

POC Respondent Debriefing Questions

General Notes

- “Don’t Know” response options should not be read
- Unless otherwise indicated, each question should go right to the next
- No questions are required
- Text boxes should be as large as possible

Incentives

Before we wrap up, I have a few questions about your experience during the survey.

1. *IF respondent indicated he/she received the advanced letter (LETTER SCREEN = YES):*
In the first letter we sent you, explaining the study and asking for you to participate, we included a two dollar bill. Do you remember getting this money?
 - i. Yes - Go to 1a
 - ii. No – go to 2
 - iii. Don’t Know – Go to 2
 - a. What was your reaction to getting this money? {open ended text field}
2. For completing the first interview, you received a \$20 debit card. Did you have any problems using the debit card?
 - i. Yes – go to 2a
 - ii. No – go to 3
 - iii. Haven’t tried to use it – Go to 3
 - iv. {not read}Don’t Know– Go to 3
 - a. What problems did you have? {open ended text field}
3. Did the money you received or expect to receive impact your decision to answer the survey or complete the diary?
 - i. Yes
 - ii. No
 - iii. Don’t know
4. Do you have any comments about the use of these incentives in our study? {open ended text field}

Records Interview

5. For the second part of the study, we asked you to collect some bills and records to help you answer the questions. How much time did you spend collecting records?
FR Instruction: Enter in minutes; enter 0 if no records were used
 - i. {open ended numeric field}

0 – Go to 7

- a. Would you say that the amount of time you spent collecting records was *{read answer categories}*
 - i. Reasonable
 - ii. Somewhat reasonable
 - iii. Somewhat unreasonable
 - iv. Unreasonable
6. *{Only ask if there is more than one household member and question 5 is not zero}*
Did any other household members collect any records?
 - i. Yes
 - ii. No
 - iii. Don't know
7. Are any of your financial records electronic? Such as online bank statements, utility or mortgage statements?
 - i. Yes – go to 7a
 - ii. No – go to 8
 - iii. Don't know – go to 8
 - a. Did you access any of your electronic records before our interview? *{responses not read, FR to code}*
 - i. Yes, I printed them out – Go to 8
 - ii. Yes, I had them available electronically during the interview – go to 8
 - iii. No – go to 7b
 - iv. Don't know – go to 8
 - b. Why did you not access your electronic records before our interview?
 - i. *{open ended text field}*
8. Were there any records that you found, or could have found, but you did not use in the interview?
 - i. Yes – go to 8a
 - ii. No – go to 9
 - iii. Don't know – go to 9
 - a. What was the reason that you did not use those records *{responses not read, FR to code}*
 - a. Confidentiality or privacy concerns
 - b. Electronic records not able to download or print
 - c. Paper records not able to find
 - iv. Other, specify *{open ended text field}*
9. Were there any records that were difficult to collect?
 - i. Yes – go to 9a
 - ii. No – go to 10
 - iii. Don't know – go to 10
 - a. Which records were difficult to collect? *{open ended text field}*
10. I gave you a checklist to show you which records to collect. How useful was that checklist?

- i. Very useful
- ii. Somewhat useful
- iii. Not very useful
- iv. Not at all useful
- v. I didn't get a checklist
- vi. Don't know

Diary

{Only ask Questions 11-13 if a paper or electronic diary was placed for at least 1 person.}

11. *{Only ask if there is more than 1 household member}*

We asked you to share information about how to complete the diary with other people in your household. Were you able to share the information with all other household members?

- i. Yes
- ii. No {go to 11a}
- iii. Not applicable

a. Who did you not able to share this information with?

- i. Line number

b. Why were you unable to share the information? {open ended text field}

12. We also asked you to complete a diary during the week. How much time did you spend filling in your diary throughout the week? FR Instruction: Enter in minutes

- i. {open ended numeric field}

a. Would you say that the amount of time you spent filling in the diary was *{read answer categories}*

- i. Reasonable
- ii. Somewhat reasonable
- iii. Somewhat unreasonable
- iv. Unreasonable

b. Where did you typically fill out your diary {mark all)?

- ii. At home
- iii. At work
- iv. Other, specify {open ended text field}

13. *{only ask if there is more than 1 household member}*

Did any other household members fill in a diary?

- i. Yes – go to 13a
- ii. No – go to 13c
- iii. Not applicable – go to 13c
- iv. Don't know – go to 13c

a. How long do you think they spend filling out their diaries all together throughout the week? FR Instruction: Enter in minutes.

- i. {open ended numeric field}
- b. Where did they typically fill out their diaries? {mark all}
 - i. At home
 - ii. At work
 - iii. Other, specify {open ended text field}
- c. Did you record any expenditures on behalf of other household members into your diary (excluding shared household expenses)?
 - i. Yes
 - ii. No
- d. Would you prefer having a single diary for the whole household or having an individual diary for each member of the household?
 - i. Prefer a single diary for the whole household
 - ii. Prefer individual diaries

14. *{Only ask if an electronic diary was placed with at least 1 person}*

Overall, did you have any problems using the diary online?

- i. Yes, specify {open ended text field} – go to 14b
 - ii. No– go to 15
- b. Did you have any problems logging into the diary?
 - i. Yes, specify {open ended text field}
 - ii. No
- c. Did you have any problems entering your spending?
 - i. Yes, specify {open ended text field}
 - ii. No

15. *{Only ask if an electronic diary was placed with at least 1 person}*

I gave you instructions on how to use the diary, how useful were the instructions?

- i. Very useful
 - ii. Somewhat useful
 - iii. Not very useful
 - iv. Not at all useful
 - v. Don't know
- a. I also left a user guide with instructions to help you using the online diary. How useful were those pages?
 - i. Very useful
 - ii. Somewhat useful
 - iii. Not very useful
 - iv. Not at all useful
 - v. Don't know–

16. *{Only ask if a paper diary was placed with at least 1 person}*

I provided instructions on how to fill out the paper diary, how useful were the instructions?

- i. Very useful

- ii. Somewhat useful
- iii. Not very useful
- iv. Not at all useful
- v. Don't know

17. *{Only ask if an electronic diary was placed with at least 1 person}*

Did you call the help desk during the week?

- i. Yes – go to 17a
 - ii. No – go to 18
- a. Why did you call the help desk? {open ended text field}
 - b. Did the help desk give you the information or assistance you were looking for?
 - i. Yes
 - ii. No

Closing

18. Thank you so much for participating in our study. We're looking for ways to make the survey easier for people like yourselves, while still collecting the data that is so valuable for the country. Do you have any suggestions how we could improve the process, including the diary and both interviews? {open ended text field}