Pew Research / Abt Associates -- Internet Core Trends 2021 Update

Total n=1,502 U.S. adults age 18+

n=300 landline RDD

n=1,202 cell phone RDD

Field Dates: January 25 – February 8, 2021

START TIMING MODULE 1

**LANDLINE INTRO:**

Hello, I am \_\_\_\_\_ calling on behalf of the Pew Research Center. We are conducting a telephone opinion survey about some important issues today and we would like to include your household. May I please speak with the YOUNGEST **[RANDOMIZE:** (MALE / FEMALE)**]**, age 18 or older, who is now at home? **[IF NO MALE/FEMALE, ASK:** May I please speak with the YOUNGEST (FEMALE / MALE), age 18 or older, who is now at home?**]**

**GO TO MAIN INTERVIEW**

**CELL PHONE INTRO:**

Hello, I am \_\_\_\_\_ calling on behalf of the Pew Research Center. We are conducting a telephone opinion survey about some important issues today. I know I am calling you on a cell phone. If you would like to be reimbursed for your cell phone minutes, we will pay all eligible respondents $5 for participating in this survey. This is NOT a sales call.

**[IF R SAYS DRIVING/UNABLE TO TAKE CALL:** Thank you. We will try you another time...**]**

**VOICEMAIL MESSAGE [LEAVE ONLY ONCE -- THE FIRST TIME A CALL GOES TO VOICEMAIL:]** I am calling on behalf of the Pew Research Center. We are conducting a national opinion survey of cell phone users. This is NOT a sales call. We will try to reach you again.

CELL PHONE SCREENING INTERVIEW:

S1. Are you under 18 years old, OR are you 18 or older?

1 Under 18

2 18 or older

9 Don’t know/Refused

**IF S1=2, CONTINUE WITH MAIN INTERVIEW**

**IF S1=1, THANK AND TERMINATE – RECORD AS AGE INELIGIBLE:** This survey is limited to adults age 18 and over. I won’t take any more of your time...

**IF S1=9, THANK AND TERMINATE – RECORD AS SCREENING REFUSAL:** This survey is limited to adults age 18 and over. I won’t take any more of your time...

**READ TO ALL CELL PHONE RESPONDENTS**

**INTRODUCTION TO MAIN INTERVIEW:** If you are now driving a car or doing any activity requiring your full attention, I need to call you back later. The first question is...

**INTERVIEWER: If R says it is not a good time, try to arrange a time to call back. Offer the toll-free call-in number they can use to complete the survey before ending the conversation.**

**[PROGRAMMER NOTE: PLEASE INCLUDE THE INTRODUCTION RANDOMIZATION VARIABLES IN THE ALL CONTACTS FILES. WE WOULD LIKE TO BE ABLE TO RUN RESPONSE RATES SEPARATELY FOR EACH VERSION OF THE INTRODUCTION FOR THE LANDLINE AND CELL FRAMES SEPARATELY. PLEASE RANDOMIZE INTRO LANGUAGE WITH ONE TREATMENT PER PHONE NUMBER NOT PER CALL.]**

END TIMING MODULE 1

**START TIMING MODULE 2**

ASK ALL:

EMINUSE. Do you use the internet or email, at least occasionally? {PIAL Trend, most recently February 2019}

1 Yes

2 No

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK ALL:

INTMOB. Do you access the internet on a cell phone, tablet or other mobile handheld device, at least occasionally? {PIAL Trend, most recently February 2019}

1 Yes

2 No

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK IF INTERNET USER (EMINUSE=1 OR INTMOB=1):

INTFREQ. About how often do you use the internet? **[READ]** {PIAL Trend, most recently February 2019}

1 Almost constantly

2 Several times a day

3 About once a day

4 Several times a week, OR

5 Less often?

8 **(VOL.)** Don’t know

9 **(VOL.)** Refused

ASK ALL:

SNSINT2. Do you ever use social media sites like Facebook, Twitter or Instagram? {Modified PIAL Trend, most recently February 2019}

1 Yes

2 No

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK ALL:

HOME4NW. Do you currently subscribe to internet service at HOME? {Heavily modified PIAL Trend, most recently February 2019}

1 Yes

2 No

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK IF HOME INTERNET SUBSCRIBER (HOME4NW=1):

BBHOME1. Do you subscribe to dial-up internet service at home... OR do you subscribe to a higher-speed broadband service such as DSL, cable, or fiber optic service? **[SATELLITE INTERNET SERVICE SHOULD BE CODED AS HIGHER-SPEED]** {Heavily modified PIAL Trend, most recently February 2019}

1 Dial-up

2 Higher-speed

3 **(VOL.)** Both Slow-speed/Dial-up and Higher-speed/Broadband

4 **(VOL.)** Access internet only using cell phone or tablet

5 **(VOL.)** No home internet access

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK IF DIAL-UP USER (BBHOME1=1):

BBHOME2. Just to confirm, you use a dial-up connection to the internet at home, and not a higher-speed broadband connection? {Heavily modified PIAL Trend, most recently February 2019}

1 Yes, dial-up

2 No, higher speed connection

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

HOME BROADBAND USERS: BBHOME1=2,3 OR BBHOME2=2;

**NON-BROADBAND USERS: ALL OTHERS ([EMINUSE=2-9 AND INTMOB=2-9] OR HOME4NW=2-9 OR BBHOME1=4-9 OR BBHOME2=1,8,9)**

ASK IF LANDLINE SAMPLE:

DEVICE1a. Next, do you have a cell phone, or not? {PIAL Trend, most recently February 2019}

1 Yes

2 No

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK IF HAVE CELL PHONE (CELL PHONE SAMPLE OR DEVICE1a=1):

SMART2. Is your cell phone a smartphone, or not? {Modified PIAL Trend, most recently February 2019}

1 Yes, smartphone

2 No, not a smartphone

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

END TIMING MODULE 2

START TIMING MODULE 3

ASK IF NON-BROADBAND USER:

BBSMART2. Would you like to have high-speed internet at home, or is that not something you're interested in? {February 2019}

1 Yes, interested

2 No, not interested

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK IF NON-BROADBAND USER:

BBSMART3. Please tell me whether any of the following are reasons why you do not have high-speed internet at home. First, how about **[INSERT ITEMS; RANDOMIZE]**? Is this a reason why you do not have high-speed internet at home? {February 2019}

Next, what about **[INSERT NEXT ITEM]**? **[IF NECESSARY:** Is this a reason why you do not have broadband service at home?**]**

a. The monthly cost of a home broadband subscription is too expensive

b. The cost of a computer is too expensive

ASK ITEM c ONLY OF SMARTPHONE OWNERS (SMART2=1)

c. Your smartphone lets you do everything online that you need to do

d. You have other options for internet access outside of your home

e. Broadband service is not available where you live, or is not available at an acceptable speed

ALWAYS ASK LAST

f. Some other reason I haven’t already mentioned **(SPECIFY)**

CATEGORIES

1 Yes

2 No

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK IF ANSWERED YES TO MORE THAN ONE ITEM IN BBSMART3 LIST:

BBSMART4. Thinking of the reasons why you do not have broadband service at home, which of them is the MOST important? Is it that **[READ; ONLY INCLUDE “YES” RESPONSES FROM BBSMART3; LIST RESPONSES IN SAME ORDER AS BBSMART3]**? {February 2019}

1 The monthly cost of a home subscription is too expensive

2 The cost of a computer is too expensive

3 Your smartphone lets you do everything online that you need to do

4 You have other options for internet access outside of your home

5 Broadband service is not available where you live, or is not available at an acceptable speed

6 Or some other reason?

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

END TIMING MODULE 3

START TIMING MODULE 4

**ASK ALL:**

CABLE1. Do you currently receive television via cable or satellite at home, or not? {July 2015}

1 Yes

2 No

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

**ASK IF NOT A CABLE SUBSCRIBER (CABLE1=2-9):**

CABLE2. Did you ever subscribe to a cable or satellite television package at home at some point in the past? {July 2015}

1 Yes, did subscribe

2 No, did not subscribe

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

**ASK IF NOT A CABLE SUBSCRIBER (CABLE1=2-9):**

CABLE3. Please tell me whether any of the following are reasons you do not currently have a cable or satellite television subscription at home. (First,/Next,) **[INSERT ITEMS; RANDOMIZE]**? **[READ FOR FIRST ITEM THEN IF NECESSARY:** Is this a reason why you do not have a cable or satellite television subscription?**]** {Slightly modified, July 2015}

a. You do not often watch television

b. The cost of cable or satellite service is too expensive

c. You can access the content you want to watch online

**CATEGORIES**

1 Yes

2 No

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

END TIMING MODULE 4

**START TIMING MODULE 5**

ASK ALL:

WEB1. Please tell me if you ever use any of the following. Do you ever use... **[INSERT ITEMS; RANDOMIZE ITEMS a-e FIRST AS A BLOCK, THEN RANDOMIZE ITEMS f-k AS A BLOCK]**? {Slightly modified PIAL Trend, most recently February 2019}

a. Twitter

b. Instagram

c. Facebook

d. Snapchat

e. YouTube

f. WhatsApp

g. Pinterest

h. LinkedIn

i. Reddit

j. TikTok {new}

k. Nextdoor {new}

CATEGORIES

1 Yes, do this

2 No, do not do this

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK USERS OF EACH SITE IN WEB1a-WEB1e (WEB1a=1 OR WEB1b=1 OR WEB1c=1 OR WEB1d=1 OR WEB1e=1):

SNS2. Thinking about the social media sites you use... About how often do you visit or use **[INSERT ITEMS; RANDOMIZE]**? **[READ CATEGORIES AS NECESSARY]** {Modified PIAL Trend, most recently February 2019}

ASK a IF TWITTER USER (WEB1a=1):

a. Twitter

ASK b IF INSTAGRAM USER (WEB1b=1):

b. Instagram

ASK c IF FACEBOOK USER (WEB1c=1):

c. Facebook

ASK d IF SNAPCHAT USER (WEB1d=1):

d. Snapchat

ASK e IF YOUTUBE USER (WEB1e=1):

e. YouTube

CATEGORIES

1 Several times a day

2 About once a day

3 A few times a week

4 Every few weeks

5 Less often

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

END TIMING MODULE 5

START TIMING MODULE 6

**ASK IF SMARTPHONE OWNER OR HOME BROADBAND USER OR CABLE SUBSCRIBER:**

PAY. During the coronavirus outbreak, have you had trouble paying for the following? **[INSERT ITEMS; RANDOMIZE]** {new}

**ASK IF CELL PHONE OWNER (CELL PHONE SAMPLE OR DEVICE1a=1):**

1. Your cell phone service

**ASK IF HOME BROADBAND USER (BBHOME1=2,3 OR BBHOME2=2)**:

1. Your high-speed internet service at home

**ASK IF CABLE SUBSCRIBER (CABLE1=1):**

1. Your cable or satellite television subscription

**CATEGORIES**

1 Yes, have had trouble

2 No, have not had trouble

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

**ASK IF INTERNET USER (EMINUSE=1 OR INTMOB=1):**

PROB. How often, if ever, do you experience problems connecting to the internet at home? {new}

1 Often

2 Sometimes

3 Rarely

4 Never

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

**ASK ALL:**

COVIDDIS. Thinking about how people might use the internet during the COVID-19 pandemic… Do you think people who do NOT have high-speed internet access at home are… **[RANDOMLY REVERSE ORDER:** at a MAJOR disadvantage, at a MINOR disadvantage, or NOT at a disadvantage**]** when it comes to… **[INSERT ITEM; RANDOMIZE]**?

How about...**[INSERT NEXT ITEM]**? **[READ AS NECESSARY:** Are people who do NOT have high-speed internet access at home **[RANDOMLY REVERSE ORDER:** at a MAJOR disadvantage, at a MINOR disadvantage, or NOT at a disadvantage?**]]** {new}

1. Keeping up with the latest information about COVID-19
2. Staying in contact with friends and family
3. Looking for jobs
4. Getting schoolwork done
5. Connecting with doctors or other medical professionals

CATEGORIES

1 At a major disadvantage

2 At a minor disadvantage

3 Not at a disadvantage

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

END TIMING MODULE 6

**START TIMING MODULE 7**

ASK ALL:

DEVICE1. Please tell me if you happen to have each of the following items, or not. Do you have **[INSERT ITEMS; RANDOMIZE]**? {Modified PIAL Trend, most recently February 2019}

b. A tablet computer

c. A desktop or laptop computer

d. A game console

CATEGORIES

1 Yes

2 No

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK ALL:

BOOKS1. During the past 12 months, about how many BOOKS did you read either all or part of the way through? Please include any print, electronic, or audiobooks you may have read or listened to. {PIAL Trend, most recently February 2019}

\_\_\_ **[RECORD EXACT NUMBER 1-96]**

0 None

97 97 or more

98 **(VOL.)** Don't know

99 **(VOL.)** Refused

ASK IF READ ANY BOOKS IN PAST 12 MONTHS (BOOKS1=1-97, 98):

BOOKS2. Thinking about all of the books you have read in the past 12 months, were any of those... **[INSERT ITEMS IN ORDER]**? Were any of those ... **[INSERT NEXT ITEM]**? {Modified PIAL Trend, most recently February 2019}

a. Printed books

b. Audiobooks

c. E-books

CATEGORIES

1 Yes

2 No

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

END TIMING MODULE 7

START TIMING MODULE 8

Demographics

**[READ TO ALL:]** A few last questions for statistical purposes only...

ASK ALL:

GENDER. Do you describe yourself as a man, a woman or in some other way?

1 A man

2 A woman

3 In some other way

98 Don’t know

99 Refused

ASK ALL:

AGE. What is your age?

\_\_\_\_ years **[RECORD EXACT AGE 18-96]**

97 97 or older

98 Don't know

99 Refused

ASK ALL:

MARITAL. Are you currently married, living with a partner, divorced, separated, widowed, or have you never been married? **[IF R SAYS “SINGLE” PROBE TO DETERMINE APPROPRIATE CATEGORY]**

1 Married

2 Living with a partner

3 Divorced

4 Separated

5 Widowed

6 Never been married

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK ALL:

PAR. Are you the parent or guardian of any children under age 18 now living in your household?

1 Yes

2 No

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK ALL:

EDUC2. What is the highest level of school you have completed or the highest degree you have received? **[DO NOT READ] [INTERVIEWER NOTE: Enter code 3- HS grad if R completed training that did NOT count toward a degree]**

1 Less than high school (Grades 1-8 or no formal schooling)

2 High school incomplete (Grades 9-11 or Grade 12 with NO diploma)

3 High school graduate (Grade 12 with diploma or GED certificate)

4 Some college, no degree (includes some community college)

5 Two-year associate degree from a college or university

6 Four-year college or university degree/Bachelor’s degree (e.g., BS, BA, AB)

7 Some postgraduate or professional schooling, no postgraduate degree (e.g. some graduate school)

8 Postgraduate or professional degree, including master’s, doctorate, medical or law degree (e.g., MA, MS, PhD, MD, JD)

98 Don’t know

99 Refused

**[MAKE FULL NOTE AVAILABLE FOR INTERVIEWERS:** Enter code 3-HS graduate if R completed vocational, business, technical, or training courses after high school that did NOT count toward an associate degree from a college, community college or university (e.g., training for a certificate or an apprenticeship)**]**

ASK ALL:

EMPLNW. Are you now employed full-time, part-time, retired, or are you not employed for pay?

1 Employed full-time

2 Employed part-time

3 Retired

4 Not employed for pay

5 **(VOL.)** Have own business/self-employed

6 **(VOL.)** Disabled

7 **(VOL.)** Student

8 **(VOL.)** Other

98 **(VOL.)** Don't know

99 **(VOL.)** Refused

ASK ALL:

DISA. Does any disability, handicap, or chronic disease keep you from participating fully in work, school, housework, or other activities, or not?

1 Yes

2 No

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK ALL:

HISP. Are you of Hispanic, Latino, or Spanish origin, such as Mexican, Puerto Rican or Cuban?

1 Yes

2 No

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK ALL:

RACE. Which of the following describes your race? You can select as many as apply. White, Black or African American, Asian or Asian American or some other race. **[RECORD UP TO FOUR IN ORDER MENTIONED BUT DO NOT PROBE FOR ADDITIONAL]** **[IF R VOLS MIXED BIRACIAL, PROBE ONCE:** What race or races is that?**]**

1 White (e.g., Caucasian, European, Irish, Italian, Arab, Middle Eastern)

2 Black or African-American (e.g., Negro, Kenyan, Nigerian, Haitian)

3 Asian or Asian-American (e.g., Asian Indian, Chinese, Filipino, Vietnamese or other Asian origin groups)

4 Some other race **(SPECIFY)** **[IF NEEDED:** What race or races is that?**]**

5 **(VOL.)** Native American/American Indian/Alaska Native

6 **(VOL.)** Pacific Islander/Native Hawaiian

7 **(VOL.)** Hispanic/Latino (e.g., Mexican, Puerto Rican, Cuban)

8 **(VOL.)** Don't know

9 **(VOL.)** Refused (e.g., non-race answers like American, Human, purple)

ASK IF HISPANIC (HISP=1 OR RACE=7):

BIRTH\_HISP. Were you born in the United States, on the island of Puerto Rico, or in another country?

1 U.S.

2 Puerto Rico

3 Another country

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK ALL:

INC. Last year -- that is in 2020 -- what was your total family income from all sources, before taxes? Just stop me when I get to the right category... **[READ]**

1 Less than $10,000

2 10 to under $20,000

3 20 to under $30,000

4 30 to under $40,000

5 40 to under $50,000

6 50 to under $75,000

7 75 to under $100,000

8 100 to under $150,000, OR

9 $150,000 or more?

98 **(VOL.)** Don't know

99 **(VOL.)** Refused

ASK ALL

PARTY. In politics TODAY, do you consider yourself a Republican, Democrat, or independent?

1 Republican

2 Democrat

3 Independent

4 **(VOL.)** No preference

5 **(VOL.)** Other party

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

ASK IF INDEP/NO PREF/OTHER/DK/REF (PARTY=3,4,5,8,9):

PARTYLN. As of today, do you lean more to the Republican Party or more to the Democratic Party?

1 Republican

2 Democrat

8 **(VOL.)** Don't know

9 **(VOL.)** Refused

END TIMING MODULE 8

START TIMING MODULE 9

ASK ALL:

HH1. How many people, including yourself, live in your household? **INTERVIEWER NOTE: HOUSEHOLD MEMBERS INCLUDE PEOPLE WHO THINK OF THIS HOUSEHOLD AS THEIR PRIMARY PLACE OF RESIDENCE, INCLUDING THOSE WHO ARE TEMPORARILY AWAY ON BUSINESS, VACATION, IN A HOSPITAL, OR AWAY AT SCHOOL. THIS INCLUDES INFANTS, CHILDREN AND ADULTS.**

\_\_\_\_\_\_ Enter number 1-7

8 8 or more

9 Don’t know/Refused

ASK IF MORE THAN ONE PERSON IN HH (HH1>1):

HH3. How many, including yourself, are adults, age 18 and older?

\_\_\_\_\_\_ Enter number 1-7

8 8 or more

9 Don’t know/Refused

ASK ALL LANDLINE SAMPLE:

L1. Now thinking about your telephone use… Do you have a working cell phone?

1 Yes, have cell phone

2 No, do not

9 Don't know/Refused **(VOL.)**

ASK IF NO CELL PHONE AND MULTI-PERSON HOUSEHOLD (L1=2,9 AND HH1>1):

L1a. Does anyone in your household have a working cell phone?

1 Yes, someone in household has cell phone

2 No

9 Don't know/Refused **(VOL.)**

ASK ALL CELL PHONE SAMPLE:

C1. Now thinking about your telephone use… Is there at least one telephone INSIDE your home that is currently working and is not a cell phone?

1 Yes home telephone

2 No, home telephone

9 Don't know/Refused **(VOL.)**

ASK ALL:

ZIPCODE. What is your zipcode?

\_\_\_\_\_ Enter Zipcode

9 Don’t know/Refused

END TIMING MODULE 9

**END OF INTERVIEW**

START TIMING MODULE 10

ASK CELL PHONE SAMPLE:

MONEY2. That’s the end of the interview. If you would like to be reimbursed for your cell phone minutes, we can send you $5. I will need your full name and a mailing address where we can send you the money? [INTERVIEWER NOTE: If R does not want to give full name, explain we only need it so we can send the $5 to them personally.]

1 **[ENTER FULL NAME] – INTERVIEWER: PLEASE VERIFY SPELLING**

2 **[ENTER MAILING ADDRESS]**

3 **[City]**

4 **[State]**

5 **CONFIRM ZIP from above**

9 **(VOL.)** Respondent does not want the money

END TIMING MODULE 10

**START TIMING MODULE 11**

ASK ALL:

Thank you very much for your time. This survey is being conducted by the Pew Research Center, which will be issuing a report on the results of this survey on their website, pew research dot ORG, in the coming weeks.

**THANK YOU** again for your help! Have a nice day/evening.

END TIMING MODULE 11

I HEREBY ATTEST THAT THIS IS A TRUE AND HONEST INTERVIEW.

INTERVIEWER GENDER:

ISEX.

1 Male

2 Female

INTERVIEWER RACE:

IHISP1. Are you, yourself, of Hispanic origin or descent, such as Mexican, Puerto Rican, Cuban, or some other Spanish background? {QID:ihisp1}

1 Yes

2 No

9 Don't know/Refused **(VOL.)**

IRACE1. Which of the following describes your race? You can select as many as apply.

**[READ LIST. RECORD UP TO FOUR RESPONSES IN ORDER MENTIONED]**

1 White

2 Black or African-American

3 Asian or Asian-American

4 Or some other race

9 **[VOL. DO NOT READ]** Don't know/Refused

**[PLEASE MAKE THE FOLLOWING TEXT AVAILABLE TO INTERVIEWERS ANYTIME A RESPONDENT ASKS ABOUT THE NATURE OF THE PEW RESEARCH CENTER]** The Pew Research Center is an independent nonpartisan public opinion research organization that studies attitudes toward politics, the press and issues facing the nation. The Center has no connection to the government, political parties, or any campaigns. Reports about its surveys are made available free of charge on their website pew research dot ORG.