OPEN-ENDED DATA ENTRY
(SEQUENTIAL ORDER)

CODING MANUAL
FOR
MEMORY SURVEY OF 9/11 TERRORIST ATTACKS ON THE U.S.
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<td>31</td>
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</tbody>
</table>
### INTRODUCTION

The following is an abridged coding manual. It will provide the guidelines for coding as it pertains to grouped sections within each of the open-ended questions.

Coding will be entered onto a Microsoft Excel grid spreadsheet. Six rows will help delineate the information for each of the columns, as follows:

<table>
<thead>
<tr>
<th>Column # - Full Coding Manual</th>
<th>cm132</th>
<th>cm133</th>
</tr>
</thead>
<tbody>
<tr>
<td>Column # - Open-End Manual</td>
<td>oe74</td>
<td>oe75</td>
</tr>
<tr>
<td>Question #</td>
<td>11</td>
<td>11</td>
</tr>
<tr>
<td>Question Heading</td>
<td>Personal Loss</td>
<td>Personal Loss</td>
</tr>
<tr>
<td>Question Sub-Heading</td>
<td>Financial</td>
<td>Property</td>
</tr>
<tr>
<td>Column Heading</td>
<td>Economic Downturn/Recession</td>
<td>Damage or Loss of Home/Apt/Belongings</td>
</tr>
</tbody>
</table>

Row 1: column #s that appear in the comprehensive coding manual, inclusive of all questions in the survey.

Row 2: column #s as they appear only in the open-ended coding manual.

Row 3: # of the questions themselves, as they appear on the survey.

Row 4: abbreviation of the question as it appears on the survey (e.g. “Did you suffer any personal losses in the attack?” becomes “Personal Loss”).

Row 5: sub-categories of the questions that comprise groupings of potential responses (e.g. for Question 11, sub-categories contain such group headings as “Life/Injury”, “Financial”, and “Physical Property”).

Row 6: the individual selections for coding within each sub-category (e.g. “Financial” contains such selections as “Job/Work/Income”, and “Business/Company”).

To ensure that no column was inadvertently overlooked, **be sure to place a coding entry in EVERY cell** of the spreadsheet.
Because of the extensive amount of columns that comprise the open-ended coding, the spreadsheet needs to be partitioned into three worksheets:

Worksheet #1: Identification, Question #1, Question #11, Question #12
Worksheet #2: Identification, Question #38-41
Worksheet #3: Identification, Question #38-41 (remaining), Question #42, Personal Impact

Since the open-ended coding is divided into three worksheets, the “Identification” information for each participant is listed in the beginning columns of all three worksheets so as to ensure accurate coding entries.

Although a good number of responses have been anticipated in the coding selections, a number of responses will not correspond to those selections offered. These additional responses will be recorded on an addendum list corresponding to the respective questions. Should any consistency arise for a particular response within this list (25 or more respondents), that response will be added to the list of initial selections, at the completion of the coding.

Different coding schemes will be used not only for different questions, but sometimes for sections within the questions. It is important that you review each of the questions and coding sections as you arrive at them.
IDENTIFICATION

Overview:

The first three columns will help to identify each survey and participant: The first column, by the respective university from which the survey was made combined with a corresponding assigned number, starting with 1, 2, 3, etc. The second column, by the 7-digit coding entry made by each participant on the front page of the survey. The third column, by which survey the respondent was given: A, B, or C.

**Column 1**

Heading: “Survey ID”

Coding: Assigned per survey (i.e. NSU1, NSU2, NYU1, NYU2)

NSU1 = First survey of New School University
NYU1 = First survey of New York University, etc.

**Column 2**

Heading: “Subject ID”

Coding: 7-digit ID code entered by each participant, on the survey

**Column 3**

Heading: “Survey Type”

Coding: 1 = A
2 = B
3 = C
4 = D
5 = E
QUESTION #1

“Please describe how you first became aware of the terrorist attacks on America”

Overview:

The coding for this question is made up of multiple categories that distinguish between various areas of potential information:

Not Stated (No response given by participant)
Where
How
Who
When
Emotional response (primary)
Emotional response (secondary)
Behavioral response (primary)
Behavioral response (secondary)
# and type of incidents recalled
Overall word length of the response

Most of these categories reflect the more directly targeted short-answer questions in the survey. However, only code the information as it appears in this question. We do not need to smooth out inconsistencies. Rather, it is important to show that discrepancies are accounted for, if they exist.

Column 4
Heading: “Question #1 – Not Stated
Coding: 1 = No response given by participant
0 = Not applicable
**Column 5**

**Heading:** “Question #1 – Where (Actual Site)”

**Coding:**

- 0 = Not stated
- 1 = Home – Personal (include dorm room, home office)
- 2 = School (when it applies to being on-campus or in classes)
- 3 = Work office (outside of home)
- 4 = Traveling (train, car, bus, subway, walking)
- 5 = Airport
- 6 = Airplane
- 7 = On the street (when stated as such)
- 8 = Vacation
- 9 = Place of Worship (church, temple, religious retreat)
- 10 = Place of Business (store, office other than own)
- 11 = Other (add to addendum)

**Column 6**

**Heading:** “Question #1 – Where (Geographic Site)”

**Coding:**

- 0 = Not stated
- 1 = NYC Manhattan – Uptown (above 59th Street)
- 2 = NYC Manhattan – Midtown (from 14th St. to 59th Street)
- 3 = NYC Manhattan – East & West Villages
- 4 = NYC Manhattan – Soho
- 5 = NYC Manhattan – East Side (below Canal, east of Bdwy)
- 6 = NYC Manhattan – Tribeca
- 7 = NYC Manhattan – Financial District/Battery Park (include WTC, Wall St., World Financial Center, Fulton St., South Street Seaport)
- 8 = NYC Manhattan - Unspecified
- 9 = NYC Bronx
- 10 = NYC Brooklyn
- 11 = NYC Queens
- 12 = NYC Staten Island
- 13 = New York City - General
- 14 = NY Upstate
- 15 = Palo Alto
- 16 = San Francisco
- 17 = Los Angeles
- 18 = Boston
- 19 = Wash. DC
- 20 = Pittsburgh
- 21 = St. Louis
- 22 = Santa Cruz
- 23 = New Haven
- 24 = Sweden
- 25 = Other U.S. (add to addendum)
- 26 = Other Foreign (add to addendum)
**Column 7**

**Heading:** “Question #1 – How”

**Coding:**
- 0 = Not stated
- 1 = TV
- 2 = Radio
- 3 = E-mail
- 4 = Phone call
- 5 = Visual sighting
- 6 = Word-of-mouth
- 7 = Screams
- 8 = Other (add to addendum)
QUESTION #1 – WHO

Overview:

This response has two possible aspects: a) whom the participant was with, and b) from whom the participant learned of the attack. Since part “a” could include various responses, there will be multiple columns, with each response having its own column (e.g. “Question #1 - Who (Parent)”). To consolidate the coding between “a” and “b”, the coding will be as follows:

0 = Not stated
1 = Was told by
2 = Was with
3 = Both was told by and was with

Columns 8 - 30

Coding: Not Stated (Enter “1” if no response given, Enter “0” if not applicable
Spouse/Lover
Parent
Child
Sibling
Parent In-law
Child In-law
Sibling In-law
Close Friend (either when designated as such or when not specific)
Acquaintance Friend (only when designated as such)
Colleague
Roommate
Teacher
Student
Classmate
Neighbor
Fellow Commuter (if specified as such; if not, enter as “stranger”)
Stranger
Specific Media Figure / Person (only if name of individual is given)
Unidentified Media Figure / Person (stated as unspecified person, not as medium or program – i.e. announcer, news-anchor, DJ, reporter
Media Program / Channel / Station (if specified):
   e.g. CNN, NPR, ABC, Today Show, etc.
Govt. Official (Police, Fire Dept., Govt. worker)
Medical Personnel (Doctor, Nurse, EMT)
Alone (only if stated as such)
Other (see next page for coding)
**Column 31**

**Heading:** “Question #1 – Who (Other)”

**Coding:** Enter “1” and add to addendum (this applies to single or multiple entries)

0 = Not Stated

**Note:** In addendum, for any entries, enter appropriate coding as shown above:

<table>
<thead>
<tr>
<th>Coding</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Was told by</td>
</tr>
<tr>
<td>2</td>
<td>Was with</td>
</tr>
<tr>
<td>3</td>
<td>Both was told by and was with</td>
</tr>
</tbody>
</table>

**QUESTION #1 - WHEN**

**(TIME IN WHICH PARTICIPANT LEARNED ABOUT ATTACK)**

**Overview:**
A participant may recall time in various ways: to the minute, to the quarter- or half-hour, or generally. In order to bring all the responses into one consistent framework of data, there are two columns: one that addresses time generically and one, when applicable, specifically. If specific, the exact time will be entered into the data as is, or placed into a specific range of time. The time range will increase incrementally (i.e. 1 = 8:45 – 8:50 a.m., 2 = 8:51 – 9:00 a.m., 3 = 9:01 – 9:15 a.m., etc.).

The coding for “when” will either be entered under “Generic” or “Specific”, but not both.

**Note:** The range of time in “Specific” is only used when the participant states the range of time within clearly defined limits. If the range is approximate in any way, then use the coding under “Generic”.

**Note:** All time must be converted into Eastern (New York) time. For example, someone from San Francisco wrote 10:00 a.m., either specifying Pacific Time or without identifying any time zone. Coding would need to be adjusted to 1:00 p.m., since Pacific Time is three hours earlier.
### Column 32

**Heading:** “Question #1 – When (Generic)”

**Coding:**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Not stated</td>
</tr>
<tr>
<td>1</td>
<td>Around 8:45 a.m.</td>
</tr>
<tr>
<td>2</td>
<td>Around 9:00 a.m.</td>
</tr>
<tr>
<td>3</td>
<td>Around 9:15 a.m.</td>
</tr>
<tr>
<td>4</td>
<td>Around 9:30 a.m.</td>
</tr>
<tr>
<td>5</td>
<td>Around 9:45 a.m.</td>
</tr>
<tr>
<td>6</td>
<td>Around 10:00 a.m.</td>
</tr>
<tr>
<td>7</td>
<td>Around 10:15 a.m.</td>
</tr>
<tr>
<td>8</td>
<td>Around 10:30 a.m.</td>
</tr>
<tr>
<td>9</td>
<td>Around 10:45 a.m.</td>
</tr>
<tr>
<td>10</td>
<td>Around 11:00 a.m.</td>
</tr>
<tr>
<td>11</td>
<td>Around 11:30 a.m.</td>
</tr>
<tr>
<td>12</td>
<td>Around 12 Noon</td>
</tr>
<tr>
<td>13</td>
<td>Around 1:00 p.m.</td>
</tr>
<tr>
<td>14</td>
<td>Around 2:00 p.m.</td>
</tr>
<tr>
<td>15</td>
<td>Morning of 9/11</td>
</tr>
<tr>
<td>16</td>
<td>Afternoon of 9/11</td>
</tr>
<tr>
<td>17</td>
<td>Evening of 9/11</td>
</tr>
<tr>
<td>18</td>
<td>Night of 9/11</td>
</tr>
<tr>
<td>19</td>
<td>Next Day</td>
</tr>
<tr>
<td>20</td>
<td>Later that week</td>
</tr>
<tr>
<td>21</td>
<td>After week of 9/11</td>
</tr>
<tr>
<td>22</td>
<td>After “x” happened</td>
</tr>
<tr>
<td>23</td>
<td>Other (add to addendum)</td>
</tr>
</tbody>
</table>

(“x” = any specified event)

### Column 33

**Heading:** “Question #1 – When (Specific)”

**Coding:**

**Enter Specific Time** (if recalled to the minute)

<table>
<thead>
<tr>
<th>Code</th>
<th>Time Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Not stated</td>
</tr>
<tr>
<td>1</td>
<td>8:40 – 8:45 a.m.</td>
</tr>
<tr>
<td>2</td>
<td>8:46 – 8:50 a.m.</td>
</tr>
<tr>
<td>3</td>
<td>8:51 – 8:55 a.m.</td>
</tr>
<tr>
<td>4</td>
<td>8:56 – 9:00 a.m.</td>
</tr>
<tr>
<td>5</td>
<td>9:01 – 9:05 a.m.</td>
</tr>
<tr>
<td>6</td>
<td>9:06 – 9:10 a.m.</td>
</tr>
<tr>
<td>7</td>
<td>9:11 – 9:20 a.m.</td>
</tr>
<tr>
<td>8</td>
<td>9:21 – 9:30 a.m.</td>
</tr>
<tr>
<td>9</td>
<td>9:31 – 9:45 a.m.</td>
</tr>
<tr>
<td>10</td>
<td>9:46 – 10:00 a.m.</td>
</tr>
<tr>
<td>11</td>
<td>10:01 – 10:15 a.m.</td>
</tr>
<tr>
<td>12</td>
<td>10:16 – 10:30 a.m.</td>
</tr>
<tr>
<td>13</td>
<td>10:31 – 11:00 a.m.</td>
</tr>
<tr>
<td>14</td>
<td>11:01 – 11:30 a.m.</td>
</tr>
<tr>
<td>15</td>
<td>11:31 – 12:00 noon</td>
</tr>
<tr>
<td>16</td>
<td>12:01 – 1:00 p.m.</td>
</tr>
<tr>
<td>17</td>
<td>1:01 – 2:00 p.m.</td>
</tr>
<tr>
<td>18</td>
<td>2:01 – 3:00 p.m.</td>
</tr>
<tr>
<td>19</td>
<td>3:01 – 4:00 p.m.</td>
</tr>
<tr>
<td>20</td>
<td>4:01 – 5:00 p.m.</td>
</tr>
<tr>
<td>21</td>
<td>5:01 – 8:30 p.m.</td>
</tr>
<tr>
<td>22</td>
<td>8:31 – 12:00 midnight</td>
</tr>
<tr>
<td>23</td>
<td>Other (add to addendum)</td>
</tr>
</tbody>
</table>
QUESTION #1 – EMOTIONAL RESPONSE

Overview:

The next two columns record only the primary and secondary emotion(s) recalled. Although many responses may be included, in order to create a consistency with other questions that target emotional recall, the emotions listed for this Question will mirror (with some amendments to the synonyms provided) the same emotions listed in the short-answer questions: Questions #7, #13-18, and #30-35. In this question, the coding will register, by a corresponding number for each emotion, if that particular emotion was noted as either a primary or secondary response.

Note: Only enter one response for each column.

Synonymous emotions that are listed may be included for that particular entry (e.g. “Mad” would go under the heading “ANGRY”).

Any emotions (including synonyms provided) not listed below should be entered as a “7” for “Other” and then added to the addendum list.

Column 34

Heading: “Question #1 – Emotional Response (Primary)”

Coding: **ONLY ENTER 1ST EMOTION STATED**

See box below:

Column 35

Heading: “Question #1 – Emotional Response (Secondary)”

Coding: **ONLY ENTER 2nd EMOTION STATED**

See box below:

<table>
<thead>
<tr>
<th>Number</th>
<th>Emotion</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Not Stated</td>
</tr>
<tr>
<td>1</td>
<td>Anger (Include: Mad, Vengeful, Livid, Annoyed, Bitter)</td>
</tr>
<tr>
<td>2</td>
<td>Sadness (Include: Dismayed, Upset, Mournful, Pained, Grief-stricken, Distraught, Depressed)</td>
</tr>
<tr>
<td>3</td>
<td>Fear (Include: Scared, Terrified, Alarmed, Frightened)</td>
</tr>
<tr>
<td>4</td>
<td>Confusion (Include: Disoriented, Lost, Unstable, Unsure)</td>
</tr>
<tr>
<td>5</td>
<td>Frustration</td>
</tr>
<tr>
<td>6</td>
<td>Shock (Include: Speechless, Stunned, Disbelieving, Astonished, Horrified, Amazed, Aghast, Devastated, Numbed)</td>
</tr>
<tr>
<td>7</td>
<td>Other (add to addendum)</td>
</tr>
</tbody>
</table>
QUESTION #1 – BEHAVIORAL RESPONSE

Overview:

As in “Question #1 – Emotional Response”, the next two columns will record primary and secondary recall; however, these columns will focus on behavioral responses that account for what the participant was doing following awareness of the events. As stated in the coding, enter ONLY the FIRST and SECOND BEHAVIORAL RESPONSES.

Column 36
Heading: “Question #1 – Behavioral Response (Primary)”
Coding: ONLY ENTER 1st BEHAVIOR STATED

See box below:

Column 37
Heading: “Question #1 – Behavioral Response (Secondary)”
Coding: ONLY ENTER 2nd BEHAVIOR STATED

See box below:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Not stated</td>
</tr>
<tr>
<td>1</td>
<td>Emoted (Include: Cried, Yelled, Screamed, Shouted)</td>
</tr>
<tr>
<td>2</td>
<td>Physically responded (Include: Collapsed, Sat, Jumped, Stood, Paced, Ran)</td>
</tr>
<tr>
<td>3</td>
<td>Followed news (Include: Television, Radio, Internet, Videotaped the news)</td>
</tr>
<tr>
<td>4</td>
<td>Went to eyewitness (Include: from window, from street)</td>
</tr>
<tr>
<td>5</td>
<td>Communicated (Phone call, E-mail, “IM”, Talked)</td>
</tr>
<tr>
<td>6</td>
<td>Joined other people</td>
</tr>
<tr>
<td>7</td>
<td>Took photographs/Video/Went to get camera</td>
</tr>
<tr>
<td>8</td>
<td>Wrote</td>
</tr>
<tr>
<td>9</td>
<td>Sought Help</td>
</tr>
<tr>
<td>10</td>
<td>Helped Others (include blood donations)</td>
</tr>
<tr>
<td>11</td>
<td>Continued on as usual (e.g. resumed prior activity)</td>
</tr>
<tr>
<td>12</td>
<td>Other (add to addendum)</td>
</tr>
</tbody>
</table>
QUESTION #1 - # & TYPE OF INCIDENTS RECALLED

Overview:

These columns are meant to categorize the type of and degree to which any narrative is included. Since subjectivity exists as to what constitutes the grouping of recalled moments into a single incident, isolated incidents are combined into general categories, each with its own column:

- Awaking (Sleeping, Waking up, Getting out of bed)
- Preparing for the day (Showering, Shaving, Dressing, Eating Breakfast)
- Running errands/Doing Chores (Buying Groceries, Going to Post Office, Walking or Feeding pets, Fixing up house/apt., Voting)
- Traveling (Train, Subway, Car, Airplane, Walking to work or appointment)
- Communicating (On Phone, On Internet, On Email, In person)
- Working (Office, Home, or School)
- Recreationally engaged (Playing sports or games, Doing Hobbies, Exercising, Constitutional (Walking – if specified as recreational)
- Leisure Activities (Resting or Napping, Looking out the window, Reading paper, Watching TV (not news), Listening to music on radio/stereo, Surfing the Internet (not news))
- Live Information Gathering (News on TV, Radio, Internet, Taped the news)
- Hearing (Screams, Shouts, Explosion, Rumble, Traffic, Sirens, Conversation)
- Eye-witnessing (Street activity, Police activity, Planes crashing, Towers on fire or collapsing, Pentagon on fire, Picture-taking)
- Helping (Assisting, Escorting, Aiding, Donating Blood)
- Seeking Help (Looking for Medical personnel or govt. official, friends or neighbors for support)
- Other (Enter “1” and add to addendum)

Columns 38-51
Heating: “Question #1 - # & Type of Incidents Recalled”

Coding: Within each column, record the # of times any of the incidents is mentioned.

For example, if written, “I woke up, read the paper, and listened to music”, then under the column ‘Awaking’, the entry would be “1”, and under the column ‘Leisure Activities’, the entry would be “2”. If the category is not mentioned, then enter “0”. If the response is not included in any of the selections above, then enter a “1” under “Other” and add the applicable entries to the addendum list. Enter a “0” under “Other” if not applicable.
Additional Note for # & Type of Incidents Recalled:

“Not Stated” is not included in this section. Because these columns are meant to reflect any amount of response recorded by the participant, if no response is given at all, then Column 4 “Question #1 – Not Stated” will suffice to register the absence of response.

QUESTION #1 – OVERALL WORD LENGTH

**Column 52**

Heading: “Question #1 – Overall Word Length”

Coding: Enter actual # of words. [Abbreviations and symbols such as “U.S.”, “etc.”, or “&” may be viewed as one word.]

**NOTE:** You may use the archived typing of the open-ended questions to determine word count. Find the specific question from the selected survey in Microsoft Word. Click on the document. Go to the menu bar at the top of the screen and click on “Tools”. Click on “Word Count”. Enter the # listed by the line “Words”.

**QUESTION #11**

“Did you suffer any personal losses in the attack? If so, please specify.”

**Overview:**

This question, Columns 53-92, comprises 7 categories under which responses may be coded: Not Stated, None, Life/Injury, Financial, Physical Property, Psychological/Emotional, Other.

Since multiple responses may apply within some of these categories, each specific listing will be given its own column. Responses not included in these lists will be added to the addendum list under “Other” (Column 92).

**Column 53**

**Heading:** “Question #11 – Not Stated”

**Coding:**
- 1 = No response given by participant
- 0 = Not applicable

**Column 54**

**Heading:** “Question #11 – None”

**Coding:**
- 1 = If stated as such
- 0 = If not applicable
Columns 55-91
Headings: “Question #11 – Life/Injury”
“Question #11 – Financial”
“Question #11 – Physical Property”
“Question #11 – Psychological/Emotional”

Coding: For remaining listings, except “Other” (where coding is only “0” or “1”):

<table>
<thead>
<tr>
<th>Coding</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Not Stated</td>
</tr>
<tr>
<td>1</td>
<td>Stated</td>
</tr>
<tr>
<td>2</td>
<td>Multiple (used when a particular party &amp;/or thing is mentioned more than once (e.g. injury to more than one colleague))</td>
</tr>
</tbody>
</table>

**Life/Injury** (Columns 55-72)
Spouse/Lover
Parent
Child
Sibling
Parent In-law
Child In-law
Sibling In-law
Close Friend (either when designated or when not specific)
Acquaintance Friend (only when designated as such)
Colleague
Roommate
Teacher
Student
Classmate
Neighbor
Relative of someone you know
Friend of someone you know
Injury to self

**Financial** (Columns 73-75)
Job/Work/Income
Business/Company
Economic Downturn/Recession

**Physical Property** (Columns 76-78)
Damage or Loss of home, apartment, personal belongings
(Include car, bicycle, etc.)
Damage or Loss of place of business, school, stores, neighborhood spaces
Damage or Loss of Monuments (e.g. WTC, Pentagon)
**Psychological/Emotional** (Columns 79-91)
Well-being of Self (Peace of Mind/Sanity)
Sense of security/Complacency (Include: safety of travel, being in public places or skyscrapers)
Hope or optimism
Control
Conveniences of daily life (e.g. daily routine; access to home, work, school, shopping; increased security, changes in travel time, transportation adjustments)
Innocence
Faith in God or Religion
Faith in People or Humanity
Belief in our Government, Nation, or Administration
Well-being of children
Physical Well-being (Appetite or Sleep)
Concentration
The way things were

**Column 92**
Heading: “Question #11 – Other”
Coding: If applicable, enter “1” and add to addendum (this applies to single or multiple entries)

0 = Not applicable
**QUESTION #12**

“Did the attack inconvenience your daily activities in some way? If so, please specify.”

**Overview:**

This question comprises Columns 93-117. The sub-categories for this question are the following: Not Stated, None, Physical Property, Health, Financial, Daily Activities, Social, Other. Each selection within these categories will have its own column. Responses not included in the selection list will be coded under “Other” (Column 117) and added to the addendum.

**Column 93**

**Heading:** “Question #12 – Not Stated”

**Coding:**

1 = No response given by participant  
0 = Not applicable

**Column 94**

**Heading:** “Question #12 – None”

**Coding:**

1 = If stated as such  
0 = If not applicable

**Columns 95-116**

**Headings:**

“Question #12 – Physical Property”  
“Question #12 – Health Issues”  
“Question #12 – Financial Issues”  
“Question #12 – Daily Activities”  
“Question #12 – Social Issues”

**Coding:**

0 = Not Stated  
1 = Stated

**Physical Property** (Columns 95-99)

Damage or Loss of home, apartment, personal belongings (Include car, bicycle, etc.)  
Damage or Loss of place of business, school, stores or neighborhood spaces  
Relocation &/or Evacuation – Temporary or Permanent (home, work, school, stores)  
Property value reduced (Real Estate, Belongings)  
Buildings closed (e.g. work, school, stores)
**Health Issues** (Columns 100-105)
- Loss of life (Include: writing condolence cards; attending funerals, wakes, etc.)
- Personal injury (to self, family member, friend, neighbor, or someone you know directly)
- Personal injury (to someone you know indirectly)
- Health hazards (i.e. air or water pollution, toxic fumes, respiratory problems)
- Emotional/Psychological Distress (to self)
- Emotional/Psychological Distress (to others: family member(s), friend(s), neighbor(s), etc.)

**Financial Issues** (Columns 106-107)
- Loss of job/work/income
- Economic downturn/Recession

**Daily Activities** (Columns 108-114)
- Cancellations (meetings, classes, appointments)
- Missing appointments (work, interviews, classes, meetings, doctor, haircut, etc.)
- Schedule changes (work, school, personal agenda, adjusting to idle time)
- Digression from daily routine or scheduled activities (e.g. excessive news gathering)
- Physical Distractions (e.g. lack of concentration, loss of appetite or sleep, nausea)
- Security restrictions
- Difficulty in getting around (e.g. transportation issues: to and from home, work, school, shopping; increased travel time or traffic; changes to transportation services or accesses)

**Social Issues** (Columns 115-116)
- Political unrest
- Less privacy

**Column 117**
- **Heading:** “Question #12 – Other”
- **Coding:** Enter “1” and add to addendum (this applies to single or multiple entries)
- **Coding:** 0 = Not applicable
QUESTIONS #38-41

“In a brief paragraph, describe what the attack means to you.”

“In a brief paragraph, describe what the attack means to New York City.”

“In a brief paragraph, describe what the attack means to the United States.”

“What is your greatest concern as a result of the attack?”

Overview:

These questions (Columns 118-348) will comprise the following sub-categories:

Optimism vs. Pessimism Rating Scale
Not Stated
Don’t Know/Uncertain/Unsure
Emotions/Psychology
Social/Civic Issues
Financial
Prospects for Future
Policies/Security & Freedom Issues
Other

The list of coding selections will be the same for Questions 38-41. So as to avoid having to repeat the list for each question, each selection will be repeated four columns in a row (for questions 38-41). This means that rather than finishing one question entirely before moving on to the next one, you will instead code sequentially one selection for all four questions in one block of 4 columns and then move on to the next selection.

For example:

<table>
<thead>
<tr>
<th>Not Stated – Q38</th>
<th>Not Stated – Q39</th>
<th>Not Stated – Q40</th>
<th>Not Stated – Q41</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>

This format of coding in sets of four columns will be repeated for each selection in Questions 38-41.

However, as for the coding entries themselves, different sections will require different coding schemes. Make sure to carefully note the coding differences as you review the manual.
**Optimism vs. Pessimism Rating Scale**

The first section will comprise three columns (118-120). This will be a rating scale for overall impression of optimism versus pessimism expressed by the participant.

**This will apply only to Questions 38, 39, & 40.** Question 41, which includes the phrase “greatest concern”, already implies a preoccupation with shortcomings or negative outcome. **AGAIN, DO NOT REFER TO QUESTION 41 FOR THIS RATING.**

The Optimism/Pessimism scale will use a range of 1 – 5, with “0” meaning that the participant entered no response. The scale will register the coding as follows:

**Columns 118-120**

**Heading:** “Questions 38-40 – Optimism vs. Pessimism Rating Scale”

**Coding:**

1 = Very Pessimistic (Little or no hope for any recovery, resolution, &/or attainment of mentioned goals)

2 = Moderately Pessimistic (Questionable hope for recovery or resolution; questionable feelings about human ability to rise above situation &/or to attain mentioned goals)

3 = Balanced Perspective (Riding the fence between positive and negative feelings about people, the government, the situation, the world at large &/or the capability to attain mentioned goals)

4 = Moderately Optimistic (Hopeful of recovery, resolution, &/or attainment of mentioned goals)

5 = Very Optimistic (Belief in recovery, resolution, &/or capability to attain mentioned goals)

**NOTE:** The above rating must reflect the perspective OF THE PARTICIPANT. For example, if the participant sees the terrorist attacks as providing a golden opportunity for the United States to prove itself to be the superpower it claims to be, then any mention of going to war and “crushing the enemy” would be considered an optimistic viewpoint.
The next two sets of four columns (121-124 & 125-128) each will be for those participants who either entered no response at all, or who entered only a response of “Don’t know”, “Uncertain”, or “Unsure”.

**Columns 121-124**
Heading: “Questions 38-41 – Not Stated”
Coding: 1 = No response given by participant  
0 = Not applicable

**Columns 125-128**
Heading: “Questions 38-41 - Don’t Know / Uncertain / Unsure”
Coding: 1 = If stated as the only response  
0 = If not applicable
### Columns 129-364

**Headings:**
- “Questions 38-41 – Emotions / Psychology”
- “Questions 38-41 – Social / Civic Issues”
- “Questions 38-41 – Financial Issues”
- “Questions 38-41 – Prospects for Future”

**Coding:**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Not Stated</td>
</tr>
<tr>
<td>1</td>
<td>by/of Participant</td>
</tr>
<tr>
<td>2</td>
<td>by/of NYC</td>
</tr>
<tr>
<td>3</td>
<td>by/of U.S., U.S. citizens</td>
</tr>
<tr>
<td>4</td>
<td>by/of World at large (only if stated as such)</td>
</tr>
<tr>
<td>5</td>
<td>by/of “We”, “Us”, “Our”, “Family”, “Community”, “Neighborhood/Neighbors” (stated in such a way that, though general, implies inclusion of participant, with no other specificity given)</td>
</tr>
<tr>
<td>6</td>
<td>by/of “Others”, “They”, “Them”, “Some”, “Individuals”, “People” (stated in such ways that, though general, imply exclusion of participant, with no other specificity given)</td>
</tr>
<tr>
<td>7</td>
<td>by/of Arabs, Muslims, Arab or Muslim World/Community, Palestine</td>
</tr>
<tr>
<td>8</td>
<td>by/of Terrorists &amp;/or those involved in attacks</td>
</tr>
<tr>
<td>9</td>
<td>by/of Victims</td>
</tr>
<tr>
<td>10</td>
<td>by/of Israel</td>
</tr>
<tr>
<td>11</td>
<td>by/of Afghanistan</td>
</tr>
<tr>
<td>12</td>
<td>by/of Less Fortunate</td>
</tr>
<tr>
<td>13</td>
<td>by/of Unspecified (no mention/identification of any person or group)</td>
</tr>
<tr>
<td>14</td>
<td>by/of DC (Only for GU Surveys &amp; only when specified)</td>
</tr>
<tr>
<td>15</td>
<td>by/of NYC &amp; DC (Only for GU surveys &amp; when unspecified)</td>
</tr>
<tr>
<td>16</td>
<td>by/of Multiple / Other (either a combination of one or more of the above or some other reference not included in the stated coding (Add to Addendum)</td>
</tr>
</tbody>
</table>
The selections for each of the sub-categories in this coding section are as follows:

**Emotions/Psychology** (Columns 129-212)
Angered/Mad/Vengeful
Sad /Upset/Mournful/Pained/Grief-stricken/Distraught
Fearful/Scared/Terrified/Frightened
Confused
Frustrated
Shocked/Speechless/Disbelieving/Amazed/Aghast/Horrified/Devastated/
   Numbed
Nauseous/Sickened
Violated/Assaulted
Embarrassed/Humiliated/Ashamed
Concerned/Worried/Fretful/Anxious/Nervous/Tense/On Edge/Paranoid/
   Distressed/Cautious/Careful (Note: Do not code “Concern” for
   Question 41)
Cynical/Jaded/Negative/Pessimistic
Hopeful/Positive/Optimistic
Vulnerable/Helpless/Powerless/Loss of Control
Introspective/Contemplative
Change of Identity/Values/Life/Emotion/Psychology – Positive
   (e.g. renewed appreciation for life, friends, & family)
Change of Identity/Values/Life/Emotion/Psychology – Negative
   (e.g. loss of concern for anything)
Change of Identity/Values/Life – Neutral (perspective unspecified)
Psychosomatic Symptom(s)/Physical Disturbance(s)
   (Include: Loss of Appetite, Loss of Sleep, Ability to concentrate)
Loss of Will or Hope
Loss of Innocence
Well-being - General
**Social/Civic Issues** (Columns 213-296)
Need for contact or connection (social, spiritual, familial)
Wake-up call from complacency/Recognition of false sense of security
Patriotism/Nationalism/Territorialism/Defensiveness/Protectiveness/
    Fervor of Anti-Terrorism/Re-Awakening of Western or U.S. values
Reassessment of/Questioning of Western or U.S. values
Bigotry/Profiling
Hatred towards U.S./NY/Capitalism/the West
Pride in “x” (where “x” is one of the coding selections 1-14)
Sympathy/Empathy/Support for “X” (where “x” is one of the coding
    selections 1-14)
Better Human Relations (Spirit of community, Unity, Loyalty, Helping
    one another, Altruism, Kindness, Civility, Open-mindedness,
    Appreciation of civilians, Rescues)
Worse Human Relations (Polarization, Divisiveness, Antagonism,
    Suspiciousness of others, Xenophobia)
Imbalance of Power &/or Wealth (e.g. U.S. domination)
Dangerous/Precarious Climate (Threat to peace, Unsafe atmosphere, Loss
    of sense of security)
Transient &/or temporary positive social &/or political atmosphere
Political &/or Social Posturing/Grandstanding/Histrionics/Jingoism/
    Arrogance/Short-sightedness/Hubris
Loss of life/Casualties
Loss of &/or Attack on symbols, monuments, way of life
Diminished Agencies (e.g. NYPD, NYFD, CIA, FBI)
Inconvenience in daily life &/or routine
Misuse/Corruption of Religion &/or Faith (include Islamic religion)
Demonstration of Evil/Violence/Human nature gone awry/
    Man’s inhumanity to man
Sad Lesson/meaninglessness

**Financial** (Columns 297-312)
Financial/Economic Well-being &/or Recovery – Positive
Financial/Economic Well-being &/or Recovery – Negative
    (include Loss of Business, Income, Work, Threat to job security &/or
    market, Destruction of physical property)
Financial/Economic Well-being &/or Recovery – Unsure or Neutral
Setback in travel industry (airlines, tourism)
**Prospects for Future** (Columns 313-364)

- No resolution &/or recovery/Unending situation
- War/Retribution/Fighting/Military Strikes – Positive
- War/Retribution/Fighting/Military Strikes – Negative
- War/Retribution/Fighting/Military Strikes – Neutral (e.g. “there will be war”)
- More Terrorist Events
- Misuse of Power
- Use of Means of Mass Destruction (Chemical, Biological, Nuclear, Atomic)
- Significant Hurdles to Overcome (Hard decisions, dilemmas – political &/or social, long road to recovery, uncertain or unsure future)
- Hope or Promise for/Belief or Faith in resolution &/or recovery
- Belief &/or Faith in Government
- Belief &/or Faith in People
- Political Change for the better
- Political Change for the worse

**Columns 365-412**


Coding:

- 0 = Not stated
- 1 = Mentioned as Pro or Positive
- 2 = Mentioned as Con or Negative
- 3 = Mentioned as Mixed/Uncertain/To be determined/Too early to tell or know
- 4 = Mentioned, but Unspecified (no opinion on issue either way; only stated)

The selections for this sub-category are as follows:

- Adequacy of current security
- Enhancement of Intelligence
- Enhancement &/or Adequacy of future security measures
- Government prevention of 9/11 attack
- Effective government response to 9/11 attack
- Importance &/or Value of preserving freedoms or liberties
- Sacrifice &/or Loss of freedoms or liberties/Invasion of privacy or surveillance
- Balancing Security & Freedom
- Restriction on immigration
- Improvement of Foreign Aid
- Better Foreign Relations (e.g. conflict resolutions, peace efforts, global coalitions)
- Isolationism (include partial or full removal of U.S. presence from conflict regions)
**Columns 413-416**

**Heading:** “Questions 38-41 – Other”

**Coding:** Enter “1” and **add to addendum** (this applies to single or multiple entries)

0 = Not applicable

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**QUESTION #42**

“How should the United States respond to the attack?”

**Overview:**

There are 7 sub-categories for this question:

- Not Stated
- U.S. should not respond
- Military Strategy
- Domestic Policy
- Foreign Policy
- Justice System
- Other

Unlike Questions 38-41, in which each selection was grouped together in columns of four, this question will assign only one column for each selection within the above categories. The overall coding will be “0” for “Not Stated” and “1” for “Stated”.

**Note:** Even if a participant enters multiple responses that seem to fall under one specific selection, you will mark only a “1” for “Stated”. This means that, **for this question, we will record only that the specific selection was mentioned, no matter how many times**. For example:

“I believe we need greater security in our country. We need to provide more video cameras in airports. We need to assign more baggage checking devices. We need to employ more police on the streets.”

Even though the quote shows multiple entries that would come under the heading “Higher Security – General”, you will enter only a “1” under this column.
Note: Make sure to enter responses as “Stated” under any and all columns that apply. For example, the quote above could have ended with the following additional sentence:

“But all security measures should not preclude our rights to privacy.”

In this case, in addition to “Higher Security – General”, you would also enter a “1” under the column “Balance Security with Freedom”.

Any responses not included in the coding selections provided will be entered as a “1” under the column “Other” and then the response(s) will be added to the addendum list.

**Column 417**
- **Heading:** “Question #42 – Not Stated”
- **Coding:**
  
  1 = No response given by participant
  
  0 = Not applicable

**Column 418**
- **Heading:** “Question #42 – U.S. should not respond at all”
- **Coding:**
  
  1 = If stated as such
  
  0 = Not stated

**Columns 419-452**
- **Headings:**
  
  “Question #42 – Military Strategy”
  
  “Question #42 – Domestic Policy”
  
  “Question #42 – Foreign Policy”
  
  “Question #42 – Justice System”

- **Coding:**
  
  0 = Not Stated
  
  1 = Stated (for either single or multiple entries)
The selections for each of the sub-categories in this coding section are as follows:

**Military Strategy** (Columns 419-432)
- Destroy/Attack/Bomb/Fight all terrorist groups
- Destroy/Attack/Bomb/Fight involved terrorist groups (unspecified)
- Destroy/Attack/Bomb/Fight bin Laden &/or his network / followers
  (include: Al Qaeda, those who fund his network)
- Destroy/Attack/Bomb/Fight countries, nations involved
  (include those that harbor terrorists)
- Destroy/Attack/Bomb/Fight Afghanistan (only when specified)
- Avoid killing innocent people, civilians (only when specified)
- Assassinate key terrorist figures or leaders who support terrorism
  (include Bin Laden or heads of state cited as such)
- Overthrow leaders of countries that support terrorism
- Large-scale/Broad/Overt military operation (include “war”)
- Small-scale/Limited/Covert military operation (e.g. special armed forces, targeted bombings)
- Immediate response
- Delayed response
- Conscientious/Thoughtful/Careful response
- No military action (only when stated as such)

**Domestic Policy** (Columns 433-442)
- Balance security with freedom
- Higher Security – General (include airport surveillance)
- Increase defense (include budget/spending/size of military/development of weaponry)
- Introspection/Contemplation into causes or our role &/or responsibility
- Reform/Enhance Intelligence (Include: CIA/FBI, new or improved technology)
- Study Israel’s tactics
- Non-military punishment of those funding terrorism (e.g. trade embargo, freezing accounts)
- Attend to national healing
- Create new agency(ies) &/or cabinet position(s) to fight terrorism
- Stricter Immigration (include reduction, restriction, or deportation)
**Foreign Policy** (Columns 443-449)
Work with international community/Create global coalition
Resolve inequities in global politics &/or economics/Provide foreign aid
Rebuild/Help Afghanistan (only when specified)
Stop Arab world from inciting Palestinian unrest
Focus on &/or Address Israel/Palestine Conflict
Lesson or Abandon support for Israel
Adopt isolationist policy (Include: reduction &/or removal of U.S.
presence in foreign affairs or from conflict regions)

**Justice System** (Columns 450-452)
Bring to trial bin Laden &/or his network, followers
Bring to trial those involved (unspecified)
Proceed through international court

**Column 453**
Heading: “Question #42 – Other”
Coding: Enter “1” and add to addendum (this applies to single or multiple entries)
PERSONAL IMPACT RATING

Overview:

This column will be used to assign on a rating scale from 1 – 5 the personal impact of 9/11 on each participant. Since subjectivity is inherent in this kind of assessment, each numbered rating will be determined by specific reference selections so as to create consistency among coders.

Column 454

Heading: “Personal Impact Rating”

Coding: Enter rating from 1 –5, with 1 being the lowest impact, and 5 the highest. You may use “.5” ratings, as well.

1 = Not much change in daily life, activities
2 = Temporary inconvenience or change in daily life (e.g. Security checks, Road blocks, Traffic Congestion, Finding babysitters, Minimal distress over victims)
3 = Continuous inconvenience or change in daily life/Sustained break from usual pattern, Injury to &/or loss of life of someone known indirectly
4 = Injury of a friend, family member, colleague; Temporary job or home displacement
5 = Loss of relative, lover, close friend; Loss of Job, income, or business; Personal Injury