

Topline questionnaire

PEW RESEARCH CENTER

JUNE 17 – JUNE 27, 2016

TOTAL N=1,055 INTERNET USERS AGE 18+

RANDOMIZE ORDER OF RESPONSE OPTIONS

Q1 What does the “https://” at the beginning of a URL denote, as opposed to http:// (without the “s”)?

- | | |
|----|--|
| 33 | That information entered into the site is encrypted (<i>Correct</i>) |
| 67 | Net incorrect/not sure |
| 2 | That the site has special high definition |
| 1 | That the site is the newest version available |
| 1 | That the site is not accessible to certain computers |
| 8 | None of the above |
| 54 | Not sure |

RANDOMIZE ORDER OF RESPONSE OPTIONS

Q2 Which of the following is an example of a “phishing” attack? [SELECT ALL THAT APPLY]

- | | |
|----|---|
| 54 | All of the above (<i>Correct</i>) |
| 46 | Net incorrect/not sure* |
| 9 | Sending someone an email that contains a malicious link that is disguised to look like an email from someone the person knows |
| 11 | Creating a fake website that looks nearly identical to a real website, in order to trick users into entering their login information |
| 4 | Sending someone a text message that contains a malicious link that is disguised to look like a notification that the person has won a contest |
| 24 | Not sure |

**Note: Because respondents were allowed to select multiple options, totals may sum to more than 100%. “Correct answer” totals include respondents who selected “all of the above” answer option in survey, as well as those who selected all three individual answer choices. “Incorrect answer” totals include only respondents who did not select all items in list.*

RANDOMIZE ORDER OF RESPONSE OPTIONS

Q3 A group of computers that is networked together and used by hackers to steal information is called a....

- 16 Botnet (*Correct*)
- 84 Net incorrect/not sure
- 3 Rootkit
- 3 DDoS
- 4 Operating system
- 73 Not sure

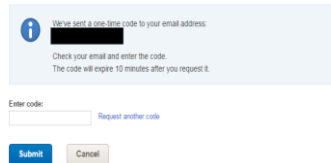
Q4 All Wi-Fi traffic is encrypted by default on all wireless routers.

- 45 False (*Correct*)
- 55 Net Incorrect/not sure
- 11 True
- 44 Not sure

RANDOMIZE ORDER OF RESPONSE OPTIONS

Q5 Some websites and online services use a security process called two-step authentication. Which of the following images is an example of two-step authentication?

10 Correct



90 Net Incorrect/not sure*

29



39

Please answer your security questions.

These questions help us verify your identity.

Who was your best childhood friend?

Answer

In which city did your mother and father meet?

Answer

Forgot your answers? [Send reset security info email to dxxx@mac.com](#)

Confirm your Security Image and Keyword

Username:

Security Image:



Keyword:

Enter Your Password

Password

Password is case-sensitive

Log In

43

2

None of these

18

Not sure

Note: Because respondents were allowed to select multiple options, totals may sum to more than 100%. In total, 38% of respondents accurately described the correct picture as an example of two-step authentication. However, the “correct answer” totals shown here include only those respondents who selected the correct example of two-step authentication, and no other items in the list.

RANDOMIZE ORDER OF RESPONSE OPTIONS**Q6 Which of the following four passwords is the most secure?**

- 75 WTh!5Z (*Correct*)
- 25 Net incorrect/Not sure
- 6 into*48
- 1 Boat123
- 1 123456
- 17 Not sure
- 1 Refused

RANDOMIZE ORDER OF RESPONSE OPTIONS**Q7 Criminals access someone's computer and encrypt the user's personal files and data. The user is unable to access this data unless they pay the criminals to decrypt the files. This practice is called....**

- 48 Ransomware (*Correct*)
- 52 Net incorrect/Not sure
- 3 Spam
- 3 None of the above
- 2 A botnet
- 1 Driving
- 43 Not sure

[NO Q8]**Q9 "Private Browsing" is a feature in many internet browsers that lets users access web pages without any information (like browsing history) being stored by the browser. Can internet service providers see the online activities of their subscribers when those subscribers are using private browsing?**

- 39 Yes (*Correct*)
- 61 Net incorrect/Not sure
- 12 No
- 49 Not sure

Q10 Turning off the GPS function of your smartphone prevents any tracking of your phone's location.

52 False (*Correct*)
48 Net incorrect/Not sure
22 True
26 Not sure

Q11 All email is encrypted by default.

46 False (*Correct*)
54 Net incorrect/Not sure
10 True
43 Not sure

Q12 By law, how many free credit reports can Americans obtain in a calendar year from each of the three major credit bureaus?

49 One (*Correct*)
51 Net incorrect/Not sure
19 Three
1 Five
1 Zero
30 Not sure

Q13 If a public Wi-Fi network (such as in an airport or café) requires a password to access, is it generally safe to use that network for sensitive activities such as online banking?

73 No, it is not safe (*Correct*)
27 Net incorrect/Not sure
7 Yes, it is safe
20 Not sure

RANDOMIZE ORDER OF RESPONSE OPTIONS**Q14 What kind of cybersecurity risks can be minimized by using a Virtual Private Network (VPN)?**

| | |
|----|---|
| 13 | Use of insecure wi-fi networks (<i>Correct</i>) |
| 87 | Net incorrect/Not sure |
| 6 | Phishing attacks |
| 5 | Tracking by website operators |
| 3 | De-anonymization by network operators |
| 2 | Key-logging |
| 70 | Not sure |

TOTAL NUMBER CORRECT (13 questions in total)

| | |
|-----|------------------|
| 1% | 13 of 13 correct |
| 2% | 12 of 13 |
| 4% | 11 of 13 |
| 5% | 10 of 13 |
| 8% | 9 of 13 |
| 8% | 8 of 13 |
| 10% | 7 of 13 |
| 10% | 6 of 13 |
| 11% | 5 of 13 |
| 11% | 4 of 13 |
| 12% | 3 of 13 |
| 7% | 2 of 13 |
| 5% | 1 of 13 |
| 5% | 0 of 13 |