

APPENDIX A

INFORMED CONSENT

# VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY

## Informed Consent for Participants of Investigative Projects

Title of Project Home repair experiences of older consumers in Montgomery County, Virginia  
Investigators: Cristin L. Campbell, Constance Y. Kratzer

### **The Purpose of this Research Project**

The purpose of this project is to explore the nature of home repair services being offered door-to-door to older consumers in Montgomery County, Virginia. It is believed that many of these offers are being offered and accepted. This study will explore the outcomes of these experiences. There will be a maximum number of 40 subjects in this study.

### **Procedures**

Each subject who volunteers to be called will be asked to complete a telephone interview. The questions will ask about home repair services that have been offered to you over the past three years. You will be asked about your use of the media. You will also be asked a number of demographic questions.

You will be called at the phone number that you provide to the researcher. Calls will be made weekdays between the hours of 9 a.m. and 8 p.m., unless you indicate that you would like to be called at a time other than these. The survey will take 15 to 20 minutes of your time.

### **Risks**

The only risk involved in this research is the possibility of remembering a past experience with home repair that was unpleasant. If you choose, the researcher will provide you with information about ways to deal with the situation that occurred.

### **Benefits of this Project**

The benefits of this project are a greater understanding of home repair services that are being offered in Montgomery County. The results of this study will be used to develop educational workshops that will benefit older consumers in this county.

No promise or guarantee of benefits have been made to encourage you to participate.

### **Extent of Anonymity and Confidentiality**

Confidentiality of your responses is assured. Your responses and name will never appear on the same sheet of paper. In order to assure confidentiality, the responses will be numbered only to insure that every participant has been contacted.

## Compensation

You will not be compensated for your participation in this project. At your request, you can be notified when an educational program will be presented so that you may attend.

## Freedom to Withdraw

You are free to withdraw from this study at any time. You are free to not answer any questions that you choose, without any penalty.

## Approval of Research

This research project has been approved, as required, by the Institutional Review Board for Research Involving Human Subjects at Virginia Polytechnic Institute and State University, by the Department of Near Environments.

## Subject's Responsibilities

I have read the above information. I voluntarily agree to participate in this study.

## Subject's Permission

I have read and understand the Informed Consent and conditions of this project. I have had all my questions answered. I hereby acknowledge the above and give my voluntary consent for participation in this project.

If I participate, I may withdraw at any time without penalty. I agree to abide by the rules of this project.

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Signature

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Date

Should I have any questions about this research or its conduct, I may contact:

Cristin L. Campbell

Investigator

953-3920

Phone

Constance Y. Kratzer

Faculty Advisor

231-4958

Phone

H.T. Hurd

Chair, IRB

Research Division

231-9359

APPENDIX B  
INTERVIEW QUESTIONS

## Interview Questions

### Opening questions

1. Which community or senior groups are you a member of?
2. Do you have any special hobbies?

### Screening questions

3. Do you live in Montgomery County?  
\_\_\_Yes \_\_\_No  
If no, skip to question number 16.

4. Do you live in and own a house?  
\_\_\_Yes \_\_\_No  
If no, skip to question number 16.

### Home repair questions

5. Has anyone come to your door and offered to do home repair services any time in the past three years?  
\_\_\_Yes \_\_\_No  
If no, skip to question number 13.

5b. When did this occur? (Year, month, day, time)

6. What type of home repairs did they offer you?  
\_\_\_Driveway paving  
\_\_\_Driveway sealing  
\_\_\_Roofing  
\_\_\_Pest control  
\_\_\_Painting  
\_\_\_Other What? \_\_\_\_\_

7. Did you accept the offer that they made to you?  
\_\_\_Yes \_\_\_No  
If no, skip to question number 7c.

7b. Why did you decide to accept the offer?  
Skip to question 8.

7c. Why did you decide not to accept the offer?  
Skip to question 13.

8. What was the outcome?

9. Were you satisfied with the outcome?  
\_\_\_Yes \_\_\_No  
If yes, skip to question number 13.

10. Are you willing to tell me why you were not satisfied with the repair?

Yes  No

If no, skip to question number 13.

11. What happened? Describe the person or persons.

If suspect fraud, ask them the following questions:

12. Have you reported this to the police or any other agency?

Yes  No

If yes, which one? \_\_\_\_\_

12b. If yes, what made you report this incident?

Skip to question number 13.

12c. If no, what kept you from reporting this incident?

If no, read this:

Would you like phone numbers that you can use to report this incident? Would you like me to send you information about the options that you have about this incident?

If yes, put address on separate sheet. If no, ask if they would like the information over the phone.

### **Friends**

13. Do you have any friends that have been offered and accepted home repair offers?

Yes  No

If no, skip to question number 15b.

14. Can you tell me what happened?

15. Do you think I could call that person and talk to them about it?

Yes  No

If yes, put name and phone number on a separate sheet.

15b. What do you do when you need repairs for your home?

### **Media questions**

16. Where do you get your information about consumer information and other topics?

TV

Radio  AM  FM

Newspaper Which one? \_\_\_\_\_

Senior group Which one? \_\_\_\_\_

Internet

Magazines Which one? \_\_\_\_\_

- Church group
- Other

16b. Where do you prefer to get information?

**Consumer Protection Hotline**

17. Do you know that there is a consumer hotline set up by the Office of Consumer Affairs in the State of Virginia?

- Yes
- No

If no, then skip to question number 19.

18. Have you ever called the consumer hotline?

- Yes
- No

18b. If yes, why?  
Skip to question 19.

18c. If no, why not?

19. How likely would you be to call the hotline with a consumer problem or question?

- Not at all likely
- Not likely
- Likely
- Very likely

**Demographic Questions**

20. Which age category do you belong to?

- 55-64
- 65-74
- 75-84
- 85 and older

21. What is your marital status?

- Married
- Widowed
- Divorced
- Single

22. What is the highest level of education that you have completed?

- Elementary school
- Some high school
- High school diploma
- GED
- Some college
- Associate's degree
- Bachelor's degree
- Some graduate school
- Master's degree
- Post master's work
- Ph.D

23. Gender  
\_\_\_\_\_Male  
\_\_\_\_\_Female