Consent Form

Citizen Evaluations of Government Programs

Researchers in the School of Public Affairs at American University are conducting a study of how the public perceives and responds to government initiatives.

If you decide to participate in this study, you will be asked to respond to several survey questions, including some questions about a fictional government initiative. **All information provided about public agencies or studies of agencies in this survey is fictional.**

Completing this survey should take about **5-10 minutes**. If you finish the survey with valid responses, you will receive **$0.50**.

Your responses are confidential. Results from this study will be shared with others, but your identity will not be associated with your responses. Once data collection is complete, I will employ standard measures to ensure confidentiality. Specifically, I will destroy any information (MTurk IDs, IP addresses) linking individuals to responses. After deleting these individual identifiers, the anonymous survey response data will be shared with others. ***Your involvement in the study is voluntary, and you may choose not to participate or to stop at any time.***

The results of this study may help inform experts considering how citizen opinions can be interpreted and used when evaluating government organizations and initiatives. We do not anticipate that your participation will result in any risks or discomforts, but you may skip any questions you do not want to answer.

If you have any questions about this research project, please feel free to contact me at 202-885-6362 or favero@american.edu. Questions or concerns about your rights as a research participant should be directed to the Social Behavioral IRB at American University at 202-885-3447 or by email at irb@american.edu.

By completing the following survey, you are agreeing to participate in this research project. Participants must be 18 years of age or older. If you wish, please feel free to print and keep a copy of this page for your records.

Thank you for participating in this study.

Dr. Nathan Favero
Principal Investigator
Assistant Professor, Department of Public Administration & Policy
School of Public Affairs, American University
202-885-6362

favero@american.edu

Demographics 1

Are you male or female?

- ○ Male
- ○ Female

What is your age?

- ○ 18-29 years old
- ○ 30-49 years old
- ○ 50-64 years old
- ○ 65 years and over

In politics today, do you consider yourself a:

- ○ Republican
- ○ Democrat
- ○ Independent
- ○ Something else

As of today do you lean more to...

- ○ Republican
- ○ Democrat

How much do you agree or disagree with the following statement?
Most government administrators can be trusted to do what is best for the country

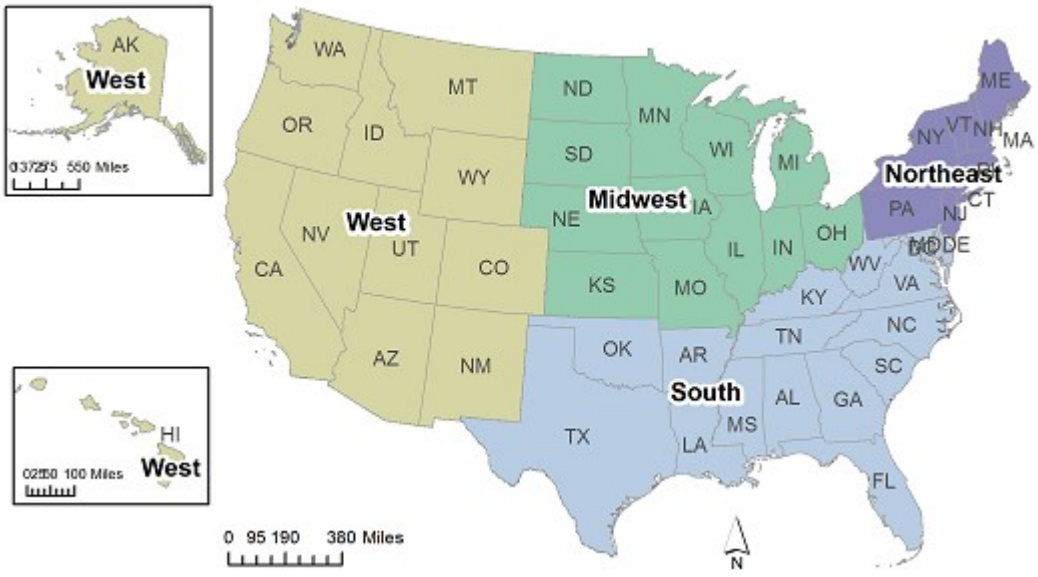
- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

What is the highest level of school you have completed or the highest degree you have received?

- ○ High school incomplete or less
- ○ High school graduate or GED (includes technical/vocational training that doesn't count towards college credit)
- ○ Some college (some community college, associate's degree)
- ○ Four year college degree/bachelor's degree
- ○ Some postgraduate or professional schooling, no postgraduate degree
- ○ Postgraduate or professional degree, including master's, doctorate, medical or law degree

In which US Census region do you live?

- ○ Midwest - IA, IL, IN, KS, MI, MN, MO, ND, NE, OH, SD, WI
- ○ Northeast - CT, MA, ME, NH, NJ, NY, PA, RI, VT
- ○ South - AL, AR, DC, DE, FL, GA, KY, LA, MD, MS, NC, OK, SC, TN, TX, VA, WV
- ○ West - AK, AZ, CA, CO, HI, ID, MT, NM, NV, OR, UT, WA, WY



Vignette

All of the information I provide to you in this survey is hypothetical. Garrison County does not exist, and the national study of DMV offices that I reference is also fictional.

Please carefully read the following account of a hypothetical initiative in a local government

office and then respond to the questions that follow:

The Garrison County DMV

Garrison County's local Department of Motor Vehicles (DMV) office serves over 400 customers on a typical operating day. The local office manager has been studying the issue of customer wait times and thinking about ways to better serve local customers. An initial review revealed the following:

- In 2016, the average wait time at the Garrison County DMV was 35 minutes.
- A recent nationwide study found that the average wait time at mid-sized DMV offices across the United States is typically around 35 minutes.

The Garrison County DMV

Garrison County's local Department of Motor Vehicles (DMV) office serves over 400 customers on a typical operating day. The local office manager has been studying the issue of customer wait times and thinking about ways to better serve local customers. An initial review revealed the following:

- In 2016, the average wait time at the Garrison County DMV was 35 minutes.
- A recent nationwide study found that the average wait time at mid-sized DMV offices across the United States is typically around 55 minutes.

The Garrison County DMV

Garrison County's local Department of Motor Vehicles (DMV) office serves over 400 customers on a typical operating day. The local office manager has been studying the issue of customer wait times and thinking about ways to better serve local customers. An initial review revealed the following:

- In 2016, the average wait time at the Garrison County DMV was 55 minutes.
- A recent nationwide study found that the average wait time at mid-sized DMV offices across the United States is typically around 35 minutes.

The Garrison County DMV

Garrison County's local Department of Motor Vehicles (DMV) office serves over 400 customers on a typical operating day. The local office manager has been studying the issue of customer wait times and thinking about ways to better serve local customers. An initial review revealed the following:

- In 2016, the average wait time at the Garrison County DMV was 55 minutes.

- A recent nationwide study found that the average wait time at mid-sized DMV offices across the United States is typically around 55 minutes.

At the beginning of 2017, the Garrison County DMV started giving customers numbered service tickets upon arrival at the office. The manager hopes this process will lead to shorter wait times.

Based on the limited information provided about the Garrison County DMV, please offer your best assessment for each of the following questions:

If you had to predict, how long do you expect the average wait time will be at the Garrison County DMV for the year 2017?

- ○ 0-10 min
- ○ 10-20 min
- ○ 20-30 min
- ○ 30-40 min
- ○ 40-50 min
- ○ 50-60 min
- ○ 60-70 min
- ○ more than 70 min

Thinking about what is reasonable for a Garrison resident to expect from their local DMV, what do you think the average wait time *should* be?

- ○ 0-10 min is acceptable, more than 10 min is unacceptable
- ○ 0-20 min is acceptable, more than 20 min is unacceptable
- ○ 0-30 min is acceptable, more than 30 min is unacceptable
- ○ 0-40 min is acceptable, more than 40 min is unacceptable
- ○ 0-50 min is acceptable, more than 50 min is unacceptable
- ○ 0-60 min is acceptable, more than 60 min is unacceptable
- ○ 0-70 min is acceptable, more than 70 min is unacceptable
- ○ more than 70 min is acceptable

Post-vignette

Data for the first 10 months of 2017 shows that the average wait time for the Garrison County DMV has been 45 minutes so far.

Based on all the information that has been provided, please consider how well you think the Garrison County DMV is serving its residents:

Using a 10-point scale on which "0" means "very dissatisfied" and "10" means "very satisfied," how satisfied are you with the services provided by the Garrison county DMV?

very dissatisfied very satisfied

0	1	2	3	4	5	6	7	8	9	10
○	○	○	○	○	○	○	○	○	○	○

The following questions will be used to gauge how well study participants remember information from the descriptions above. Please answer as best as you can based on what you remember.

How long was the average wait time at the Garrison County DMV in 2016?

min

How long was the average wait time at mid-sized DMV offices across the United States according to the recent nationwide study?

min

Was the Garrison County DMV's average wait time in the first 10 months of 2017 shorter or longer than their wait time last year?

- ○ Shorter wait time than 2016
- ○ Longer wait time than 2016

Was the Garrison County DMV's average wait time in the first 10 months of 2017 shorter or longer than the average time cited in the nationwide study?

- ○ Shorter wait time than average in study
- ○ Longer wait time than average in study

Demographics 2

Are you of Hispanic, Latino, or Spanish origin, such as Mexican, Puerto Rican or Cuban?

- ○ Yes

- ○ No

Which of the following describes your race? [You can select as many as apply]

- ☐ White
- ☐ Black or African American
- ☐ Native American/American Indian/Alaska Native
- ☐ Asian or Asian American
- ☐ Native Hawaiian or other Pacific Islander
- ☐ Some other race, specify:

Last year, that is in 2016, what was your total family income from all sources, before taxes?

- ○ Less than $30,000
- ○ $30,000 to less than $60,000
- ○ $60,000 to less than $90,000
- ○ $90,000 or more

Survey Powered By Qualtrics