

**ICR**

Media, Pennsylvania 19063

Job #N949  
December 3, 1998  
CLIRT1203QN.DOC  
OMB #3084-0116

**FTC RENT-TO-OWN CUSTOMER SURVEY QUESTIONNAIRE**

**Screening**

RO-1. Now I want to ask you whether you have rented anything from a rent-to-own store in the last five years. Rent-to-own stores rent household and personal items such as televisions, furniture, appliances, and jewelry. If you keep renting the item long enough, the item becomes yours to keep. Rent-to-own stores are sometimes called rental-purchase stores.

Have you rented anything from a rent-to-own store in the last five years, that is, since approximately (December 1993/January 1994/February 1994)?

- |   |            |                                            |
|---|------------|--------------------------------------------|
| 1 | Yes        | QUALIFIED. CONTINUE                        |
| 2 | No         | NOT QUALIFIED. GO TO NEXT SECTION OF EXCEL |
| D | Don't Know | NOT QUALIFIED. GO TO NEXT SECTION OF EXCEL |
| R | Refused    | NOT QUALIFIED. GO TO NEXT SECTION OF EXCEL |

**Main Questionnaire**

RO-2. Please tell me all of the items that you rented from rent-to-own stores in the last five years, that is, since approximately (December 1993/January 1994/February 1994). If you rented the same type of item more than once, for example, two different TV's, please tell me that.

PROBE: Is there anything else you rented in the last five years? (PROBE UNTIL UNPRODUCTIVE OR UNTIL 20 ITEMS ARE LISTED.)

(NOTE: IF RESPONDENT SAYS, "3 TV's", FOR EXAMPLE, WRITE "TV1", "TV2", "TV3" ON THREE SEPARATE LINES.)

(IF RESPONDENT'S ANSWER IS A "SET", ETC., PROBE FOR ITEMS IN THE SET AND LIST THEM SEPARATELY. FOR EXAMPLE, IF RESPONDENT SAYS "WASHER AND DRYER", LIST THOSE AS TWO SEPARATE ITEMS. IF RESPONDENT SAYS "LIVING ROOM SET", PROBE: "What was included in the living room set?", IF RESPONSE TO THE PROBE IS "SOFA, CHAIR, AND TABLE", LIST THIS AS THREE SEPARATE ITEMS.)

(NOTE: **DO NOT LIST**: CARS, TRUCKS, TOOLS, CONSTRUCTION EQUIPMENT, MUSICAL INSTRUMENTS, MEDICAL EQUIPMENT, REAL ESTATE. IF RESPONDENT MENTIONS ITEMS OF THIS TYPE, SAY: "For the purpose of this survey, we will not count items of this type.")

- 0 (SPECIFY ITEM 1 - 20) \_\_\_\_\_
- N No additional items (VALID FOR ITEMS 2 - 20 ONLY)
- D Don't Know
- R Refused

(IF 20 ITEMS LISTED IN Q.2 ASK Q.2A, OTHERWISE SKIP TO INSTRUCTION FOLLOWING Q.2B.)

RO-2A Is there anything else you rented from the rent-to-own store in the last 5 years?

- 1 Yes ASK Q.2B
- 2 No SKIP TO INSTRUCTION FOLLOWING Q.2B
- D Don't Know SKIP TO INSTRUCTION FOLLOWING Q.2B
- R Refused SKIP TO INSTRUCTION FOLLOWING Q.2B

*Rent-to-Own Customer Survey Questionnaire*

RO-2B Approximately how many other items did you rent from a rent-to-own store in the last 5 years (aside from those we listed)?

\_\_\_\_\_ ENTER NUMBER (1-996)  
DD Don't Know  
RR Refused

(PROGRAMMER NOTE: RECORD THE TOTAL NUMBER OF ITEMS LISTED IN Q.2 AND Q.2B AND DISPLAY FOR ANNOTATES.)

(PROGRAMMER NOTE: IF NO VALID ITEMS LISTED IN Q.2 GO TO NEXT SECTION OF EXCEL; OTHERWISE CONTINUE.)

(IF ONLY ONE VALID ITEM LISTED IN Q.2, SELECT THIS ITEM AND GO TO Q.4. RECORD ITEM SELECTED: \_\_\_\_\_.)

(IF MORE THAN ONE VALID ITEM LISTED IN Q.2, SELECT A RANDOM ITEM. RECORD ITEM SELECTED: \_\_\_\_\_. CONTINUE WITH Q.3.)

QUESTIONS FOR RESPONDENTS WITH MORE THAN ONE ITEM IN Q.2:

RO-3. Were (both/all) of these items rented on the same day?

- 1 Yes
- 2 No
- D Don't Know
- R Refused

**QUESTIONS FOR RESPONDENTS WITH ANY VALID ITEM(S) IN Q.2:**

RO-4. (IF Q.2=2+: Now I want to ask you when you began renting each of the items you listed. I'll read through the list of items, and for each item, please tell me whether you began renting the item less than 6 months ago, between 6 months and 1 year ago, between 1 and 2 years ago, or more than 2 years ago.

When did you begin renting the (READ EACH Q.2 ITEM ONE AT A TIME)?  
Was it less than 6 months ago, between 6 months and 1 year ago, between 1 and 2 years ago, or more than 2 years ago?)

(IF Q.2=ONLY 1: When did you begin renting the (Q.2 ITEM)? Was it less than 6 months ago, between 6 months and 1 year ago, between 1 and 2 years ago, or more than 2 years ago?)

- 1 Less than 6 months ago
- 2 Between 6 months and 1 year ago
- 3 Between 1 and 2 years ago
- 4 More than 2 years ago
- D (DO NOT READ) Don't Know
- R (DO NOT READ) Refused

(PROGRAM NOTE: SUMMARIZE THE NUMBER OF CODE 1/2/3/4/D/R RESPONSES PER RESPONDENT FOR Q.4 AND DISPLAY.)

*Rent-to-Own Customer Survey Questionnaire*

RO-5. (IF Q.2=2+: Now I want to ask you what happened to each of the items you rented. I'll read through the list of items again, and for each item, please tell me whether you are still renting the item, whether you purchased it from the rent-to-own store, or whether it was returned to the rent-to-own store. Count the item as purchased if you either rented it long enough that it became yours, or if you purchased it from the rent-to-own store by paying it off early. Count the item as returned to the rent-to-own store if it was taken back to the store either by you or by the store.

What happened to the (READ EACH Q.2 ITEM ONE AT A TIME)? Are you still renting it, did you purchase it from the rent-to-own store, or was it returned to the rent-to-own store?)

(IF Q.2=ONLY 1: Now I want to ask you what happened to the (Q.2 ITEM). Are you still renting it, did you purchase it from the rent-to-own store, or was it returned to the rent-to-own store? Count the item as purchased if you either rented it long enough that it became yours, or if you purchased it from the rent-to-own store by paying it off early. Count the item as returned to the rent-to-own store if it was taken back to the store either by you or by the store.)

- 1 Still renting
- 2 Purchased from the rent-to-own store
- 3 Returned to the rent-to-own store
- 7 (DO NOT READ) Other (SPECIFY) \_\_\_\_\_
- D (DO NOT READ) Don't Know
- R (DO NOT READ) Refused

(PROGRAM NOTE: SUMMARIZE THE NUMBER OF CODE 1/2/3/7/D/R RESPONSES PER RESPONDENT FOR Q.5 AND DISPLAY.)

*Rent-to-Own Customer Survey Questionnaire*

(PROGRAM NOTE: Q.6A, 6B AND 6C ARE DATA LOCATIONS TO DETERMINE THE NEXT APPROPRIATE QUESTION TO BE ASKED.)

RO-6A. DISPLAY Q.2 ITEM/RANDOM Q.2 ITEM SELECTED EARLIER.

RO-6B RECORD THE Q.4 RESPONSE FOR THE SELECTED ITEM DISPLAYED IN Q.6A.

- 1 Less than 6 months ago
- 2 Between 6 months and 1 year ago
- 3 Between 1 and 2 years ago
- 4 More than 2 years ago
- D (DO NOT READ) Don't Know
- R (DO NOT READ) Refused

RO-6C RECORD THE Q.5 RESPONSE FOR THE SELECTED ITEM DISPLAYED IN Q.6A.

- |   |                                      |                         |
|---|--------------------------------------|-------------------------|
| 1 | Still renting                        | ASK Q.7 THEN GO TO Q.11 |
| 2 | Purchased from the rent-to-own store | ASK Q.7 THEN GO TO Q.8  |
| 3 | Returned to the rent-to-own store    | ASK Q.7 THEN GO TO Q.9  |
| 7 | (DO NOT READ) Other (SPECIFY) _____  | ASK Q.7 THEN GO TO Q.10 |
| D | (DO NOT READ) Don't Know             | ASK Q.7 THEN GO TO Q.11 |
| R | (DO NOT READ) Refused                | ASK Q.7 THEN GO TO Q.11 |

RO-7. Now I want to ask you some questions about your experience renting the (SELECTED Q.2 ITEM).

(NOTE: IF SELECTED ITEM IS SOMETHING THE RESPONDENT LISTED MORE THAN ONE OF, FOR EXAMPLE, "TV1", "TV2", or "TV3", SAY: "the first/second/third television you mentioned".)

When you first began renting the (SELECTED Q.2 ITEM), did you intend to rent it long enough to purchase it from the rent-to-own store, or did you intend to rent it only for awhile and then return it to the store, or weren't you sure at the time?

- 1 Intended to rent it long enough to purchase it from the rent-to-own store
- 2 Intended to rent it only for awhile and then return it
- 3 Wasn't sure at the time
- D (DO NOT READ) Don't Know
- R (DO NOT READ) Refused

*Rent-to-Own Customer Survey Questionnaire*

**QUESTIONS FOR RESPONDENTS WITH ITEM "PURCHASED" IN Q.5:**

RO-8. You mentioned earlier that you purchased the (SELECTED Q.2 ITEM) from the rent-to-own store. For approximately how long did you make payments before it became yours to keep? Was it more than a year or was it 1 year or less?

- |   |                  |              |
|---|------------------|--------------|
| 1 | More than a year | SKIP TO Q.8B |
| 2 | 1 year or less   | CONTINUE     |
| D | Don't Know       | SKIP TO Q.11 |
| R | Refused          | SKIP TO Q.11 |

RO-8A. Was it...?

- |   |                             |              |
|---|-----------------------------|--------------|
| 1 | Less than 3 months,         | SKIP TO Q.11 |
| 2 | Between 3 and 6 months,     | SKIP TO Q.11 |
| 3 | Between 6 months and 1 year | SKIP TO Q.11 |
| D | (DO NOT READ) Don't Know    | SKIP TO Q.11 |
| R | (DO NOT READ) Refused       | SKIP TO Q.11 |

RO-8B. (IF Q.8 = 1) Was it...?

- |   |                               |              |
|---|-------------------------------|--------------|
| 1 | Between 1 year and 1 ½ years, | SKIP TO Q.11 |
| 2 | Between 1 ½ and 2 years,      | SKIP TO Q.11 |
| 3 | Between 2 and 2 ½ years,      | SKIP TO Q.11 |
| 4 | More than 2 ½ years           | SKIP TO Q.11 |
| D | (DO NOT READ) Don't Know      | SKIP TO Q.11 |
| R | (DO NOT READ) Refused         | SKIP TO Q.11 |

**QUESTIONS FOR RESPONDENTS WITH ITEM "RETURNED" IN Q.5:**

RO-9. You mentioned earlier that the (SELECTED Q.2 ITEM) was returned to the rent-to-own store. For approximately how long did you rent it before it was returned? Was it more than a year or was it 1 year or less?

- |   |                  |              |
|---|------------------|--------------|
| 1 | More than a year | SKIP TO Q.9B |
| 2 | 1 year or less   | CONTINUE     |
| D | Don't Know       | SKIP TO Q.9C |
| R | Refused          | SKIP TO Q.9C |

*Rent-to-Own Customer Survey Questionnaire*

RO-9A. Was it...?

- |   |                             |              |
|---|-----------------------------|--------------|
| 1 | Less than 3 months,         | SKIP TO Q.9C |
| 2 | Between 3 and 6 months,     | SKIP TO Q.9C |
| 3 | Between 6 months and 1 year | SKIP TO Q.9C |
| D | (DO NOT READ) Don't Know    | SKIP TO Q.9C |
| R | (DO NOT READ) Refused       | SKIP TO Q.9C |

RO-9B. (IF Q.9 = 1) Was it...?

- |   |                               |          |
|---|-------------------------------|----------|
| 1 | Between 1 year and 1 ½ years, | CONTINUE |
| 2 | Between 1 ½ and 2 years,      | CONTINUE |
| 3 | Between 2 and 2 ½ years,      | CONTINUE |
| 4 | More than 2 ½ years           | CONTINUE |
| D | (DO NOT READ) Don't Know      | CONTINUE |
| R | (DO NOT READ) Refused         | CONTINUE |

RO-9C. Why was the (SELECTED Q.2 ITEM) returned to the rent-to-own store?  
(PROBE: "Was there any other reason?")  
(PROBE UNTIL UNPRODUCTIVE. WHERE APPLICABLE, PROBE FOR  
CLARIFICATION: "What do you mean by (REPEAT RESPONSE)?")

- |   |                          |
|---|--------------------------|
| 1 | Response Given (SPECIFY) |
| D | Don't Know               |
| R | Refused                  |

(NOW SKIP TO Q.11)

QUESTIONS FOR RESPONDENTS WITH ITEM "OTHER" IN Q.5:

RO-10. You mentioned earlier that the (SELECTED Q.2 ITEM) was (SPECIFIED OTHER RESPONSE LISTED IN Q.5). For approximately how long did you rent it before it was (SPECIFIED OTHER RESPONSE LISTED IN Q.5)? Was it more than a year or was it 1 year or less?

- |   |                  |               |
|---|------------------|---------------|
| 1 | More than a year | SKIP TO Q.10B |
| 2 | 1 year or less   | CONTINUE      |
| D | Don't Know       | SKIP TO Q.10C |
| R | Refused          | SKIP TO Q.10C |



*Rent-to-Own Customer Survey Questionnaire*

RO-10A. Was it...?

- |   |                             |               |
|---|-----------------------------|---------------|
| 1 | Less than 3 months,         | SKIP TO Q.10C |
| 2 | Between 3 and 6 months,     | SKIP TO Q.10C |
| 3 | Between 6 months and 1 year | SKIP TO Q.10C |
| D | (DO NOT READ) Don't Know    | SKIP TO Q.10C |
| R | (DO NOT READ) Refused       | SKIP TO Q.10C |

RO-10B. (IF Q.10 = 1) Was it...?

- |   |                               |          |
|---|-------------------------------|----------|
| 1 | Between 1 year and 1 ½ years, | CONTINUE |
| 2 | Between 1 ½ and 2 years,      | CONTINUE |
| 3 | Between 2 and 2 ½ years,      | CONTINUE |
| 4 | More than 2 ½ years           | CONTINUE |
| D | (DO NOT READ) Don't Know      | CONTINUE |
| R | (DO NOT READ) Refused         | CONTINUE |

RO-10C. You said the (SELECTED Q.2 ITEM) was (SPECIFIED OTHER RESPONSE IN Q.5). Can you explain to me what happened?

(WHERE APPROPRIATE, PROBE FOR CLARIFICATION: "What do you mean by (REPEAT RESPONSE)?")

(PROBE IF ITEM WAS "EXCHANGED": "Why was it exchanged?")

- |   |                          |
|---|--------------------------|
| 1 | Response Given (SPECIFY) |
| D | Don't Know               |
| R | Refused                  |

QUESTIONS FOR ALL RESPONDENTS:

RO-11. Now I want to ask you some questions about all of your experience renting from rent-to-own stores. Overall, how satisfied or dissatisfied are you with your experience with rent-to-own? Would you say you are...?

(ROTATE 5 TO 1 AND 1 TO 5)

- |   |                                    |
|---|------------------------------------|
| 5 | Very satisfied                     |
| 4 | Somewhat satisfied                 |
| 3 | Neither satisfied nor dissatisfied |
| 2 | Somewhat dissatisfied              |
| 1 | Very dissatisfied                  |
| D | (DO NOT READ) Don't Know           |
| R | (DO NOT READ) Refused              |

*Rent-to-Own Customer Survey Questionnaire*

RO-12. Why are you (Q.11 RESPONSE, IF D OR R SKIP TO Q.13) with rent-to-own?

(PROBE: "Are there any other reasons?")

(PROBE UNTIL UNPRODUCTIVE. WHERE APPLICABLE, PROBE FOR CLARIFICATION: "What do you mean by (REPEAT RESPONSE)?")

- 1 Response Given (SPECIFY)
- D Don't Know
- R Refused

RO-13. Sometimes people are late making a payment to a rent-to-own store. Were you ever late making a payment to a rent-to-own store?

- 1 Yes CONTINUE
- 2 No SKIP TO Q.16
- D Don't Know SKIP TO Q.16
- R Refused SKIP TO Q.16

QUESTIONS FOR RESPONDENTS WITH LATE PAYMENTS:

RO-14. How were you treated by rent-to-own stores when you were late making a payment? Would you say that the treatment you received was...?

(ROTATE 5 TO 1 AND 1 TO 5)

- 5 Very good
- 4 Good
- 3 Fair
- 2 Poor
- 1 Very poor
- D (DO NOT READ) Don't Know
- R (DO NOT READ) Refused

RO-15. Why do you say the treatment you received was (Q.14 RESPONSE, IF D OR R SKIP TO Q.16)?

(PROBE: "Anything else?")

(PROBE UNTIL UNPRODUCTIVE. WHERE APPLICABLE, PROBE FOR CLARIFICATION: "What do you mean by (REPEAT RESPONSE)?")

- 1 Response Given (SPECIFY)
- D Don't Know
- R Refused

*Rent-to-Own Customer Survey Questionnaire*

**QUESTIONS FOR ALL RESPONDENTS:**

RO-16. Is there anything else you would like to tell me about your experience with rent-to-own, either compliments or complaints?

(PROBE: "Anything else?")

(PROBE UNTIL UNPRODUCTIVE. WHERE APPLICABLE, PROBE FOR CLARIFICATION: "What do you mean by (REPEAT RESPONSE)?")

- 1 Response Given (SPECIFY)
- 2 No, nothing else
- D Don't Know
- R Refused

RO-17. For classification purposes, do you or anyone in your household have a...?  
(RESPONSE REQUIRED FOR EACH OF ITEMS a - d.)

- 1 Yes
- 2 No
- D Don't Know
- R Refused

a. Car or truck (DO NOT READ: either own outright, have auto loan, or lease)

(ROTATE b-d)

- b. Credit card
- c. Savings account
- d. Checking account



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## ICR DEMOGRAPHIC QUESTIONNAIRE

(ASK EVERYONE)

And finally, just a few questions for classification purposes only. . .

Z-1. Is your home owned or rented?

- 1 Owned
- 2 Rented
- D Don't Know
- R Refused

Z-2. Are you: (READ LIST)

- 1 Single, that is never married
- 2 Single, living with a partner
- 3 Married
- 4 Separated
- 5 Widowed, or
- 6 Divorced
- R (DO NOT READ) Refused

(ASK MALES)

Z-3. Would you consider yourself to be the male head of this household?

- 1 Yes
- 2 No
- D Don't Know
- R Refused

(SKIP TO Q.Z-4)

*ICR Demographic Questionnaire*

(ASK FEMALES)

Z-3. Would you consider yourself to be the female head of this household?

- 1 Yes
- 2 No
- D Don't Know
- R Refused

Z-4. Currently, are you yourself employed full-time, part-time, or not at all?

- 1 Full-time (SKIP TO Q.Z-6)
- 2 Part-time (SKIP TO Q.Z-6)
- 3 Not employed (GO TO Q.Z-5)
- R Refused (SKIP TO Q.Z-6)

(ASK IF NOT EMPLOYED IN Q.Z-4)

Z-5. Are you: (READ LIST)

- 1 Retired
- 2 A homemaker
- 3 A student, or
- 4 Temporarily unemployed
- 5 (DO NOT READ) Disabled/handicapped
- 0 (DO NOT READ) Other (SPECIFY) \_\_\_\_\_
- D (DO NOT READ) Don't Know
- R (DO NOT READ) Refused

Z-6. Including yourself, how many people are there living in your household?  
(RECORD SINGLE-DIGIT NUMBER)

- 8 Eight or more people
- R Refused

(IF 1 OR IF REFUSED, SKIP TO Q.Z-7)

*ICR Demographic Questionnaire*

Z-6A. How many of these are adults, 18 or older?  
(RECORD SINGLE-DIGIT NUMBER)

- 
- 8 Eight or more people  
R Refused

(IF 1 AND IF NUMBER IN Q.Z-6A IS LESS THAN Q.Z-6, SKIP TO Q.Z-6B)

Z-6AA. How many of these adults are male?  
(RECORD SINGLE-DIGIT NUMBER)

- 
- 0 None  
8 Eight or more people  
R Refused

Z-6AB. How many of these adults are female?  
(RECORD SINGLE-DIGIT NUMBER)

- 
- 0 None  
8 Eight or more people  
R Refused

Z-6B. How many are children 12 to 17?  
(RECORD SINGLE-DIGIT NUMBER)

- 
- 0 None  
8 Eight or more people  
R Refused

Z-6C. How many are children 6 to 11?  
(RECORD SINGLE-DIGIT NUMBER)

- 
- 0 None  
8 Eight or more people  
R Refused

ICR Demographic Questionnaire

Z-6D. How many are children under 6?  
(RECORD SINGLE-DIGIT NUMBER)

- \_\_\_\_\_
- 0 None
  - 8 Eight or more people
  - R Refused

IF TOTAL NUMBER OF ADULTS AND CHILDREN DO NOT EQUAL NUMBER IN Z-6,  
RE-ASK Z-6 THROUGH Z-6D

DI-22A. You mentioned there is (a) child(ren) between the ages of 12 and 17. Could you please me give me the age and gender of (the first/next) child?

\_\_\_\_\_ ENTER AGE OF FIRST/NEXT CHILD

\_\_\_\_\_ ENTER GENDER OF FIRST/NEXT CHILD  
(ASK FOR FIRST EIGHT (8) CHILDREN IN THIS AGE GROUP)

DI-22B. You mentioned there is (a) child(ren) between the ages of 6 and 11. Could you please me give me the age and gender of (the first/next) child?

\_\_\_\_\_ ENTER AGE OF FIRST/NEXT CHILD

\_\_\_\_\_ ENTER GENDER OF FIRST/NEXT CHILD

(ASK FOR FIRST EIGHT (8) CHILDREN IN THIS AGE GROUP)

DI-22C. You mentioned there is (a) child(ren) under the age of 6. Could you please me give me the age and gender of (the first/next) child?

\_\_\_\_\_ ENTER AGE OF FIRST/NEXT CHILD

\_\_\_\_\_ ENTER GENDER OF FIRST/NEXT CHILD

(ASK FOR FIRST EIGHT (8) CHILDREN IN THIS AGE GROUP)

Z-7. What is your age?  
(RECORD 2-DIGIT NUMBER)

\_\_\_\_\_

RR Refused

*ICR Demographic Questionnaire*

Z-8. What is the last grade of school you completed?  
(DO NOT READ LIST)

- 1 Less than high school graduate
- 2 High school graduate
- 3 Some college
- 4 Graduated college
- 5 Graduate school or more
- 6 Technical school/Other
- R Refused

Z-9. Is your total annual household income from all sources, and before taxes:  
(READ LIST)

- 1 Less than \$10,000
- 2 \$10,000 but less than \$15,000
- 3 \$15,000 but less than \$20,000
- 4 \$20,000 but less than \$25,000 (SKIP TO Q.Z-10)
- 5 \$25,000 but less than \$30,000
- 6 \$30,000 but less than \$40,000
- 7 \$40,000 but less than \$50,000
- 8 \$50,000 but less than \$75,000, or
- 9 \$75,000 and over (ASK Q.Z-9AA)
- D (DO NOT READ) Don't Know (ASK Q.Z-9A)
- R (DO NOT READ) Refused (ASK Q.Z-9A)

Z-9A. Is your total annual household income from all sources and before taxes under or over \$25,000?

- 1 \$25,000 and over, or
- 2 Under \$25,000
- D Don't Know
- R Refused

Z-9AA. Just to check, is that over or under \$100,000?

- 1 Over \$100,000
- 2 Under \$100,000
- D Don't Know
- R Refused



*ICR Demographic Questionnaire*

Z-10. Are you of Hispanic origin or background?

- 1 Yes (CONTINUE)
- 2 No (SKIP TO Q.Z-11)
- D Don't Know (SKIP TO Q.Z-11)
- R Refused (SKIP TO Q.Z-11)

Z-10A. Are you White Hispanic or Black Hispanic?

- 1 White
- 2 Black
- D Don't Know
- R Refused

(SKIP TO Q.Z-11A)

Z-11. Would you consider yourself to be White, Black or of some other race?

If "other" say: "I'm not referring to your nationality. I just want to know if you consider yourself white or black."

- 1 White
- 2 Black
- 3 Asian/Oriental/Chinese/Japanese
- 4 Native American/American Indian
- 0 Other (SPECIFY) \_\_\_\_\_
- R Refused

Z-11A. Generally speaking, do you usually think of yourself as:

If respondent gives answer such as: "conservative, liberal, vote for best man"

Probe: Would that be Republican, Democrat, or independent?

- 1 A Republican
- 2 A Democrat, or
- 3 An independent
- 7 (DO NOT READ) Other (SPECIFY) \_\_\_\_\_
- D (DO NOT READ) Don't Know
- R (DO NOT READ) Refused

*ICR Demographic Questionnaire*

Z-11B. Are you registered to vote at your present address?

- 1 Yes
- 2 No
- D Don't Know
- R Refused

Z-12. Besides the telephone number I reached you on, how many other telephone numbers, if any, does your household have that I could have reached you on?

An interviewer note will be on the screen instructing them not to count phone lines such as those dedicated to a fax or modem.  
(RECORD SINGLE-DIGIT NUMBER)

- 
- 0 None
  - R Refused

Sex of Respondent:

- 1 Male
- 2 Female

Respondent's Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_