

**December 2002 Tracking Survey**  
November 25 – December 22, 2002

Topline

01.08.03

Princeton Survey Research Associates  
for the Pew Internet & American Life Project

Sample:  $n = 2,038$  adults 18 and older

Interviewing dates: 11.25.02-12.22.02

Margin of error is plus or minus 2 percentage points for results based on the full sample

Margin of error is plus or minus 3 percentage points for results based on Internet users

Q1 Overall, are you satisfied or dissatisfied with the way things are going in this country today?

	SATISFIED	DISSATISFIED	DON'T KNOW /REFUSED
Current	41	47	11
November 2002 <sup>1</sup>	43	48	10
October 2002 <sup>2</sup>	40	49	11
September 2002 <sup>3</sup>	44	45	10
June 26-July 26, 2002 <sup>4</sup>	45	43	11
March/May 2002 <sup>5</sup>	52	37	11
January 2002 <sup>6</sup>	58	33	9
Dec. 17-23, 2002 <sup>7</sup>	61	30	9
Nov. 19-Dec. 16 2001	61	28	11
Oct. 19-Nov. 18 2001	59	32	10
October 2-7 2001	60	31	9
August 2001 <sup>8</sup>	44	45	10
February 2001	53	38	10
Fall 2000 <sup>9</sup>	51	41	8
July/August 2000	52	39	9
May/June 2000	51	41	8
March/April 2000	50	41	9

<sup>1</sup> November 2002 figures based on daily tracking survey conducted October 28-November 24, 2002 [N=2,745].

<sup>2</sup> October 2002 figures based on daily tracking survey conducted October 7-27, 2002 [N=1,677].

<sup>3</sup> September 2002 figures based on daily tracking survey conducted September 9-October 6, 2002 [N=2,092].

<sup>4</sup> June 26-July 26, 2002 figures based on Sept. 11<sup>th</sup>-The Impact Online survey [N=2,501].

<sup>5</sup> March/May 2002 figures based on daily tracking surveys conducted March 1-31, 2002 and May 2-19, 2002.

<sup>6</sup> January 2002 figures based on a daily tracking survey conducted January 3-31, 2002.

<sup>7</sup> December 17-23, 2001 and November 19-December 16, 2001 results based on total tracking period November 19-December 23, 2001.

<sup>8</sup> August 2001 trends based on a daily tracking survey conducted August 13-September 10, 2001 [N=2,247].

<sup>9</sup> Fall 2000 figures based on a daily tracking survey conducted September 15 – December 22, 2000.

Q2 Now I have a few questions about whether you spent any time reading or watching the news yesterday. Just thinking about **yesterday**, did you get a chance to read a daily newspaper, or not?

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	YES	NO	DON'T KNOW /REFUSED
Current	38	62	*
November 2002	39	61	*
October 2002	41	58	*
September 2002	39	61	*
June 26-July 26, 2002	38	62	*
March/May 2002	38	62	*
January 2002	41	59	*
Dec. 17-23, 2002	39	61	*
Nov. 19-Dec. 16 2001	38	62	*
Oct. 19-Nov. 18 2001	38	61	1
October 2-7 2001	41	59	0
August 2001	39	61	*
February 2001	40	60	*
Fall 2000	40	60	*
July/August 2000	40	60	*
May/June 2000	38	62	*
March/April 2000	41	59	*

Q3 Did you watch the news or a news program on television yesterday, or not?

	YES, WATCHED TV NEWS YESTERDAY	NO, DID NOT WATCH TV NEWS YESTERDAY	DON'T KNOW /REFUSED
Current	57	42	*
November 2002	61	39	*
October 2002	66	33	*
September 2002	59	40	1
June 26-July 26, 2002	59	41	*
March/May 2002	59	41	1
January 2002	65	35	*
Dec. 17-23, 2002	61	38	*
Nov. 19-Dec. 16 2001	64	36	*
Oct. 19-Nov. 18 2001	65	34	1
October 2-7 2001	65	35	*
August 2001	57	42	*
February 2001	61	39	*
Fall 2000	64	36	*
July/August 2000	57	43	*
May/June 2000	54	46	*
March/April 2000	58	42	*

Q5 Do you use a computer at your workplace, at school, at home, or anywhere else on at least an occasional basis?

	YES	NO	DON'T KNOW /REFUSED
Current	68	32	0
November 2002	70	30	*
October 2002	69	31	*
September 2002	68	32	*
June 26-July 26, 2002	69	31	*
March/May 2002	69	31	*
January 2002	67	33	0
Dec. 17-23, 2002	64	36	*
Nov. 19-Dec. 16 2001	62	38	*
Oct. 19-Nov. 18 2001	66	34	*
Oct. 8-18 2001	59	41	*
October 2-7 2001	64	36	0
Sept 20-Oct 1 2001	59	41	*
Sept 12-19 2001	64	36	*
August 2001	66	34	0
February 2001	65	35	0
Fall 2000	65	35	*
July/August 2000	63	37	*
May/June 2000	61	39	*
March/April 2000	63	37	*

Q6 Do you ever go online to access the Internet or World Wide Web or to send and receive email?

	GOES ONLINE	DOES NOT GO ONLINE	DON'T KNOW /REFUSED
Current	57	43	0
November 2002	61	39	0
October 2002	59	41	0
September 2002	61	39	0
June 26-July 26, 2002	59	41	0
March/May 2002	58	42	0
January 2002	61	39	0
Dec. 17-23, 2002	58	42	0
Nov. 19-Dec. 16 2001	58	42	0
Oct. 19-Nov. 18 2001	58	42	0
Oct. 8-18 2001	55	45	0
October 2-7 2001	55	45	0
Sept 20-Oct 1 2001	51	49	0
Sept 12-19 2001	55	45	0
August 2001	59	41	0
February 2001	53	47	*
Fall 2000	53	47	0
July/August 2000	50	50	*
May/June 2000	47	53	0
March/April 2000	49	51	*

Q6b Did you ever at some point use the Internet or email, but have since stopped for some reason?

**Based on Non-Internet Users [N=818]**

	CURRENT		MARCH/MAY 2002
%	18	Yes	17
	81	No	83
	*	Don't know/Refused	1

Q6c Does anyone in your household go online from home to access the Internet or World Wide Web or to send and receive e-mail?

**Based on Non-Internet Users [N=818]**

	CURRENT		NOV 2002	OCT 2002	SEPT 2002	JUNE 26-JULY 26 2002	MARCH/MAY 2002
%	23	Yes	18	22	22	21	20
	75	No	81	77	76	77	79
	1	Don't know/Refused	1	2	2	1	1

Q6d Have you ever stopped using the Internet for an extended period of time?

Based on Internet Users [N=1,220]

	CURRENT		MARCH/MAY 2002
%	27	Yes	49
	72	No	50
	1	Don't know/Refused	*

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Q7 Did you happen to go online or check your email **yesterday**?

Based on Internet users [N=1,220]

	YES, WENT ONLINE YESTERDAY	NO, DID NOT GO ONLINE YESTERDAY	DON'T KNOW /REFUSED
Current	56	44	*
November 2002	57	43	*
October 2002	57	43	0
September 2002	58	42	*
June 26-July 26, 2002	53	47	*
March/May 2002	57	43	*
January 2002	59	41	*
Dec. 17-23, 2002	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	59	41	*
Fall 2000	56	44	*
July/August 2000	50	50	*
May/June 2000	52	48	*
April 2000	55	45	0
March 2000	60	40	*

Q8/9 When you went online yesterday, did you go online from **home**?  
Did you go online from **work** yesterday?

**Based on users who went online yesterday [N=698]**

	ONLINE YESTERDAY AT HOME ONLY	ONLINE YESTERDAY AT WORK ONLY	BOTH AT HOME AND AT WORK	DON'T KNOW /REFUSED
Current	58	18	21	4
November 2002	52	21	24	3
October 2002	53	21	23	3
September 2002	60	20	19	2
June 26-July 26, 2002	59	18	20	2
March/May 2002	56	18	22	3
January 2002	61	16	20	2
Dec. 17-23, 2002	56	20	22	2
Nov. 19-Dec. 16 2001	57	19	20	4
Oct. 19-Nov. 18 2001	58	20	20	2
Oct. 8-18 2001	51	23	23	3
October 2-7 2001	55	20	23	2
Sept 20-Oct 1 2001	60	21	15	5
Sept 12-19 2001	54	22	20	3
August 2001	57	23	18	3
February 2001	59	17	21	3
Fall 2000	55	20	21	3
July/August 2000	61	18	19	2
May/June 2000	58	22	18	2
April 2000	55	21	21	3
March 2000	56	21	20	3

Q10 Counting all of your online sessions, how much time did you spend online yesterday?

**Based on users who went online yesterday [N=698]**

	LESS THAN 15 MIN	15 MIN TO LESS THAN HALF HR	HALF HR OR MORE BUT LESS THAN 1 HR	ABOUT AN HR	MORE THAN 1 HR BUT LESS THAN 2 HRS	2 HRS OR MORE BUT LESS THAN 3 HRS	3 HRS OR MORE BUT LESS THAN 4 HRS	4 HRS OR MORE	DON'T KNOW/ REFUSED
Current	9	14	19	18	8	13	6	12	*
January 2002	12	11	18	21	10	12	5	11	*
Dec. 17-23, 2002	9	16	19	15	10	12	6	13	1
Nov. 19-Dec. 16 2001	12	13	16	18	10	12	6	12	1
Oct. 19-Nov. 18 2001	11	13	16	22	9	11	5	10	1
Oct. 8-18 2001	14	13	18	18	7	12	6	12	1
October 2-7 2001	11	13	16	18	7	14	12	10	0
Sept 20-Oct 1 2001	18	15	18	18	9	8	5	9	1
Sept 12-19 2001	14	17	15	16	9	11	4	14	1
August 2001	12	12	18	21	5	14	5	11	1
February 2001	12	12	19	20	9	12	5	9	1
Fall 2000	10	14	18	20	9	13	6	9	1
July/August 2000	11	15	19	17	9	13	6	9	1
May/June 2000	10	14	18	18	8	12	8	11	1

Q12 About how many years have you had access to the Internet? (*Note Question Wording*)<sup>10</sup>

Q12.1 About how many months is that?

**Based on Internet users [N=1,220]**

	WITHIN THE LAST SIX MONTHS	A YEAR AGO	TWO OR THREE YEARS AGO	MORE THAN THREE YEARS AGO	----- FOUR YEARS	----- FIVE YEARS	----- SIX OR MORE	DON'T KNOW /REFUSED
Current	1	6	23	68	13	19	36	2
November 2002	2	5	23	70	12	19	39	1
October 2002	3	6	22	68	12	18	38	1
September 2002	2	5	23	68	13	18	38	1
June 26-July 26, 2002	2	6	24	65	13	19	33	2
March/May 2002	7	10	31	52	10	15	25	*
January 2002	8	13	33	46	8	13	21	*
Dec. 17-23, 2002	7	12	36	45	9	13	20	*
Nov. 19-Dec. 16 2001	6	13	33	48	11	15	20	*
Oct. 19-Nov. 18 2001	6	14	32	48	13	13	19	*
Oct. 8-18 2001	6	13	35	45	11	14	18	1
October 2-7 2001	4	18	30	48	13	13	21	*
Sept 20-Oct 1 2001	8	15	32	44	13	16	14	0
Sept 12-19 2001	7	14	34	45	11	12	19	1
August 2001	9	16	33	43	10	13	17	*
February 2001	11	16	37	34	10	11	13	2
Fall 2000	12	19	34	36	n/a	n/a	n/a	*
July/August 2000	13	21	33	33	n/a	n/a	n/a	*
May/June 2000	15	19	33	33	n/a	n/a	n/a	*
April 2000	17	20	31	32	n/a	n/a	n/a	*
March 2000	18	21	33	28	n/a	n/a	n/a	*
October 1999	15	22	32	31	n/a	n/a	n/a	0
July 1999	17	23	32	28	n/a	n/a	n/a	*
November 1998	20	26	34	19	n/a	n/a	n/a	1
October 1996	26	38	24	12	n/a	n/a	n/a	*

<sup>10</sup> Question wording for all trends in Q12/Q12.0 on or before March/May 2002 as follows: "When did you first start going online: was it within the last six months, a year ago, two or three years ago, or more than three years ago?"; "About how many years have you had Internet access?"

- Q13 Do you ever go online from **home**?  
 Q8 When you went online yesterday, did you go online from **home**?

Based on Internet users [N=1,220]

	TOTAL, GO ONLINE FROM HOME	----- WENT ONLINE FROM HOME YESTERDAY	----- GO ONLINE FROM HOME (NOT YESTERDAY)	DON'T GO ONLINE FROM HOME	DON'T KNOW /REFUSED
Current	87	44	43	12	*
November 2002	87	44	43	13	*
October 2002	88	43	45	12	0
September 2002	87	45	42	13	0
June 26-July 26, 2002	86	42	44	14	0
March/May 2002	87	45	42	13	0
January 2002	88	48	40	12	*
Dec. 17-23, 2002	88	45	43	12	0
Nov. 19-Dec. 16 2001	88	46	42	12	*
Oct. 19-Nov. 18 2001	87	47	40	13	*
Oct. 8-18 2001	87	38	50	13	0
October 2-7 2001	89	43	45	11	0
Sept 20-Oct 1 2001	87	42	44	13	*
Sept 12-19 2001	86	38	49	14	*
August 2001	84	41	42	16	0
February 2001	85	47	38	15	*
Fall 2000	83	43	41	17	*
July/August 2000	84	39	45	16	0
May/June 2000	83	39	44	17	0
April 2000	83	42	41	17	0
March 2000	81	46	35	19	0



Q14 In general, how often do you go online from **home** — several times a day, about once a day, 3-5 days a week, 1-2 days a week, once every few weeks, or less often?

**Based on users who go online from home [N=1,074]**

	SEVERAL TIMES A DAY	ABOUT ONCE A DAY	3-5 DAYS A WEEK	1-2 DAYS A WEEK	EVERY FEW WEEKS	LESS OFTEN	DON'T KNOW /REFUSED
Current	24	28	18	18	8	4	1
November 2002	25	25	21	16	7	4	*
October 2002	26	28	22	16	6	3	*
September 2002	27	26	20	17	5	4	*
June 26-July 26, 2002	23	24	22	19	8	4	*
March/May 2002	24	25	21	19	6	3	1
January 2002	24	26	21	20	5	3	*
Dec. 17-23, 2002	23	29	20	17	7	3	1
Nov. 19-Dec. 16 2001	24	28	21	16	6	4	1
Oct. 19-Nov. 18 2001	24	30	21	15	6	3	1
Oct. 8-18 2001	25	26	23	18	4	3	1
October 2-7 2001	26	26	23	18	4	3	0
Sept 20-Oct 1 2001	24	28	20	19	5	3	*
Sept 12-19 2001	21	27	23	20	6	3	*
August 2001	21	28	23	18	6	4	*
February 2001	25	29	20	17	5	4	1
Fall 2000	22	29	22	18	6	3	*
July/August 2000	23	28	21	22	4	2	*
May/June 2000	23	30	22	16	6	3	*
April 2000	24	30	20	18	5	3	*
March 2000	23	29	24	16	5	2	1

- Q15 Do you ever go online from **work**?  
 Q9 Did you go online from **work** yesterday?

**Based on Internet users [N=1,220]**

	TOTAL, GO ONLINE FROM WORK	WENT ONLINE FROM WORK YESTERDAY	GO ONLINE FROM WORK (NOT YESTERDAY)	DON'T GO ONLINE FROM WORK	DON'T KNOW /REFUSED
Current	52	21	31	47	*
November 2002	50	26	25	49	*
October 2002	50	25	25	50	*
September 2002	49	22	27	51	0
June 26-July 26, 2002	50	20	30	50	*
March/May 2002	49	23	26	51	*
January 2002	47	22	26	53	*
Dec. 17-23, 2002	50	24	26	50	*
Nov. 19-Dec. 16 2001	52	23	29	48	0
Oct. 19-Nov. 18 2001	49	24	25	51	*
Oct. 8-18 2001	49	23	26	51	*
October 2-7 2001	49	24	25	51	0
Sept 20-Oct 1 2001	50	20	30	50	*
Sept 12-19 2001	50	22	29	49	1
August 2001	49	23	27	50	*
February 2001	49	22	27	50	1
Fall 2000	50	23	26	50	*
July/August 2000	45	18	27	55	0
May/June 2000	50	21	29	50	*
April 2000	51	24	27	49	*
March 2000	48	24	24	52	0

Q16 In general, how often do you go online from **work** — several times a day, about once a day, 3-5 days a week, 1-2 days a week, once every few weeks, or less often?

**Based on users who go online from work [N=648]**

	SEVERAL TIMES A DAY	ABOUT ONCE A DAY	3-5 DAYS A WEEK	1-2 DAYS A WEEK	EVERY FEW WEEKS	LESS OFTEN	DON'T KNOW /REFUSED
Current	47	19	12	13	4	6	*
November 2002	52	20	11	11	4	2	*
October 2002	51	21	10	13	3	3	1
September 2002	46	22	13	12	3	3	*
June 26-July 26, 2002	49	23	9	10	6	3	*
March/May 2002	47	22	11	12	5	3	*
January 2002	48	21	11	11	5	4	1
Dec. 17-23, 2002	48	21	11	11	6	2	1
Nov. 19-Dec. 16 2001	46	23	10	12	4	3	1
Oct. 19-Nov. 18 2001	50	18	11	11	6	4	1
Oct. 8-18 2001	48	26	9	12	2	3	*
October 2-7 2001	50	25	6	10	5	2	1
Sept 20-Oct 1 2001	44	27	9	13	4	4	*
Sept 12-19 2001	41	22	10	17	5	5	1
August 2001	44	24	11	11	4	5	1
February 2001	51	19	12	11	3	3	*
Fall 2000	45	23	11	12	4	4	1
July/August 2000	43	24	12	12	5	3	1
May/June 2000	41	22	14	12	5	5	1
April 2000	44	25	11	11	5	3	1
March 2000	40	26	13	11	5	4	1

WEB1 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?

Based on Internet users [N=1,220]

	TOTAL HAVE EVER DONE THIS	DID YESTERDAY	HAVE NOT DONE THIS	DON'T KNOW/ REFUSED
Send or read e-mail				
Current	93	49	7	0
Nov 2002	94	51	6	*
Oct 2002	93	50	7	0
Sept 2002	93	51	7	*
June 26-July 26, 2002	93	46	7	*
March/May 2002	93	50	7	*
Jan 2002	95	52	5	0
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	51	7	*
Feb 2001	93	53	7	*
Fall 2000	92	49	8	*
July-August 2000	93	43	7	*
May-June 2000	92	44	8	*
April 2000	92	50	8	0
March 2000	91	52	9	0
Get news online				
Current	71	26	29	*
Nov 2002	67	28	33	*
Oct 2002	68	26	32	*
Sept 2002	70	25	30	*
June 26-July 26, 2002	66	22	34	*
March/May 2002	66	24	34	*
Jan 2002	71	26	29	*
Dec 17-23, 2001	70	26	29	*
Nov 19-Dec 16, 2001	74	30	26	*
Oct 19-Nov 18, 2001	71	29	29	*
Oct 8-18, 2001	67	23	33	0
Oct 2-7, 2001	71	23	28	*
Sept 20-Oct 1, 2001	71	26	29	*
Sept 12-19, 2001	70	27	30	*
Aug 2001	64	22	35	*
Feb 2001	66	25	34	*
Fall 2000	61	22	39	*
July-August 2000	59	19	41	*
May-June 2000	60	18	40	*
April 2000	60	22	40	*
March 2000	60	22	40	*

WEB1 continued...

	HAVE DONE THIS			
	TOTAL HAVE EVER DONE THIS	DID YESTERDAY	HAVE NOT DONE THIS	DON'T KNOW/ REFUSED
Look for information about a product or service you are thinking about buying				
Current	83	19	17	0
May-June 2000	73	13	27	*
April 2000	72	11	28	*
March 2000	74	14	26	*
Look for health or medical information				
Current	66	6	34	*
Nov 2002	66	7	34	*
Sept 2002	62	6	38	*
June 26-July 26, 2002	64	5	36	0
March/May 2002	61	5	39	*
Jan 2002	61	5	39	*
Dec 17-23, 2001	61	5	39	1
Nov 19-Dec 16, 2001	59	6	41	*
Oct 19-Nov 18, 2001	55	7	45	*
Oct 8- 18, 2001	53	7	46	*
Oct 2-7, 2001	56	5	44	0
Sept 20-Oct 1, 2001	57	5	42	*
Sept 12-19, 2001	62	3	37	*
Aug 2001	61	5	39	0
Feb 2001	57	6	42	*
Fall 2000	57	6	43	*
July-August 2000	55	5	45	*
May-June 2000	55	5	45	*
April 2000	55	6	45	*
March 2000	54	7	46	*

WEB1 continued...

	HAVE DONE THIS			
	TOTAL HAVE EVER DONE THIS	DID YESTERDAY	HAVE NOT DONE THIS	DON'T KNOW/ REFUSED
BUY a product online, such as books, music, toys or clothing				
Current	61	5	39	0
Nov 2002	60	4	40	0
Oct 2002	61	3	39	0
Sept 2002	62	4	38	*
March/May 2002	55	3	45	0
Jan 2002	57	4	43	0
Dec 17-23, 2001	56	4	44	*
Nov 19-Dec 16, 2001	59	6	41	*
Oct 19-Nov 18, 2001	57	4	43	0
Oct 8-18 , 2001	55	5	44	*
Oct 2-7, 2001	57	2	43	0
Sept 20-Oct 1, 2001	50	2	50	*
Sept 12-19, 2001	55	2	45	*
Aug 2001	55	4	45	0
Feb 2001	51	3	49	*
Fall 2000	49	4	51	*
July-August 2000	48	3	52	0
May-June 2000	46	4	54	*
April 2000	47	3	53	*
March 2000	48	4	52	*
Buy or make a reservation for a travel service, like an airline ticket, hotel room, or rental car				
Current	53	1	47	0
June 26-July 26, 2002	50	1	50	0
May-June 2000	38	3	62	*
April 2000	35	2	65	0
March 2000	36	1	64	*
Participate in an online auction				
Current	22	4	78	0
March/May 2002	20	2	80	*
July-August 2000	15	2	85	*
April 2000	15	2	85	0
March 2000	15	3	85	*
Make a donation to a charity online				
Current	7	*	93	0
Dec 17-23, 2001	7	*	93	0
Nov 19-Dec 16, 2001	7	*	93	0
Oct 19-Nov 18, 2001	7	*	93	0
Oct 8-18 , 2001	6	*	93	*
Oct 2-7, 2001	10	*	90	0
Sept 20-Oct 1, 2001	7	1	91	2

WEB1 continued...

	HAVE DONE THIS			
	EVER HAVE DONE THIS	DID YESTERDAY	NO, HAVE NOT DONE	DON'T KNOW/REFUSED
Look for information about domestic violence				
Current	8	*	92	*
Go to web sites that provide information or support for people interested in a specific medical condition or personal situations				
Current	54	4	46	*
Sept 2002	47	5	52	*
May-June 2000 <sup>11</sup>	36	3	64	*

ASKED OF ALL AMERICANS:

HEA01 In general, how would you rate your own health – excellent, good, only fair, or poor?

<u>CURRENT</u>		
%	35	Excellent
	48	Good
	12	Only fair
	4	Poor
	1	Don't know/Refused

HEA02 In the last 12 months, have you visited a doctor or medical clinic for any reason, including check-ups or visits to the emergency room or hospital outpatient department?

<u>CURRENT</u>		
%	79	Yes
	21	No
	1	Don't know/Refused

HEA03 Does any disability, handicap, or chronic disease keep you from participating fully in work, school, housework, or other activities, or not?

<u>CURRENT</u>		
%	15	Yes
	85	No
	1	Don't know/Refused

<sup>11</sup> This item asked May 19 through June 30, 2000 only [N=1,568]

**HEA04** Does ANYONE ELSE in your household have a disability, handicap, or chronic disease that keeps them from participating fully in work, school, housework, or other activities, or not?

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

**HEA04a** Are you the primary caregiver for this person, do you share the care-giving duties with others in the household, or is someone else primarily responsible for this person's care?

**Based on those with disabled person in household [N=203]**

	<u>CURRENT</u>	
%	51	Respondent is primarily responsible
	19	Respondent shares care-giving duties with someone else
	16	Someone else is primarily responsible
	11	No caregiver is needed (VOL)
	*	A nurse or other home health aide is primarily responsible (VOL)
	2	Don't know/Refused



ASKED OF ALL INTERNET USERS:

HEA05 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)?

**Based on Internet Users [N=1,220]**

	YES	NO	DON'T KNOW/ REFUSED
a Information about a specific disease or medical problem			
Current	63	37	*
b Information about a certain medical treatment or procedure			
Current	47	53	0
c Information about experimental treatments or medicines			
Current	18	82	*
d Information about alternative treatments or medicines			
Current	28	72	0
e Information about diet, nutrition, vitamins, or nutritional supplements			
Current	44	56	0
f Information about exercise or fitness			
Current	36	64	0
g Information about prescription or over the counter drugs			
Current	34	66	*
h Information about immunizations or vaccinations			
Current	13	87	0
i Information about how to quit smoking			
Current	6	94	*
j Information about problems with drugs or alcohol			
Current	8	92	0
k Information about depression, anxiety, stress or mental health issues			
Current	21	79	*
l Information about environmental health hazards			
Current	17	83	*
m Information about sexual health			
Current	10	90	0
n Information about a particular doctor or hospital			
Current	21	79	0
o Information related to health insurance			
Current	25	75	*
p Information about Medicare or Medicaid			

Current

9

91

\*

**HEA06** How often do you use the Internet to look for these types of health or medical advice or information — every day, several times a week, several times a month, every few months, or less often than that?

**Based on all Online Health Users [N=1,017]**

CURRENT		
%	2	Every day
	4	Several times a week
	14	Several times a month
	32	Every few months
	46	Less often
	1	Don't know/Refused

**HEA07** 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 all Online Health Users [N=1,017]**

CURRENT		
%	37	Own
	49	Someone else's
	8	Both
	7	Don't know/Refused

**HEA08** Earlier, you have said that you have not used the Internet to search for health or medical information. Thinking about the reasons you do NOT go online for such information, is it because [INSERT] Is this a major reason, minor reason, or not a reason at all that you do not look for health information online?

**Based on Internet Users who do not use the Internet for health info [N=453]**

		MAJOR REASON	MINOR REASON	NOT A REASON AT ALL	DON'T KNOW/REFUSED
a	Much of the information on the Internet cannot be trusted				
	Current	12	24	61	3
b	There are not any health or medical issues that concern me right now				
	Current	47	14	36	3
c	I'm satisfied with the health and medical information I get elsewhere				
	Current	46	17	34	2
d	I would not know where to start looking for such information online				
	Current	9	18	72	2

HEA09 Do you ever send or receive e-mails from family members about health or medical issues?

**Based on Email Users [N=1,139]**

<u>CURRENT</u>		
%	23	Yes
	77	No
	*	Don't know/Refused

HEA09a How useful to you is email for communicating about health or medical issues with members of your family — very useful, somewhat useful, not too useful, or not at all useful?

**Based on those who exchange health info email with family [N=272]**

<u>CURRENT</u>		
%	47	Very useful
	42	Somewhat useful
	6	Not too useful
	4	Not at all useful
	1	Don't know/Refused

HEA10 Do you ever send or receive e-mails from friends about health or medical issues?

**Based on Email Users [N=1,139]**

<u>CURRENT</u>		
%	21	Yes
	79	No
	*	Don't know/Refused

HEA10a How useful to you is email for communicating about health or medical issues with friends — very useful, somewhat useful, not too useful, or not at all useful?

**Based on those who exchange health info email with friends [N=243]**

<u>CURRENT</u>		
%	41	Very useful
	51	Somewhat useful
	6	Not too useful
	2	Not at all useful
	1	Don't know/Refused

HEA11 Do you ever send or receive e-mails about health or medical issues with any doctors or health professionals?

**Based on Email Users [N=1,139]**

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

20

HEA11a How useful to you is email for communicating about health or medical issues with doctors or health professionals — very useful, somewhat useful, not too useful, or not at all useful?

**Based on those who exchange health info email with doctors [N=83]**

<u>CURRENT</u>		
%	52	Very useful
	41	Somewhat useful
	6	Not too useful
	1	Not at all useful
	0	Don't know/Refused

HEA12 Overall, do you think the Internet has improved the health and medical information and services you receive or has the Internet not improved that information and services?

**Based on all Online Health Users [N=1,017]**

<u>CURRENT</u>		
%	73	Improved
	14	Not improved
	4	Both/Neither (VOL)
	9	Don't know/Refused

## 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 between November 25 and December 22, 2002, among a sample of 2,038 adults, 18 and older. For results based on the total sample, one can say with 95% confidence that the error attributable to sampling and other random effects is plus or minus 2 percentage points. For results based Internet users (n=1,220) the margin of sampling error is plus or minus 3 percentage points. In addition to sampling error, question wording and practical difficulties in conducting telephone surveys may introduce some error or bias into the findings of opinion polls.

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

New sample was released daily and was kept in the field for at least five days. This ensures that complete call procedures were followed for the entire sample. Additionally, the sample was released in replicates to make sure that the telephone numbers called are distributed appropriately across regions of the country. At least 10 attempts were made to complete an interview at every household in the sample. The calls were staggered over times of day and days of the week to maximize the chances of making contact with a potential respondent. Interview refusals were recontacted at least once in order to try again to complete an interview. All interviews completed on any given day were considered to be the final sample for that day.

Non-response in telephone interviews produces some known biases in survey-derived estimates because participation tends to vary for different subgroups of the population, and these subgroups are likely to vary also on questions of substantive interest. In order to compensate for these known biases, the sample data are weighted in analysis. The demographic weighting parameters are derived from a special analysis of the most recently available Census Bureau's Current Population Survey (March 2001). This analysis produces population parameters for the demographic characteristics of adults age 18 or older, living in households that contain a telephone. These parameters are then compared with the sample characteristics to construct sample weights. The weights are derived using an iterative technique that simultaneously balances the distribution of all weighting parameters.

Following is the full disposition of all sampled telephone numbers:

**Table 2: Sample Disposition**

Total Numbers dialed	11582		
Business	829		
Computer/Fax	585		
Other Not-Working	1695		
Additional projected NW	1211		
Working numbers	7262	62.7%	
No Answer	348		
Busy	55		
Answering Machine	1471		
Callbacks	263		
Other Non-Contacts	110		
Contacted numbers	5015	69.1%	
Initial Refusals	908		
Second Refusals	1604		
Cooperating numbers	2503	49.9%	
No Adult in HH	83		
Other Ineligible	0		
Language Barrier	281		
Eligible numbers	2139	85.5%	
Interrupted	101		
Completes	2038	95.3%	
Response Rate		32.8%	

PSRA calculates a response rate as the product of three individual rates: the contact rate, the cooperation rate, and the completion rate. Of the residential numbers in the sample, 69.1 percent were contacted by an interviewer and 50.0 percent agreed to participate in the survey. Eighty-six percent were found eligible for the interview. Furthermore, 95.3 percent of eligible respondents completed the interview. Therefore, the final response rate is 32.8 percent.