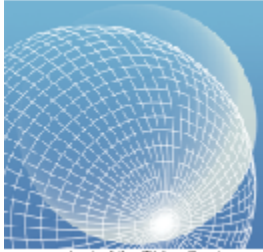


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Pew **Internet** & American Life PROJECT

This report is based on the findings of a daily tracking survey on Americans' use of the Internet. The results in this report are based on data from telephone interviews conducted by Princeton Survey Research Associates between September 12, 2001 and September 13, 2001, among a sample of 1,226 adults, 18 and older. Some 663 of them are Internet users. For results based on the total sample, one can say with 95% confidence that the error attributable to sampling is plus or minus 3 percentage points. For results based on Internet users, the margin of sampling error is plus or minus 4 percentage points. In addition to sampling error, question wording and practical difficulties in conducting telephone surveys may introduce some error or bias into the findings of opinion polls.

The sample for this survey is a random digit sample of telephone numbers selected from telephone exchanges in the continental United States. The random digit aspect of the sample is used to avoid "listing" bias and provides representation of both listed and unlisted numbers (including not-yet-listed numbers). The design of the sample achieves this representation by random generation of the last two digits of telephone numbers selected on the basis of their area code, telephone exchange, and bank number.

Non-response in telephone interviews produces some known biases in survey-derived estimates because participation tends to vary for different subgroups of the population, and these subgroups are likely to vary also on questions of substantive interest. In order to compensate for these known biases, the sample data are weighted in analysis. The demographic weighting parameters are derived from a special analysis of the most recently available Census Bureau's Current Population Survey (March 2000). This analysis produces population parameters for the demographic characteristics of adults age 18 or older, living in households that contain a telephone. These parameters are then compared with the sample characteristics to construct sample weights. The weights are derived using an iterative technique that simultaneously balances the distribution of all weighting parameters.

The questionnaire

Since you first heard about the terrorist attacks on the World Trade Center and the Pentagon, where would you say you have gotten MOST of your information about this story? From talking with others, listening to the radio, watching television, reading a newspaper, or going online over the Internet?

| | SEPT 2001 | |
|---|--------------|---------------------|
| % | 2 | Talking with others |
| | 11 | Radio |
| | 81 | Television |
| | 1 | Newspaper |
| | 2 | Internet |
| | 1 | Other |
| | 1 | Don't know/Refused |

Thinking again about the terrorist attacks on the World Trade Center and the Pentagon, have you (INSERT)?
(IF YES, And did you happen to do this on Tuesday – the day of the attacks?)

Items c, d, e, f, and g based on Internet users (N=663)

| | | HAVE DONE THIS | | | | |
|---|---|-------------------------------|---------------------------|-----------------------------|-----------------------------|---------------------------|
| | | TOTAL HAVE DONE THIS | DID THIS ON TUESDAY | DID THIS OTHER DAY | HAVE NOT DONE THIS | DON'T KNOW/ REFUSED |
| a | Called a family member to talk about the attacks | | | | | |
| | Sept 2001 | 60 | 51 | 10 | 40 | * |
| b | Called a friend to talk about the attacks | | | | | |
| | Sept 2001 | 48 | 40 | 8 | 52 | * |
| c | Gone online looking for news about the attacks | | | | | |
| | Sept 2001 | 36 | 29 | 8 | 64 | 0 |
| d | Gone online to send e-mail to family members because of the news | | | | | |
| | Sept 2001 | 19 | 15 | 4 | 81 | 0 |
| e | Gone online to send e-mail to friends because of the news | | | | | |
| | Sept 2001 | 16 | 12 | 4 | 84 | 0 |
| f | Posted or read comments about the attack on a web site bulletin board, in a chat room or on an e-mail list-serv | | | | | |
| | Sept 2001 | 13 | 8 | 5 | 87 | 0 |
| g | Used instant messaging to communicate with someone about the attacks | | | | | |
| | Sept 2001 | 9 | 6 | 2 | 91 | 0 |
| h | Called to try to find out whether someone you know was safe | | | | | |
| | Sept 2001 | 28 | 23 | 5 | 72 | * |

TER02/12 When you tried to make phone calls on Tuesday did you have any trouble placing the calls?

TER02a When you had trouble making the call, did you try to reach them through the Internet via email or instant messaging?

Based on those who tried to make phone call on Tuesday [N = 740]

| | | SEPT 2001 | |
|---|----|--------------|------------------------------|
| % | 32 | | Yes, had trouble |
| | 4 | | Tried to reach via e-mail/IM |
| | 28 | | No, not tried to reach |
| | 68 | | No, did not have trouble |
| | * | | Don't know/Refused |

TER02b/12b How many phone calls would you say you made to family members and friends on **Tuesday** because of the attacks?

Based on those who tried to make phone call on Tuesday [N = 740]

| | SEPT 2001 | |
|---|--------------|--------------------|
| % | 31 | 1 or 2 calls |
| | 38 | 3 to 5 |
| | 17 | 6 to 10 |
| | 6 | 11 to 20 |
| | 4 | 20 or more |
| | 4 | Don't know/Refused |

TER03 When you went online Tuesday to get news and information about the attacks, were you trying to reach one particular site or did you try various Web sites?

Based on those who went to web site on Tuesday [N = 193]

| | SEPT 2001 | |
|---|--------------|---------------------|
| % | 37 | One particular site |
| | 58 | Various sites |
| | 4 | Don't know/Refused |

TER04 When you went online Tuesday to get news and information about the attacks, did you have any problems accessing the web sites? (IF YES) Would you say you had a lot of problems or just some problems?

Based on those who went to web site on Tuesday [N = 193]

| | SEPT 2001 | |
|---|--------------|---------------------------|
| % | 15 | Yes, a lot of problems |
| | 28 | Yes, some problems |
| | 56 | No, did not have problems |
| | 1 | Don't know/Refused |

TER04a When you had problems accessing a web site, did you eventually get to the site you wanted, did you go to other sites, or did you just give up?

Based on those who had trouble with web site on Tuesday [N = 82]

| | SEPT 2001 | |
|---|--------------|---------------------|
| % | 41 | Got to desired site |
| | 38 | Went to other sites |
| | 19 | Gave up |
| | 1 | Don't know/Refused |

TER05 How many emails would you say you sent to family members and friends on **Tuesday** because of the attacks?

Based on those who sent e-mail Tuesday about attacks [N = 127]

| | SEPT 2001 | |
|---|--------------|--------------------|
| % | 39 | 1 or 2 e-mails |
| | 34 | 3 to 5 |
| | 11 | 6 to 10 |
| | 5 | 11 to 20 |
| | 4 | 20 or more |
| | 8 | Don't know/Refused |

TER06 On Tuesday, were there times that you were watching television or listening to the radio and going online at the same time to try to get information related to the attacks?

Based on Internet users [N = 663]

| | SEPT 2001 | |
|---|--------------|--------------------|
| % | 24 | Yes |
| | 75 | No |
| | * | Don't know/Refused |

TER07 Thinking about your use of the Internet in reaction to the attacks, how much would you say using the Internet... (INSERT) ... a lot, some, a little, not at all?

Based on Internet users [N = 663]

a. Helped you learn more about what is going on

| | SEPT 2001 | |
|---|--------------|--------------------|
| % | 30 | Helped |
| | 13 | A lot |
| | 17 | Some |
| | 69 | Didn't Help |
| | 15 | A little |
| | 53 | Not at all |
| | 2 | Don't know/Refused |

b. Helped you connect with people you needed to reach

| | SEPT 2001 | |
|---|--------------|--------------------|
| % | 29 | Helped |
| | 16 | A lot |
| | 13 | Some |
| | 69 | Didn't Help |
| | 12 | A little |
| | 57 | Not at all |
| | 2 | Don't know/Refused |

TER13 Thinking about other things that you personally have done in response to the attacks on the World Trade Center and the Pentagon, have you (INSERT)? IF YES, Did you happen to learn about this online?

| | | HAVE DONE THIS | | | | |
|---|---|-------------------------------|--------------------|------------------------------------|------------------------------------|---------------------------|
| | | TOTAL HAVE DONE THIS | HAVE DONE IT | LEARNED ABOUT THIS ONLINE | NO, HAVE NOT DONE THIS | DON'T KNOW/ REFUSED |
| a | Attended a religious service Sept 2001 | 19 | 18 | 1 | 80 | * |
| b | Tried to donate blood Sept 2001 | 11 | 11 | 1 | 88 | 1 |
| c | Attended a meeting to discuss the attacks and their aftermath Sept 2001 | 11 | 10 | 1 | 89 | * |
| d | Flown an American flag outside your house Sept 2001 | 32 | 31 | 1 | 68 | * |
| e | Gave money to relief efforts ¹ Sept 2001 | 16 | 15 | 1 | 84 | 1 |

TER14 Also ... after the terrorist attacks, did you happen to cancel or postpone travel plans?

| | | SEPT 2001 | |
|---|--|--------------|---------------------|
| % | | 9 | Yes, have done this |
| | | 91 | No, did not do this |
| | | 1 | Don't know/Refused |

¹ Item e based on those interviewed on 9/13/01 only (N=474).