STUDY SERIES
(Survey Methodology #2003-02)

**Final Report of Cognitive Research on the New Computer
Crime Questions for the 2001
National Crime Victimization Survey**

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Abstract: The Bureau of Justice Statistics proposed new questions on computer crime for inclusion in the 2001 National Crime Victimization Survey (NCVS). The Center for Survey Methods Research was asked to conduct an expert review and pretest these questions. In this report, we describe the methods used to conduct the research, the item-by-item results, including recommendations based on the findings, and documentation of the sponsor's response to the recommendations.

General findings included that respondents were inconsistent in their interpretation of what kind of computer use was intended to be captured by the questions. Many respondents thought only computer use at home was intended, and only included their home computer(s) even if they also used other computers for personal use. Other respondents thought the questions referred to all computer use and included work and school computers. Still other respondents included only their home computer(s) in some questions and included their work computers in other questions. The recommendations contained within the report assume that the intent of these questions is to capture all personal use of a computer, regardless of where it occurs. Thus, the revisions that are proposed attempt to clarify this intent and to provide a consistent interpretation throughout the series.

Key Words: pretesting; computers; crime; NCVS; cognitive interviews

Final Report of Cognitive Research on the New Computer Crime Questions
for the 2001 National Crime Victimization Survey
Prepared by Kristen A. Hughes and Theresa J. DeMaio
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Introduction

The Bureau of Justice Statistics proposed new questions on computer crime for inclusion in the 2001 National Crime Victimization Survey (NCVS). The Center for Survey Methods Research (CSMR) was asked to conduct an expert review and pretest these questions. In the next sections we describe the methods used to conduct the research. Finally, we report the item-by-item results, include recommendations based on the findings, and document the sponsor's response to the recommendations.

Research Methods

During the months of March and April 2001, CSMR staff conducted fifteen cognitive interviews in the Washington, D.C. metropolitan area. We aimed to recruit a broad range of respondents, including a diverse racial/ethnic composition, age, socioeconomic status and computer experience.

We recruited respondents through local contacts with community organizations and through personal networks. To contact lower income respondents, we recruited through casual labor recruiters and GED classes. To contact older respondents, we recruited through senior citizen centers.

We interviewed fifteen people ranging from seventeen to seventy-two years of age. Three of the fifteen respondents were more than fifty years of age. We interviewed 8 White, six black, and one multiracial respondents; 5 males and ten females. Our respondents included highschool and college students, working and retired people. All of the respondents had at least some computer experience and two of the respondents used the computer for a home business.

Interviews were conducted using the questionnaire included in Attachment A. This included the computer crime questions as well as some earlier NCVS screening questions. We were particularly interested in including questions that might have an effect on subsequent reporting of computer crime.

General Findings

One of the most persistent findings is that respondents were inconsistent in their interpretation of what kind of computer use was intended to be captured by the questions. Many respondents thought only computer use at home was intended, and only included their home computer(s) even if they also used other computers for personal use. Other respondents thought the questions referred to all computer use and included work computers, school computers, etc. One

respondent thought the question referred only to home use but included her personal use of a computer at work (wrongly, she thought). Still other respondents included only their home computer(s) in some questions and included their work computers in other questions.

In making recommendations, we are assuming that the intent of these questions is still to capture all personal use of a computer, regardless of where it occurs. Thus, the revisions we propose to the questions attempt to clarify this intent, to provide a consistent interpretation throughout the series. We recognize that this will result in obtaining some computer-related incidents on work computers that were not being used for personal use at the time of the incident. However, the alternative is to collect information only about personal use of computers at home and we understand that this is not the objective of the Bureau of Justice Statistics in designing these questions.

A complete set of our revised questions is included in Attachment B.

Item by Item Findings

INTRO   *The next series of questions are about your use of a computer. Please include all personal computers, laptops, or access to WebTV used for personal use or in conjunction with a home business.*

Recommendation(s): Although we did not probe on the introduction, we feel that references to personal computers and personal use seemed to lead respondents to think the questions are only asking about the use of computers at home. Frames of reference shifted between use at home and other places, both across respondents and across questions for the same respondent as they went through the whole series of questions. We recommend changing the introduction to focus on personal use regardless of where it occurs and also on home businesses. We also recommend changing the wording regarding home businesses to be consistent with the working of later questions.

Suggested Wording:

> The next series of questions are about YOUR use of a computer. Please include ALL computers, laptops, or access to WebTV used at home, work, or school for PERSONAL USE <u>or</u> for operating a home business.

Sponsor's Feedback: Recommendation adopted.

Q45c　　　*During the last 6 months, have you used a personal computer, laptop, or WebTV for the following purposes -*

> *For personal use?*
> *To operate a home business?*
> *For some other purpose?*

There were two major problems with this question. First, many respondents were confused about whether the question was asking them to include only computers in their home or to include computers that they use in other places. This confusion is due in part to the references to personal computers and personal use in the introduction and to those phrases in this question. During debriefing, we asked the respondents if they ever used their work computer for personal use. Five of the respondents reported using their computer at work for personal use, but did not include those times in their answers because they did not think they were supposed to.

Second, the response categories did not adequately capture the information that the sponsor wanted. Specifically, the "for some other purpose" category captured a wide variety of activities that respondents should have included in the "personal use" category.

In responding to this question, the respondents' level of comprehension of the response categories fell into three groups. The first group, those who clearly understood the phrase "personal use," reported this use and had a specific activity they felt belonged in the "for some other purpose" category. Seven of the 15 respondents reported that either work or school belonged in the "for some other purpose" category. These respondents said that "personal use" meant things they "enjoyed," "liked doing," or "did for pleasure," and work and school did not fit into this category.

The second group is respondents who did not understand the concept of "personal use" and included a variety of activities, most of which could be considered "personal use," in the "for some other purpose" category. This category was confusing to some respondents and elicited a wide range of answers. These activities included hobbies, checking E-mail, using the Internet to purchase items, renewing library books, and general information collection.

The third group is those who understood the phrase "personal use" and had a home business. For these respondents, the categories were clear-cut. One respondent commented that "personal purposes and professional purposes encompassed everything he could think of" and he could not think of anything else that would go into "some other purpose" category.

Three respondents said that they had a home business, but only two said "yes," when asked if they used a computer to "operate a home business." One respondent mentioned that she did have a home business as a seamstress, but did not use her computer for it. Two respondents who said they used a computer for "operating a home business" were a commercial photographer and a pastor. While the commercial photographer falls within the conventional boundaries of a home business, the pastor does not. However, he did not have an office other than the church and so he worked out of his home to do paperwork, write sermons, etc. He considered it a home business.

Earlier in the questionnaire, respondents are asked if there is a sign on the premises or some other indication to the general public that they operate a business from the address. All three answered "no."

Recommendation(s): We recommend rewording the question and response categories to focus on personal use regardless of where it occurs and on home businesses. We believe that these four categories cover all of the types of personal computers that the sponsor was hoping to capture. We deleted the "For some other purpose" category, because we did not want respondents to think that any other purposes, such as work were relevant.

Suggested Wording:

During the last 6 months, have you used a computer, laptop, or WebTV for the following purposes -

> **For personal use at home?**
> **For personal use at work?**
> **For personal use at school, libraries, etc.?**
> **To operate a home business?**
> **None of the above**

Sponsor's Feedback: Recommendation adopted.

Q45d   *How many computers do you have access to for personal use or for operating a home business?*

Again, the context of the use of computers only at home carried over to this question. Five of the respondents included only the computers that were in their homes, even though they also used computers for personal use. However, this was not uniformly the case. Three of the respondents gave a number that included all the computers that they had access to, including places like a senior center and graduate lounge. One respondent said she had access to 8 computers and listed all the places that she could potentially use the computer, including her father's office, school computer lab and her boyfriend's and friend's computers.

Respondents included both personal computers and laptops in their responses. None of the respondents mentioned any of the hand-held devices that may be used as a computer or to access the Internet.

During the debriefing, we asked respondents if they ever used computers in places such as airports, cyber cafes, or libraries. Eight of the respondents answered that they had used the computer in the library, but most of this use was for word processing or for looking up library books, not Internet use as the sponsor had intended. No one included these inappropriate uses of

the computer in their responses to the survey questions.

Recommendation(s): We recommend NO changes.

Q45e   *Do you use the Internet for personal use or for operating a home business?*

Respondents tended to answer this question as if it were an "either/or" instead of a "yes/no" question. A typical answer to the questions was "personal use" or "both". This was the case regardless of the Interviewer's intonation in asking the question. To prevent any confusion on the part of either the interviewers or the respondents, we've added categories that the interviewer can mark. The categories will not be read and do not change the intent of the question.

Recommendation(s):
Since the question worked well, we don't recommend any changes to the question itself. We do however, recommend changes to the response categories to reflect the respondents' actual answers. Our recommendation is as follows:

Do you use the Internet for personal use or for operating a home business?

> **Personal use**
> **Operating a home business**
> **Both**
> **None of the above**

Sponsor's Feedback: Recommendation adopted.

Q45f   *Whether or not you were connected to the Internet, have you experienced any of the following COMPUTER-RELATED incidents in the last 6 months –*

Since this question follows a question about using the Internet, the phrase "whether or not you were connected to the Internet" was added to the question to prevent a carryover effect whereby respondents would only think about Internet usage when answering this question. However, this phrase is long and wordy, and its addition to an already long question is excessive. We monitored respondents' reactions to this question, and found no evidence that there was a problem with the context in going from Q45e to Q45f. As a result, we recommend deleting the introductory phrase.

Fraud in purchasing something online

We did not elicit any positive reports to this question within the six-month reference period, but

one respondent noted that she experienced fraud in purchasing something online prior to the reference period. The incident she reported was a case where she was double-charged when she purchased something online.

We probed about what respondents thought "fraud in purchasing something online" meant. A few people said they didn't really know what it meant. Most thought it referred either to purchasing something online and not receiving the merchandise or getting something different than what was ordered. E-bay was mentioned in this regard.

Two other notions were introduced in interpreting this concept. One was the idea that someone else was using a credit card without authorization. The other was the idea that the goods being bought over the Internet were illegal—one respondent mentioned kids buying cigarettes over the Internet. However, these were relatively rare in comparison with the interpretation that goods were being sold under false pretenses.

Recommendation(s): We recommend a slight change here, substituting "over the Internet" for "online."

Sponsor's Feedback: Recommendation adopted.

Computer virus attack

Four respondents reported experiencing a computer virus attack within the last six months. Two additional respondents reported that this had occurred longer than six months ago. One of the "current" reports was an over report, since the respondent later said that her computer "has a virus because it is very old" and the virus has been on the computer for more than six months. Another "current" virus occurred on a central computer in a college lounge. The virus was on the computer when the respondent used it, and the virus disabled some of the documents the respondent was working on. The third "current" virus attack occurred while the respondent was online. After receiving a series of unclear warnings, she turned off the computer and called the Internet service provider. Together they came to the conclusion that someone was hacking into her computer to download a virus. While she is not sure of this, she felt strongly enough to answer "yes" to the question. The fourth "current" virus was transmitted through an E-mail message.

One respondent questioned whether the intent was about the threat of a virus attack or the actual attack that corrupted the computer. That is, does receiving a message with "I love you" in the subject line count or do you have to open the message and suffer damage for it to count? This respondent decided that we wanted an actual virus attack. This seemed to be the way all the respondents thought about the issue. When we probed about what respondents thought we meant by a computer virus attack, respondents gave responses such as "... the attachments that come with E-mails. That if you open them or if they open automatically they can hurt your computer"

or "anything virus that is downloaded on your PC that could effect your file or disrupt your normal daily activity ... like attachments ... people send you attachments on your E-mail... ." As evidenced by these quotes from respondents, E-mail was universally thought of as the source of computer viruses. No one mentioned the possibility of getting a virus by inserting a disk containing a virus into the hard drive. The respondents we interviewed were generally knowledgeable about the notion of a computer virus attack. Only one person said she wasn't sure what it was, and even she gave a pretty good explanation of it.

Recommendation(s): We recommend NO changes.

Software theft or copyright violation in connection with a home business

Respondents had quite a bit of difficulty with this question. No one reported yes to it, which is to be expected since it is relevant to only a tiny segment of the population. The problems surfaced when we asked respondents what they thought software theft or copyright violation meant. One problem was that many respondents thought software theft and copyright violation referred to two different things rather than two descriptions of the same thing. Additionally, there were many different notions about what these two concepts were.

Some respondents thought of software theft as it was intended. For example, "... if you develop something for your own use and somebody was using it without paying you or attributing its creation to you" or "people sharing software, someone purchased it and then gave it to someone else to use ... ." Others, however, thought of it in connection with stealing personal information, either from someone's own computer files or from a more central location. Examples of this included someone being able to view a person's banking information or getting into a stock portfolio, contacting a broker to sell the stock and transferring the money to someone else's account.

The concept of copyright violation was similarly misinterpreted. While some respondents thought it referred only to copyright on software, a variety of interpretations abounded. Some respondents thought it referred to copyright on books or on text from the Internet, while others thought of music and mentioned Napster. Still others interpreted it as referring to plagiarism from written text or webpages. Furthermore, there were respondents who said they did not know what the question was asking about.

Recommendation(s): To minimize the misinterpretation of this item, we recommend that the words "theft or" be deleted from the question. This would serve two purposes: 1) it reduces the subject of the question to a single concept (software copyright violation), and 2) it clarifies the nature of the copyright violation intended.

We also suggest that this item be placed lower in the list of computer-related incidents and be asked only of those respondents for whom it is relevant (that is, those who have a home

business). The question does not apply to most respondents, so they shouldn't be burdened with it. Particularly in light of the confusion it caused, this question should come after all those incidents that apply to the entire sample.

Sponsor's Feedback: Recommendation adopted.

Threats of harm or physical attack made while online or through E-mail

We did not elicit any reports of incidents of this type. There was fairly general agreement among respondents about what constituted a threat of harm or physical attack. It included notes or messages through E-mail or in chat rooms with content that was threatening, nasty, harassing, or vulgar. Most respondents did not mention anything about whether the sender of the messages was known to the recipient. Those who did generally thought the sender was a stranger, and one respondent made a distinction between incidents where the sender was someone you know versus someone you don't know.

Many respondents made a distinction between online and through E-mail. The distinction was that E-mail was more active (you had to go in and retrieve it) and online was more interactive (instant feedback), although respondents did not usually use these words.

Recommendation(s): We recommend NO changes.

Lewd or obscene messages, communications or images while online or through E-mail

This category elicited more positive reports than any other. Five of our 15 respondents reported receiving lewd or obscene messages within the past six months. Four of these incidents referred to pornographic E-mails received either at home or at work. Respondents could tell they were obscene by the titles (e.g., "go here and see hot babes"). The fifth incident occurred while the respondent was online, looking for something on Yahoo, and a pornographic image "just popped up."

Generally, respondents thought this referred to any kind of pornography, either encountered through spammed E-mail or at an Internet site. Several respondents mentioned making a mistake and typing whitehouse.com instead of whitehouse.gov and being surprised to find they were at a pornographic website. They included this within the context of the question. E-mails containing obscene jokes, however, were not considered to be within the context of the question.

One respondent expanded her interpretation to include hate speech and offensive messages. She was specifically referring to a website she encountered in the course of doing some research, which contained hateful anti-Asian messages. She did not interpret this to be threatening, since she herself was not Asian. She did, however, find it offensive and relevant to this question.

It is our understanding that these interpretations by respondents reflect a much broader understanding of the concept of lewd and obscene messages than that intended by the sponsor. The interest of BJS is in messages personally addressed and sent to the recipient individually rather than as spammed E-mails. This interpretation was not mentioned at all by respondents, perhaps because the existence of spammed pornographic messages is so ubiquitous. It is our opinion that a series of questions would be required to measure the concept of interest to BJS. Respondents could first answer broad questions such as this one and then be asked additional, more specific questions that narrow the focus to individually sent messages. However, given how respondents think of the concept of lewd or obscene messages, it is not possible to revise this question to isolate reports of individually-targeted messages.

One of our probing questions asked whether respondents thought "messages" and "communications" meant the same thing. While some respondents thought there was no difference between them, many respondents made distinctions. Furthermore, respondents were not consistent in what they thought was a message versus a communication. Some people thought messages were one-way contacts (e.g., E-mail) and communications were two-way interactions (e.g., instant messenger or reply to messages). In contrast, the view was expressed that "communication is like just putting the information out there, messages are more personal." Another view expressed was that messages referred to spam and communication occurred when the sender was known to the recipient. The implication of these various views is that both terms are necessary in the question, even though the result is slightly wordy.

The term "images" was fairly universally understood to include photographs, graphs, cartoons, and drawings. Some respondents expanded this to include the thoughts or mental images that such concrete images might engender.

Recommendation(s): We recommend NO changes.

Sponsor's feedback: Based on these findings, BJS has revised the question to read "unrequested lewd or obscene messages, communications, or images while online or through E-mail." We do not think this change will be effective in narrowing the respondents' interpretation, since spammed pornographic messages are unrequested by the recipient. This change also has the potential to introduce more inaccuracy into the data, since some respondents may not hear the first syllable and thus think the question is asking about requested rather than unrequested lewd or obscene messages.

Something else

Two respondents reported incidents in the "something else" category. One was set up by the context of the previous question; the other was set up by the wording of the question stem. One person reported spammed messages concerning mortgages, borrowing money, and selling cars, which he thought were relevant since he had just reported receiving myriads of pornographic

messages. Another reported an incident where a mistake was made by the sender and she received Instant Messages from someone she doesn't know. This occurred twice and she reported it because it was a computer-related incident, even though it was not a negative incident.

Recommendation(s): We recommend that the wording be revised to clarify the seriousness of the incidents that should be reported. The wording should be changed to "something else that you consider a computer-related crime."

Sponsor's feedback: Recommendation adopted.

Taking all these pieces of the question together, our combined recommendations for Q45f are as follows:

> **Have you experienced any of the following COMPUTER-RELATED incidents in the last 6 months?**
>
> > **Fraud in purchasing something over the Internet**
> > **Computer virus attack**
> > **Threats of harm or physical attack made while online or through E-mail**
> > **Lewd or obscene messages, communications, or images while online or through E-mail**
> > (Ask only for home businesses) **Software copyright violation in connection with a home business**
> > **Something else that you consider a computer-related crime – specify**

Question 45g   *(Did/Which of) the incident(s) you just mentioned (occur/occurred) while you were connected to the Internet?*

Respondents were inconsistent in whether or not they considered E-mail to be "connected to the Internet." Some people thought of the Internet as something that is alive and you move around in, while E-mail is static like a mailbox. Another way it was considered was that being connected to the Internet was having access to type an URL and having access to Web browsers. This affected their reports about whether or not the incident occurred while they were connected to the Internet. According to the (complicated) skip pattern in this item, respondents who only answered yes to "lewd and obscene messages ..." in item Q45f were automatically coded as yes to this question. However, one respondent who answered yes to two items in Q45f specifically stated that she did not think the pornographic message incident occurred while she was connected to the Internet, since she received it through her E-mail.

The four reports of computer virus attack in Q45f were handled differently in this question. One respondent said she did not know whether the incident occurred while she was connected to the Internet because it was already on the computer (a networked computer belonging to the college)

before she accessed it. She was not thinking about how <u>her disks</u> got the virus, but rather how <u>the computer</u> she was using got the virus. Another respondent didn't know because she didn't know how her old computer had contracted the virus. The third respondent said he thought the virus came through while he was online, but his computer didn't decide there was a virus until after he had logged off. This response implies that the source of the virus was the Internet, but the respondent was answering in terms of timing rather than the source. In fact, the wording of the question suggests that timing rather than the source is the focal issue. The fourth person who reported a virus attack definitely said that it occurred while she was online.

Our assumption, despite the wording that suggests that timing is relevant to this question, is that Q45g seeks to determine the source of the computer-related incidents reported in Q45f. For many of the parts of this item, the source is inherent in the question itself. Fraud in purchasing something online, threats made while online or through E-mail, and lewd or obscene messages while online or through E-mail can only occur through an Internet-related source. Only a computer virus attack or a software copyright violation can occur through some other means. However, neither of these items are likely to elicit reports of a non-Internet-related source.

Related to the first of these, we noted previously that when respondents were asked what they thought the term "computer virus attack" meant, to a person they described it as being contracted while online, from messages or attachments to messages that came through E-mail. The notion of computer viruses being contracted through disks inserted into the hard drive seems like an outdated concept. The second kind of incident, software copyright violation, is more likely in theory to occur while a person is not connected to the Internet, since "borrowing" software disks and uploading them are common practices. However, the question limits the practice of copyright violation to that which occurs in connection with a home business. This involves such a small portion of the population, or of the software developed, that the question is not likely to elicit any useful information.

Recommendation(s): Our primary recommendation is to delete this question, since we do not think any useful information will be obtained from it. If the question is retained, we recommend changing the phrase "while you were connected to the Internet" to "while online or through E-mail." This will assure that respondents who think of the Internet and E-mail as two different things will include both in their reports.

Sponsor's feedback: The sponsor accepted our primary recommendation and deleted the question.

Q45h   *Did you suffer any monetary loss as a result of the incident(s) you just mentioned?*

All of the eight respondents who experienced some type of computer related incident were asked these questions. All eight answered "no."

We probed about what respondents thought "monetary loss" meant. Most thought it referred to losing some amount of money, whether it be directly out of pocket or in the case of a computer virus attack, through having to replace computer equipment or software. The question worked well and was interpreted correctly by respondents

Recommendation(s): We recommend NO changes.

Q45i   *How much money did you lose as a result of the incident(s) you just mentioned?*

We did not elicit any positive reports to this question and did not probe.

Recommendation(s): We recommend NO changes.

Q45j   *Did you report the incident(s) you just mentioned to -*

>   *A law enforcement agency?*
>   *An Internet Provider?*
>   *A Website Administrator?*
>   *Someone else? - Specify*

This question was asked of everyone who reported a computer-related incident. The respondent who previously reported a computer virus attack, said she reported it to an "Internet Service Provider". This is the correct terminology for a company that provides Internet service, rather than an "Internet Provider" as mentioned in the questionnaire. This lack of specificity did not seem to cause any confusion for the respondents, but some respondents used the correct term in their own discussions. In the interest of having respondents view the interviewers as knowledgeable and well-versed, it would be helpful to use the correct terminology.

Two respondents reported receiving lewd or obscene messages at work. One respondent said that she reported the incident to a Systems Administrator. Since this category did not exist, she said yes to Website Administrator, because it was closest to Systems Administrator category. The second respondent also answered "yes" to Website Administrator. However, the person she reported the incident was actually a Systems Administrator. This was discovered when she went on to say that "I called the guy at work who guards the T1 lines, the incoming lines...."

No respondents reported incidents to a law enforcement agency and one respondent reported an incident to "someone else". This was an online fraud incident of double-charging, which the respondent reported to her credit card company.

Recommendation(s): We recommend no changes to the question itself. However, we recommend two changes to the response categories:

1) We recommend using the technically correct term for Internet Service Providers; and 2) To prevent over-reporting in the "Website Administrator" category, we recommend inclusion of a "Systems Administrator" category to encompass incidents that may occur at work. A "Systems Administrator" is defined as an individual or group responsible for maintaining a multi-use computer system, including a Local-Area Network (LAN). The "Systems Administrator" would be the person(s) that respondents might call if any of the incidents, mentioned in 45f, occurred in the work place.

The revised question would be as follows:

Did you report the incident(s) you just mentioned to -

> **A law enforcement agency?**
> **An Internet Service Provider?**
> **A Website Administrator?**
> **A Systems Administrator?**
> **Someone else?** - *Specify*

Sponsor's Feedback: Recommendation adopted. Sponsor added a 6th category of "None of the above."

HOUSEHOLD RESPONDENT'S PERSONAL CHARACTERISTICS

17. NAME (of household respondent)	18. Type of Interview	19. Line No.
Last	401 1□ Per. -Self-respondent 2□ Tel. - Self-respondent 3□ Per.- Proxy - *Fill 13 on cover page* 4□ Tel. - Proxy - *Fill 13 on cover page*	402 Line No.
First		

AFTER INTERVIEW - TRANSCRIBE FROM CONTROL CARD

20. (cc 13b) Relation-ship to reference person	21. (cc 17) Age last birth-day	22a. (cc 18) Marital status THIS survey period	22b. (from previous enumera-tion) Marital status LAST survey period	23. (cc 19) Sex	24. (cc 20) Armed Forces mem-ber	25a. (cc 21a) Edu-cation highest grade	25b. (cc 21b) Educa-tion - lowest grade	26. (cc 22) Attending school	27. (cc 23) Race	27. (cc 24) His-panic origin
403 1□ Husband 2□ Wife 3□ Son 4□ Daughter 5□ Father 6□ Mother 7□ Brother 8□ Sister 9□ Other relative 10□ Non-relative 11□ Ref. person	404 ____ Age	405 1□ Married 2□ Widowed 3□ Divorced 4□ Separated 5□ Never married	406. 1□ Married 2□ Widowed 3□ Divorced 4□ Separated 5□ Never married 6□ Not interviewed last survey period	407 1□ M 2□ F	408 1□ Yes 2□ No	409 ____ Grade	410 1□ Yes 2□ No	411 0□ Regular school 1□ College/ University 2□ Trade school 3□ Vocational school 4□ None of the above schools	412 1□ White 2□ Black 3□ Amer. Indian, Aleut, Eskimo 4□ Asian Pacific Is-lander 5□ Other	413 1□ Yes 2□ No

29. Date of Interview	501 [ ][ ] [ ][ ] [ ][ ][ ][ ] Month Day Year

MOBILITY QUESTIONS

Before we get to the crime questions, I have some questions that are helpful in studying where and why crimes occur. *If unsure, ASK OR VERIFY*	
33a. How long have you live at this address? *(Enter number of months OR years.)*	505 _____ Months (1-11) - *SKIP to 33b* OR 506 _____ Years (Round to nearest whole year)- *Fill Check Item A*
CHECK ITEM A How many years are entered in 33a?	1□ 5 or more years - *SKIP to 34* 2□ Less than 5 years - *Ask 33b*
33b. Altogether, how many times have you moved in the last 5 years, that is, since _____, 19___?	508 _____ Number of times

BUSINESSES OPERATED FROM SAMPLE ADDRESS

34. Does anyone in this household operate a business from this address?	530 1 □ Yes - *Go to 35a* 2 □ No - *SKIP to 36a*
PERSONAL - *Fill by observation.* TELEPHONE - *Ask.* 35a. Is there a sign on the premises or some other indication to the general public that a business is operated from this address?	531 1 □ Yes (Recognizable business) 2 □ No (Unrecognizable business)

Attachment A

HOUSEHOLD RESPONDENT'S SCREEN QUESTIONS

38.	What was the TOTAL number of cars, vans, trucks, motorcycles, or other motor vehicles owned by you or any other member of this household during the last 6 months? Include those you no longer own.		536 0☐ None - *SKIP to 40a* 1☐ 1 2☐ 2 3☐ 3 4☐ 4 or more

39a. During the last 6 months, (~~other than any incidents already mentioned,~~) (was the vehicle/were any of the vehicles) -

Briefly describe incident(s) ♦

(a)   Stolen or used without permission?

(b)   Did anyone steal any parts such as a tire, tape deck, hubcap or battery?

(c)   Did anyone steal any gas from (it/them)?
OR

(d)   Did anyone ATTEMPT to steal any vehicle or parts attached to (it/them)?

~~MARK OR ASK -~~

Did any incidents of this type happen to you?

537   1 ☐ Yes - *What happened?*
            Describe above
2 ☐ No - *SKIP to 40a*

How many times?

538   _____
Number of times (39c)

40a. (Other than any incidents already mentioned,) since OCt 1___, 2000 were you attacked or threatened or did you have something stolen from you -

Briefly describe incident(s) ♦

(a)   At home including the porch or yard -

(b)   At or near a friend's, relative's, or neighbor's home -

(c)   At work or school -

(d)   In places such as a storage shed or laundry room, a shopping mall, restaurant, bank, or airport -

(e)   While riding in any vehicle -

(f)   On the street or in a parking lot -

(g)   At such places as a party, theater, gym, picnic area, bowling lanes, or while fishing or hunting -
OR

44a.	During the last 6 months, (other than any incidents already mentioned,) did you call the police to report something that happened to YOU which you thought was a crime?	Briefly describe incident(s) ↴		
			547	1 ☐ Yes - What happened? *Describe above* 2 ☐ No - *SKIP to 45a*
		548 [ ] [ ] [ ]		OFFICE USE ONLY

HOUSEHOLD RESPONDENT'S SCREEN QUESTIONS

CHECK ITEM B	Look at 44a. If unsure, ASK, otherwise, mark without asking. Were you (was the respondent) attacked or threatened, or was something stolen or an attempt made to steal something that belonged to you (the respondent) or another household member?		549	1 ☐ Yes - *Ask 44b* 2 ☐ No - *SKIP to 45a*
44b.	How many times?		550	Number of times (44b)
45a.	During the last 6 months, (other than any incidents already mentioned,) did anything which you thought was a crime happen to YOU, but you did NOT report to the police?	Briefly describe incident(s) ↴		
CHECK ITEM D	Look at 45a. If unsure, ASK, otherwise, mark without asking. Were you (was the respondent) attacked or threatened, or was something stolen or an attempt made to steal something that belonged to you (the respondent) or another household member?		553	1 ☐ Yes - *Ask 45b* 2 ☐ No - *SKIP to INTRO*
45b.	How many times?		554	Number of times (45b)

HOUSEHOLD RESPONDENT'S COMPUTER CRIME SCREEN QUESTIONS

INTRO: The next series of questions are about YOUR use of a computer. Please include all personal computers, laptops, or access to WebTV used for personal use or in conjunction with a home business.

45c.	During the last 6 months, have YOU used a personal computer, laptop, or WebTV for the following purposes (*Read answer categories 1-3*) - *Mark (X) all that apply.*	XXX	1 ☐ For personal use? 2 ☐ To operate a home business? 3 ☐ For some other purpose? - *Specify* _____ 4 ☐ None of the above - *SKIP* to Check Item D
CHECK ITEM C1	Is ONLY box 3 marked in 45c?	XXX	1 ☐ Yes -- *SKIP* to Check Item D 2 ☐ No - ASK 45d
45d.	How many computers do you have access to for personal use or for operating a home business?	XXX	0 ☐ None 1 ☐ 1 2 ☐ 2 3 ☐ 3 4 ☐ 4 or more

45f.	Whether or not you were connected to the Internet, have you experienced any of the following COMPUTER-RELATED incidents in the last 6 months (Read answer categories 1-6) - Mark (X) all that apply.	XXX *	1 ☐ Fraud in purchasing something online 2 ☐ Computer virus attack 3 ☐ Software theft or copyright violation in connection with a home business 4 ☐ Threats of harm or physical attack made while online or through E-mail 5 ☐ Lewd or obscene messages, communications, or images while online or through E-mail 6 ☐ Something else - Specify _____ 7 ☐ No computer related incidents-SKIP to Check Item D
45g.	FIELD REPRESENTATIVE - If either box 4 or box 5 are marked in 45f, mark the corresponding box(es) in 45g. If no other boxes are marked in 45f, SKIP to 45h otherwise, ASK ... (Did/Which of) the incident(s) you just mentioned (occur/occurred) while you were connected to the Internet? Mark (X) all that apply.	XXX *	1 ☐ Fraud in purchasing something online 2 ☐ Computer virus attack 3 ☐ Software theft or copyright violation in connection with a home business 4 ☐ Threats of harm or physical attack made while online or through E-mail 5 ☐ Lewd or obscene messages, communications, or images while online or through E-mail 6 ☒ Something else 7 ☐ None of the above
45h.	Did you suffer any monetary loss as a result of the incident(s) you just mentioned?	XXX	1 ☐ Yes 2 ☐ No - SKIP to 45j
45i.	How much money did you lose as a result of the incident(s)?	XXX	$_____.00 Amount of loss X ☐ Don't know
45j.	Did you report the incident(s) you just mentioned to (Read answer categories) - Mark (X) all that apply.	XXX *	1 ☐ A law enforcement agency? 2 ☐ An Internet provider? 3 ☐ A Website administrator? 4 ☐ Someone else? - Specify _____

HOUSEHOLD RESPONDENT'S CHECK ITEMS D, E, and G

CHECK ITEM D	Who besides the respondent was present when the screen questions were asked? (If telephone interview, mark box 1 only.)	555 *	1 ☐ Telephone interview - SKIP to 46a Personal interview - Mark all that apply. 2 ☐ No one besides respondent present 3 ☐ Respondent's spouse 4 ☐ HHLD member(s) 12+, not spouse 5 ☐ HHLD member(s) under 12 6 ☐ Nonhousehold member(s) 7 ☐ Someone was present - Can't say who 8 ☐ Don't know if someone else present
CHECK ITEM E	If self-response interview, SKIP to 46a. Did the person for whom this interview was taken help the proxy respondent answer any screen questions?	556	1 ☐ Yes 2 ☐ No 3 ☐ Person for whom interview taken not present

INDIVIDUAL'S COMPUTER CRIME SCREEN QUESTIONS

INTRO: The next series of questions are about YOUR use of a computer. Please include ALL computers, laptops, or access to WebTV used at home, work, or school for PERSONAL USE or for operating a home business.

45c.	During the last 6 months, have YOU used a computer, laptop, or WebTV for the following purposes *(Read answer categories 1-4)* - *Mark (X) all that apply.*	XXX *	1 ☐ For personal use at home? 2 ☐ For personal use at work? 3 ☐ For personal use at school, libraries, etc? 4 ☐ To operate a home business? 5 ☐ None of the above - *SKIP* to Check Item D
45d.	How many computers do you have access to for personal use or for operating a home business?	XXX	0 ☐ None 1 ☐ 1 2 ☐ 2 3 ☐ 3 4 ☐ 4 or more
45e.	Do YOU use the Internet for personal use or for operating a home business?	XXX	1 ☐ Personal use 2 ☐ Operating a home business 3 ☐ Both 4 ☐ None of the above
45f.	Have you experienced any of the following COMPUTER-RELATED incidents in the last 6 months? *(Read answer categories 1-6)* - *Mark (X) all that apply.*	XXX *	1 ☐ Fraud in purchasing something over the Internet 2 ☐ Computer virus attack 3 ☐ Threats of harm or physical attack made while online or through E-mail 4 ☐ Lewd or obscene messages, communications, or images while online or through E-mail 5 ☐ *(Only ask if box 4 is marked in Item 45c)* Software copyright violation in connection with a home business 6 ☐ Something else that you consider a computer-related crime- *Specify* _____ 7 ☐ No computer-related incidents-*SKIP* to Check Item D
45g.	Did you suffer any monetary loss as a result of the incident(s) you just mentioned?	XXX	1 ☐ Yes 2 ☐ No - *SKIP* to 45i
45h.	How much money did you lose as a result of the incident(s)?	XXX	$_____.00 Amount of loss X ☐ Don't know
45i.	Did you report the incident(s) you just mentioned to *(Read answer categories 1-5)* - *Mark (X) all that apply.*	XXX *	1 ☐ A law enforcement agency? 2 ☐ An Internet Service provider? 3 ☐ A Website administrator? 4 ☐ A Systems Administrator? 5 ☐ Someone else? - *Specify* _____ 6 ☐ None of the above

Notes