

## Survey questionnaire and topline

**PEW RESEARCH CENTER  
2015 EDUCATIONAL ECOSYSTEM SURVEY  
FINAL TOPLINE  
MARCH 7-APRIL 4, 2016  
TOTAL N=1,520 ADULTS**

**[READ TO ALL:] Now, we have a few questions about the role of information in your life.**

**Q1** At various times, people may need to get information about issues that are going on in their lives. [FOR FIRST TWO RANDOMIZED ITEMS: In the past 30 days, have you gotten any information about... [INSERT ITEMS; RANDOMIZE]?]

[FOR REMAINING ITEMS: How about...[INSERT NEXT ITEM]? [READ AS NECESSARY: Have you gotten any information in the past 30 days about this?]]

	YES	NO	(VOL.) NO JOB	(VOL.) DK	(VOL.) REF.
a. Schools or education, either for yourself or a family member	38	62	n/a	*	0
b. Personal finances, such as investments or tax exempt accounts for health care, childcare, or educational expenses	32	67	n/a	*	*
c. Government services or benefits	28	71	n/a	1	*
d. Health care or health insurance, either for yourself or a family member	41	58	n/a	*	*
e. Issues pertaining to your job	29	58	13	1	*
f. News and information about what's going on in your local community	67	33	n/a	*	*
g. Local home repair businesses, such as plumbers or electricians	19	81	n/a	*	0
h. Traffic or commuting	34	65	n/a	*	*

**Q2** Please tell me how well each of the following statements describes you. [INSERT ITEMS; RANDOMIZE]. Would you say that this statement describes you very well, somewhat well, not too well, or not at all well?

Next... [INSERT NEXT ITEM]. [READ AS NECESSARY: Would you say this statement describes you very well, somewhat well, not too well, or not at all well?]

	VERY WELL	SOMEWHAT WELL	NOT TOO WELL	NOT AT ALL WELL	(VOL.) DK	(VOL.) REFUSED
a. I sometimes feel stressed about all the information I have to keep track of	17	25	20	37	*	*
b. Most of the time, it is easy for me to determine what information is trustworthy	41	40	11	7	1	1
c. A lot of institutions I deal with – schools, banks, or government agencies – expect me to do too much information-gathering in order to deal with them	17	29	21	31	1	*
d. Having a lot of information makes me feel like I have more control over things in my life	44	35	10	10	*	1
e. I feel confident in my ability to use the internet and other communication devices to keep up with information demands in my life	61	20	6	12	*	1
f. It is sometimes difficult for me to find the information I need	12	24	24	39	1	1

[RANDOMIZE Q3 AND Q4]

**Q3** Some people say they feel overloaded with too much information these days. Others say they like having so much information available. How about you? Do you feel overloaded, or do you like having a lot of information available?<sup>2</sup>

	Current		Sept 2013	Dec 2007	April 2006
%	20	Feel overloaded	18	24	27
	77	Like having so much information	79	69	67
	2	Don't know	2	7	7
	2	Refused	1	–	–

<sup>2</sup> December 2007 question wording was: "Some people say they feel overloaded with information these days, considering all the TV news shows, magazines, newspapers, and the internet. Others say they like having so much information to choose from. How about you ... do you feel overloaded, or do you like having so much information available?" April 2006 question wording was: "Some people say they feel overloaded with information these days, considering all the TV news shows, magazines, newspapers, and computer information services. Others say they like having so much information to choose from. How about you ... do you feel overloaded, or do you like having so much information available?"

**Q4** Which of the following best describes you – even if neither is exactly right? [READ AND RANDOMIZE]

current		
%	67	Having a lot of information available helps simplify my life
	27	The volume of information available makes my life seem more complex
	3	(VOL.) Some of both
	2	(VOL.) Don't know
	1	(VOL.) Refused

**BBHOME1F2** 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?

**BBHOME2** [ASK IF BBHOME1F2=DIAL-UP:] Just to confirm, you use a dial-up connection to the internet at home, and not a higher-speed broadband connection?

Based on Form B internet users [N=646]

Current		
%	4	Dial-up
	81	Broadband
	1	(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
	3	(VOL.) Don't know
	*	(VOL.) Refused

**SUMMARY OF HOME INTERNET SERVICE**

**HOME3NW** Do you ever use the internet or email at HOME?

**BBHOME1F1** 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?

**BBHOME1F2** 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?

**BBHOME2** [ASK IF BBHOME1F1 OR BBHOME1F2=DIAL-UP:] Just to confirm, you use a dial-up connection to the internet at home, and not a higher-speed broadband connection?

Based on all internet users [N=1,342]

current		
%	3	Dial-up
	80	Broadband
	1	(VOL.) Both Slow-speed/Dial-up and Higher-speed/Broadband
	4	(VOL.) Access internet only using cell phone or tablet
	9	(VOL.) No home internet access <sup>3</sup>
	2	(VOL.) Don't know
	*	(VOL.) Refused

<sup>3</sup> For the April 2016 summary table, results for the volunteered category "No home internet access" reflect those who said they do use the internet or email at home/DK/Refused in question HOME3NW.

**SUMMARY OF HOME BROADBAND**

Based on all internet users [N=1,342]

		current
%	80	Home broadband users
	20	No home broadband/DK

Based on Total

		current	Nov 2015	July 2015
%	70	Home broadband users	67	67
	30	No home broadband/DK	33	33

**SMART1** Some cell phones are called "smartphones" because of certain features they have. Is your cell phone a smartphone such as an iPhone, Android, Blackberry or Windows phone, or are you not sure?<sup>4</sup>

Based on Total

	Yes, smartphone	Cell, not smartphone	No cell	(vol.) refused
Current [N=1,520]	72	20	8	*

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<sup>4</sup> Wording may vary from survey to survey. Wording variations include: "Some cellphones are called "smartphones" because of certain features they have. Is your cellphone a smartphone, such as an iPhone, Android, Blackberry or Windows phone, or are you not sure?"; "Some cellphones are called "smartphones" because of certain features they have. Is your cellphone a smartphone or not, or are you not sure?"