

Admin Burden Scale

Survey Flow

EmbeddedData

aidValue will be set from Panel or URL.

Standard: SNAP filter (1 Question)

Branch: New Branch

If

If Please indicate which of the following benefits you have received: Benefits from the Supplemental Nutrition Assistance Program (SNAP) or what is sometimes called food stamps. Depending on where you live it might also be called EBT, CalFresh, Food Nutrition Program, Food Assistance Program, Food Supplement Program, Food & Nutrition Services, FoodShare, Basic Food Program, or 3SquaresVT. Is Not Selected

EndSurvey: Advanced

Branch: New Branch

If

If Please indicate which of the following benefits you have received: Benefits from the Basic Income Car Insurance Program Is Selected

EndSurvey: Advanced

Branch: New Branch

If

If Please indicate which of the following benefits you have received: None of the above Is Selected

EndSurvey: Advanced

Block: IRB Consent (1 Question)

Branch: New Branch

If

If You are being invited to participate in a research study titled Administrative Burden Scale Surve... I do not agree Is Selected

EndSurvey: Advanced

Standard: Attention Check (1 Question)

Branch: New Branch

If

If Please select 'strongly agree' to show you are paying attention to this question. Strongly agree Is Not Selected

EndSurvey: Advanced

BlockRandomizer: 2 -

Group: AB scale

BlockRandomizer: 4 -

- Standard: Admin Burden-overall (1 Question)
- Standard: Admin burden-learning costs (1 Question)
- Standard: Admin burden-compliance costs (1 Question)

BlockRandomizer: 1 -

- Standard: Admin burden-psychological costs -- ALL items (1 Question)
- Standard: Admin burden-psychological costs -- FRUST (1 Question)
- Standard: Admin burden-psychological costs -- CONTROL (1 Question)
- Standard: Admin burden psychological costs -- STRESS (1 Question)
- Standard: Admin burden psychological costs -- RESPECT (1 Question)

- Standard: Admin burden-experience (2 Questions)

Group: PANAS

BlockRandomizer: 2 -

- Standard: PANAS_NA (1 Question)
- Standard: PANAS_PA (1 Question)

- Standard: CX questions (1 Question)
- Standard: Health/Politic (2 Questions)
- Standard: Trust (5 Questions)
- Standard: Scarcity (1 Question)
- Standard: Demographics (9 Questions)

EndSurvey: Advanced

Page Break

Start of Block: SNAP filter



Q01 Please indicate which of the following benefits you have received:

- Benefits from the Supplemental Nutrition Assistance Program (SNAP) or what is sometimes called food stamps. Depending on where you live it might also be called EBT, CalFresh, Food Nutrition Program, Food Assistance Program, Food Supplement Program, Food & Nutrition Services, FoodShare, Basic Food Program, or 3SquaresVT. (1)
- Benefits from the Supplemental Security Income (SSI) Program (2)
- Benefits from the Low-Income Heating Assistance Program (3)
- The Earned Income Tax Credit (EITC) (4)
- Benefits from the Emergency Rental Assistance Program (5)
- Benefits from the Basic Income Car Insurance Program (6)
- None of the above (12)

End of Block: SNAP filter

Start of Block: IRB Consent

Q1-IRB You are being invited to participate in a research study titled *Administrative Burden Scale Survey* by *Donald Moynihan* from Georgetown University. You were selected to participate in this study because you may have used the SNAP program (also known as food stamps, food assistance, food supplement, nutrition assistance or EBT).

The purpose of this research study is to understand people's experiences with SNAP. Participation is restricted to those who have used this program. If you agree to take part in this study, you will be asked to complete an online survey that will take you about 10 minutes to complete.

We believe there are minimal risks associated with this research study. To the best of our ability your answers in this study will remain confidential. No researchers will see your name or other personally identifying information.

You will be compensated for this study consistent with your agreement with CloudResearch. You do not have to be in this study if you do not want to. If you agree to be in the study, but later change your mind, you may drop out at any time. There are no penalties or consequences of any kind if you decide that you do not want to participate.

If you have questions about this project or if you have a research-related problem, you may contact the researcher(s), *Donald Moynihan* at donald.moynihan@georgetown.edu. If you have any questions concerning your rights as a research subject, you may contact the Georgetown IRB.

By clicking "I agree" below you are indicating that you are at least 18 years old, have read this consent form and agree to participate in this research study. You are free to skip any question that you choose.

You may print a copy of this page for your records.

I agree (1)

I do not agree (2)

End of Block: IRB Consent

Start of Block: Attention Check

Q00 Please select 'strongly agree' to show you are paying attention to this question.

Strongly agree (1)

Agree (2)

Disagree (3)

Strongly disagree (4)

End of Block: Attention Check

Start of Block: Admin Burden-overall

Q4-overall We want to hear about your most recent experiences with SNAP, also known as food stamps. This includes applying for AND/OR renewing your benefits. Please think about your most recent experience with the program when you respond to the question.

How would you describe this experience overall?

- Very difficult (1)
- Somewhat difficult (2)
- Neither easy nor difficult (3)
- Somewhat easy (4)
- Very easy (5)

End of Block: Admin Burden-overall

Start of Block: Admin burden-learning costs

Q5-learning We want to hear about your most recent experiences with SNAP, also known as food stamps. This includes applying for AND/OR renewing your benefits. Please think about your most recent experience with the program when you respond to the question.

How difficult was the process of finding information about the program, such as how to apply or what you needed to do to renew your benefit?

- Very difficult (1)
- Somewhat difficult (2)
- Neither easy nor difficult (3)
- Somewhat easy (4)
- Very easy (5)

End of Block: Admin burden-learning costs

Start of Block: Admin burden-compliance costs

Q6-compliance We want to hear about your most recent experiences with SNAP, also known as food stamps. This includes applying for AND/OR renewing your benefits. Please think about your most recent experience with the program when you respond to the question.

How was the process of filling out the paperwork, providing proof of eligibility (such as pay stubs, proof of residence, birth certificates, etc.), and/or attending interviews?

- Very difficult (1)
- Somewhat difficult (2)
- Neither easy nor difficult (3)
- Somewhat easy (4)
- Very easy (5)

End of Block: Admin burden-compliance costs

Start of Block: Admin burden-psychological costs -- ALL items



Q7.0-psychological We want to hear about your most recent experiences with SNAP, also known as food stamps. This includes applying for AND/OR renewing your benefits. Please think about your most recent experience with the program when you respond to the question.

Please describe how you felt during these experiences?

	Extremely (1)	Very (2)	Moderately (3)	Slightly (4)	Not at all (6)
Frustrated (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In control (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stressed (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Respected (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Admin burden-psychological costs -- ALL items

Start of Block: Admin burden-psychological costs -- FRUST

Q7.1-psychological We want to hear about your most recent experiences with SNAP, also known as food stamps. This includes applying for AND/OR renewing your benefits. Please think about your most recent experience with the program when you respond to the question.

Please describe how you felt during these experiences?

	Extremely (1)	Very (2)	Moderately (3)	Slightly (4)	Not at all (7)
Frustrated (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Admin burden-psychological costs -- FRUST

Start of Block: Admin burden-psychological costs -- CONTROL

Q7.2-psychological We want to hear about your most recent experiences with SNAP, also known as food stamps. This includes applying for AND/OR renewing your benefits. Please think about your most recent experience with the program when you respond to the question.

Please describe how you felt during these experiences?

	Extremely (1)	Very (2)	Moderately (3)	Slightly (4)	Not at all (7)
In control (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Admin burden-psychological costs -- CONTROL

Start of Block: Admin burden psychological costs -- STRESS

Q7.3-psychological We want to hear about your most recent experiences with SNAP, also known as food stamps. This includes applying for AND/OR renewing your benefits. Please think about your most recent experience with the program when you respond to the question.

Please describe how you felt during these experiences?

	Extremely (1)	Very (2)	Moderately (3)	Slightly (4)	Not at all (7)
Stressed (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Admin burden psychological costs -- STRESS

Start of Block: Admin burden psychological costs -- RESPECT

Q7.4-psychological We want to hear about your most recent experiences with SNAP, also known as food stamps. This includes applying for AND/OR renewing your benefits. Please think about your most recent experience with the program when you respond to the question.

Please describe how you felt during these experiences?

	Extremely (1)	Very (2)	Moderately (3)	Slightly (4)	Not at all (7)
Respected (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Admin burden psychological costs -- RESPECT

Start of Block: Admin burden-experience

Q8-experience Please write a short note summarizing one of your most recent experiences with the SNAP, also known as food stamps. This includes applying for SNAP AND/OR renewing your SNAP benefits. You will be entered into a lottery (with a 1/10 chance of winning!) to get an Amazon Gift Certificate of \$5.00 if you write one paragraph, which is at least three sentences long:

Q8-exp-timing Timing

First Click (1)

Last Click (2)

Page Submit (3)

Click Count (4)

End of Block: Admin burden-experience

Start of Block: PANAS_NA



Q9-NA Please indicate the extent you feel this way right now

	Very slightly or not at all (1)	A little (2)	Moderately (3)	Quite a bit (4)	Extremely (5)
Afraid (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nervous (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Upset (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ashamed (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hostile (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: PANAS_NA

Start of Block: PANAS_PA



Q10_PA Please indicate the extent you feel this way right now

	Very slightly or not at all (1)	A little (2)	Moderately (3)	Quite a bit (4)	Extremely (5)
Determined (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attentive (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alert (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inspired (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Active (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: PANAS_PA

Start of Block: CX questions



CX-battery To what extent do you agree or disagree with each of the following statements with regard to your most recent experience with the SNAP (food stamp) program?

	Strongly disagree (1)	Disagree (2)	Neither agree nor disagree (3)	Agree (4)	Strongly agree (5)
I am satisfied with the service I received from SNAP. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This interaction increased my confidence in SNAP. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My need was addressed. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It was easy to complete what I needed to do. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It took a reasonable amount of time to do what I needed to do. (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employees I interacted with were helpful. (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was treated fairly. (13)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: CX questions

Start of Block: Health/Politic

Q12-health In general, how would you rate your health?

- Excellent (1)
- Very good (2)
- Good (3)
- Fair (4)
- Poor (5)

Page Break

Q13-polideo When it comes to politics, how would you describe yourself?

- Very liberal (1)
- Somewhat liberal (2)
- A little liberal (3)
- Neither liberal nor conservative (4)
- A little conservative (5)
- Somewhat conservative (6)
- Very conservative (7)

End of Block: Health/Politic

Start of Block: Trust

Q14-trust1 Thinking about government administrators in the United States, how committed are they to serving the people?

- Not at all committed (1)
 - Not very committed (2)
 - Somewhat committed (3)
 - Very committed (4)
-

Q15-trust2 How many government administrators can be trusted to do what is best for the country?

- None (1)
 - A few (2)
 - Some (3)
 - All (4)
-

Q16-trust3 How widespread do you think corruption is in the public service in the United States?

- A small number of people are involved (1)
 - A moderate number of people are involved (2)
 - A lot of people are involved (3)
 - Almost everyone is involved (4)
-

Q17-trust4 When government administrators make serious mistakes in the United States, how likely is it that they will be corrected?

- No at all likely (1)
 - Not very likely (2)
 - Somewhat likely (3)
 - Very likely (4)
-

Q18-trust5 In your opinion, how often do government administrators deal fairly with people like you?

- Almost always (1)
- Often (2)
- Occasionally (3)
- Seldom (4)
- Almost never (5)

End of Block: Trust

Start of Block: Scarcity



Q31-Scarcity In the last 24 hours, how often...

	Never (1)	Rarely (2)	Sometimes (3)	Fairly often (4)	Very often (5)
...were you troubled about coping with ordinary bills? (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...did you worry about having enough money to make ends meet? (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...did you think about future expenses, some of which may be unexpected? (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...were you preoccupied with thoughts about your personal finances? (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Scarcity

Start of Block: Demographics

Q20 ServiceUseSNAP How long have you received SNAP benefits (food stamps) as an adult?

- Not at all (1)
- Less than 1 year (2)
- 1-3 years (3)
- 4-6 years (4)
- 7-10 years (5)
- More than 10 years (6)

Page Break



Q28-Age What is your year of birth? (YYYY)

Q29-genderBirth What sex were you assigned at birth?

- Female (1)
- Male (2)
- Intersex (3)

Q30-genderCurrent What is your current gender?

- Woman (1)
- Man (2)
- Transgender (3)

Q31-race What race do you consider yourself?

- White (1)
 - Black or African American (2)
 - American Indian or Alaska Native (3)
 - Asian (4)
 - Native Hawaiian or Other Pacific Islander (5)
 - Some other race (6)
-

Q32-Hispanic Are you of Hispanic or Latino origin?

- Yes (1)
 - No (2)
-

Page Break

Q33-education What is your highest level of education?

- Less than high school (1)
 - High school (2)
 - Associate/ junior college (3)
 - Bachelor's (4)
 - Graduate (5)
-

Q34-income What is you current annual household income before taxes?

- Less than \$14,999 (1)
- \$15,000 to \$19,999 (2)
- \$20,000 to \$24,999 (5)
- \$25,000 to \$29,999 (6)
- \$30,000 to \$34,999 (7)
- \$35,000 to \$39,999 (8)
- \$40,000 to \$44,999 (9)
- \$45,000 to \$49,999 (10)
- \$50,000 to \$54,999 (11)
- \$55,000 to \$59,999 (12)
- \$60,000 to \$64,999 (13)
- \$65,000 to \$69,999 (14)
- \$70,000 to \$74,999 (15)
- \$75,000 to \$79,999 (16)
- \$80,000 to \$84,999 (17)
- \$85,000 to \$89,999 (18)
- \$90,000 to \$94,999 (19)
- \$95,000 to \$99,999 (20)
- \$100,00 to \$124,999 (21)
- \$125,00 to \$149,999 (22)
- \$150,000 to \$174,999 (23)

- \$175,000 to \$199,999 (24)
 - \$200,000 to \$249,999 (25)
 - \$250,000 and above (26)
 - Prefer not to answer (27)
-

Q35-hh How many people live in your household including yourself?

- 1 person (1)
- 2 persons (2)
- 3 persons (3)
- 4 personos (4)
- 5 personos (5)
- More than 5 persons (6)
- Prefer not to answer (7)

End of Block: Demographics
