

Page description:

ID 181

Consent Form

“Assistance Tool Opinion Survey”

You are invited to participate in a survey on whether everyday people can use software tools that are ordinarily used by social workers. Please read this form carefully before agreeing to take part in the study.

Purpose: The purpose of this survey is to investigate the usability of social work software by the general public.

Steps: If you agree to participate in this survey, you will be asked to read a short client description. You may be asked one or more very simple factual questions about what you’ve read – so please take the time to read carefully. You will use the assistance tool to calculate the client’s eligibility, and complete a series of questions about the case and your experience using the tool. You will also answer some questions about yourself.

Your contribution to knowledge about the usability of these tools is greatly appreciated. You will have ample time to complete this short survey. Please take your time and answer questions carefully.

This task requires basic math skills. A link to an online calculator is provided.

Time required: The survey will require about 8 minutes of your time.

Anonymity: Your responses will be identified with a unique response code, and your name will not be associated with your survey responses. Analysis of results will not include any information that makes it possible to identify you.

Risks and benefits: This survey will not expose you to risks greater than those encountered in everyday life. The only known cost to you of participating in this survey is the inconvenience of giving your time. Other than compensation (see below), you may not receive any benefits from participation.

Compensation: By completing this survey, you will earn \$.51 through the Mechanical Turk system.

Voluntary participation: Taking this study is completely voluntary, and you can withdraw at any time by simply closing out of the study. Because data is anonymous, it cannot be deleted after submission. You will not incur any penalty or loss of benefits to which you are otherwise entitled by refusing to participate or discontinuing your participation at any time. The investigator may withdraw a participant based on any of the following reasons: (1) non-U.S. location according to IP address, (2) repeated study completions from the same IP address, (3) non-compliance with quality control measures, or (4) failure to enter a valid response ID when prompted.

Contact with questions: The researchers conducting this survey are K.L. Sack and Dr. James A. Coan. If you have any questions, you may contact the principal investigator at kls9t@virginia.edu or Dr. Coan at jac3zt@virginia.edu. If you have any questions or concerns regarding your rights as a participant in this survey, you may contact the U.Va. Institutional Review Board at irbsbshelp@virginia.edu or (434) 924-5999.

I have read and understood the above consent form. If desired, I printed a copy for my own records. By clicking next, I indicate my decision to participate in this study.

Page description:

Page exit logic: dqhisp

IF: (Question (ID 129) contains any ("No, not of Hispanic, Latino, or Spanish origin") AND Question (ID 129) contains any ("Yes, Mexican, Mexican American, Chicano", "Yes, Puerto Rican", "Yes, Cuban", "Yes, another Hispanic, Latino, or Spanish origin - for example, Argentinean, Colombian, Dominican, Nicaraguan, Salvadoran, Spaniard, and so on")) **THEN:** Disqualify and display: Sorry, your responses failed a quality control check. You will not receive payment for this survey and your data will not be used.

Page exit logic: New Page Logic Action

IF: Question (ID 130) = ("white", "black, African-American, or Negro", "American Indian or Alaska Native", "Asian Indian", "Chinese", "Japanese", "Korean", "Native Hawaiian", "Guamanian or Chamorro", "Filipino", "Vietnamese", "Samoan", "Other Asian - for example, Hmong, Laotian, Thai, Pakistani, Cambodian, and so on", "Other Pacific Islander - for example, Fijian, Tongan, and so on") **THEN:** Disqualify and display: Sorry, your responses failed a quality control check. You will not receive payment for this survey and your data will not be used.

Action: Percent Branch
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ID 145

In this research, you will read a short social work client scenario, use the Food Stamp Calculator (an online assistance tool), and then complete a brief survey.

Once you submit your answers on one page, you cannot return to the previous page. Do not hit the back button on your browser.

ID 12

In this research, you will answer a few questions about demographics and attitudes. Then, you will read a short social work client scenario, use the Food Stamp Calculator (an online assistance tool), and complete a brief survey.

Once you submit your answers on one page, you cannot return to the previous page. Do not hit the back button on your browser.

ID 127

In what year were you born? *

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ID 128

What is your gender? *

Male
Female

ID 129

Are you of Hispanic, Latino, or Spanish origin? *

- ☐ No, not of Hispanic, Latino, or Spanish origin
- ☐ Yes, Mexican, Mexican American, Chicano
- ☐ Yes, Puerto Rican
- ☐ Yes, Cuban
- ☐ Yes, another Hispanic, Latino, or Spanish origin - for example, Argentinean, Colombian, Dominican, Nicaraguan, Salvadoran, Spaniard, and so on
-

What racial or ethnic group or groups best describes you? Check all that apply. *

- ☐ white
- ☐ black, African-American, or Negro
- ☐ American Indian or Alaska Native
- ☐ Asian Indian
- ☐ Chinese
- ☐ Japanese
- ☐ Korean
- ☐ Native Hawaiian
- ☐ Guamanian or Chamorro
- ☐ Filipino
- ☐ Vietnamese
- ☐ Samoan
- ☐ Other Asian - for example, Hmong, Laotian, Thai, Pakistani, Cambodian, and so on
- ☐ Other Pacific Islander - for example, Fijian, Tongan, and so on

Page description:

Page exit logic: dq

IF: Question (ID 79) contains any ("not known","unwilling to pay child support","remarried but involved","living out of state") **THEN:**

Disqualify and display:

Sorry, your responses failed a quality control check. You will not receive payment for this survey and your data will not be used.

Page exit logic: New Page Logic Action

IF: Question (ID 83) contains any ("not known","unwilling to pay child support","serving overseas","remarried but involved") **THEN:**

Disqualify and display:

Sorry, your responses failed a quality control check. You will not receive payment for this survey and your data will not be used.

Action: Percent Branch

lzexp

ID 124

Familiarize yourself with the following case description.

ID 26



"I just don't know what to do." The woman wrapped her arms around her torso, hands gripping her shoulders.

"If I go out to work, I spend my whole paycheck on childcare and trying to pay bills. If I stay home, I can't pay the bills at all." She had reported to the intake worker that she was a single mother of two girls and a boy, all under the age of five. The social worker asked, "How many adults live in the home?"

"My husband, James, is stationed overseas," the client said. "He sends money back, but not enough to pay rent and food." She touched her wedding band and looked distracted. "Maybe \$750 a month?"

The client said her waitress wages were \$175 a week, plus about \$25 in tips. She cut hair from home for \$10 a head, typically giving two haircuts a week. "My rent is \$725 a month. I have utilities and childcare receipts somewhere in my purse," she said. "I pay the sitter \$50 a week to watch the kids while I'm at work." The social worker verified that the client paid all her own utilities.

While the client looked in her purse for receipts, the social worker turned to an online assistance tool for help calculating benefit eligibility.



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"If I go out to work, I spend my whole paycheck on childcare and trying to pay bills. If I stay home, I can't pay the bills at all." She had reported to the intake worker that she was a single mother of two girls and a boy, all under the age of five. The social worker asked, "How many adults live in the home?"

"Just me. James, their father, lives out of state. He pays child support, but not enough to pay rent and food," the client said. "Usually \$750 a month." She touched her face and looked distracted. "I always thought we would get married."

The client said her waitress wages were \$175 a week, plus about \$25 in tips. She cut hair from home for \$10 a head, typically giving two haircuts a week. "My rent is \$725 a month. I have utilities and childcare receipts somewhere in my purse," she said. "I pay the sitter \$50 a week to watch the kids while I'm at work." The social worker verified that the client paid all her own utilities.

While the client looked in her purse for receipts, the social worker turned to an online assistance tool for help calculating benefit eligibility.



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While the client looked in her purse for receipts, the social worker turned to an online assistance tool for help calculating benefit eligibility.

ID 79

According to the case description, client indicated her children's father is *

- ☐ not known
- ☐ unwilling to pay child support
- ☐ serving overseas
- ☐ remarried but involved
- ☐ living out of state

ID 83

According to her case description, client indicated her children's father is *

- ☐ not known
 - ☐ unwilling to pay child support
 - ☐ serving overseas
 - ☐ remarried but involved
 - ☐ living out of state
-

ID 88

Open [this link](#) to the Food Stamp Calculator. The link will open in a separate tab/window, allowing you to access this page and the new tab/window at the same time. **Please read the instructions on the Food Stamp Calculator webpage carefully.**

1. Enter **the client's information** into the Food Stamp Calculator. The client's info is provided above.
 2. Be sure you enter monthly (not weekly) information where requested. If needed, use [this](#) regular online calculator.
 3. Click "Submit" **in the Food Stamp Calculator** to calculate benefit eligibility.
-

ID 185

Complete these steps before clicking the "Next" button below. Leave the window with the Food Stamp Calculator open while completing the rest of the MTurk survey.

Page description:

ID 39

Overall, I found using the Food Stamp Calculator was *

- ☐ extremely easy
 - ☐ moderately easy
 - ☐ not too difficult or too easy
 - ☐ moderately difficult
 - ☐ extremely difficult
-

Page exit logic: directpersonalprofdqq

IF: (Question (ID 178) contains any ("Yes, I have received public assistance such as food stamps, SNAP, AFDC, TANF, or Section 8 housing assistance.", "Yes, I work or have worked in social services. For instance, I have evaluated clients' eligibility for food stamps, SNAP, AFDC, TANF, or Section 8 housing assistance.") AND Question (ID 178) contains any ("No, I do not have direct, personal or professional experience with social work.")) **THEN:** Disqualify and display:
Sorry, your responses failed a quality control check. You will not receive payment for this survey and your data will not be used.

Page exit logic: linkdqq

IF: Question (ID 191) contains any ("the day you fill out this online Food Stamp Calculator", "the day the Food Stamp office receives verification of income and expenses", "the day your application is approved", "North Regional Food Stamp Calculator") **THEN:**
Disqualify and display:
Sorry, your responses failed a quality control check. You will not receive payment for this survey and your data will not be used.

ID 89

Overall, I found the Food Stamp Calculator gave *

- ☐ not enough information
 - ☐ just the right amount of information
 - ☐ too much information
-

ID 90

How confident are you that the Food Stamp Calculator listed the correct benefit eligibility when you entered the client's information? *

- ☐ very certain
 - ☐ somewhat certain
 - ☐ somewhat uncertain
 - ☐ very uncertain
-

ID 93

How much assistance did the Food Stamp Calculator indicate the client might be eligible for? *

ID 191

The Food Stamp Calculator page says benefits may begin *

- ☐ the day you fill out this online Food Stamp Calculator
 - ☐ the day the Food Stamp office receives your application
 - ☐ the day the Food Stamp office receives verification of income and expenses
 - ☐ the day your application is approved
-

ID 186

Do you think the estimated benefit amount in this case was *

- ☐ far too high - the client should get much less in food stamps

- ☐ a little high - the client should get a little less in food stamps
 - ☐ just right - the client should get approximately that amount in food stamps
 - ☐ a little low - the client should get a little more in food stamps
 - ☐ far too low - the client should get much more in food stamps
-

ID 96

In this particular case, how *needy* was the client? *

- ☐ extremely needy
 - ☐ somewhat needy
 - ☐ somewhat self-sufficient
 - ☐ completely self-sufficient
-

ID 180

In this particular case, how *deserving* was the client? *

- ☐ extremely deserving
 - ☐ somewhat deserving
 - ☐ somewhat undeserving
 - ☐ extremely undeserving
-

ID 97

In this particular case, do you believe the client was *honestly* reporting his/her resources and needs? *

☐ yes

☐ no

ID 99

In this particular case, do you believe the client was *accurately* reporting his/her resources and needs? *

☐ yes

☐ no

ID 178

Do you have any direct, personal or professional experience with social work? Check all that apply. *

☐ Yes, I have received public assistance such as food stamps, SNAP, AFDC, TANF, or Section 8 housing assistance.

☐ Yes, I work or have worked in social services. For instance, I have evaluated clients' eligibility for food stamps, SNAP, AFDC, TANF, or Section 8 housing assistance.

☐ No, I do not have direct, personal or professional experience with social work.

ID 179

If you have received public assistance or worked in social services, would you want to use the Food Stamp Calculator in your own case or with your own clients? *

☐ yes - in my own case

☐ yes - with my own clients

☐ no

☐ not applicable - no direct, personal or professional experience with social work

ID 101

In what way would you prefer to use the Food Stamp Calculator? Check all that apply. *

- ☐ N/A - would not use the Food Stamp Calculator
 - ☐ by myself
 - ☐ with a family member/friend
 - ☐ with the assistance of social worker
 - ☐ with my social worker
-

ID 40

If you had to guess, what was the purpose of this study? *

Page exit logic: cqc izusepref

IF: (Question (ID 101) contains any ("N/A - would not use the Food Stamp Calculator") AND Question (ID 101) contains any ("by myself","with a family member/friend","with the assistance of social worker","with my social worker")) **THEN:** Disqualify and display: Sorry, your responses failed a quality control check. You will not receive payment for this survey and your data will not be used.

Page description:

ID 41

In what year were you born? *

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Page exit logic: 2ndracedqq

IF: Question (ID 44) = ("white","black, African-American, or Negro","American Indian or Alaska Native","Asian Indian","Chinese","Japanese","Korean","Native Hawaiian","Guamanian or Chamorro","Filipino","Vietnamese","Samoan","Other Asian - for example, Hmong, Laotian, Thai, Pakistani, Cambodian, and so on","Other Pacific Islander - for example, Fijian, Tongan, and so on") **THEN:** Disqualify and display:

Sorry, your responses failed a quality control check. You will not receive payment for this survey and your data will not be used.

ID 42

What is your gender? *

Male
Female

ID 43

Are you of Hispanic, Latino, or Spanish origin? Check all that apply. *

- ☐ No, not of Hispanic, Latino, or Spanish origin
- ☐ Yes, Mexican, Mexican American, Chicano
- ☐ Yes, Puerto Rican
- ☐ Yes, Cuban
- ☐ Yes, another Hispanic, Latino, or Spanish origin - for example, Argentinean, Colombian, Dominican, Nicaraguan, Salvadoran, Spaniard, and so on

Page exit logic: dqhisp

IF: (Question (ID 43) contains any ("No, not of Hispanic, Latino, or Spanish origin") AND Question (ID 43) contains any ("Yes, Mexican, Mexican American, Chicano"; "Yes, Puerto Rican"; "Yes, Cuban"; "Yes, another Hispanic, Latino, or Spanish origin - for example, Argentinean, Colombian, Dominican, Nicaraguan, Salvadoran, Spaniard, and so on")) **THEN:** Disqualify and display: Sorry, your responses failed a quality control check. You will not receive payment for this survey and your data will not be used.

ID 44

What racial or ethnic group or groups best describes you? Check all that apply. *

- ☐ white
- ☐ black, African-American, or Negro
- ☐ American Indian or Alaska Native

- ☐ Asian Indian
 - ☐ Chinese
 - ☐ Japanese
 - ☐ Korean
 - ☐ Native Hawaiian
 - ☐ Guamanian or Chamorro
 - ☐ Filipino
 - ☐ Vietnamese
 - ☐ Samoan
 - ☐ Other Asian - for example, Hmong, Laotian, Thai, Pakistani, Cambodian, and so on
 - ☐ Other Pacific Islander - for example, Fijian, Tongan, and so on
-

ID 45

What is the highest degree that you have earned? *

- ☐ Grade school
 - ☐ High school or GED
 - ☐ Some college but no degree
 - ☐ College or advanced degree
-

ID 118

Do you **agree or disagree** with the following statements?

ID 117

"People like me don't have any say about what the government does." *

- ☐ agree
 - ☐ neither agree nor disagree
 - ☐ disagree
-

ID 123

"I don't think public officials care much what people like me think." *

- ☐ agree
 - ☐ neither agree nor disagree
 - ☐ disagree
-

ID 122

"I consider myself well-qualified to participate in politics." *

- ☐ agree
 - ☐ neither agree nor disagree
 - ☐ disagree
-

ID 121

"I feel that I have a pretty good understanding of the important political issues facing our country." *

- ☐ agree
 - ☐ neither agree nor disagree
 - ☐ disagree
-

ID 120

"I feel that I could do as good a job in public office as most other people." *

- ☐ agree
 - ☐ neither agree nor disagree
 - ☐ disagree
-

ID 119

"I think that I am as well-informed about politics and government as most people." *

- ☐ agree
 - ☐ neither agree nor disagree
 - ☐ disagree
-

ID 71

Generally speaking, do you think of yourself as a Republican, a Democrat, or an Independent? *

- ☐ strong Democrat
- ☐ not very strong Democrat
- ☐ Independent – leaning Democrat

- ☐ Independent – leaning Republican
 - ☐ not very strong Republican
 - ☐ strong Republican
-

ID 72

What is your approximate annual household income level? *

- ☐ \$25,000 or below
 - ☐ \$26,000-\$50,000
 - ☐ \$51,000-\$75,000
 - ☐ \$76,000-100,000
 - ☐ \$100,000-\$150,000
 - ☐ \$151,000 or above
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Page description:

ID 187

Debriefing Statement

This is the end of the study. Thank you for participating in this research.

The following is additional information about the study you just completed. The stimuli you viewed were constructed for research purposes. You were told the purpose of this study was to investigate whether everyday people can use software tools that are ordinarily used by social workers. This was part of the study's purpose. Its full purpose included also investigating whether irrelevant client information and/or the placement of survey questions affected people's responses. I needed to deceive respondents, because knowing what researchers are studying often changes people's responses in research studies. Because you were deceived, you have the option

now of requesting that all your data in relation to this study be destroyed immediately. If you do so, there is no penalty. If you agree to inclusion of your data, it may be presented at meetings or conferences, and become part of academic research submitted for publication. Your personally identifying information has not been collected and will never be associated with your data. By clicking next, you indicate permission for your data to be used in this study. By exiting the survey, you indicate you wish for your data to be destroyed immediately.

Page description:

ID 1

Thank you for taking our survey. Your response is very important to us.

ID 163

Here is your unique response code: [survey("response id")]. Please enter it in the HIT to receive payment.
