelope	19 (3)	14 (2)	8 (1)	20 (4)	0 (0)	14 (10)
Addressed to "resident"	6 (1)	14 (2)	15 (2)	10 (2)	22 (2)	13 (9)
Wrong timing for a Census	6 (1)	0 (0)	8 (1)	5 (1)	0 (0)	4 (3)
Resembles other junk mail	19 (3)	29 (4)	46 (6)	15 (3)	56 (5)	29 (21)
Didn't look official/important	6 (1)	0 (0)	8 (1)	5 (1)	11 (1)	6 (4)
Other/Answer unclear	19 (3)	21 (3)	0 (0)	15 (3)	0 (0)	13 (9)
Don't know/Don't remember	0 (0)	0 (0)	0 (0)	15 (3)	0 (0)	4 (3)
<b>TOTAL N</b>	16	14	13	20	9	72

Table 5.

Q. 4 - When you first looked at the census form, did you immediately start filling it out or did you lay it aside at that time?

RESPONSE CATEGORIES	FORM TYPE					TOTAL
	CONTROL	BOOKLET	MICRO	MICRO/SSN	ROSTER	
Immediately started	29% (51)	28% (57)	30% (63)	26% (45)	33% (49)	29% (265)
Laid it aside	65 (118)	68 (136)	68 (141)	68 (118)	65 (98)	67 (611)
D.K./Don't Remember	8 (14)	4 (8)	2 (5)	6 (11)	3 (4)	5 (42)
<b>TOTAL N</b>	183	201	209	174	151	918

Table 6.

Q.6 - When you filled out the census form, did you do it all at once, or did you stop part way through and then come back and finish it later?

RESPONSE CATEGORIES	FORM TYPE					TOTAL
	CONTROL	BOOKLET	MICRO	MICRO/SSN	ROSTER	
Filled it out all at once	98% (179)	98% (197)	97% (204)	95% (164)	98% (148)	97% (892)
Stopped part way through	2 (3)	2 (3)	2 (4)	5 (8)	1 (1)	2 (19)
D.K./Don't Remember	1 (1)	1 (1)	1 (2)	0 (0)	1 (2)	1 (6)
<b>TOTAL N</b>	183	201	210	172	151	917



## FORM TYPE

CODE	CONTROL	BOOKLET	MICRO	MICRO/SSN	ROSTER	TOTAL
No time/Busy/Not convenient	32% (42)	42% (57)	35% (53)	36% (45)	36% (38)	36% (235)
Just returning/leaving home	12 (15)	5 (7)	11 (16)	6 (6)	7 (7)	8 (51)
Family obligations/Interrupted dinner	9 (11)	8 (11)	7 (10)	6 (8)	7 (7)	7 (47)
Reads mail and pays the bills at the same time	5 (6)	4 (5)	4 (6)	5 (6)	8 (8)	5 (31)
Put off until the next day	5 (7)	5 (7)	7 (11)	2 (3)	6 (6)	5 (34)
Habit of mail handling	5 (6)	7 (10)	5 (7)	14 (18)	4 (4)	7 (45)
Waited for deadline	2 (3)	0 (0)	7 (10)	4 (5)	3 (3)	3 (21)
Didn't feel like it/Didn't think it was important	6 (8)	7 (10)	8 (12)	5 (6)	6 (6)	7 (42)
Wanted to think about it	5 (6)	2 (3)	3 (4)	3 (4)	3 (3)	3 (20)
Needed info. from a household member/ Wanted family member to see it	6 (8)	4 (6)	2 (3)	6 (7)	5 (5)	5 (29)
Gave it to homeowner	0 (0)	2 (2)	0 (0)	0 (0)	0 (0)	0 (2)
Duplicate Census/Timing of Census	2 (2)	1 (1)	1 (1)	1 (2)	1 (1)	1. (7)
Anger towards Government	0 (0)	0 (0)	1 (1)	2 (2)	1 (1)	1 (4)
Other (Inconsistent w/question)/ Answer Unclear	5 (6)	11 (15)	8 (12)	9 (11)	15 (16)	9 (60)
Received form late/Didn't think I had time	3 (4)	0 (0)	0 (0)	0 (0)	0 (0)	1 (4)
Needed assistance (Physical, not informational)/Comprehension	5 (6)	1 (1)	3 (4)	2 (2)	2 (2)	2 (15)
<b>TOTAL N</b>	130	135	150	125	107	647

Table 8.

Q.7 Why did you stop part way through?

FORM TYPE

CODE	CONTROL	BOOKLET	MICRO	MICRO/SSN	ROSTER	TOTAL
Interrupted	50% (2)	50% (3)	20% (1)	0% (0)	0% (0)	27% (6)
To obtain additional information (not SSN)	25 (1)	17 (1)	20 (1)	0 (0)	0 (0)	14 (3)
To obtain family member's SSN/ think about releasing SSN	0 (0)	0 (0)	0 (0)	57 (4)	0 (0)	18 (4)
Didn't like a question	0 (0)	0 (0)	40 (2)	29 (2)	0 (0)	18 (4)
Other/Answer unclear	25 (1)	33 (2)	20 (1)	14 (1)	0 (0)	23 (5)
<b>TOTAL N</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>0</b>	<b>22</b>

Table 9.

Q.8 Did you have any problems with the form while you were working on it?

FORM TYPE

RESPONSE CATEGORIES	CONTROL	BOOKLET	MICRO	MICRO/SSN	ROSTER	TOTAL
Yes	5% (9)	2% (4)	2% (5)	1% (2)	3% (5)	3% (25)
No	94 (172)	97 (194)	97 (203)	99 (172)	97 (145)	97 (886)
D.K./Don't Remember	1 (2)	1 (2)	1 (1)	0 (0)	0 (0)	1 (5)
<b>TOTAL N</b>	<b>183</b>	<b>200</b>	<b>209</b>	<b>174</b>	<b>150</b>	<b>916</b>

Table 10.

Q.9 What kinds of problems did you have?

## FORM TYPE

CODE	CONTROL	BOOKLET	MICRO	MICRO/SSN	ROSTER	TOTAL
Decision to include/not include people in the household	20% (2)	20% (1)	0% (0)	33% (1)	40% (2)	21% (6)
Question on race/Hispanic origin	10 (1)	20 (1)	67 (4)	33 (1)	0 (0)	24 (7)
Didn't understand a question(s)/instructions	40 (4)	20 (1)	0 (0)	0 (0)	0 (0)	17 (5)
Didn't feel like giving SSN	0 (0)	0 (0)	0 (0)	33 (1)	0 (0)	4 (1)
Small print/Faint print/Fosdic	20 (2)	20 (1)	17 (1)	0 (0)	40 (2)	21 (6)
Other/Answer unclear	10 (1)	20 (1)	0 (0)	0 (0)	20 (1)	10 (3)
Don't know	0 (0)	0 (0)	17 (1)	0 (0)	0 (0)	4 (1)
<b>TOTAL N</b>	10	5	6	3	5	29

Table II.

Q.10 - Were there any questions on the form that you didn't want to answer?

RESPONSE CATEGORIES	FORM TYPE						TOTAL
	CONTROL	BOOKLET	MICRO	MICRO/SSN	ROSTER		
Yes	9% (16)	6% (12)	4% (8)	10% (18)	1% (2)		6% 56
No	87 (160)	90 (178)	90 (188)	86 (149)	94 (141)		89 (816)
D.K./Don't Remember	4 (7)	5 (9)	6 (12)	4 (7)	5 (7)		5 (42)
<b>TOTAL N</b>	183	199	208	174	150		914

Table 12.

Q.11 - Which ones were they? (didn't want to answer)

**FORM TYPE**

QUESTION	CONTROL	BOOKLET	MICRO	MICRO/SSN	ROSTER	TOTAL
Name	0% (0)	0% (0)	7% (1)	5% (1)	0% (0)	3% (2)
Relationship	0 (0)	7 (1)	0 (0)	0 (0)	0 (0)	2 (1)
Race	6 (1)	0 (0)	29 (4)	5 (1)	0 (0)	9 (6)
Date of Birth/Age	6 (1)	0 (0)	7 (1)	0 (0)	0 (0)	3 (2)
Hispanic Origin	0 (0)	0 (0)	7 (1)	0 (0)	0 (0)	2 (1)
Social Security Number	0 (0)	0 (0)	0 (0)	70 (14)	50 (1)	22 (15)
Housing Questions (general)	12 (2)	7 (1)	0 (0)	0 (0)	0 (0)	4 (3)
Property Value	18 (3)	20 (3)	7 (1)	0 (0)	0 (0)	10 (7)
Rent Amount	6 (1)	7 (1)	0 (0)	0 (0)	0 (0)	3 (2)
Income	18 (3)	13 (2)	21 (3)	5 (1)	0 (0)	13 (9)
All of Them	24 (4)	20 (3)	7 (1)	5 (1)	50 (1)	15 (10)
Other	0 (0)	20 (3)	14 (2)	10 (2)	0 (0)	10 (7)
Don't Know/Don't Remember	12 (2)	7 (1)	0 (0)	0 (0)	0 (0)	4 (3)
<b>TOTAL N</b>	17	15	14	20	2	68

Table 13.

Q.12 - Were there any questions that were difficult to understand?

FORM TYPE

RESPONSE CATEGORIES	CONTROL	BOOKLET	MICRO	MICRO/SSN	ROSTER	TOTAL
Yes	7% (13)	4% (7)	3% (7)	2% (4)	1% (2)	4% (33)
No	92 (168)	94 (187)	94 (197)	97 (168)	97 (145)	95 (865)
D.K./Don't Remember	1 (2)	2 (4)	2 (5)	1 (2)	2 (3)	2 (16)
<b>TOTAL N</b>	183	198	209	174	150	914

Table 14.

Q.13 - Which ones were they? (difficult to understand)

FORM TYPE

QUESTION	CONTROL	BOOKLET	MICRO	MICRO/SSN	ROSTER	TOTAL
Race	7% (1)	27% (3)	43% (3)	75% (3)	0% (0)	26% (10)
Hispanic Origin	7 (1)	9 (1)	29 (2)	25 (1)	0 (0)	13 (5)
Housing (general)	36 (5)	36 (4)	0 (0)	0 (0)	0 (0)	24 (9)
Property Value	7 (1)	18 (2)	0 (0)	0 (0)	0 (0)	8 (3)
Other	21 (3)	9 (1)	29 (2)	0 (0)	50 (1)	18 (7)
Don't Know/Don't Remember	21 (3)	0 (0)	0 (0)	0 (0)	50 (1)	11 (4)
<b>TOTAL N</b>	14	11	7	4	2	38

Q.14 - Did you have any problems getting the information to answer any of the questions?

FORM TYPE

RESPONSE CATEGORIES	CONTROL	BOOKLET	MICRO	MICRO/SSN	ROSTER	TOTAL
Yes	3% (6)	4% (7)	2% (4)	4% (6)	0% (0)	3% (23)
No	95 (174)	96 (191)	97 (204)	97 (168)	100 (149)	97 (886)
D.K./Don't Remember	2 (3)	1 (2)	1 (2)	0 (0)	0 (0)	1 (7)
<b>TOTAL N</b>	<b>183</b>	<b>200</b>	<b>210</b>	<b>174</b>	<b>149</b>	<b>916</b>

Table 16.

Q.15 - Which ones were they? (problems getting information for)

FORM TYPE

QUESTION	CONTROL	BOOKLET	MICRO	MICRO/SSN	ROSTER	TOTAL
Race	0 (0)	14% (1)	0% (0)	0% (0)	0% (0)	5% (1)
Date of Birth	0 (0)	14 (1)	100 (3)	20 (1)	0 (0)	25 (5)
Social Security Number	0 (0)	14 (1)	0 (0)	80 (4)	0 (0)	25 (5)
Housing (general)	20 (1)	0 (0)	0 (0)	0 (0)	0 (0)	5 (1)
Property Value	60 (3)	43 (3)	0 (0)	0 (0)	0 (0)	30 (6)
Other	20 (1)	0 (0)	0 (0)	0 (0)	0 (0)	5 (0)
Don't Know/Don't Remember	0 (0)	14 (1)	0 (0)	0 (0)	0 (0)	5 (1)
<b>TOTAL N</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>20</b>

Table 17.

Q.16 Did you complete the entire form by yourself or did someone else help?  
 Q.18 Did you work together or did this person work alone to complete part of the form?

	FORM TYPE						TOTAL
	CONTROL	BOOKLET	MICRO	MICRO/SSN	ROSTER		
<b>Q. 16</b>							
Completed entire form by self	91% (166)	89% (177)	97% (201)	91% (156)	94% (141)	92% (841)	
Someone/others helped	9 (16)	11 (22)	3 (7)	9 (16)	6 (9)	8 (70)	
<b>Q. 18</b>							
Both worked together	81% (13)	100% (21)	100% (7)	100% (16)	88% (7)	94% (64)	
Other person worked alone	19 (3)	0 (0)	0 (0)	0 (0)	13 (1)	6 (4)	



Table 18.

Q.19 What was the reason or reasons that (this/these) person(s) helped out with part of the form?

## FORM TYPE

CODE	CONTROL	BOOKLET	MICRO	MICRO/SSN	ROSTER	TOTAL
Needed help with specific question (not SSN)	8% (1)	14% (3)	0% (0)	6% (1)	0% (0)	8% (5)
Needed help with SSN	0 (0)	5 (1)	0 (0)	13 (2)	0 (0)	5 (3)
Needed physical assistance	15 (2)	10 (2)	14 (1)	13 (2)	25 (2)	14 (9)
General comprehension issues	31 (4)	10 (2)	14 (1)	6 (1)	0 (0)	12 (8)
Language Problems	15 (2)	5 (1)	29 (2)	19 (3)	0 (0)	12 (8)
Each person filled out his/her own section	0 (0)	0 (0)	0 (0)	6 (1)	25 (2)	5 (3)
Usually do things together	15 (2)	38 (8)	0 (0)	25 (4)	13 (1)	23 (15)
No real reason	8 (1)	19 (4)	29 (2)	13 (2)	38 (3)	19 (12)
Other/Answer unclear	8 (1)	0 (0)	14 (1)	0 (0)	0 (0)	3 (2)
<b>TOTAL N</b>	13	21	7	16	8	65

Table 19.

Q.17 Who was the person who helped with the form?

Person	FORM TYPE						TOTAL
	CONTROL	BOOKLET	MICRO	MICRO/SSN	ROSTER		
Husband	13% (2)	29% (7)	0% (0)	31% (5)	33% (3)	23% (17)	
Wife	25 (4)	17 (4)	38 (3)	31 (5)	11 (1)	23 (17)	
Child	13 (2)	13 (3)	13 (1)	25 (4)	22 (2)	16 (12)	
Parent	0 (0)	0 (0)	13 (1)	0 (0)	0 (0)	1 (1)	
Roommate	0 (0)	4 (1)	0 (0)	6 (1)	11 (1)	4 (3)	
Unmarried partner	0 (0)	17 (4)	0 (0)	0 (0)	11 (1)	7 (5)	
Other relative	13 (2)	8 (2)	13 (1)	6 (1)	0 (0)	8 (6)	
Other	38 (6)	13 (3)	25 (2)	0 (0)	11 (1)	16 (12)	
<b>TOTAL</b>	<b>16</b>	<b>24</b>	<b>8</b>	<b>16</b>	<b>9</b>	<b>73</b>	

Table 20.

Q.20 - In general, did you feel the census form was easy or hard for you to fill out?

RESPONSE CATEGORIES	FORM TYPE					TOTAL
	CONTROL	BOOKLET	MICRO	MICRO/SSN	ROSTER	
Easy	94% (171)	98% (195)	97% (204)	99% (172)	99% (149)	97% (891)
Hard	3 (5)	1 (1)	1 (1)	0 (0)	0 (0)	1 (7)
Neither easy nor hard	3 (6)	2 (3)	1 (3)	1 (1)	1 (1)	2 (14)
D.K./Don't remember	0 (0)	1 (1)	1 (2)	0 (0)	0 (0)	0 (3)
<b>TOTAL N</b>	182	200	210	173	150	915

Table 21.

Q.21 - In general, was your opinion of the census form favorable or unfavorable?

RESPONSE CATEGORIES	FORM TYPE					TOTAL
	CONTROL	BOOKLET	MICRO	MICRO/SSN	ROSTER	
Favorable	68% (122)	67% (133)	72% (151)	75% (129)	77% (115)	71% (650)
Unfavorable	6 (10)	4 (7)	3 (6)	3 (5)	2 (3)	3 (31)
Neither favorable or unfavorable	23 (42)	27 (53)	22 (46)	20 (35)	19 (28)	22 (204)
D.K./Don't remember	3 (6)	3 (5)	3 (7)	2 (4)	2 (3)	3 (25)
<b>TOTAL N</b>	180	198	210	173	149	910

Table 22.

Q.22 For what reasons did you feel (the census form was favorable)?

CODE	FORM TYPE					TOTAL
	CONTROL	BOOKLET	MICRO	MICRO/SSN	ROSTER	
Short Form/Few questions/Little Time Required	26% (31)	17% (23)	24% (36)	32% (45)	31% (38)	26% (173)
No/Less personal questions	5 (6)	4 (6)	3 (5)	4 (5)	6 (7)	4 (29)
Structure/Format was easy	1 (1)	3 (4)	1 (1)	1 (2)	3 (3)	2 (11)
Easy directions	0 (0)	1 (1)	1 (1)	1 (2)	0 (0)	1 (4)
Easy (general)	35 (42)	36 (49)	32 (49)	25 (35)	30 (37)	32 (212)
Physical features of the form	2 (2)	2 (2)	4 (6)	4 (5)	3 (4)	3 (19)
General comparison to 1990	3 (4)	1 (1)	4 (6)	6 (8)	6 (7)	4 (26)
Good letter	0 (0)	1 (1)	1 (1)	1 (1)	0 (0)	1 (3)
Importance of the Census	12 (15)	15 (21)	10 (15)	9 (12)	7 (9)	11 (72)
Civic duty/Something that had to be done	2 (2)	5 (7)	3 (4)	4 (5)	2 (2)	3 (20)
Other	10 (12)	12 (16)	11 (16)	10 (14)	7 (8)	10 (66)
Don't know	5 (6)	4 (6)	9 (13)	4 (5)	6 (7)	6 (37)
<b>Total N</b>	<b>121</b>	<b>137</b>	<b>153</b>	<b>139</b>	<b>122</b>	<b>672</b>

Q.22 For what reasons did you feel (the census form was unfavorable)?

CODE	FORM TYPE							TOTAL
	CONTROL	BOOKLET	MICRO	MICRO/SSN	ROSTER	TOTAL		
Not enough questions on the form	20% (2)	25% (2)	40% (2)	20% (1)	67% (2)	29% (9)		
Problems understanding questions	20 (2)	38 (3)	0 (0)	20 (1)	0 (0)	19 (6)		
Form design issues	30 (3)	25 (2)	20 (1)	0 (0)	0 (0)	19 (6)		
Don't like government forms	0 (0)	13 (1)	0 (0)	20 (1)	0 (0)	7 (2)		
Other	30 (3)	0 (0)	40 (2)	20 (1)	33 (1)	23 (7)		
No reason/Don't know	0 (0)	0 (0)	0 (0)	20 (1)	0 (0)	3 (1)		
<b>TOTAL N</b>	<b>10</b>	<b>8</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>31</b>		

Table 24

Q.23 - In your opinion, would it be a good or bad idea to use this form in the next census?

RESPONSE CATEGORIES	FORM TYPE							TOTAL
	CONTROL	BOOKLET	MICRO	MICRO/SSN	ROSTER	TOTAL		
Good idea	76% (134)	78% (154)	85% (176)	79% (135)	81% (118)	80% (717)		
Bad idea	6 (10)	5 (10)	3 (6)	6 (11)	7 (10)	5 (47)		
Neither good nor bad	15 (27)	15 (30)	9 (18)	13 (22)	10 (15)	13 (112)		
D.K./Don't remember	3 (6)	2 (3)	3 (6)	2 (3)	2 (3)	2 (21)		
<b>TOTAL N</b>	<b>177</b>	<b>197</b>	<b>206</b>	<b>171</b>	<b>146</b>	<b>897</b>		

Table 25.

Q.24 For what reasons did you feel (the form would be a good idea?)

FORM TYPE

CODE	CONTROL	BOOKLET	MICRO	MICRO/SSN	ROSTER	TOTAL
Easier/Simplified	44% (61)	53% (85)	46% (82)	35% (48)	37% (45)	43% (321)
Fewer questions/ Shorter/Less time	16 (22)	14 (22)	21 (37)	29 (40)	21 (26)	20 (147)
No/Less personal questions	2 (3)	4 (6)	5 (8)	3 (4)	5 (6)	4 (27)
Comparison to the 1990 form	3 (4)	3 (5)	5 (9)	8 (11)	4 (5)	5 (34)
Increase response (more mailback)	4 (6)	4 (6)	4 (7)	7 (10)	12 (14)	6 (43)
Reduce enumerators/Mention of enumeration	1 (2)	1 (2)	2 (4)	4 (5)	0 (0)	2 (13)
Head count	5 (7)	3 (4)	4 (7)	6 (8)	6 (7)	5 (33)
Demographic/ Statistical purposes	4 (5)	1 (2)	0 (0)	1 (1)	1 (1)	1 (9)
Social services/Funding/ Census purposes (general)	3 (4)	4 (6)	1 (2)	1 (1)	0 (0)	2 (13)
Too short/Not enough questions	6 (8)	4 (7)	5 (9)	4 (6)	3 (4)	5 (34)
Confidentiality/SSN	0 (0)	0 (0)	0 (0)	1 (1)	1 (1)	0.0 (2)
Neutral/Negative (general)	1 (2)	2 (3)	1 (1)	0 (0)	2 (2)	1 (8)
Other/Answer unclear	4 (5)	6 (10)	5 (8)	0 (0)	6 (7)	4 (30)
Don't know/Don't remember	8 (11)	2 (3)	3 (5)	2 (2)	3 (4)	3 (25)
<b>TOTAL N</b>	<b>140</b>	<b>161</b>	<b>179</b>	<b>137</b>	<b>122</b>	<b>739</b>

Table 26.

Q.24 For what reasons did you feel (the form would be a bad idea?)

CODE	FORM TYPE						TOTAL
	CONTROL	BOOKLET	MICRO	MICRO/SSN	ROSTER		
Not enough questions/Information	17% (2)	30% (3)	50% (3)	33% (4)	90% (9)	42% (21)	
Thought question referred to using information from test form for year 2000	8 (1)	0 (0)	17 (1)	0 (0)	0 (0)	4 (2)	
Didn't like race question	8 (1)	0 (0)	0 (0)	0 (0)	0 (0)	2 (1)	
Want personal enumeration	0 (0)	10 (1)	17 (1)	17 (2)	0 (0)	8 (4)	
Will get thrown away/Junk mail	0 (0)	10 (1)	0 (0)	8 (1)	0 (0)	4 (2)	
Too hard/Complicated/Intimidating	58 (7)	10 (1)	0 (0)	0 (0)	0 (0)	16 (8)	
Dislike of government forms/paperwork	8 (1)	0 (0)	0 (0)	8 (1)	10 (1)	6 (3)	
Other/Answer unclear	0 (0)	40 (4)	17 (1)	33 (4)	0 (0)	18 (9)	
<b>TOTAL N</b>	12	10	6	12	10	50	

Table 27.

Q.25 - Did you receive a letter telling you that a census form would be sent to your address?  
 Q.26 - (If yes) Did you read the letter?  
 Q.27 - (If yes) Did the letter encourage, discourage or have no effect on you completing and returning the census form?

**FORM TYPE**

Did you receive the letter?	FORM TYPE						TOTAL
	CONTROL	BOOKLET	MICRO	MICRO/SSN	ROSTER		
Yes	86% (154)	74% (147)	79% (164)	78% (135)	77% (115)	79% (715)	
No	9 (16)	20 (39)	15 (32)	16 (28)	15 (23)	15 (138)	
Don't Know	5 (9)	7 (13)	6 (13)	6 (10)	8 (12)	6 (57)	
<b>Did you read the letter?</b>							
Yes	94 (144)	96 (139)	95 (155)	93 (125)	97 (112)	95 (675)	
No	4 (6)	1 (2)	3 (4)	2 (3)	1 (1)	2 (16)	
Don't Know	2 (3)	3 (4)	3 (4)	5 (6)	2 (2)	3 (19)	
<b>Did it encourage or discourage?</b>							
Encouraged	38 (55)	39 (55)	37 (58)	44 (55)	40 (45)	40 (268)	
Discouraged	1 (1)	1 (1)	0 (0)	2 (2)	1 (1)	1 (5)	
No Effect	61 (89)	61 (86)	63 (97)	54 (67)	59 (66)	60 (405)	



Table 28.

Q.28 - Did you receive a postcard thanking you for returning the form?  
 Q.29 - (If yes) Had you already returned the census form when the postcard arrived?  
 Q.30 - (If no) Did the postcard encourage, discourage or have no effect on you completing and returning the census form?

Did you receive the postcard?	FORM TYPE						TOTAL
	CONTROL	BOOKLET	MICRO	MICRO/SSN	ROSTER		
Yes	55% (98)	57% (113)	59% (123)	61% (105)	60% (90)	58% (529)	
No	35 (63)	34 (67)	34 (71)	29 (50)	30 (45)	33 (296)	
Don't Know	10 (17)	10 (19)	6 (13)	9 (16)	10 (15)	9 (80)	
<b>Had you already returned the form?</b>							
Yes	83 (85)	73 (83)	80 (99)	76 (81)	83 (74)	79 (422)	
No	14 (14)	22 (25)	15 (18)	18 (19)	11 (10)	16 (86)	
Don't Know	3 (3)	5 (6)	6 (7)	7 (7)	6 (5)	5 (28)	
<b>Did it encourage or discourage?</b>							
Encouraged	55 (12)	72 (18)	74 (14)	71 (15)	64 (7)	67 (66)	
Discouraged	5 (1)	0 (0)	0 (0)	0 (0)	0 (0)	1 (1)	
No Effect	41 (9)	28 (7)	26 (5)	29 (6)	36 (4)	32 (31)	

FORM DA-17A  
(2-28-92)

U.S. DEPARTMENT OF COMMERCE  
BUREAU OF THE CENSUS

**RESPONDENT'S TELEPHONE DEBRIEFING**  
**National Census Test - 1992**

A. Control number

B. Form type

1

C. Respondent's name <input type="checkbox"/> Unknown - Complete D		E. Respondent's telephone number - Include area code Area code   Number	
D. Person 1's name		F. Interviewer's name	
----- Person 2's name		G. Interviewer's code	

**H. RECORD OF CONTACTS**

Date (1) Month   Day		Time (2) a.m. p.m.	Name of person contacted (3)	Outcome code (From item J below) (4)	Callback		
					Date (5) Month   Day		Time (6) a.m. p.m.

**I. COMMENTS**

**J. FINAL OUTCOME OF TELEPHONE INTERVIEW**

- Interview**  
1  Complete  
2  Partial

- Noninterview**  
3  Refusal  
4  Household respondent is known but could not contact  
5  No one home/no answer  
6  Nonworking number  
7  Wrong phone number  
8  Could not identify household respondent  
9  No phone number  
10  Other - Specify \_\_\_\_\_

K. Interview time →	Began	Ended	Total minutes	L. Date completed - Circle month April May _____, 1992
	a.m. p.m.	a.m. p.m.		

INTRODUCTION 1A: (Read when household respondent is known--when name is entered in item C on cover page.)

**Hello. This is (Your name) and I'm calling for the U.S. Census Bureau in Washington, DC. I'd like to speak with (Read name of person listed in item C). Is (he/she) available?**

- 1  Yes - Continue with Introduction 1B
- 2  No - **When would be the best time for me to call back to talk with (him/her)?**

Time	
	a.m.
	p.m.

Date	
Month	Day

INTERVIEWER INSTRUCTION - Thank the person and enter information in item H on the cover page.

INTRODUCTION 1B: (Read when the the household respondent is on the phone:)

**[This is (Your name) at the U.S. Census Bureau.] Recently the 1992 National Census Test Form was completed and returned for your household, and your name was listed as the one who completed it. Is that correct?**

- 1  Yes - Continue with Introduction 3 on page 3
- 2  No
- 8  Don't know/don't remember

**Is there anyone else in the household who may have completed the form?**

- 1  Yes - Ask to speak to that person and continue with Introduction 2B
- 2  No - Probe to jog respondent's memory. If the answer is still no, end interview and mark box "8" in item J on cover page.

INTRODUCTION 2A: (Read when the household respondent's name is unknown, but name(s) appear in item D.)

**Hello. This is (Your name) and I'm calling for the U.S. Census Bureau in Washington, DC. I'd like to speak with (Read name of person 1 listed in item D. If person 1 is not available, then ask for person 2.) Is (he/she) available?**

- 1  Yes - Continue with Introduction 2B
- 2  No - Continue with Introduction 2B

INTRODUCTION 2B: (Read when possible household respondent is on the phone.)

**[Hello. This is (Your name) and I'm calling for the U.S. Census Bureau in Washington, DC.] We recently received a completed 1992 National Census Test Form for your household. Do you know who filled out the form for your household?**

- 1  Yes, I did it. - Continue with Introduction 3 on page 3
- 2  Yes, someone else in household did it - Ask to speak to that person and repeat Introduction 2B. If not there arrange for a callback.

Time	
	a.m.
	p.m.

Date	
Month	Day

Name
------

NOTE: Enter "Record of contacts" information in cover page item H.

- 3  No

**Is there anyone else who might know who filled out the questionnaire?**

- 1  Yes - Ask to speak to that person and repeat Introduction 2B. If not there, arrange a callback.

Time	
	a.m.
	p.m.

Date	
Month	Day

Name
------

INTERVIEWER INSTRUCTION - Enter "Record of Contacts" information in cover page item H.

- 2  No - Thank the person, end interview and mark box "8" in cover page item J.

INTRODUCTION 3: (To be read when HOUSEHOLD RESPONDENT is identified and on the phone.)

INTERVIEWER INSTRUCTION – Enter the interview "began" time in item K on the cover page and proceed with the introduction.

First, I want to thank you for returning your form. We appreciate your help very much. I'm calling (today/this evening) to ask your opinions about the form and whether you found it easy or difficult to complete. The Census Bureau is authorized to conduct this study under Title 13 of the U.S. Code. This law also requires me to inform you that answering these questions is voluntary, and that any information you provide will be kept strictly confidential. My supervisor may be monitoring this call to evaluate my performance. This interview should only take about 10 minutes.

(PAUSE-ANSWER ANY QUESTIONS)

**Q-1** The form I want to ask about came in a white envelope from the United States Department of Commerce, Bureau of the Census, to the residents at this address. When the census form came, were you the one who opened the envelope or did someone else do that?

- 1  Respondent opened
- 2  Someone else – Skip to Question 4
- 8  DK/Don't remember – Skip to Question 4

→ **Q-2** When you first saw the envelope, did you think it probably contained something important or that it looked more like junk mail?

- 1  Something important
- 2  Junk mail
- 3  Neither – Skip to Question 4
- 8  DK/Don't remember – Skip to Question 4

→ **Q-3** What was it about the envelope that gave you the impression that it was probably [something important/junk mail]? If no answer, probe; e.g., Anything at all?

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**Q-4** When you first looked at the census form, did you immediately start filling it out or did you lay it aside at that time?

- 1  Immediately started filling – Skip to Question 6
- 2  Laid it aside
- 8  DK/Don't remember – Skip to Question 6

→ **Q-5** For what reasons did you lay it aside? Probe: Any other reasons?

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**Q-6** When you filled out the census form, did you do it all at once, or did you stop part way through and then come back to finish it later?

- 1  Filled it out all at once – Skip to Question 8 on page 4
- 2  Stopped part way through
- 8  DK/Don't remember – Skip to Question 8 on page 4

→ **Q-7** Why did you stop part way through? Probe: Any other reasons?

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**Q-8 Did you have any problems with the form while you were working on it?**

- 1  Yes
- 2  No – Skip to Question 10
- 8  DK/Don't remember – Skip to Question 10

→ **Q-9 What kind of problems did you have? Probe: Any others?**

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**Q-10 Were there any questions on the form that you didn't want to answer?**

- 1  Yes
- 2  No – Skip to Question 12
- 8  DK/Don't remember – Skip to Question 12

→ **Q-11 Which ones were they? DO NOT READ RESPONSES. Probe: Any others?**  
Mark (X) all that apply.

- 1  Name
- 2  Relationship
- 3  Sex
- 4  Race
- 5  Date of birth/age
- 6  Marital status
- 7  Hispanic origin
- 8  SSN
- 9  Housing questions (general)
- 10  Value of house
- 11  Monthly rent
- 12  Income
- 13  All of them
- 14  Other – Specify \_\_\_\_\_
- 88  DK/Don't remember

**Q-12 Were there any questions that were difficult to understand?**

- 1  Yes
- 2  No – Skip to Question 14 on page 5
- 8  DK/Don't remember – Skip to Question 14 on page 5

→ **Q-13 Which ones were they? DO NOT READ RESPONSES. Probe: Any others?**  
Mark (X) all that apply.

- 1  Name
- 2  Relationship
- 3  Sex
- 4  Race
- 5  Date of birth/age
- 6  Marital status
- 7  Hispanic origin
- 8  SSN
- 9  Housing questions (general)
- 10  Value of house
- 11  Monthly rent
- 12  Income
- 13  All of them
- 14  Other – Specify \_\_\_\_\_
- 88  DK/Don't remember

**Q-14 Did you have any problems getting the information to answer any of the questions?**

- 1  Yes
- 2  No – *Skip to Question 16*
- 8  DK/Don't remember – *Skip to Question 16*

→ **Q-15 Which ones were they? DO NOT READ RESPONSES. Probe: Any others?**  
*Mark (X) all that apply.*

- 1  Name
- 2  Relationship
- 3  Sex
- 4  Race
- 5  Date of birth/age
- 6  Marital status
- 7  Hispanic origin
- 8  SSN
- 9  Housing questions (general)
- 10  Value of house
- 11  Monthly rent
- 12  Income
- 13  All of them
- 14  Other – *Specify* \_\_\_\_\_
- 88  DK/Don't remember

**Q-16 Did you complete the entire form by yourself or did anyone else help you with it?**

- 1  Completed entire form by self – *Skip to Question 20*
- 2  Someone/others helped

→ **Q-17 Who was this person? DO NOT READ RESPONSES. Probe: Did anyone else help?**  
*Mark (X) all that apply.*

- 1  Husband
- 2  Wife
- 3  Daughter/son
- 4  Mother/father
- 5  Housemate/roommate
- 6  Unmarried partner
- 7  Other relative – *Specify* \_\_\_\_\_
- 8  Other – *Specify* \_\_\_\_\_

**Q-18 Did you work on the form together or did (this/these) person(s) work alone to complete part of the form?**

- 1  We worked together
- 2  Other person(s) worked alone
- 8  DK/Don't remember

**Q-19 What was the reason or reasons that (this/these) person(s) helped out with part of the form? Probe: Any other reasons?**

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**Q-20 In general, did you feel the census form was easy or hard for you to fill out?**

- 1  Easy
- 2  Hard
- 3  Neither easy nor hard
- 8  DK/Don't remember

**Q-21** In general, was your opinion of the census form favorable or unfavorable?

- 1  Favorable
- 2  Unfavorable
- 3  Neither favorable nor unfavorable – *Skip to Question 23*
- 8  DK/Don't remember – *Skip to Question 23*

→ **Q-22** For what reasons did you feel this way? *Probe: Any other reasons?*

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**Q-23** Every 10 years the Census Bureau does a census of all households in the United States. In your opinion, would it be a good or bad idea to use this form in the next census?

- 1  Good idea
- 2  Bad idea
- 3  Neither good nor bad – *Skip to Statement 1*
- 8  DK/Don't remember – *Skip to Statement 1*

→ **Q-24** For what reasons do you feel this way? *Probe: Any other reasons?*

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**STATEMENT 1:** The next few questions are about other mail sent to you concerning the census form.

**Q-25** Several days before receiving the census form in the mail, you may have received a letter telling you that a census form would be sent to your address. Do you recall receiving such a letter?

- 1  Yes
- 2  No – *Skip to Question 28*
- 8  DK/Don't remember – *Skip to Question 28*

→ **Q-26** Did you read the letter?

- 1  Yes
- 2  No – *Skip to Question 28*
- 8  DK/Don't remember – *Skip to Question 28*

**Q-27** Did the letter encourage, discourage, or have no effect on you completing and returning the census form?

- 1  Encourage
- 2  Discourage
- 3  No effect

**Q-28** Shortly after receiving the census form, you may have received a postcard thanking you for returning the form. Do you recall receiving such a postcard?

- 1  Yes  
2  No – Skip to Statement 2  
8  DK – Skip to Statement 2

**Q-29** Had you already returned the census form when the postcard arrived?

- 1  Yes – Skip to Statement 2  
2  No  
8  DK – Skip to Statement 2

**Q-30** Did this postcard encourage, discourage, or have no effect on you completing and returning the census form?

- 1  Encourage  
2  Discourage  
3  No effect

**STATEMENT 2:** To finish, I need to ask a few questions about you and your household.

**Q-31** How many people currently live in your household?

\_\_\_\_\_ People

**Q-32** What is your age?

\_\_\_\_\_ Years old

**Q-33** Which of these categories best describes your race?

- 1  White  
2  Black  
3  Asian or Pacific Islander  
4  American Indian  
5  Other race – Specify \_\_\_\_\_

**Q-34** Are you of Hispanic origin?

- 1  Yes  
2  No  
8  DK

**Q-35** What is the highest grade or year of school you have completed? *DO NOT READ RESPONSES.*

- 1  Grade school or less (0–8 grades/years)  
2  Less than high school (9–11 grades/years)  
3  High school graduate (12 grades/years)  
4  Some college  
5  College graduate  
6  Post college graduate

**Q-36** *INTERVIEWER INSTRUCTION: Mark (X) person's sex. Ask if not apparent.*

- 1  Female  
2  Male

Those are all the questions I need to ask. Thank you very much for helping us out. As I said at the beginning of this interview, we estimated that this interview would take no more than 10 minutes. If you have any comments about this estimate, you may send them to:

Associate Director for Management Services  
Paperwork Reduction Project (0607-0728)  
Room 2027, FB 3  
Bureau of the Census  
Washington, DC 20233-0001

and

Office of Management and Budget  
Paperwork Reduction Project (0607-0728)  
Washington, DC 20503

*INTERVIEWER INSTRUCTION: Enter the interview "ended" time and the "total minutes" it took to complete the interview in cover page item K.*



FORM **DA-17B**  
(3-23-92)

U.S. DEPARTMENT OF COMMERCE  
BUREAU OF THE CENSUS

**A.** Control number (1st)

**C.** Form type

**NONRESPONDENT'S TELEPHONE DEBRIEFING**  
**National Census Test - 1992**

**B.** Control number (2nd)

2

<b>D.</b> Address - Number and street name		<b>E.</b> Respondent's telephone number - <i>Include area code</i>	
City		Area code	Number
State		<b>F.</b> Interviewer's name	
ZIP Code		<b>G.</b> Interviewer's code	

**H. RECORD OF CONTACTS**

Date (1)		Time (2)	Name of person contacted (3)	Outcome code (From item J below) (4)	Callback		
					Date (5)		Person to contact (7)
Month	Day			Month	Day	Time (6)	
		a.m. p.m.				a.m. p.m.	
		a.m. p.m.				a.m. p.m.	
		a.m. p.m.				a.m. p.m.	
		a.m. p.m.				a.m. p.m.	
		a.m. p.m.				a.m. p.m.	
		a.m. p.m.				a.m. p.m.	
		a.m. p.m.				a.m. p.m.	
		a.m. p.m.				a.m. p.m.	
		a.m. p.m.				a.m. p.m.	

**I. COMMENTS**

**J. FINAL OUTCOME OF TELEPHONE INTERVIEW**

**Interview**

- 1  Complete
- 2  Partial
- 3  Form was returned

**Noninterview**

- 4  Refusal
- 5  Person who handles mail absent
- 6  No one home/no answer
- 7  Wrong phone number
- 8  Nonworking number
- 9  No phone number
- 10  Other - *Specify* \_\_\_\_\_

<b>K.</b> Interview time	Began	Ended	Total minutes	<b>L.</b> Date completed - <i>Circle month</i>
	a.m. p.m.	a.m. p.m.		

INTRODUCTION 1A:

**Hello. This is (Your name) and I'm calling for the U.S. Census Bureau in Washington, DC. I'm trying to reach someone who lives at (Read the address in item D). Have I reached the correct address?**

- 1  Yes  
2  No - Thank the person and end interview. Mark box "7" in cover page item J.

→ **Am I speaking with the person who usually handles the mail for your household?**

- 1  Yes - Continue with Introduction 1B  
2  No

→ **I would like to speak with the person who usually handles the mail for your household. Is he or she available?**

- 1  Yes - Continue with Introduction 1B when the person comes to the phone  
2  No, not available

→ **What would be the best time to call back so I could speak with him/her?**

Time
a.m.
p.m.

Date	
Month	Day

Name
------

NOTE - Enter "Record of Contacts" information in cover page item H.

INTRODUCTION 1B:

**[Hello. This is (Your name), and I'm calling from the U.S. Census Bureau.] As part of the 1992 National Census Test, we sent two census forms to this address--the first should have arrived at the end of March, and the second should have arrived in mid April. They were sent in white envelopes from the Census Bureau, U.S. Department of Commerce and asked a few questions about each person living at this address. As far as you know, did your household receive a census form in late March or April?**

- 1  Yes - Skip to Introduction 2  
2  No

→ **Is there anyone else I could speak with who might have seen the form?**

- 1  Yes, someone present - Ask to speak with person and repeat Introduction 1B  
2  Yes, but unavailable - **What would be the best time to call back?**

Time
a.m.
p.m.

Date	
Month	Day

Name
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NOTE - Enter "Record of Contacts" information in cover page item H.

- 3  No - Skip to Statement 3, page 7

INTRODUCTION 2:

**INTERVIEWER INSTRUCTION** - Enter the interview "began" time in cover page item K and proceed with the introduction.

**Because we've now completed this particular test census, we won't need the form for this address to be returned; however, I would like to ask you a few questions about the census form and your experiences with it to help us plan the next census. The Census Bureau is authorized to conduct this study under Title 13 of the U.S. Code. This law also requires me to inform you that answering these questions is voluntary, and that any information you provide will be kept strictly confidential. My supervisor may monitor this call to evaluate my performance. It should take less than 10 minutes of your time to answer these questions.**

NOTE: If the respondent indicates here (or at any time during the interview) that he/she did return the census form, say **"I'm sorry, our records must be incorrect. Thank you very much for your cooperation."** End the interview and mark box "3" in cover page item J.

**Q-1 When you first saw the envelope, did you think it probably contained something important or that it looked more like junk mail?**

- 1  Something important
- 2  Junk mail
- 3  Neither – *Skip to Question 3*
- 8  DK/Don't remember – *Skip to Question 3*

**Q-2 What was it about the envelope that gave you the impression that it was probably [something important/junk mail]? If no answer, probe; e.g., Anything at all? Probe: Anything else?**

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**Q-3 Did you ever take the form out of the envelope that it came in?**

- 1  Yes
- 2  No – *Skip to Statement 1, page 6*
- 8  DK/Don't remember – *Skip to Statement 1, page 6*

**Q-4 Did you ever start filling out the form?**

- 1  Yes
- 2  No – *Skip to Question 6*
- 8  DK/Don't remember – *Skip to Statement 1, page 6*

**Q-5 Did you finish filling out the form?**

- 1  Yes – *Skip to Question 8, page 4*
- 2  No – *Skip to Question 7*
- 8  DK/Don't remember – *Skip to Statement 1, page 6*

**Q-6 As best you recall, what were the reasons that you did not start to fill out the form? Probe: Any other reasons?**

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*Skip to Statement 1, page 6*

**Q-7 What was the reason or reasons that you did not finish filling out the form? Probe: Any other reasons?**

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**Q-8 Were there any questions on the form that you didn't want to answer?**

- 1  Yes
- 2  No – *Skip to Question 10*
- 8  DK/Don't remember – *Skip to Question 10*

**Q-9 Which ones were they? DO NOT READ RESPONSES. Probe: Any others?**

Mark (X) all that apply.

- 1  Name
- 2  Relationship
- 3  Sex
- 4  Race
- 5  Date of birth/age
- 6  Marital status
- 7  Hispanic origin
- 8  SSN
- 9  Housing questions (general)
- 10  Value of house
- 11  Monthly rent
- 12  Income
- 13  All of them
- 14  Other – *Specify* \_\_\_\_\_
- 88  DK/Don't remember

**Q-10 Were there any questions that were difficult to understand?**

- 1  Yes
- 2  No – *Skip to Question 12 on page 5*
- 8  DK/Don't remember – *Skip to Question 12 on page 5*

**Q-11 Which ones were they? DO NOT READ RESPONSES. Probe: Any others?**

Mark (X) all that apply.

- 1  Name
- 2  Relationship
- 3  Sex
- 4  Race
- 5  Date of birth/age
- 6  Marital status
- 7  Hispanic origin
- 8  SSN
- 9  Housing questions (general)
- 10  Value of house
- 11  Monthly rent
- 12  Income
- 13  All of them
- 14  Other – *Specify* \_\_\_\_\_
- 88  DK/Don't remember

**Q-12 Did you have any problems getting the information to answer any of the questions?**

- 1  Yes
- 2  No – Skip to Question 14
- 8  DK/Don't remember – Skip to Question 14

→ **Q-13 Which ones were they? DO NOT READ RESPONSES. Probe: Any others?**  
Mark (X) all that apply.

- 1  Name
- 2  Relationship
- 3  Sex
- 4  Race
- 5  Date of birth/age
- 6  Marital status
- 7  Hispanic origin
- 8  SSN
- 9  Housing questions (general)
- 10  Value of house
- 11  Monthly rent
- 12  Income
- 13  All of them
- 14  Other – Specify \_\_\_\_\_
- 88  DK/Don't remember

**Q-14 In general, did you feel the census form was easy or hard for you to fill out?**

- 1  Easy
- 2  Hard
- 3  Neither easy nor hard
- 8  DK/Don't remember

**Q-15 In general, was your opinion of the census form favorable or unfavorable?**

- 1  Favorable
- 2  Unfavorable
- 3  Neither favorable nor unfavorable – Skip to Question 17
- 8  DK/Don't remember – Skip to Question 17

→ **Q-16 For what reasons did you feel this way? Probe: Any other reasons?**

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**Q-17 What would you say was the main reason that you decided not to return the census form?**

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NOTE: If the respondent says that the form was returned, end the interview and mark box "3" in cover page item J.

**STATEMENT 1:** The next few questions are about other mail sent to you concerning the census form.

**Q-18** Several days before receiving the census form in the mail, you may have received a letter telling you that a census form would be sent to your address. Do you recall receiving such a letter?

- 1  Yes
- 2  No – Skip to Question 21
- 8  DK/Don't remember – Skip to Question 21

**Q-19** Did you read the letter?

- 1  Yes
- 2  No – Skip to Question 21
- 8  DK/Don't remember – Skip to Question 21

**Q-20** Did the letter encourage, discourage, or have no effect on you completing and returning the census form?

- 1  Encourage
- 2  Discourage
- 3  No effect

**Q-21** Shortly after receiving the census form, you may have received a postcard thanking you for returning the form. Do you recall receiving such a postcard?

- 1  Yes
- 2  No – Skip to Statement 2
- 8  DK/Don't remember – Skip to Statement 2

**Q-22** Did this postcard encourage, discourage, or have no effect on you completing the census form?

- 1  Encourage
- 2  Discourage
- 3  No effect

**STATEMENT 2:** To finish, I need to ask a few questions about you and your household.

**Q-23** How many people currently live in your household?

\_\_\_\_\_ People

**Q-24** What is your age?

\_\_\_\_\_ Years old

**Q-25** Which of these categories best describes your race?

- 1  White
- 2  Black
- 3  Asian or Pacific Islander
- 4  American Indian
- 5  Other race – Specify \_\_\_\_\_

**Q-26** Are you of Hispanic origin?

- 1  Yes
- 2  No
- 8  DK

**Q-27** What is the highest grade or year of school you have completed? *DO NOT READ RESPONSES.*

- 1  Grade school or less (0–8 grades/years)
- 2  Less than high school (9–11 grades/years)
- 3  High school graduate (12 grades/years)
- 4  Some college
- 5  College graduate
- 6  Post college graduate

**Q-28** FIELD REPRESENTATIVE INSTRUCTION – Mark person's sex. Ask if not apparent.

- 1  Female }  
2  Male } Skip to Statement 4

**STATEMENT 3:**

*INTERVIEWER INSTRUCTION – Enter the interview "began" time in cover page item K and proceed with Statement 3.*

**I would like to ask you a few questions that will help us plan for the next census. The Census Bureau is authorized to conduct this survey under Title 13 of the U.S. Code. This law also requires me to inform you that answering these questions is voluntary, and that any information you provide will be kept strictly confidential. My supervisor may monitor this call to evaluate my performance. It should take less than 2 minutes of your time to answer these questions.**

**Q-23** How many people currently live in your household?

\_\_\_\_\_ People

**Q-24** What is your age?

\_\_\_\_\_ Years old

**Q-25** Which of these categories best describes your race?

- 1  White  
2  Black  
3  Asian or Pacific Islander  
4  American Indian  
5  Other race – Specify \_\_\_\_\_

**Q-26** Are you of Hispanic origin?

- 1  Yes  
2  No  
8  DK

**Q-27** What is the highest grade or year of school you have completed? *DO NOT READ RESPONSES.*

- 1  Grade school or less (0–8 grades/years)  
2  Less than high school (9–11 grades/years)  
3  High school graduate (12 grades/years)  
4  Some college  
5  College graduate  
6  Post college graduate

**Q-28** *INTERVIEWER INSTRUCTION: Mark (X) person's sex. Ask if not apparent.*

- 1  Female  
2  Male

**STATEMENT 4:**

**Those are all the questions I need to ask. Thank you very much for helping us out. As I said at the beginning of this interview, we estimated that this interview would take no more than [10 minutes/2 minutes]. If you have any comments about this estimate, you may send them to:**

**Associate Director for Management Services  
Paperwork Reduction Project (0607-0728)  
Room 2027, FB 3  
Bureau of the Census  
Washington, DC 20233-0001**

**and**

**Office of Management and Budget  
Paperwork Reduction Project (0607-0728)  
Washington, DC 20503**

*INTERVIEWER INSTRUCTION: Enter the interview "ended" time and "total minutes" it took to complete the interview in cover page item K.*