
September Health Tracking Survey 2010

Final Revised Topline 8/19/2011

Data for August 9 – September 13, 2010

Princeton Survey Research Associates International
for the Pew Research Center's Internet & American Life Project

Sample: n= 3,001 national adults, age 18 and older, including 1,000 cell phone interviews
Interviewing dates: 08.09.10 – 09.13.10

Margin of error is plus or minus 3 percentage points for results based on Total [n=3,001]

Margin of error is plus or minus 3 percentage points for results based on internet users [n=2,065]

Margin of error is plus or minus 3 percentage points for results based on cell phone users [n=2,485]

Margin of error is plus or minus 3 percentage points for results based on online health seekers [n=1,655]

Q1 Overall, how would you rate the quality of life for you and your family today? Would you say it is... excellent, very good, good, fair or poor?

	CURRENT		MAY 2010 ⁱ	SEPT 2009 ⁱⁱ	APRIL 2009 ⁱⁱⁱ	DEC 2008 ^{iv}
%	17	Excellent	18	16	17	15
	26	Very good	27	26	26	26
	34	Good	34	35	34	34
	16	Fair	16	17	16	19
	6	Poor	5	5	5	5
	*	Don't know	*	*	*	*
	*	Refused	*	*	1	1

There are no Questions Q2 thru Q5.

Q6a Do you use the internet, at least occasionally?

Q6b Do you send or receive email, at least occasionally?¹

	USES INTERNET	DOES NOT USE INTERNET
Current	74	26
May 2010	79	21
January 2010 ^v	75	25
December 2009 ^{vi}	74	26
September 2009	77	23
April 2009	79	21
December 2008	74	26
November 2008 ^{vii}	74	26
August 2008 ^{viii}	75	25
July 2008 ^{ix}	77	23
May 2008 ^x	73	27
April 2008 ^{xi}	73	27
January 2008 ^{xii}	70	30
December 2007 ^{xiii}	75	25
September 2007 ^{xiv}	73	27
February 2007 ^{xv}	71	29
December 2006 ^{xvi}	70	30
November 2006 ^{xvii}	68	32
August 2006 ^{xviii}	70	30
April 2006 ^{xix}	73	27
February 2006 ^{xx}	73	27
December 2005 ^{xxi}	66	34
September 2005 ^{xxii}	72	28
June 2005 ^{xxiii}	68	32
February 2005 ^{xxiv}	67	33
January 2005 ^{xxv}	66	34
Nov 23-30, 2004 ^{xxvi}	59	41
November 2004 ^{xxvii}	61	39
June 2004 ^{xxviii}	63	37
February 2004 ^{xxix}	63	37
November 2003 ^{xxx}	64	36
August 2003 ^{xxxi}	63	37
June 2003 ^{xxxii}	62	38
May 2003 ^{xxxiii}	63	37
March 3-11, 2003 ^{xxxiv}	62	38
February 2003 ^{xxxv}	64	36

Q6a/b continued...

¹ Prior to January 2005, question wording was "Do you ever go online to access the Internet or World Wide Web or to send and receive email?"

Q6a/b continued...

	USES INTERNET	DOES NOT USE INTERNET
December 2002 ^{xxxvi}	57	43
November 2002 ^{xxxvii}	61	39
October 2002 ^{xxxviii}	59	41
September 2002 ^{xxxix}	61	39
July 2002 ^{xl}	59	41
March/May 2002 ^{xli}	58	42
January 2002 ^{xlii}	61	39
December 2001 ^{xliii}	58	42
November 2001 ^{xliv}	58	42
October 2001 ^{xlv}	56	44
September 2001 ^{xlvi}	55	45
August 2001 ^{xlvii}	59	41
February 2001 ^{xlviii}	53	47
December 2000 ^{xl ix}	59	41
November 2000 ⁱ	53	47
October 2000 ⁱⁱ	52	48
September 2000 ⁱⁱⁱ	50	50
August 2000 ⁱⁱⁱⁱ	49	51
June 2000 ^{lv}	47	53
May 2000 ^{lv}	48	52

Q7 Did you happen to use the internet YESTERDAY?²

Based on all internet users [N=2,065]

	YES, USED INTERNET YESTERDAY	NO, DID NOT USE INTERNET YESTERDAY	DON'T KNOW	REFUSED
Current	76	24	*	0
May 2010	78	22	*	0
January 2010	72	27	*	0
December 2009	71	28	1	*
September 2009	73	27	*	*
April 2009	73	26	1	*
December 2008	72	28	*	--
November 2008	72	27	*	--
August 2008	72	27	1	--
July 2008	71	28	1	--
May 2008	70	30	1	--
April 2008	72	28	*	--
December 2007	72	27	*	--
September 2007	68	32	*	--
February 2007	69	31	*	--
December 2006	65	34	*	--
November 2006	64	36	*	--
August 2006	66	34	*	--
April 2006	66	33	*	--
December 2005	63	36	*	--
September 2005	65	34	*	--
February 2005	60	40	*	--
January 2005	58	42	*	--
November 2004	61	39	*	--
June 2004	53	46	1	--
February 2004	55	44	*	--
November 2003	54	45	*	--
July 2003	52	47	1	--
June 2003	55	44	*	--
May 2003	58	42	*	--
March 3-11, 2003	60	40	0	--
February 2003	60	40	*	--
December 2002	56	44	*	--
November 2002	57	43	*	--
October 2002	57	43	0	--
September 2002	58	42	*	--
July 2002	53	47	*	--
March/May 2002	57	43	*	--
January 2002 ³	59	41	*	--

Q7 continued...

² Prior to January 2005, question wording was "Did you happen to go online or check your email **yesterday?**"

³ Internet user defined as Q5=1 and Q6=1 from Aug. 2001 until Jan 2002.

Q7 continued...

	YES, USED INTERNET YESTERDAY	NO, DID NOT USE INTERNET YESTERDAY	DON'T KNOW	REFUSED
Dec. 17-23, 2001	58	42	*	--
Nov. 19-Dec. 16 2001	60	40	*	--
Oct. 19-Nov. 18 2001	61	39	*	--
Oct. 8-18 2001	51	49	1	--
October 2-7 2001	56	43	1	--
Sept 20-Oct 1 2001	57	42	1	--
Sept 12-19 2001	51	49	*	--
August 2001	56	44	*	--
February 2001 ⁴	59	41	*	--
Fall 2000 ^{lvi}	56	44	*	--
August 2000	50	50	*	--
June 2000	52	48	*	--
May 2000	55	45	0	--
March 2000 ^{lvii}	60	40	*	--

⁴ Internet user for Feb. 2001 defined as Q5=1 and (Q6=1 or Q6A=1-7).

Q8 About how often do you use the internet or email from ... [INSERT IN ORDER] – several times a day, about once a day, 3-5 days a week, 1-2 days a week, every few weeks, less often or never?⁵

Based on all internet users [N=2,065]

	SEVERAL TIMES A DAY	ABOUT ONCE A DAY	3-5 DAYS A WEEK	1-2 DAYS A WEEK	EVERY FEW WEEKS	LESS OFTEN	NEVER	DON'T KNOW	REFUSED
a. Home									
Current	43	21	13	12	3	3	5	*	*
May 2010	43	21	12	11	4	3	6	*	*
January 2010	40	22	14	11	3	4	6	*	*
December 2009	38	21	13	13	4	4	6	*	*
September 2009	37	21	13	13	4	4	6	*	*
April 2009	37	22	15	11	3	3	8	*	*
December 2008	35	22	15	13	4	3	6	*	*
November 2008	34	23	15	12	4	5	7	*	*
August 2008	35	22	15	13	5	3	7	*	--
July 2008	29	25	17	14	4	4	7	*	--
May 2008	37	21	15	11	5	6	6	*	--
December 2007	36	22	14	11	5	6	7	*	--
September 2007	34	21	15	12	5	6	6	*	--
February 2007	31	24	15	12	6	7	5	*	--
November 2006	30	24	16	13	5	5	7	*	--
February 2006	29	25	17	12	5	6	6	*	--
June 2005	27	22	15	13	6	7	10	*	--
July 2004	27	27	17	13	5	5	7	*	--
March 2004	29	24	15	13	6	5	8	*	--
b. Work									
Current	34	7	4	4	1	2	48	*	1
May 2010	37	8	5	4	1	2	43	*	*
January 2010	35	6	3	4	1	1	48	*	*
December 2009	33	6	4	3	1	2	49	*	*
September 2009	34	7	4	4	2	3	46	*	*
April 2009	36	8	6	4	1	2	41	*	1
December 2008	36	9	5	4	2	2	40	*	*
November 2008	36	7	4	4	2	3	44	*	*
August 2008	37	7	5	5	2	2	42	1	--
July 2008	32	8	4	3	1	2	48	2	--
May 2008	36	8	5	5	1	7	37	1	--
December 2007	37	9	3	4	1	5	40	1	--
September 2007	35	9	5	4	1	4	42	*	--
February 2007	38	9	5	3	2	5	38	1	--
November 2006	31	9	5	5	2	4	43	1	--
February 2006	35	8	5	3	2	7	40	1	--
June 2005	35	9	5	4	2	6	39	*	--
July 2004	28	12	5	4	1	5	44	*	--
March 2004	28	10	5	6	2	4	44	*	--

⁵ Beginning in July 2008, "Never" is offered as an explicitly read category. Prior to July 2008, it was a volunteered category.

There is no Question Q9.

Q10 As I read the following list of items, please tell me if you happen to have each one, or not. Do you have... [INSERT ITEMS IN ORDER]?

	YES	NO	DON'T KNOW	REFUSED
a. A desktop computer				
Current	59	40	*	*
May 2010	62	38	*	*
January 2010	59	41	0	*
December 2009	58	42	*	*
September 2009	62	37	0	*
April 2009	64	36	*	*
April 2008	65	34	*	--
Dec 2007	65	35	*	--
April 2006	68	32	*	--
b. A laptop computer or netbook ⁶				
Current	52	48	*	*
May 2010	55	45	*	0
January 2010	49	51	*	*
December 2009	46	53	*	*
September 2009	47	53	*	*
April 2009	47	53	*	*
April 2008	39	61	*	--
Dec 2007	37	63	*	--
April 2006	30	69	*	--

Q10 continued...

⁶ Through January 2010, item wording was "A laptop computer [IF NECESSARY: includes a netbook]."

Q10 continued...

	YES	NO	DON'T KNOW	REFUSED
c. A cell phone or a Blackberry or iPhone or other device that is also a cell phone ⁷				
Current	85	15	*	*
May 2010	82	18	*	0
January 2010 ⁸	80	20	0	*
December 2009	83	17	0	*
September 2009	84	15	*	*
April 2009	85	15	*	*
April 2008	78	22	*	--
Dec 2007	75	25	*	--
Sept 2007	78	22	*	--
April 2006	73	27	*	--
January 2005 ⁹	66	34	*	--
November 23-30, 2004	65	35	*	--
d. An electronic book device or e-Book reader, such as a Kindle or Sony Digital Book				
Current	5	95	*	*
May 2010	4	96	*	*
September 2009	3	97	*	*
April 2009	2	98	*	*
e. An iPod or other MP3 player ¹⁰				
Current	47	53	*	*
May 2010	46	54	*	0
September 2009	43	57	*	0
April 2009	45	55	*	*
December 2007	34	66	*	--
April 2006	20	79	*	--
February 2005	11	88	1	--
January 2005	11	88	1	--

Q10 continued...

⁷ Prior to April 2009, item wording was "A cell phone." From April 2009 thru December 2009, item wording was "A cell phone or a Blackberry or iPhone or other device that is also a cell phone." Beginning December 2007, this item was not asked of the cell phone sample, but results shown here reflect Total combined Landline and cell phone sample.

⁸ In January 2010, item wording was "A cell phone or a Blackberry or iPhone or other handheld device that is also a cell phone."

⁹ Through January 2005, question was not asked as part of a series. Question wording as follows: "Do you happen to have a cell phone, or not?"

¹⁰ Through February 2005, question was not asked as part of a series. Question wording as follows: "Do you have an iPod or other MP3 player that stores and plays music files, or do you not have one of these?"

Q10 continued...

	YES	NO	DON'T KNOW	REFUSED
f. A game console like Xbox or Play Station				
Current	42	57	*	*
May 2010	42	58	*	*
September 2009	37	63	*	*
April 2009	41	59	*	*
g. A tablet computer like an iPad				
Current	4	96	*	*
May 2010	3	97	*	0

Q11 Does anyone in your household have a working cell phone?

Based on non-cell phone users

	CURRENT		MAY 2010	JANUARY 2010	DECEMBER 2009
%	33	Yes	35	38	31
	67	No	64	61	68
	*	Don't know	1	*	*
	*	Refused	0	*	*
	[n=516]		[n=335]	[n=368]	[n=339]

Q12 On your laptop computer or netbook, do you ever use a wireless connection such as WIFI or mobile wireless broadband to access the internet?¹¹

Based on internet users who have a laptop or netbook

	YES	NO	DON'T KNOW	REFUSED
Current [N=1,327]	84	16	1	*
May 2010 [N=1,144]	89	10	1	0
Jan 2010 [N=1,019]	85	14	1	0
Dec 2009 [N=1,000]	85	13	2	*
Sept 2009 [N=965]	85	14	1	*
April 2009 [N=937]	84	14	1	*

¹¹ Prior to September 2010, WIFI and (mobile) wireless broadband were asked as two separate items. In May 2010, the question wording was "On your laptop computer or netbook, do you use [INSERT IN ORDER]?" Prior to May 2010, the question wording was "On your laptop computer, do you ever use [INSERT IN ORDER]?" Trend results shown here for April 2009 to May 2010 reflect combined "WIFI" and "(mobile) wireless broadband" responses.

Q13 Thinking now just about your cell phone... Please tell me if you ever use your cell phone to do any of the following things. Do you ever use your cell phone to [INSERT ITEMS; ALWAYS ASK a-b FIRST in order; RANDOMIZE c-e]?¹²

Based on cell phone users

	YES	NO	DON'T KNOW	REFUSED
a. Send or receive email				
Current [N=2,485]	34	66	*	0
May 2010 [N=1,917]	34	66	0	0
January 2010 [N=1,891]	30	70	0	0
December 2009 [N=1,919]	29	70	*	*
September 2009 [N=1,868]	27	73	*	0
April 2009 [N=1,818]	25	75	*	0
December 2007 [N=1,704]	19	81	0	--
b. Send or receive text messages				
Current	74	26	*	0
May 2010	72	28	0	0
January 2010	69	31	*	0
December 2009	68	32	*	0
September 2009	65	35	*	0
April 2009	65	35	*	0
December 2007	58	42	0	--
c. Send or receive Instant Messages				
Current	30	70	*	*
May 2010	30	69	1	*
January 2010	29	70	1	0
December 2009	31	68	1	0
September 2009	27	72	1	*
April 2009	20	79	*	*
December 2007	17	83	*	--

Q13 continued...

¹² Prior to January 2010, question wording was "Please tell me if you ever use your cell phone or Blackberry or other device to do any of the following things. Do you ever use it to [INSERT ITEM]?" In January 2010, question wording was "Please tell me if you ever use your cell phone or Blackberry or other handheld device to do any of the following things. Do you ever use it to [INSERT ITEMS]?" For January 2010, December 2009, and September 2009, an answer category "Cell phone can't do this" was available as a volunteered option; "No" percentages for those trends reflect combined "No" and "Cell phone can't do this" results.

Q13 continued...

	YES	NO	DON'T KNOW	REFUSED
d. Access the internet ¹³				
Current	39	61	*	0
May 2010	38	62	0	0
January 2010	34	66	0	0
December 2009	32	67	*	0
September 2009	29	71	*	0
April 2009	25	74	*	*
December 2007	19	81	0	--
e. Participate in a video call, video chat or teleconference				
Current	7	93	*	*

WIRELESS Wireless internet use¹⁴

	WIRELESS INTERNET USER	INTERNET USER BUT NOT WIRELESS	ALL OTHERS
Current	57	20	23
May 2010	59	22	19
January 2010	53	24	23
December 2009	55	24	21
September 2009	54	25	21
April 2009	56	23	20
December 2008	43	30	26
November 2008	37	37	26

Q14 On your cell phone, do you happen to have any software applications or "apps" that help you track or manage your health, or not?

Based on cell phone users [N=2,485]

	CURRENT	
%	9	Yes
	90	No
	1	Don't know
	*	Refused

Q15 Do you ever use your cell phone to look up health or medical information?

Based on cell phone users [N=2,485]

	CURRENT	
%	17	Yes, do this
	83	No, do not do this
	*	Don't know
	0	Refused

¹³ In December 2007, item wording was "Access the internet for news, weather, sports, or other information"¹⁴ Definitions for wireless internet use may vary from survey to survey.

WEB1 Next... Please tell me if you ever use the internet to do any of the following things. Do you ever use the internet to...? / Did you happen to do this **yesterday**, or not?¹⁵

Based on all internet users [N=2,065]

	TOTAL HAVE EVER DONE THIS	----- DID YESTERDAY	HAVE NOT DONE THIS	DON'T KNOW	REFUSED
Send or read e-mail					
Current	91	61	9	*	*
May 2010	94	62	6	*	0
January 2010	92	59	8	*	*
December 2009	90	55	10	*	*
September 2009	89	58	11	*	*
April 2009	90	57	9	*	0
December 2008	91	58	9	*	--
November 2008	89	56	11	0	*
August 2008	92	60	8	*	--
December 2007	92	60	8	*	--
September 2007	90	56	10	*	--
February 2007	91	56	9	*	--
December 2006	91	54	8	*	--
November 2006 ¹⁶	91	52	9	*	--
August 2006 ¹⁷	90	53	10	*	--
December 2005	91	53	9	*	--
September 2005	91	54	9	*	--
February 2005	91	52	9	*	--
January 2005	90	49	9	*	--
November 23-30, 2004	92	48	8	*	--
November 2004	93	54	7	*	--
June 2004	93	45	7	*	--
February 2004	91	48	8	*	--
Nov 2003	91	48	8	*	--
June 2003	91	49	9	*	--
May 2003	93	52	7	*	--
March 20-25, 2003	94	50	6	*	--
March 12-19, 2003 ^{lviii}	91	52	9	0	--
March 3-11, 2003	94	54	6	*	--
February 2003	91	50	9	*	--
Dec 2002	93	49	7	0	--
Nov 2002	94	51	6	*	--
Oct 2002	93	50	7	0	--
Sept 2002	93	51	7	*	--
July, 2002	93	46	7	*	--
March/May 2002	93	50	7	*	--
Jan 2002	95	52	5	0	--

WEB1 continued...

¹⁵ Prior to January 2005, question wording was "Please tell me if you ever do any of the following when you go online. Do you ever...?/Did you happen to do this yesterday, or not?" Unless otherwise noted, trends are based on all internet users for that survey.

¹⁶ November 2006 results for this activity series reflect the landline respondents only [N=1,578].

¹⁷ August 2006 WEB1 trends were asked of internet users based on split form. Results shown for "Send or read e-mail" reflect combined responses for total internet users.

WEB1 continued...

	TOTAL HAVE EVER DONE THIS	----- DID YESTERDAY	HAVE NOT DONE THIS	DON'T KNOW	REFUSED
Dec 17-23, 2001	95	54	5	*	--
Nov 19-Dec 16, 2001	95	53	5	*	--
Oct 19-Nov 18, 2001	94	52	6	*	--
Oct 8-18, 2001	95	44	5	*	--
Oct 2-7, 2001	92	46	7	*	--
Sept 20-Oct 1, 2001	94	49	6	0	--
Sept 12-19, 2001	93	42	7	*	--
Aug 2001	93	52	7	*	--
Feb 2001	93	53	7	*	--
Fall 2000	92	49	8	*	--
August 2000	93	43	7	*	--
Get news online					
Current	72	39	28	*	0
May 2010	75	43	25	*	0
January 2010	80	44	20	*	0
April 2009	72	38	28	*	*
November 2008	70	36	30	*	*
August 2008	75	42	25	*	--
May 2008	73	39	27	*	--
December 2007	71	37	29	*	--
February 2007	72	37	28	0	--
December 2006	67	31	33	*	--
November 2006	65	31	35	*	--
December 2005	68	31	31	*	--
February 2005 ¹⁸	72	30	28	*	--
January 2005 ¹⁹	73	31	27	*	--
November 2004	70	31	30	*	--
June 2004	72	27	28	*	--
February 2004	70	27	29	*	--
June 2003	69	26	30	*	--
May 2003	73	30	27	*	--
March 20-25, 2003	72	33	28	*	--
March 12-19, 2003	77	37	23	0	--
March 3-11, 2003	71	28	29	0	--
February 2003	70	26	30	0	--
Dec 2002	71	26	29	*	--
Nov 2002	67	28	33	*	--
Oct 2002	68	26	32	*	--
Sept 2002	70	25	30	*	--
July 2002	66	22	34	*	--
March/May 2002	66	24	34	*	--
Jan 2002	71	26	29	*	--

WEB1 continued...

¹⁸ In February 2005 Tracking, half the sample was asked old WEB1 and half the sample was asked new WEB1. Current results are for both forms combined.

¹⁹ In January 2005 Tracking, half the sample was asked old WEB1 and half the sample was asked new WEB1. Current results are for both forms combined.

WEB1 continued...

	TOTAL HAVE EVER DONE THIS	----- DID YESTERDAY	HAVE NOT DONE THIS	DON'T KNOW	REFUSED
Research a product or service online ²⁰					
Current	78	28	22	*	*
September 2007	81	20	19	*	--
February 2005	78	19	21	*	--
February 2004	78	15	22	*	--
Dec 2002	83	19	17	0	--
June 2000	73	13	27	*	--
May 2000	72	11	28	*	--
March 2000	74	14	26	*	--
Take part in chat rooms or online discussions with other people					
Current	22	7	78	*	0
September 2005	22	5	78	0	--
February 2005	17	3	83	*	--
July 2002	25	4	75	*	--
Dec 17-23, 2001	23	5	77	*	--
Nov 19-Dec 16, 2001	21	5	79	0	--
Oct 19-Nov 18, 2001	20	5	80	0	--
Oct 8-18, 2001	23	3	77	*	--
Oct 2-7, 2001	21	4	79	0	--
Sept 20-Oct 1, 2001	17	3	81	2	--
June 2000 ²¹	26	4	74	*	--
May 2000	28	5	72	0	--
March 2000	28	5	72	0	--
Play online games ²²					
Current	36	13	64	0	*
January 2008	33	n/a	67	*	--
August 2006	35	9	65	*	--
Dec 2005	31	8	69	*	--
June 2005	36	n/a	64	*	--
January 2005	32	9	68	0	--
November 23-30, 2004	39	8	61	0	--
May 2003	38	8	62	0	--
March 12-19, 2003	42	10	58	0	--
July 2002	37	7	63	0	--
March/May 2002	36	7	64	0	--
August 2000	34	6	66	0	--
May 2000	33	6	67	*	--
March 2000	34	6	66	0	--

WEB1 continued...

²⁰ In September 2007 and through Dec 2002, item wording was "Look for information about a service or product you are thinking about buying". For February 2004, item was "Research a product or service." For February 2005, item wording matched the current wording ("Research a product or service online").

²¹ This item asked May 19, 2000 through June 30, 2000 only [N=1,568].

²² Prior to January 2005, item wording was "Play a game online."

WEB1 continued...

	TOTAL HAVE EVER DONE THIS	----- DID YESTERDAY	HAVE NOT DONE THIS	DON'T KNOW	REFUSED
Search online for a map or driving directions ²³					
Current	82	14	18	*	*
December 2006	86	10	14	*	--
February 2004	84	7	15	*	--
Sept 12-19, 2001	79	4	21	*	--
August 2001	78	7	22	*	--
PAY to access or download digital content online, such as music, video, or newspaper articles ²⁴					
Current	43	10	56	*	0
December 2007 ²⁵	28	6	72	*	--
Sept 2007	17	4	83	*	--
August 2006	17	4	83	1	--
April 2006	21	4	78	*	--
June 2004	11	1	89	*	--
Pay bills online					
Current	57	15	43	*	*
January 2005	38	7	62	*	--
Use a social networking site like MySpace, Facebook or LinkedIn.com ²⁶					
Current	62	39	38	*	0
May 2010	61	38	39	0	0
January 2010	57	32	43	*	0
December 2009	56	33	44	0	*
September 2009	47	27	52	*	*
April 2009	46	27	54	*	*
December 2008	35	19	65	*	--
November 2008	37	19	63	0	0
May 2008	29	13	70	*	--
August 2006	16	9	84	*	--
September 2005	11	3	88	1	--
February 2005	8	2	91	1	--
Categorize or tag online content like a photo, news story or blog post					
Current	33	11	66	1	*
December 2006	28	7	70	2	--

WEB1 continued...

²³ In February 2004, item wording was "Search for a map or driving directions." Earlier trend wording was "Search for a map or driving directions from a web site."

²⁴ For the Sept 2007 and August 2006 trends, item wording was "Pay to access or download digital content online, such as a newscast, sporting event, or radio show."

²⁵ In December 2007, item was based on all landline internet users and Form 2 Cell sample internet users [N=1,358].

²⁶ In December 2008, item wording was "Use a social networking site like MySpace or Facebook." In August 2006, item wording was "Use an online social networking site like MySpace, Facebook or Friendster". Prior to August 2006, item wording was "Use online social or professional networking sites like Friendster or LinkedIn"

WEB1 continued...

	TOTAL HAVE EVER DONE THIS	----- DID YESTERDAY	HAVE NOT DONE THIS	DON'T KNOW	REFUSED
Post a comment or review online about a product you bought or a service you received					
Current	32	4	67	*	*
September 2007	30	3	70	*	--
Use Twitter or another service to share updates about yourself or to see updates about others ²⁷					
Current	24	13	76	*	0
May 2010	17	10	83	*	0
January 2010	19	9	81	*	*
December 2009	21	11	78	*	*
September 2009	19	9	80	*	0
April 2009	11	5	88	1	*
December 2008	11	4	89	1	--
November 2008	9	3	90	*	*
August 2008	6	2	93	1	--
Participate in a video call, video chat or teleconference ²⁸					
Current	23	4	77	*	0
April 2009	20	2	80	*	0
Use a service such as Foursquare or Gowalla that allows you to share your location with friends and to find others who are near you					
Current	4	1	96	*	0
May 2010	5	2	95	*	0

Q16 In general, how would you rate your own health — excellent, good, only fair, or poor?

	CURRENT		DEC 2008
%	30	Excellent	29
	49	Good	51
	16	Only fair	14
	5	Poor	5
	*	Don't know	*
	*	Refused	*

²⁷ In August 2008, item wording was "Use Twitter or another "micro-blogging" service to share updates about yourself or to see updates about others"

²⁸ In April 2009, item wording was "Participate in a video call or teleconference."

Q17 Are you now living with any of the following health problems or conditions — [INSERT; RANDOMIZE a-e; ASK f LAST]?

	YES	NO	DON'T KNOW	REFUSED
a. Diabetes or sugar diabetes				
Current	11	89	*	*
December 2008	10	90	*	1
b. High blood pressure				
Current	24	75	1	*
December 2008	23	76	1	1
c. Asthma, bronchitis, emphysema, or other lung conditions				
Current	12	88	*	*
December 2008	12	87	*	1
d. Heart disease, heart failure or heart attack				
Current	6	94	*	*
December 2008	7	92	1	1
e. Cancer				
Current	2	97	*	*
December 2008	3	96	1	1
f. Any other chronic health problem or condition I haven't already mentioned				
Current	17	82	*	1

Q18 In the last 12 months, have you personally faced a serious medical emergency or crisis?²⁹

	CURRENT		DEC 2008	AUGUST 2006
%	12	Yes	31	34
	88	No	69	65
	*	Don't know	*	1
	*	Refused	*	--

²⁹ Trend question wording was "And in the last 12 months, have you or has someone close to you faced a serious medical emergency or crisis?"

Q19 And in the last 12 months, have you experienced any other significant change in your physical health, such as gaining or losing a lot of weight, becoming pregnant, or quitting smoking?

	CURRENT	
%	17	Yes
	83	No
	*	Don't know
	*	Refused

Q20 Is there anyone close to you who has a CHRONIC medical condition, such as asthma, diabetes, heart disease, high blood pressure, cancer, or another chronic condition?

	CURRENT		DEC 2008 ³⁰
%	47	Yes	49
	53	No	50
	*	Don't know	*
	*	Refused	1

Q21 In the last 12 months, has anyone close to you faced a serious medical emergency or crisis?³¹

	CURRENT		DEC 2008	AUGUST 2006
%	27	Yes	31	34
	72	No	69	65
	*	Don't know	*	1
	*	Refused	*	--

³⁰ In December 2008, question wording was "Is there anyone close to you who has a CHRONIC medical condition, such as asthma, diabetes, heart disease, high blood pressure, or cancer?"

³¹ Trend question wording was "And in the last 12 months, have you or has someone close to you faced a serious medical emergency or crisis?"

Q22 Now, we'd like to ask if you've looked for information ONLINE about certain health or medical issues. Specifically, have you ever looked online for... [INSERT ITEM; ASK a-d IN ORDER; RANDOMIZE e-n; ASK o LAST]?

Based on all internet users [N=2,065]

	YES, HAVE DONE THIS	NO, HAVE NOT DONE THIS	DON'T KNOW	REFUSED
a. Information about a specific disease or medical problem				
Current	66	34	*	*
December 2008	66	34	*	0
August 2006	64	36	*	--
November 23-30, 2004	66	34	*	--
December 2002	63	37	*	--
b. Information about a certain medical treatment or procedure				
Current	56	44	*	*
December 2008	55	45	*	*
August 2006	51	48	1	--
November 23-30, 2004	51	48	*	--
December 2002	47	53	0	--
c. Information about doctors or other health professionals				
Current	44	56	*	*
December 2008	47	53	*	*
d. Information about hospitals or other medical facilities				
Current	36	64	*	*
December 2008	38	62	*	*
e. Information related to health insurance, including private insurance, Medicare or Medicaid				
Current	33	67	*	*
December 2008	37	63	0	*
August 2006 ³²	33	67	*	--
f. Information about environmental health hazards				
Current	22	77	*	*
August 2006	22	78	*	--
November 23-30, 2004	18	82	0	--
December 2002	17	83	*	--

Q22 continued...

³² August 2006 trend was recalculated to reflect combined responses for two separate items: "Information related to health insurance" and "Information about Medicare or Medicaid"

Q22 continued...

	YES, HAVE DONE THIS	NO, HAVE NOT DONE THIS	DON'T KNOW	REFUSED
g. Information about pregnancy and childbirth				
Current	19	81	*	*
h. Information about end-of-life decisions				
Current	7	93	*	*
i. Information about long-term care for an elderly or disabled person				
Current	12	88	*	*
j. Information about food safety or recalls				
Current	29	70	*	*
k. Information about drug safety or recalls				
Current	24	76	*	*
l. Information about how to manage chronic pain				
Current	14	86	*	*
m. Information about medical test results				
Current	16	83	*	*
n. Information about memory loss, dementia, or Alzheimer's				
Current	17	83	*	*
o. Information about any other health issue				
Current	28	72	*	*
December 2008	26	73	1	*
Total yes to any item above	80			
Total no to all items	20			

Q23 Thinking about the LAST time you went online for health or medical information... Did you go online to look for information related to YOUR OWN health or medical situation or SOMEONE ELSE'S health or medical situation?

Based on online health seekers

	CURRENT		DECEMBER 2008	AUGUST 2006	DECEMBER 2002
%	36	Own	41	36	37
	48	Someone else's	43	48	49
	11	Both (VOL.)	9	8	8
	4	Don't know	4	8	7
	2	Refused	2	--	--
	[1,655]		[1,356]	[1,594]	[1,017]

Q24 Apart from looking for information online, there are many different activities related to health and medical issues a person might do on the internet. I'm going to read a list of online health-related activities you may or may not have done. Just tell me if you happen to do each one, or not. (First,/Next,) have you... [INSERT ITEM; RANDOMIZE; ALWAYS ASK e-f TOGETHER, IN ORDER]?³³

	YES	NO	DON'T KNOW	REFUSED
a. Signed up to receive email updates or alerts about health or medical issues ³⁴				
Current internet users [N=2,065]	14	86	*	*
Current online health seekers [N=1,655]	17	82	*	*
Dec 2008 online health seekers [N=1,356]	19	81	*	*
b. Read someone else's commentary or experience about health or medical issues on an online news group, website or blog				
Current internet users	34	66	*	*
Current online health seekers	41	58	*	*
Dec 2008 online health seekers	41	59	0	*
c. Watched an online video about health or medical issues				
Current internet users	25	75	*	*
Current online health seekers	31	69	*	*
d. Gone online to find others who might have health concerns similar to yours				
Current internet users	18	82	0	*
Current online health seekers	23	77	0	*
e. Tracked your weight, diet or exercise routine online				
Current internet users	15	84	0	*
Current online health seekers	19	81	0	*
f. Tracked any other health indicators or symptoms online				
Current internet users	17	83	*	*
Current online health seekers	21	79	*	*

³³ Current question was asked of all internet users [N=2,065]. December 2008 trend question wording was "There are many different activities related to health and medical issues a person might do on the internet. I'm going to read a list of things you may or may not have ever done online related to health and medical issues. Just tell me if you happened to do each one, or not. Have you... [INSERT ITEM; ROTATE]?" Question was asked of online health seekers [N=1,356].

³⁴ December 2008 trend item wording was "Signed up to receive updates about health or medical issues"

Q25 We're also interested in any health-related material you may have posted online. Have you posted comments, questions or information about health or medical issues... [INSERT; RANDOMIZE; ALWAYS ASK e LAST]?

Based on all internet users

	YES	NO	DON'T KNOW	REFUSED
a. In an online discussion, a listserv, or other online group forum				
Current [N=2,065]	5	95	0	*
Dec 2008 [N=1,650]	5	94	*	*
b. On a blog				
Current	4	96	*	*
Dec 2008	4	96	*	*
<i>Item C: Based on SNS users</i>				
c. On a social networking site such as Facebook, MySpace or LinkedIn				
Current [N=1,202]	11	89	0	*
Dec 2008 [N=459]	15	85	*	0
<i>Item D: Based on Twitter users</i>				
d. On Twitter or another status update site ³⁵				
Current [N=433]	8	92	0	*
Dec 2008 [N=128]	11	89	0	0
e. On a website of any kind, such as a health site or news site that allows comments and discussion				
Current	6	94	*	*
Dec 2008	6	94	*	*

³⁵ December 2008 trend item wording was "On Twitter or other status updates"

Q26 Thinking specifically about what you have done on social networking sites like Facebook and MySpace... Have you ever used these sites to... [INSERT ITEM; RANDOMIZE]? (Next,) have you ever used a social networking site to...[INSERT ITEM]?³⁶

Based on SNS users

	YES	NO	DON'T KNOW	REFUSED
a. Get health information ³⁷				
Current [N=1,202]	15	85	*	*
Dec 2008 [N=459]	11	89	0	0
b. Start or join a health-related group ³⁸				
Current	9	91	0	*
Dec 2008	6	94	0	0
c. Follow your friends' personal health experiences or health updates ³⁹				
Current	23	77	0	*
Dec 2008	20	80	*	0
d. Raise money or draw attention to a health-related issue or cause				
Current	14	86	0	*
e. Remember or memorialize others who suffered from a certain health condition				
Current	17	82	*	*

³⁶ December 2008 trend question wording was "Thinking about what you have done on social networking sites like Facebook and MySpace, have you... [INSERT ITEM; ROTATE]?"

³⁷ December 2008 trend item wording was "Gotten any health information on the sites"

³⁸ December 2008 trend item wording was "Started or joined a health-related group on a social networking site"

³⁹ December 2008 trend item wording was "Followed your friends' personal health experiences or updates on the site"

[ROTATE Q27-Q28]

Q27 Have you or has anyone you know been HELPED by following medical advice or health information found on the internet? [IF YES: Would you say the information provided MAJOR help, MODERATE help or MINOR help?]

	CURRENT		DECEMBER 2008
%	6	Yes, major help	10
	15	Yes, moderate help	20
	9	Yes, minor help	11
	65	No	50
	4	Don't know	8
	*	Refused	1

Q28 Have you or has anyone you know been HARMED by following medical advice or health information found on the internet? [IF YES: Would you say the information caused SERIOUS harm, MODERATE harm or MINOR harm?]

	CURRENT		DECEMBER 2008
%	1	Yes, serious harm	1
	1	Yes, moderate harm	1
	1	Yes, minor harm	1
	95	No	94
	2	Don't know	3
	*	Refused	*

Q29 Thinking again about health-related activities you may or may not do online, have you...
[INSERT ITEM; ROTATE]?⁴⁰

	YES	NO	DON'T KNOW	REFUSED
a. Consulted online rankings or reviews of doctors or other providers ⁴¹				
Current internet users [N=2,065]	16	84	0	*
Current online health seekers [N=1,655]	19	81	0	*
Dec 2008 online health seekers [N=1,356]	24	76	*	*
b. Consulted online rankings or reviews of hospitals or other medical facilities ⁴²				
Current internet users	15	85	0	*
Current online health seekers	18	82	0	*
Dec 2008 online health seekers	24	76	*	0
c. Consulted online reviews of particular drugs or medical treatments				
Current internet users	24	76	*	*
Current online health seekers	30	70	*	*
d. Posted a review online of a doctor				
Current internet users	4	95	0	*
Current online health seekers	6	94	0	0
Dec 2008 online health seekers	5	95	0	0
e. Posted a review online of a hospital				
Current internet users	3	97	0	*
Current online health seekers	4	96	0	0
Dec 2008 online health seekers	4	96	*	0
f. Posted your experiences with a particular drug or medical treatment online				
Current internet users	4	96	0	*
Current online health seekers	4	96	0	0

⁴⁰ Current question was asked of all internet users [N=2,065]. December 2008 trend question wording was "There are many different activities related to health and medical issues a person might do on the internet. I'm going to read a list of things you may or may not have ever done online related to health and medical issues. Just tell me if you happened to do each one, or not. Have you... [INSERT ITEM; ROTATE]?" Question was asked of online health seekers [N=1,356].

⁴¹ December 2008 trend item wording was "Consulted rankings or reviews online of doctors or other providers"

⁴² December 2008 trend item wording was "Consulted rankings or reviews online of hospitals or other medical facilities"

Q30 Thinking about the LAST time you had a health issue, did you get information, care or support from... [INSERT; RANDOMIZE]? [IF YES AND INTERNET USER: Did you interact with them ONLINE through the internet or email, OFFLINE by visiting them in person or talking on the phone, or BOTH online and offline?]

	YES, ONLINE	YES, OFFLINE	YES, BOTH	NO, NOT A SOURCE	DON'T KNOW	REFUSED
a. A doctor or other health care professional	1	66	4	29	*	*
b. Friends and family	1	42	12	44	1	*
c. Others who have the same health condition	1	16	4	77	2	*

DOC Do you have a personal or family doctor, or other health care professional such as a nurse that you usually rely on if you need medical care?

	CURRENT	
%	74	Yes
	25	No
	*	Yes, more than one (VOL.)
	*	Don't know
	*	Refused

HHS1 [IF HAVE MORE THAN ONE REGULAR DOCTOR, READ: Thinking about the doctor or health care professional you get MOST of your medical care from...] Has this person ever provided you with personalized health information about a condition or health issue you were facing, or have they not done this?

Based on those who have a regular doctor [N=2,272]

	CURRENT	
%	69	Yes, they did this
	29	No, they did not
	1	Don't know
	*	Refused

- Q31** [IF HAVE MORE THAN ONE REGULAR DOCTOR, READ: Still thinking about the doctor or health care professional you get MOST of your medical care from...] How helpful is your doctor in... [INSERT; RANDOMIZE] – very helpful, somewhat helpful, or not helpful at all?

Based on those who have a regular doctor [N=2,272]

	VERY	SOME- WHAT	NOT AT ALL	(VOL.) DOES NOT APPLY	DON'T KNOW	REFUSED
a. Giving you an accurate medical diagnosis	78	18	2	1	1	*
b. Providing emotional support	57	26	9	5	1	1
c. Providing the medical or health information you need	76	19	2	1	*	1
d. Finding effective treatment strategies for you	72	20	3	3	1	1
e. Coordinating your overall health care	71	24	3	1	1	*

- Q32** Overall, who do you think is more helpful when you need... [INSERT FIRST ITEM] – health professionals like doctors and nurses, OR other sources, such as fellow patients, friends and family? And who is more helpful when you need... [INSERT NEXT ITEM; RANDOMIZE]? READ AS NECESSARY: Professional sources like doctors and nurses, OR other sources, such as fellow patients, friends and family?

	PRO- FESSIONALS	OTHER SOURCES	(VOL.) BOTH EQUALLY	DON'T KNOW	REFUSED
a. An accurate medical diagnosis	91	5	2	2	*
b. Emotional support in dealing with a health issue	30	59	5	4	2
c. Practical advice for coping with day-to-day health situations	43	46	6	3	1
d. Information about alternative treatments	63	24	5	6	1
e. Information about prescription drugs	85	9	3	3	1
f. A quick remedy for an everyday health issue	41	51	4	3	1
g. A recommendation for a doctor or specialist	62	27	6	4	1
h. A recommendation for a hospital or other medical facility	62	27	6	4	1

MODEMA At home, do you connect to the internet through a dial-up telephone line, or do you have some other type of connection, such as a DSL-enabled phone line, a cable TV modem, a wireless connection, a fiber optic connection such as FIOS or a T-1?⁴³

Based on those who use the internet from home

	DIAL-UP	TOTAL HIGH SPEED	----- DSL	----- CABLE MODEM	----- WIRELESS	----- FIBER OPTIC ⁴⁴	----- T-1	OTHER	DK	REF.
Current [N=1,947]	7	86	29	31	20	6	1	2	4	1
May 2010 [N=1,659]	7	86	27	33	20	5	1	2	4	1
Jan 2010 [N=1,573]	7	88	29	38	18	4	*	1	3	1
Dec 2009 [N=1,582]	9	86	28	37	17	3	1	2	4	1
Sept 2009 [N=1,584]	7	87	30	37	15	4	*	2	3	2
April 2009 [N=1,567]	9	86	29	36	15	4	1	2	3	1
Dec 2008 [N=1,538]	13	80	30	32	15	3	*	1	5	--
Nov 2008 [N=1,481]	12	82	33	34	13	3	*	1	5	--
Aug 2008 [N=1,543]	13	81	37	30	10	3	1	1	5	--
July 2008 [N=1,797]	14	81	35	30	13	3	1	1	4	--
May 2008 [N=1,463]	15	79	36	31	9	2	*	1	5	--
Dec 2007 [N=1,483]	18	77	34	31	10	2	1	1	3	--
Sept 2007 [N=1,575]	20	73	34	30	8	2	n/a	1	6	--
Feb 2007 [N=1,406]	23	70	35	28	6	1	n/a	1	6	--
Aug 2006 [N=1,787]	28	68	34	30	3	1	n/a	1	3	--
Dec 2005 [N=1,715]	35	61	29	27	4	1	n/a	1	3	--
June 2005 [N=1,204]	44	53	24	25	3	1	n/a	1	1	--
Feb 2005 [N=1,287]	47	50	22	25	3	1	n/a	1	3	--
Jan 2005 [N=1,261]	48	50	21	26	2	1	n/a	1	1	--
Feb 2004 [N=1,241]	55	42	18	23	1	1	n/a	1	2	--
Nov 2003 [N=1,199]	62	35	13	21	1	*	n/a	1	2	--

Q33 Thinking about your high-speed internet service at home, do you subscribe to a basic broadband service, or do you pay extra for a premium service that promises faster speed?

Based on internet users who have high-speed internet at home

	CURRENT		MAY 2010	JAN 2010	APRIL 2009	MAY 2008
%	49	Subscribe to basic service	51	49	53	54
	37	Subscribe to premium service at higher price	36	39	34	29
	13	Don't know	12	9	10	16
	2	Refused	1	2	2	*
	[n=1,657]		[n=1,413]	[n=1,376]	[n=681]	[n=1,119]

⁴³ From September 2009 thru January 2010, the question asking about type of home internet connection (MODEM) was form split. MODEMA was asked of Form A respondents who use the internet from home. MODEMB was asked of Form B respondents who use the internet from home. Trend results shown here reflect combined MODEMA and MODEMB percentages. Form B respondents who answered "satellite," fixed wireless provider," or "other wireless such as an Aircard or cell phone" have been combined in the "Wireless" column in the table.

⁴⁴ In Sept. 2007 and before, "Fiber optic connection" and "T-1 connection" were collapsed into one category. Percentage for "Fiber optic connection" reflects the combined "Fiber-optic/T-1" group.

A few last questions for statistical purposes only...

VET1 Have you ever served on active duty in the United States Armed Forces, either in the regular military or in a National Guard or military reserve unit? Active duty does not include training for the Reserves or National Guard, but DOES include activation, for example, for the Persian Gulf War.

	<u>CURRENT</u>	
%	13	Yes
	87	No
	*	Don't know
	*	Refused

VET2 In the past 12 months, have you received some or all of your health care from a V-A hospital or clinic?

Based on veterans [N=354]

	<u>CURRENT</u>	
%	14	Yes, all of my healthcare
	9	Yes, some of my healthcare
	77	No, no VA healthcare received
	0	Don't know
	1	Refused

INS1 Now I would like to ask you about any health insurance you CURRENTLY have that helps pay for the cost of health care. I'm going to read a list of a few types of health insurance, and I'd like you to tell me which of these you have, if any. (First,) are you now PERSONALLY covered by [INSERT IN ORDER]?

[IF RESPONDENT NOT SURE WHICH INSURANCE IS INCLUDED: Please think about insurance plans that cover the costs of doctor and hospital bills IN GENERAL, and NOT those that cover ONLY dental or eye care or the costs of caring for specific diseases.]

[IF RESPONDENTS TRY TO TELL TYPE THEY HAVE INSTEAD OF GOING THROUGH THE LIST: I'm sorry but I have to ask about each type of insurance for the survey. Just tell me 'no' if you don't have this type.]

	YES	NO	DON'T KNOW	REFUSED
a. Private health insurance offered through an employer or union? [IF "NO": This could be insurance through a current job, a former job, your job or someone else's job.]	52	46	1	1
b. A private health insurance plan that you bought yourself	18	81	*	1
c. Medicaid, [IF STATE CALIFORNIA: Medi-Cal], or some other type of state medical assistance for low-income people	15	84	1	*
d. Medicare, the government program that pays health care bills for people over age 65 and for some disabled people	21	78	1	*
<i>Item E based on those who are not insured through private health insurance, Medicaid, or Medicare [N=513]</i>				
e. Health insurance through ANY other source, including military or veteran's coverage	10	87	1	2

INS2 Medicare is health insurance coverage most people receive when they turn 65 and are eligible for Social Security. This includes different kinds of health plans offered THROUGH the Medicare program — like the plans called H-M-Os. Are you now covered by Medicare or by ANY Medicare plan?

Based on those age 65 and older who are not covered by Medicare [N=91]

	CURRENT	
%	42	Yes, covered
	48	No, not covered
	8	Don't know
	1	Refused

INS3 Does this mean you personally have NO health insurance now that would cover your doctor or hospital bills?

Based on those who are not covered by any health insurance or are undesignated [N=446]

	<u>CURRENT</u>	
%	89	I do NOT have health insurance
	8	I HAVE some kind of health insurance
	1	Don't know
	2	Refused

DIS001 Thinking again about your own health... Do you have serious difficulty hearing?

	<u>CURRENT</u>	
%	9	Yes
	90	No
	*	Don't know
	*	Refused

DIS002 Are you blind or do you have serious difficulty seeing even when wearing glasses?

	<u>CURRENT</u>	
%	7	Yes
	93	No
	*	Don't know
	*	Refused

DIS003 Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?

	<u>CURRENT</u>	
%	11	Yes
	89	No
	*	Don't know
	*	Refused

DIS004 Do you have serious difficulty walking or climbing stairs?

	<u>CURRENT</u>	
%	15	Yes
	84	No
	*	Don't know
	*	Refused

DIS005 Do you have difficulty dressing or bathing?

	<u>CURRENT</u>	
%	3	Yes
	97	No
	*	Don't know
	*	Refused

DIS006 Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping?

	<u>CURRENT</u>	
%	8	Yes
	92	No
	*	Don't know
	*	Refused

DIS4 Do you have any disability or illness that makes it harder or impossible for you to use the Internet, or not?

	<u>CURRENT</u>	
%	2	Yes
	97	No
	1	Don't know
	*	Refused

CARE2 In the past 12 months, have you provided UNPAID care to an adult relative or friend 18 years or older to help them take care of themselves? Unpaid care may include help with personal needs or household chores. It might be managing a person's finances, arranging for outside services, or visiting regularly to see how they are doing. This person need not live with you.

[IF RESPONDENT ASKS DOES GIVING MONEY COUNT:] Aside from giving money, do you provide any other type of unpaid care to help them take care of themselves, such as help with personal needs, household chores, arranging for outside services, or other things?

	<u>CURRENT</u>	
%	27	Yes
	72	No
	*	Don't know
	*	Refused

CARE3 Do you provide this type of care to just one adult, or do you care for more than one adult?

Based on those who provide unpaid care to adults [N=790]

	<u>CURRENT</u>	
%	66	One adult only
	33	Provide care to multiple adults
	*	Don't know
	*	Refused

CARE4 Is this person a parent of yours, or not?

CARE5 Are any of the adults you care for a parent of yours, or not?

Based on those who provide unpaid care to adults [N=790]

	<u>CURRENT</u>	
%	38	Yes, parent
	62	No, not a parent
	*	Don't know
	*	Refused

CARE6 In the past 12 months, have you provided UNPAID care to any CHILD under the age of 18 because of a medical, behavioral, or other condition or disability? This could include care for ongoing medical conditions or serious short-term conditions, emotional or behavioral problems, or developmental problems, including mental retardation.

	<u>CURRENT</u>	
%	5	Yes
	94	No
	*	Don't know
	*	Refused

THANK RESPONDENT: That concludes our interview. The results of this survey are going to be used by a non-profit research organization called the Pew Research Center's Internet & American Life Project, which is looking at the impact of the internet on people's lives. A report on this survey will be issued by the project in a few months and you can find the results at its web site, which is www.pewinternet.org. Thanks again for your time. Have a nice day/evening.

Methodology

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 International between August 9 and September 13, 2010, among a sample of 3,001 adults, age 18 and older. Interviews were conducted in English and Spanish. For results based on the total sample, one can say with 95% confidence that the error attributable to sampling is plus or minus 2.5 percentage points. For results based Internet users (n=2,065), the margin of sampling error is plus or minus 2.9 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.

A combination of landline and cellular random digit dial (RDD) samples was used to represent all adults in the continental United States who have access to either a landline or cellular telephone. Both samples were provided by Survey Sampling International, LLC (SSI) according to PSRAI specifications. The landline sample for this survey was designed to generalize to the U.S. adult population and to oversample African-Americans and Hispanics. To achieve these objectives in a cost effective manner, the design uses standard *list-assisted random digit dialing* (RDD) methodology, but telephone numbers are drawn disproportionately from telephone exchanges with higher than average density of African-American and/or Hispanic households. The cellular sample was not list-assisted, but was drawn through a systematic sampling from dedicated wireless 100-blocks and shared service 100-blocks with no directory-listed landline numbers.

New sample was released daily and was kept in the field for at least five days. The sample was released in replicates, which are representative subsamples of the larger population. This ensures that complete call procedures were followed for the entire sample. At least 7 attempts were made to complete an interview at a sampled telephone number. The calls were staggered over times of day and days of the week to maximize the chances of making contact with a potential respondent. Each number received at least one daytime call in an attempt to find someone available. For the landline sample, half of the time interviewers first asked to speak with the youngest adult male currently at home. If no male was at home at the time of the call, interviewers asked to speak with the youngest adult female. For the other half of the contacts interviewers first asked to speak with the youngest adult female currently at home. If no female was available, interviewers asked to speak with the youngest adult male at home. For the cellular sample, interviews were conducted with the person who answered the phone. Interviewers verified that the person was an adult and in a safe place before administering the survey. Cellular sample respondents were offered a post-paid cash incentive for their participation. All interviews completed on any given day were considered to be the final sample for that day.

Disproportionate sampling and non-response in telephone interviews can produce biases in survey-derived estimates. The dataset was weighted in two stages. The first stage of weighting corrected for the disproportionate landline sample design and also accounted for the overlapping landline and cellular sample frames as well as different probabilities of selection associated with the number of adults in the household. The second stage of weighting matched overall sample demographics to population parameters. The demographic weighting parameters are derived from a special analysis of the most recently available Census Bureau's March 2009 Annual Social and Economic Supplement. This analysis produces population parameters for the demographic characteristics of adults age 18 or older. 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.

Following is the full disposition of all sampled telephone numbers:

Table 1: Sample Disposition

Landline	Cell	
53,160	17,075	Total Numbers Dialed
2,613	441	Non-residential
2,430	32	Computer/Fax
21	---	Cell phone
27,936	6,428	Other not working
4,308	311	Additional projected not working
15,852	9,863	Working numbers
29.8%	57.8%	Working Rate
1,436	104	No Answer / Busy
2,734	2,370	Voice Mail
84	17	Other Non-Contact
11,598	7,372	Contacted numbers
73.2%	74.7%	Contact Rate
1,020	1,027	Callback
8,303	4,597	Refusal
2,275	1,748	Cooperating numbers
19.6%	23.7%	Cooperation Rate
158	60	Language Barrier
---	646	Child's cell phone
2,117	1,042	Eligible numbers
93.1%	59.6%	Eligibility Rate
116	42	Break-off
2,001	1,000	Completes
94.5%	96.0%	Completion Rate
13.6%	17.0%	Response Rate

The disposition reports all of the sampled telephone numbers ever dialed from the original telephone number samples. The response rate estimates the fraction of all eligible respondents in the sample that were ultimately interviewed. At PSRAI it is calculated by taking the product of three component rates:

- Contact rate – the proportion of working numbers where a request for interview was made
- Cooperation rate – the proportion of contacted numbers where a consent for interview was at least initially obtained, versus those refused
- Completion rate – the proportion of initially cooperating and eligible interviews that were completed

Thus the response rate for the landline sample was 13.6 percent. The response rate for the cellular sample was 17.0 percent.

Endnotes

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- ⁱ May 2010 trends based on the Spring Change Assessment 2010 survey, conducted April 29 – May 30, 2010 [N=2,252, including 744 cell phone interviews].
- ⁱⁱ September 2009 trends based on the September Tracking 2009 survey, conducted August 18 – September 14, 2009 [N=2,253, including 560 cell phone interviews].
- ⁱⁱⁱ April 2009 trends based on the Spring 2009 Tracking survey, conducted March 26-April 19, 2009 [N=2,253, including 561 cell phone interviews].
- ^{iv} December 2008 trends based on the Fall Tracking survey, conducted November 19-December 20, 2008 [N=2,253, including 502 cell phone interviews]. Trends do not include California oversample.
- ^v January 2010 trends based on the Online News survey, conducted December 28, 2009 – January 19, 2010 [N=2,259, including 562 cell phone interviews].
- ^{vi} December 2009 trends based on the Fall Tracking “E-Government” survey, conducted November 30 – December 27, 2009 [N=2,258, including 565 cell phone interviews].
- ^{vii} November 2008 trends based on the Post-Election 2008 Tracking survey, conducted November 20-December 4, 2008 [N=2,254].
- ^{viii} August 2008 trends based on the August Tracking 2008 survey, conducted August 12-31, 2008 [N=2,251].
- ^{ix} July 2008 trends based on the Personal Networks and Community survey, conducted July 9-August 10, 2008 [N=2,512, including 505 cell phone interviews].
- ^x May 2008 trends based on the Spring Tracking 2008 survey, conducted April 8-May 11, 2008 [N=2,251].
- ^{xi} April 2008 trends based on the Networked Workers survey, conducted March 27-April 14, 2008. Most questions were asked only of full- or part-time workers [N=1,000], but trend results shown here reflect the total sample [N=2,134].
- ^{xii} January 2008 trends based on the Networked Families survey, conducted December 13, 2007-January 13, 2008 [N=2,252].
- ^{xiii} December 2007 trends based on the Annual Gadgets survey, conducted October 24-December 2, 2007 [N=2,054, including 500 cell phone interviews].
- ^{xiv} September 2007 trends based on the Consumer Choice survey, conducted August 3-September 5, 2007 [N=2,400, oversample of 129 cell phone interviews].
- ^{xv} February 2007 trends based on daily tracking survey conducted February 15-March 7, 2007 [N=2,200].
- ^{xvi} December 2006 trends based on daily tracking survey, conducted November 30 - December 30, 2006 [N=2,373].
- ^{xvii} November 2006 trends based on Post-Election tracking survey, conducted Nov. 8-Dec. 4, 2006 [N=2,562]. This includes an RDD sample [N=2,362] and a cell phone only sample [N=200]. Results reflect combined samples, where applicable.
- ^{xviii} August 2006 trends based on daily tracking survey, conducted August 1-31, 2006 [N=2,928].
- ^{xix} April 2006 trends based on the Annual Gadgets survey, conducted Feb. 15-Apr. 6, 2006 [N=4,001].
- ^{xx} February 2006 trends based on the Exploratorium Survey, conducted Jan. 9-Feb. 6, 2006 [N=2,000].
- ^{xxi} December 2005 trends based on daily tracking survey conducted Nov. 29-Dec. 31, 2005 [N=3,011].
- ^{xxii} September 2005 trends based on daily tracking survey conducted Sept. 14-Oct.13, 2005 [N=2,251].
- ^{xxiii} June 2005 trends based on the Spyware Survey, conducted May 4-June 7, 2005 [N=2,001].
- ^{xxiv} February 2005 trends based on daily tracking survey conducted Feb. 21-March 21, 2005 [N=2,201].
- ^{xxv} January 2005 trends based on daily tracking survey conducted Jan. 13-Feb.9, 2005 [N=2,201].

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- ^{xxvi} November 23-30, 2004 trends based on the November 2004 Activity Tracking Survey, conducted November 23-30, 2004 [N=914].
- ^{xxvii} November 2004 trends based on the November Post-Election Tracking Survey, conducted Nov 4-Nov 22, 2004 [N=2,200].
- ^{xxviii} June 2004 trends based on daily tracking survey conducted May 14-June 17, 2004 [N=2,200].
- ^{xxix} February 2004 trends based on daily tracking survey conducted February 3-March 1, 2004 [N=2,204].
- ^{xxx} November 2003 trends based on daily tracking survey conducted November 18-December 14, 2003 [N=2,013].
- ^{xxxi} August 2003 trends based on 'E-Government' survey conducted June 25-August 3, 2003 [N=2,925].
- ^{xxxii} June 2003 trends based on 'Internet Spam' survey conducted June 10-24, 2003 [N=2,200].
- ^{xxxiii} May 2003 trends based on daily tracking survey conducted April 29-May 20, 2003 [N=1,632].
- ^{xxxiv} March 3-11, 2003 trends based on daily tracking survey conducted March 3-11, 2003 [N=743].
- ^{xxxv} February 2003 trends based on daily tracking survey conducted February 12-March 2, 2003 [N=1,611].
- ^{xxxvi} December 2002 trends based on daily tracking survey conducted Nov. 25-Dec. 22, 2002 [N=2,038].
- ^{xxxvii} November 2002 trends based on daily tracking survey conducted October 30-November 24, 2002 [N=2,745].
- ^{xxxviii} October 2002 trends based on daily tracking survey conducted October 7-27, 2002 [N=1,677].
- ^{xxxix} September 2002 trends based on daily tracking survey conducted September 9-October 6, 2002 [N=2,092].
- ^{xi} July 2002 trends based on 'Sept. 11th-The Impact Online' survey conducted June 26-July 26, 2002 [N=2,501].
- ^{xii} March/May 2002 trends based on daily tracking surveys conducted March 1-31, 2002 and May 2-19, 2002.
- ^{xiii} January 2002 trends based on a daily tracking survey conducted January 3-31, 2002 [N=2,391].
- ^{xliii} December 2001 trends represent a total tracking period of December 1-23, 2001 [N=3,214]. This tracking period based on daily tracking surveys conducted December 17-23, 2001 and November 19-December 16, 2001.
- ^{xliii} November 2001 trends represent a total tracking period of November 1-30, 2001 [N=2,119]. This tracking period based on daily tracking surveys conducted October 19 – November 18, 2001 and November 19 – December 16, 2001.
- ^{xliii} October 2001 trends represent a total tracking period of October 1-31, 2001 [N=1,924]. This tracking period based on daily tracking surveys conducted September 20 – October 1, 2001, October 2-7, 2001, October 8-18, 2001, and October 19 – November 18, 2001.
- ^{xliii} September 2001 trends represent a total tracking period of September 1-30, 2001 [N=742]. This tracking period based on daily tracking surveys conducted August 13-September 10, 2001, September 12-19, 2001 and September 20 – October 1, 2001.
- ^{xliii} August 2001 trends represent a total tracking period of August 12-31, 2001 [N=1,505]. This tracking period based on a daily tracking survey conducted August 13-September 10, 2001.
- ^{xliii} February 2001 trends based on a daily tracking survey conducted February 1, 2001-March 1, 2001 [N=2,096].
- ^{xlix} December 2000 trends based on a daily tracking survey conducted December 2-22, 2000 [N=2,383].
- ⁱ November 2000 trends based on a daily tracking survey conducted November 2, 2000 – December 1 [N=6,322].
- ⁱⁱ October 2000 trends based on a daily tracking survey conducted October 2 – November 1, 2000 [N=3,336].
- ⁱⁱⁱ September 2000 trends based on a daily tracking survey conducted September 15 – October 1, 2000 [N=1,302].
- ⁱⁱⁱⁱ August 2000 trends based on a daily tracking survey conducted July 24 – August 20, 2000 [N=2,109].
- ^{lv} June 2000 trends based on a daily tracking survey conducted May 2 – June 30, 2000 [N=4,606].
- ^{lv} May 2000 trends based on a daily tracking survey conducted April 1 – May 1, 2000 [N=2,503].
- ^{lvi} Fall 2000 figures based on a daily tracking survey conducted September 15 – December 22, 2000 [N=13,342].
- ^{lvii} March 2000 figures based on a daily tracking survey conducted March 1 – March 31, 2000 [N=3,533].
- ^{lviii} March 12-19, 2003 trends based on daily tracking survey conducted March 12-19, 2003 [N=883].