**HH, Experimental, Fall 2019, Pretest**

**Start of Block: Implied Consent, ID, Warm Up Questions**

Q1.2   
**Temporary Identifiers:**   
    
You will be taking this survey twice, once at the beginning of the semester and once at the end. The researchers ask for your first and last name as a way to match up your two sets of results and give you course credit, while still keeping your answers completely anonymous and confidential. Your NetID and last 4 digits of your phone number will be used to match your results in this survey with the previous survey.

Q1.3 First Name

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q1.4 Last Name

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q141 Type your Net ID and last 4 digits of your phone number (with no spaces inbetween).

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q155   
**Course:**   
    
Carefully select the class number, section, and instructor that you are enrolled in while taking this survey.

* HSC 130-01 Michael Stanton, TTh 2:45 pm to 4:00 pm, Fall 2019 (week 1) (1)
* HSC 130-02 Michael Stanton, TTh 7:15 pm to 8:30 pm, Fall 2019 (week 1) (2)
* HSC 130-04 Megan Cherewick, TTh 11:00 am to 12:15 pm, Fall 2019 (week 1) (3)
* HSC 130-10 Valerie Smith, MW 6:30 pm to 7:45 pm, Fall 2019 (week 1) (4)

Q1.6 We have a few questions on how you are feeling in this course and at Cal State East Bay.

Q1.7 In the class you just selected above, would you say, "I feel like I can be myself in this classroom"

* Strongly agree (1)
* Somewhat agree (2)
* Neither agree nor disagree (3)
* Somewhat disagree (4)
* Strongly disagree (5)

Q1.8 In the class you just selected above, would you say, "Others in this class see me the way I see myself"

* Strongly agree (1)
* Somewhat agree (2)
* Neither agree nor disagree (3)
* Somewhat disagree (4)
* Strongly disagree (5)

Q1.9 Would you say about Cal State East Bay, "I feel like I belong at this college"

* Strongly agree (1)
* Somewhat agree (2)
* Neither agree nor disagree (3)
* Somewhat disagree (4)
* Strongly disagree (5)

Q1.10 Would you say, "My friends at college understand who I really am."

* Strongly agree (1)
* Somewhat agree (2)
* Neither agree nor disagree (3)
* Somewhat disagree (4)
* Strongly disagree (5)

Q1.11 If you are reading this question, then click the last choice below of "not applicable" and type "I am attentive."

* Strongly agree (1)
* Somewhat agree (2)
* Neither agree nor disagree (3)
* Somewhat disagree (4)
* Strongly disagree (5)
* Not applicable. Please explain: (6) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**End of Block: Implied Consent, ID, Warm Up Questions**

**Start of Block: Bodie Scale, Active Listening**

Q3.1   
**Active-Empathic Listening**   
 To assess **your current active-empathic listening skills** of being able to know what people are really thinking and feeling when you are listening to them, rate how frequently you think each of the following statements are true of you, on a scale from 1 (never or almost never true) to 7 (always or almost always true), with a midpoint of 4 (occasionally true).

Q3.2 I am sensitive to what others are not saying.

* Never or almost never true (1)
* 2 (2)
* 3 (3)
* Occasionally true (4)
* 5 (5)
* 6 (6)
* Always or almost always true (7)

Q3.3 I am aware of what others imply but do not say.

* Never or almost never true (1)
* 2 (2)
* 3 (3)
* Occasionally true (4)
* 5 (5)
* 6 (6)
* Always or almost always true (7)

Q3.4 I understand how others feel.

* Never or almost never true (1)
* 2 (2)
* 3 (3)
* Occasionally true (4)
* 5 (5)
* 6 (6)
* Always or almost always true (7)

Q3.5 I listen for more than just the spoken words.

* Never or almost never true (1)
* 2 (2)
* 3 (3)
* Occasionally true (4)
* 5 (5)
* 6 (6)
* Always or almost always true (7)

Q3.6 I assure others that I will remember what they say.

* Never or almost never true (1)
* 2 (2)
* 3 (3)
* Occasionally true (4)
* 5 (5)
* 6 (6)
* Always or almost always true (7)

Q3.7 I summarize points of agreement and disagreement when appropriate.

* Never or almost never true (1)
* 2 (2)
* 3 (3)
* Occasionally true (4)
* 5 (5)
* 6 (6)
* Always or almost always true (7)

Q3.8 I keep track of points others make.

* Never or almost never true (1)
* 2 (2)
* 3 (3)
* Occasionally true (4)
* 5 (5)
* 6 (6)
* Always or almost always true (7)

Q3.9 I assure others that I am listening by using verbal acknowledgements.

* Never or almost never true (1)
* 2 (2)
* 3 (3)
* Occasionally true (4)
* 5 (5)
* 6 (6)
* Always or almost always true (7)

Q3.10 I assure others that I am receptive to their ideas.

* Never or almost never true (1)
* 2 (2)
* 3 (3)
* Occasionally true (4)
* 5 (5)
* 6 (6)
* Always or almost always true (7)

Q3.11 I ask questions that show my understanding of others' positions.

* Never or almost never true (1)
* 2 (2)
* 3 (3)
* Occasionally true (4)
* 5 (5)
* 6 (6)
* Always or almost always true (7)

Q3.12 I show others that I am listening by my body language (e.g., head nods).

* Never or almost never true (1)
* 2 (2)
* 3 (3)
* Occasionally true (4)
* 5 (5)
* 6 (6)
* Always or almost always true (7)

Q3.13   
Thank you for completing the Active-Empathic Listening questions in the survey.

**End of Block: Bodie Scale, Active Listening**

**Start of Block: Bias-TS-Short Form**

Q4.1   
**Experiencing Bias**   
    
Please rate a number next to each statement below to indicate **how often people in your life have acted toward you in each of the following ways**. This includes both strangers and people you know well.

Q4.2 Do things to threaten you.

* 1 Have never experienced this (25)
* 2 (26)
* 3 (27)
* 4 (28)
* 5 (29)
* 6 (30)
* 7 Have often experienced this (31)

Q4.3 Happily interact with you in formal situations, but not social ones.

* 1 Have never experienced this (25)
* 2 (26)
* 3 (27)
* 4 (28)
* 5 (29)
* 6 (30)
* 7 Have often experienced this (31)

Q4.4 Offer advice and opinions, even when you don't want them.

* 1 Have never experienced this (25)
* 2 (26)
* 3 (27)
* 4 (28)
* 5 (29)
* 6 (30)
* 7 Have often experienced this (31)

Q4.5 Are happy to hear your opinions about things.

* 1 Have never experienced this (25)
* 2 (26)
* 3 (27)
* 4 (28)
* 5 (29)
* 6 (30)
* 7 Have often experienced this (31)

Q4.6 Treat you with respect, but avoid socializing with you.

* 1 Have never experienced this (25)
* 2 (26)
* 3 (27)
* 4 (28)
* 5 (29)
* 6 (30)
* 7 Have often experienced this (31)

Q4.7 Insist that they know what is best for you.

* 1 Have never experienced this (25)
* 2 (26)
* 3 (27)
* 4 (28)
* 5 (29)
* 6 (30)
* 7 Have often experienced this (31)

Q4.8 Make you feel welcome when they meet you.

* 1 Have never experienced this (25)
* 2 (26)
* 3 (27)
* 4 (28)
* 5 (29)
* 6 (30)
* 7 Have often experienced this (31)

Q4.9 Only socialize or interact with you when it suits their purposes.

* 1 Have never experienced this (25)
* 2 (26)
* 3 (27)
* 4 (28)
* 5 (29)
* 6 (30)
* 7 Have often experienced this (31)

Q4.10 Are friendly and willing to help you.

* 1 Have never experienced this (25)
* 2 (26)
* 3 (27)
* 4 (28)
* 5 (29)
* 6 (30)
* 7 Have often experienced this (31)

Q4.11 Attack you, or make you feel that they might.

* 1 Have never experienced this (25)
* 2 (26)
* 3 (27)
* 4 (28)
* 5 (29)
* 6 (30)
* 7 Have often experienced this (31)

Q4.12 Try to help you with things that you'd rather do yourself.

* 1 Have never experienced this (25)
* 2 (26)
* 3 (27)
* 4 (28)
* 5 (29)
* 6 (30)
* 7 Have often experienced this (31)

Q4.13 Make threatening gestures toward you.

* 1 Have never experienced this (25)
* 2 (26)
* 3 (27)
* 4 (28)
* 5 (29)
* 6 (30)
* 7 Have often experienced this (31)

Q4.14 Thank you for completing the Experiencing Bias questions in the survey.

**End of Block: Bias-TS-Short Form**

**Start of Block: Busiol Scale & Bensing, Active Listening**

Q5.1   
**Attempts at Understanding**   
These questions focus on what you do when you are trying to understand someone in a conversation.

Q5.2 When I’m trying to understand someone, I let the person start talking about whatever they want.

* Strongly agree (6)
* Agree (7)
* Somewhat agree (8)
* Neither agree nor disagree (9)
* Somewhat disagree (10)
* Disagree (11)
* Strongly disagree (12)

Q5.3 When I’m trying to understand someone, I don’t correct confusions or contradictions in what the person says, as that may just be how that person ends up getting to what they really want to say.

* Strongly agree (6)
* Agree (7)
* Somewhat agree (8)
* Neither agree nor disagree (9)
* Somewhat disagree (10)
* Disagree (11)
* Strongly disagree (12)

Q5.4 When I’m trying to understand someone, I encourage them to reflect on what they’re saying and know that I will completely accept any changes they make.

* Strongly agree (6)
* Agree (7)
* Somewhat agree (8)
* Neither agree nor disagree (9)
* Somewhat disagree (10)
* Disagree (11)
* Strongly disagree (12)

Q5.5 My feelings and reactions to a person I’m trying to understand might pick up on things that I haven’t directly noticed, so I pay attention to my feelings and reactions.

* Strongly agree (6)
* Agree (7)
* Somewhat agree (8)
* Neither agree nor disagree (9)
* Somewhat disagree (10)
* Disagree (11)
* Strongly disagree (12)

Q5.6 When I’m trying to understand someone, the conversation works better when I am really engaged.

* Strongly agree (6)
* Agree (7)
* Somewhat agree (8)
* Neither agree nor disagree (9)
* Somewhat disagree (10)
* Disagree (11)
* Strongly disagree (12)

Q5.7 When I am trying to understand someone, I help the person think up new questions rather than giving them answers.

* Strongly agree (6)
* Agree (7)
* Somewhat agree (8)
* Neither agree nor disagree (9)
* Somewhat disagree (10)
* Disagree (11)
* Strongly disagree (12)

Q5.8 When I am trying to understand someone, I let the person work through their own ideas, rather than trying to impose a direction to the conversation.

* Strongly agree (6)
* Agree (7)
* Somewhat agree (8)
* Neither agree nor disagree (9)
* Somewhat disagree (10)
* Disagree (11)
* Strongly disagree (12)

Q5.9 When I’m trying to understand someone, I encourage the person to keep thinking things through, instead of reaching a conclusion too early.

* Strongly agree (1)
* Agree (2)
* Somewhat agree (3)
* Neither agree nor disagree (4)
* Somewhat disagree (5)
* Disagree (6)
* Strongly disagree (7)

Q5.10 When I am in a conversation with someone and I am very interested in understanding what they are saying, I ...

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Never (1) | 2 (2) | 3 (3) | 4 (4) | Always (5) |
| show I am not distracted during the conversation (1) |  |  |  |  |  |
| am not off-hand or hasty (2) |  |  |  |  |  |
| listen attentively (3) |  |  |  |  |  |
| give the person time and space to present what they want me to understand (4) |  |  |  |  |  |
| use exploring questions (5) |  |  |  |  |  |
| am good in leading the conversation (6) |  |  |  |  |  |
| express understanding non-verbally (7) |  |  |  |  |  |

Q5.11 Thank you for completing the Attempts at Understanding questions in the survey.

**End of Block: Busiol Scale & Bensing, Active Listening**

**Start of Block: American Climate Metrics Survey + Pew Research Center**

Q6.1   
**Climate Change and the Environment**   
    
For each statement below, mark the one answer that best represents your position today.

Q6.2 Climate change refers to the idea that the world's average temperature is increasing, may increase more in the future, and that the world's climate may change as a result. What do you think?

* Yes, climate change is happening (1)
* No, climate change is not happening (2)
* Not sure (3)

Q6.3   
Have you noticed more severe weather or changing seasonal weather patterns over the last several years, or not?

* Yes (1)
* No (13)
* Not sure (15)

Q6.4 When it comes to climate change, which of the following is closer to your opinion?

* It is happening due to a combination of both human activities and natural causes (1)
* It is happening mainly due to human activities (13)
* It is happening mainly due to natural causes (14)
* Climate change is not happening (15)
* Not sure (16)

Q6.5   
How personally concerned are you about climate change?

* Very concerned (1)
* Somewhat concerned (2)
* A little concerned (3)
* Not concerned at all (4)

Q6.6 How concerned do you think other people around you are about climate change?

* Very concerned (1)
* Somewhat concerned (2)
* A little concerned (3)
* Not concerned at all (4)

Q6.7 If the United States took steps to help prevent future climate change, how would it affect your health?

* Improve your health - a lot (1)
* Improve your health - a little (2)
* Make no difference (3)
* Harm your health - a little (4)
* Harm your health - a lot (5)
* Not sure (6)

Q6.8   
Which of the following statements is closest to your view on when the effects of climate change will begin to happen?

* They have already begun to happen (1)
* They will start happening within a few years (2)
* They will start happening within your lifetime (3)
* They will not happen within your lifetime (4)
* They will never happen (5)
* Not sure (6)

Q6.9   
Thank you for completing the Climate Change and the Environment questions in the survey.

**End of Block: American Climate Metrics Survey + Pew Research Center**

**Start of Block: Universality-Diversity Scale (Short Form)**

Q7.1   
**Diversity**   
  
 Please indicate how descriptive of you each statement is by selecting the answer that shows the extent to which you agree or disagree. This is not a test, so there are no right or wrong, good or bad answers.

Q7.2 I would like to join an organization that emphasizes getting to know people from different cultures.

* Strongly disagree (1)
* Disagree (2)
* Neutral (3)
* Agree (4)
* Strongly agree (5)

Q7.3 Persons with disabilities can teach me things I cannot learn elsewhere.

* Strongly disagree (1)
* Disagree (2)
* Neutral (3)
* Agree (4)
* Strongly agree (5)

Q155 Transgender people can teach me things I cannot learn elsewhere.

* Stronlgy disagree (18)
* Disagree (19)
* Neutral (20)
* Agree (21)
* Strongly agree (22)

Q7.4 Getting to know someone of another race is often an uncomfortable experience for me.

* Strongly disagree (1)
* Disagree (2)
* Neutral (3)
* Agree (4)
* Strongly agree (5)

Q7.5 I would like to go to dances that feature music from other countries.

* Strongly disagree (1)
* Disagree (2)
* Neutral (3)
* Agree (4)
* Strongly agree (5)

Q7.7 I am only at ease with people of my race.

* Strongly disagree (1)
* Disagree (2)
* Neutral (3)
* Agree (4)
* Strongly agree (5)

Q7.8 I often listen to music of other cultures.

* Strongly disagree (1)
* Disagree (2)
* Neutral (3)
* Agree (4)

Q7.9 Knowing how a person differs from me greatly enhances our friendship.

* Strongly disagree (1)
* Disagree (2)
* Neutral (3)
* Agree (4)
* Strongly agree (5)

Q7.10 It's really hard for me to feel close to a person from another race.

* Strongly disagree (1)
* Disagree (2)
* Neutral (3)
* Agree (4)
* Strongly agree (5)

Q7.11 I am interested in learning about the many cultures that have existed in the world.

* Strongly disagree (1)
* Disagree (2)
* Neutral (3)
* Agree (4)
* Strongly agree (5)

Q7.12 In getting to know someone, I like knowing both how he or she differs from me and is similar to me.

* Strongly disagree (1)
* Disagree (2)
* Neutral (3)
* Agree (4)
* Strongly agree (5)

Q7.13 It is very important that a friend agrees with me on most issues.

* Strongly disagree (1)
* Disagree (2)
* Neutral (3)
* Agree (4)
* Strongly agree (5)

Q7.14 I attend events where I get to know people of different racial backgrounds.

* Strongly disagree (1)
* Disagree (2)
* Neutral (3)
* Agree (4)
* Strongly agree (5)

Q7.15 Knowing about the different experiences of other people helps me understand my own problems better.

* Strongly disagree (1)
* Disagree (2)
* Neutral (3)
* Agree (4)
* Strongly agree (5)

Q7.16 I often feel limited by persons of a different race.

* Strongly disagree (1)
* Disagree (2)
* Neutral (3)
* Agree (4)
* Strongly agree (5)

Q7.17   
Thank you for completing the Diversity questions on the survey.

**End of Block: Universality-Diversity Scale (Short Form)**

**Start of Block: Social Distance Scale & Open-Ended Question (+Discrimination in America Survey)**

Q8.1   
   
**Social Distance**  **Work rapidly** to complete the questions below by giving your **first and honest reactions** in every case. Give your reactions to each category as a group. Do not give your reactions to the best or the worst members that you have known, but think of the picture or categorization that you hold of the whole group in the first instance.  
 Remember, your results will be anonymous and you will not be judged for your answers.

Q8.2 How would you feel about having members of the following group: ELDERLY:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Unwilling (1) | Not Sure (2) | Probably Willing (3) | Definitely Willing (4) |
| As a family member by marriage (1) |  |  |  |  |
| In my club as a personal friend (2) |  |  |  |  |
| On my street as neighbors (3) |  |  |  |  |
| As a patient at the clinic where I work (4) |  |  |  |  |
| Working alongside me in my job as a coworker (5) |  |  |  |  |
| As citizens in my country (6) |  |  |  |  |
| As visitors to my country (7) |  |  |  |  |
| I'd exclude them from my country (8) |  |  |  |  |

Q8.3 How would you feel about having members of the following group: OVERWEIGHT:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Unwilling (1) | Not Sure (2) | Probably Willing (3) | Definitely Willing (4) |
| As a family member by marriage (1) |  |  |  |  |
| In my club as a personal friend (2) |  |  |  |  |
| On my street as neighbors (3) |  |  |  |  |
| As a patient at the clinic where I work (4) |  |  |  |  |
| Working alongside me in my job as a coworker (5) |  |  |  |  |
| As citizens in my country (6) |  |  |  |  |
| As visitors to my country (7) |  |  |  |  |
| I'd exclude them from my country (8) |  |  |  |  |

Q8.4 How would you feel about having members of the following group: AFRICAN AMERICANS (BLACK):

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Unwilling (1) | Not Sure (2) | Probably Willing (3) | Definitely Willing (4) |
| As a family member by marriage (1) |  |  |  |  |
| In my club as a personal friend (2) |  |  |  |  |
| On my street as neighbors (3) |  |  |  |  |
| As a patient at the clinic where I work (4) |  |  |  |  |
| Working alongside me in my job as a coworker (5) |  |  |  |  |
| As citizens in my country (6) |  |  |  |  |
| As visitors to my country (7) |  |  |  |  |
| I'd exclude them from my country (8) |  |  |  |  |

Q8.5 How would you feel about having members of the following group: UNDOCUMENTED IMMIGRANT:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Unwilling (1) | Not Sure (2) | Probably Willing (3) | Definitely Willing (4) |
| As a family member by marriage (1) |  |  |  |  |
| In my club as a personal friend (2) |  |  |  |  |
| On my street as neighbors (3) |  |  |  |  |
| As a patient at the clinic where I work (4) |  |  |  |  |
| Working alongside me in my job as a coworker (5) |  |  |  |  |
| As citizens in my country (6) |  |  |  |  |
| As visitors to my country (7) |  |  |  |  |
| I'd exclude them from my country (8) |  |  |  |  |

Q8.6 How would you feel about having members of the following group: DISABLED:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Unwilling (1) | Not Sure (2) | Probably Willing (3) | Definitely Willing (4) |
| As a family member by marriage (1) |  |  |  |  |
| In my club as a personal friend (2) |  |  |  |  |
| On my street as neighbors (3) |  |  |  |  |
| As a patient at the clinic where I work (4) |  |  |  |  |
| Working alongside me in my job as a coworker (5) |  |  |  |  |
| As citizens in my country (6) |  |  |  |  |
| As visitors to my country (7) |  |  |  |  |
| I'd exclude them from my country (8) |  |  |  |  |

Q8.7 How would you feel about having members of the following group: MUSLIM:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Unwilling (1) | Not Sure (2) | Probably Willing (3) | Definitely Willing (4) |
| As a family member by marriage (1) |  |  |  |  |
| In my club as a personal friend (2) |  |  |  |  |
| On my street as neighbors (3) |  |  |  |  |
| As a patient at the clinic where I work (4) |  |  |  |  |
| Working alongside me in my job as a coworker (5) |  |  |  |  |
| As citizens in my country (6) |  |  |  |  |
| As visitors to my country (7) |  |  |  |  |
| I'd exclude them from my country (8) |  |  |  |  |

Q8.8 How would you feel about having members of the following group: GAY:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Unwilling (1) | Not Sure (2) | Probably Willing (3) | Definitely Willing (4) |
| As a family member by marriage (1) |  |  |  |  |
| In my club as a personal friend (2) |  |  |  |  |
| On my street as neighbors (3) |  |  |  |  |
| As a patient at the clinic where I work (4) |  |  |  |  |
| Working alongside me in my job as a coworker (5) |  |  |  |  |
| As citizens in my country (6) |  |  |  |  |
| As visitors to my country (7) |  |  |  |  |
| I'd exclude them from my country (8) |  |  |  |  |

Q8.9 Are you a person who considers yourself to be

* Heterosexual or Straight (1)
* Gay or Lesbian (2)
* Bisexual (3)
* Queer (4)
* Other. Please state: (5) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Prefer not to answer (6)

Q8.10   
Discrimination is when a person is treated unfairly or badly because the person is part of a particular group. A person might be discriminated again because of their race, age, sex, politics, sexual orientation, religion, disabilities, the way they look, social class, etc. Have you ever felt that you were discriminated against because of a social group or category that you were a member of?

* Definitely yes (1)
* Probably yes (2)
* Might or might not (3)
* Probably not (4)
* Definitely not (5)

*Display This Question:*

*If Discrimination is when a person is treated unfairly or badly because the person is part of a part... = Definitely yes*

*Or Discrimination is when a person is treated unfairly or badly because the person is part of a part... = Probably yes*

*Or Discrimination is when a person is treated unfairly or badly because the person is part of a part... = Might or might not*

Q8.11 If you have, probably have, or might have been discriminated against, was it because you were a member of one of these groups or something else? (Check all that apply)

* Elderly (1)
* Overweight (2)
* African American (Black) (4)
* Being an immigrant or refugee (5)
* Being disabled (6)
* Gay, Lesbian, Bisexual, Queer (3)
* Some other group or category. Please state: (7) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Display This Question:*

*If Discrimination is when a person is treated unfairly or badly because the person is part of a part... = Definitely yes*

*Or Discrimination is when a person is treated unfairly or badly because the person is part of a part... = Probably yes*

*Or Discrimination is when a person is treated unfairly or badly because the person is part of a part... = Might or might not*

Q8.12 Please briefly describe an important example of when you were discriminated against or may have been discriminated against because of your membership in this particular group or groups. Please describe (a) what was said and done; (b) how it made you feel at the time and why; (c) how you reacted in the moment. What did you do about it afterwards, if anything?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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*Display This Question:*

*If Discrimination is when a person is treated unfairly or badly because the person is part of a part... = Definitely yes*

*Or Discrimination is when a person is treated unfairly or badly because the person is part of a part... = Probably yes*

*Or Discrimination is when a person is treated unfairly or badly because the person is part of a part... = Might or might not*

Q8.13   
In your day-to-day life, have any of the following things ever happened to you because of your membership in this particular group? 

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes (1) | No (2) | Not sure (3) |
| Someone referred to you or this group you belong to using a slur or negative word (1) |  |  |  |
| Someone made negative assumptions or insensitive or offensive comments about you (2) |  |  |  |
| People acted as if they were afraid of you (3) |  |  |  |

*Display This Question:*

*If Discrimination is when a person is treated unfairly or badly because the person is part of a part... = Definitely yes*

*Or Discrimination is when a person is treated unfairly or badly because the person is part of a part... = Probably yes*

*Or Discrimination is when a person is treated unfairly or badly because the person is part of a part... = Might or might not*

Q8.14 When was the last time you felt discriminated against because of your membership in this particular group?

* Past week (1)
* Past month (2)
* Past year (3)
* More than a year ago (4)

*Display This Question:*

*If Discrimination is when a person is treated unfairly or badly because the person is part of a part... = Definitely yes*

*Or Discrimination is when a person is treated unfairly or badly because the person is part of a part... = Probably yes*

*Or Discrimination is when a person is treated unfairly or badly because the person is part of a part... = Might or might not*

Q8.15 How many times has this type of discrimination happened in your lifetime?

* Once (4)
* A few times (5)
* Several times (6)
* Many times (7)
* Once a month (8)
* Once a week (9)
* Once a day (11)
* More than once a day (10)

*Display This Question:*

*If Discrimination is when a person is treated unfairly or badly because the person is part of a part... = Definitely yes*

*Or Discrimination is when a person is treated unfairly or badly because the person is part of a part... = Probably yes*

*Or Discrimination is when a person is treated unfairly or badly because the person is part of a part... = Might or might not*

Q8.16 OPTIONAL: If you are interested in participating in a follow-up study about your discrimination experiences, please provide your email address.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q8.17   
Thank you for completing the general Social Distance questions on the survey.

**End of Block: Social Distance Scale & Open-Ended Question (+Discrimination in America Survey)**

**Start of Block: General Demographic Questions (some GSS)**

Q9.1   
**General Demographic Questions**  
     
For each item below, select the answer that bests matches you.

Q9.2 If you do not yet have a major, select "undeclared." Otherwise, select your major.

* Undeclared (15)
* Biological Sciences / Life Sciences (1)
* Business (2)
* Communications (3)
* Computer and Information Sciences (4)
* Education (5)
* Engineering (6)
* Mathematics, Physical Sciences / Technologies (7)
* Health Professions or Related Sciences (8)
* Humanities / Liberal Arts (9)
* Law or Legal Studies (10)
* Psychology (11)
* Social Sciences or History (12)
* Visual or Performing Arts (13)
* Other. Please state: (14) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q9.3 If you have selected a concentration within your major, write it here (otherwise, leave it blank):

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q9.4 What is your class status at CSUEB:

* Freshmen (1)
* Sophomore (2)
* Junior (3)
* Senior (4)
* Graduate (5)

Q9.5 What is your gender?

* Female (1)
* Male (2)
* Non-binary (3)
* Other: (4) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q9.6 What is your race?

* American Indian / Alaskan Native. (1)
* East Asian. Please state: (2) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* South Asian. Please state: (3) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Hispanic or Latino. Please state: (11) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Native Hawaiian (4)
* Other Pacific Islander. Please state: (5) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Black or African American (6)
* White (7)
* Other or Unknown. If other, please state: (8) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Multiracial. Please state: (9) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Prefer not to answer (10)

*Display This Question:*

*If What is your race? = Multiracial. Please state:*

*Or Or What is your race? Multiracial. Please state: Is Not Empty*

Q9.7 Which single category do you think best describes your multiracial background?

* American Indian / Alaskan Native (1)
* East Asian. Please state: (2) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* South Asian. Please state: (3) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Hispanic or Latino. Please state: (11) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Native Hawaiin (4)
* Other Pacific Islander. Please state: (5) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Black or African American (6)
* White (7)
* Other or Unknown. If other, please state: (8) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Prefer not to answer (9)

Q9.8 What country were you born in?

* United States (1)
* Another country. Please state: (2) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Display This Question:*

*If What country were you born in? = Another country. Please state:*

*And And What country were you born in? Another country. Please state: Is Not Empty*

Q9.9 How long have you lived in the United States?

* Less than 1 month (1)
* 1 month (2)
* 2 months (3)
* 3 months (4)
* 4 months (5)
* 5 months (6)
* 6 months (7)
* More than 6 months and less than 1 year (8)
* 1 year (9)
* 2 years (10)
* 3 years (11)
* 4 years (12)
* 5 to 10 years (13)
* 11 to 20 years (14)
* More than 20 years (15)

Q9.10 Are you currently enrolled as an international student?

* Yes. Please state country of residence: (6) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* No (7)

Q9.11 Do you consider yourself an immigrant (you have come to live in the U.S. permanently from another country)?

* Yes (1)
* No (2)
* Not sure (3)

Q9.12 Were one or more of your parents born outside of the U.S.? (Choose all that apply)

* No (3)
* My mother. Please state country: (1) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* My father. Please state country: (2) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Prefer not to answer (5)

Q9.13 Is English your first (native) language?

* Yes (6)
* No. My first language is: (7) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q9.14 What is your mother's highest level of education?

* Grammar school (1)
* High school (2)
* Some college (3)
* 4-year college (4)
* Graduate school (5)

Q9.15 What is your father's highest level of education?

* Grammar school (1)
* High school (2)
* Some college (3)
* 4-year college (4)
* Graduate school (5)

Q9.16 How was your family or household doing economically during the majority of time you were growing up:

* Wealthy (1)
* Comfortable (2)
* Sometimes struggling to make ends meet (3)
* Frequently having to make do without necessities (4)

Q9.17 Were you living with both your parents around the time you were 16?

* Yes (1)
* No (2)

*Display This Question:*

*If Were you living with both your parents around the time you were 16? = No*

Q9.18 If you were not living with your own mother and father around the time you were 16, with whom were you living?

* Father and stepparent (1)
* Mother and stepparent (2)
* Father only (3)
* Mother only (4)
* Some other male relative (no female head of household) (5)
* Some other female relative (no male head of household) (6)
* Aunt and uncle (7)
* Grandparents (8)
* Foster parents (9)
* Married by age 16 and living with spouse (10)
* Left home by age 16 (11)
* Other. Please state: (12) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Prefer not to answer (13)

Q9.19 What was your parents marital status around the time you were 16?

* Married (1)
* Widowed. My dad passed away when I was (age): (2) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Widowed. My mom passed away when I was (age): (3) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Divorced. My parents divorced when I was (age): (4) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Separated. My parents separated when I was (age): (5) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* In a domestic partnership (living together, not married) (6)
* In a committed relationship (not living together, not married) (7)
* Never in a committed relationship (10)
* Other. Please state: (8) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q9.20 What is your current marital status? (Select all that apply.)

* Single, never married (1)
* Married (2)
* Widowed (3)
* Divorced (4)
* Separated (5)
* In a domestic partnership (living together, not married) (6)
* In a committed relationship (not living together, not married) (7)
* Other. Please state: (8) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q9.21 What is your political identity, if any?

* Strongly Conservative (1)
* Moderately Conservative (2)
* Slightly Conservative (3)
* Neutral (4)
* Slightly Liberal (5)
* Moderately Liberal (6)
* Strongly Liberal (7)
* Undecided (8)

Q9.22 Which political party do you identify yourself with?

* Democrat (1)
* Republican (2)
* Independent (3)
* Other. Please state: (4) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* No preference (5)
* Not sure (6)

*Display This Question:*

*If Which political party do you identify yourself with? = Other. Please state:*

*Or Or Which political party do you identify yourself with? Other. Please state: Is Not Empty*

*Or Which political party do you identify yourself with? = No preference*

*Or Which political party do you identify yourself with? = Not sure*

Q9.23 Which party do your views come closest to?

* Republican (1)
* Democrat (2)

Q9.24 Please tell us what your religion is, if any.

* Buddhist / Confucian / Shinto (1)
* Christian Catholic or Orthodox (2)
* Christian: Protestant or Other. If other, please state: (3) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Hindu (4)
* Jewish (5)
* Muslim / Islamic (6)
* Mormon / Latter Day Saints, LDS (12)
* Sikh (7)
* Unitarian (13)
* Other. Please state: (8) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Undecided (9)
* None (10)
* Prefer not to answer (14)

Q9.25 How religious do you consider yourself to be?

* Strongly religious (1)
* Moderately religious (2)
* Slightly religious (3)
* Not at all religious (4)

Q9.26 Have you ever received or been eligible for a Pell Grant?

* Yes (1)
* No (2)

Q9.27 If you are employed, how many hours do you usually work at your job each week on average during the school year?

* Fewer than 5 (4)
* 5 to 9 (5)
* 10 to 14 (6)
* 15 to 19 (7)
* 20 to 24 (8)
* 25 to 29 (9)
* 30 to 34 (10)
* 35 to 40 (11)
* More than 40 (12)

Q9.28   
Thank you for completing the General Demographic questions in this survey.

**End of Block: General Demographic Questions (some GSS)**

**Start of Block: Health Demographic Questions (GSS & Discrim in America Surveys)**

Q10.1   
**Health Demographic Questions**  
     
For each item below, select the answer that bests matches you. Remember that none of these questions will be used to identify you in any personal way but are being used only for statistical purposes.

Q10.2 In general, how would you describe your own physical health?

* Excellent (1)
* Very good (2)
* Good (3)
* Fair (4)
* Poor (5)

Q10.3 In general, how would you describe your own mental health?

* Excellent (1)
* Very Good (2)
* Good (6)
* Fair (7)
* Poor (8)

Q10.4 Please state your height for statistical purposes.

* Shorter than 4 feet, 6 inches (1)
* 4 feet 6 inches (4)
* 4 feet, 7 inches (5)
* 4 feet, 8 inches (6)
* 4 feet, 9 inches (7)
* 4 feet, 10 inches (8)
* 4 feet, 11 inches (9)
* 5 feet (10)
* 5 feet, 1 inch (11)
* 5 feet, 2 inches (12)
* 5 feet, 3 inches (13)
* 5 feet, 4 inches (14)
* 5 feet, 5 inches (15)
* 5 feet, 6 inches (16)
* 5 feet, 7 inches (17)
* 5 feet, 8 inches (18)
* 5 feet, 9 inches (19)
* 5 feet, 10 inches (20)
* 5 feet, 11 inches (21)
* 6 feet (22)
* 6 feet, 1 inch (23)
* 6 feet, 2 inches (24)
* 6 feet, 3 inches (25)
* Taller than 6 feet, 3 inches (26)

Q10.5 Please state what your weight is in pounds (e.g., 169) for statistical purposes.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q10.6 Has a doctor or other health care professional ever told you that you have a chronic illness such as heart disease, lung disease, cancer, diabetes, high blood pressure, asthma, or a mental health condition?

* Yes (1)
* No (2)
* Not sure (4)

Q10.7 Does any disability prevent you from participating fully in school, work, housework, or other activities?

* Yes (1)
* No (2)
* Not sure (3)

Q10.8   
Do you identify as having any of the following? (Please mark all that apply)

* Learning difference (1)
* Learning disability. If so, please state what kind: (2) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Physical disability. If so, please state what kind: (3)
* Physical condition that impacts my academics. Please state: (4) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Deaf / Serious difficulty hearing, even with hearing aid (5)
* Blind / Serious difficulty seeing, even with glasses (6)
* Mental health condition that impacts my academics. Please state: (7) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Medical health condition that impacts my academics. Please state: (8) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Other. Please state: (9) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* None of the above (10)
* Not sure (11)

Q10.9 Are you covered by any form of health insurance or health plan? This would include any private insurance plan through your employer, through your parents, or that you purchased yourself, as well as a government plan like Medicare or Medicaid.

* Yes (1)
* No (2)
* Not sure (4)

*Display This Question:*

*If Are you covered by any form of health insurance or health plan? This would include any private in... = Yes*

Q10.10 Which of the following is your **main** source of health insurance coverage?

* Student health insurance I purchased through Cal State East Bay (4)
* Plan through my parents (3)
* Plan through my employer (1)
* Plan through my spouse's employer (2)
* Plan I purchased myself through an insurance company or state or federal marketplace (5)
* Medicare (6)
* Medicaid (7)
* Veteran's Administration / Military (8)
* Somewhere else (9)
* Not sure (10)

Q132 If you are reading this question, then click the last choice below of "not applicable" and type "I am still attentive."

* Strongly agree (1)
* Somewhat agree (2)
* Neither agree nor disagree (3)
* Somewhat disagree (4)
* Strongly disagree (5)
* Not applicable. Please explain: (6) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q10.11   
Thank you for completing the Health Demographic questions in the survey.

**End of Block: Health Demographic Questions (GSS & Discrim in America Surveys)**

**Start of Block: Listening Scenarios**

Q318   
**Now take a few moments to consider two scenarios.**  
   
For this final segment you will be presented with two scenarios, each followed by question(s). Write your responses clearly and concisely. (Written responses will be assessed for content, clarity, organization, and grammar.)

Q319   
Scenario 1:  
  
  
 Chan is a first year student at a city university. Chan was recently diagnosed with depression. Dr. Williams, the university physician, prescribed a medication to help with the depression, and Chan is also seeing a university counselor. Both seem to help, but Chan is worried about addiction to the medication and wants to stop taking it. Several weeks pass and the stress of course work, a part time job, and strained relationship have taken their toll and his mood is gloomy. Chan returns to see Dr. Williams.   Dr. Williams enters the exam room to find Chan sitting with his head down and shoulders down and forward. Dr. Willliams proceeds to ask how Chan is doing. Chan says in a low and slow voice, “I think I’m happier and I feel a little better” but he never smiles. He explains to Dr. Williams his current situation and his worry about addiction to the medication. As he does so, Chan never looks up from the floor, and continues staring at his shoes and the floor tiles. Dr. Williams listens to Chan and tells him not to worry about the medication, to continue taking it and seeing the counselor, and to return for a follow up visit in two weeks.   Chan leaves the clinic feeling more hopeless than ever. He feels trapped and sees no benefit to continuing the medication or counseling. His depression is even stronger and he contemplates suicide.  

Q320 Describe Chan's visible warning signs related to the fact that he may be more depressed than he was previously.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q321 In your thoughtful opinion, what did Dr. Williams fail to notice between the way Chan acted compared with what Chan said?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q322 In your opinion, what should Dr. Williams have said and done differently? Please be specific.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Q323   
Scenario 2:  
  
  
 Amy schedules a meeting with Professor Jones to discuss career choices. When she arrives Professor Jones invites Amy into her office and pulls a chair around so that they are sitting across from each other. She asks Amy about her interests and looks Amy in the eyes as they talk. Professor Jones repeats generally what Amy has said and Amy can hear genuine interest in her voice. Amy truly feels comfortable in this conversation and is excited that Professor Jones is trying to help her make decisions about her future. They talk on and arrive at what both feel are good choices and direction for Amy’s studies. At the end of the conversation Professor Jones gives Amy a pat on the head and wishes her well in her studies. Amy looks a bit puzzled and walks away.

Q324 What did Professor Jones do well related to showing Amy that she was truly listening to her?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q325 What did Professor Jones do poorly related to showing Amy that she was truly listening to her?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**End of Block: Listening Scenarios**

**Start of Block: Thank You for Your Participation!**

Q11.1   
**THANK YOU FOR YOUR PARTICIPATION!**   
**These are all the questions we have. Have a great day!**

**End of Block: Thank You for Your Participation!**

**Start of Block: Block 10**