

Password Management Survey

1) Please enter your participant ID

2) Are you a student?

☐ Yes ☐ No ☐ I do not wish to answer

2b) **If YES:** What is your class year?

☐ Freshman
☐ Sophomore
☐ Junior
☐ Senior
☐ Graduate Student (Please specify how many years of study)

2c) Students: What is your major?

Faculty/Staff: What department or office are you affiliated with?

3) What is your gender?

☐ Male ☐ Female

4) How old are you?

☐ 19 and under
☐ 20-24
☐ 25-34
☐ 35-44
☐ 45-59
☐ 60 or older

5) How would you rate your experience with computers?

1 = Novice
3 = Average
5 = Expert

☐ 1
☐ 2
☐ 3
☐ 4
☐ 5

5b) When you need a software program, do who usually installs the software on your computer?

Examples: you, a sibling, technical staff for your department.

Submit

Password Management Survey

Are there ☐ Yes ☐ No ☐ I do not wish to answer
two
websites

where you
use the
SAME
password?

If
YES: Why
do these
websites
have the
same
password?

If
NO: Why
do all
websites
have
different
passwords?

Submit Reset

Password Management Survey

The following statements relate to reasons why you might use the same password for different online accounts. In your experience with online web accounts, indicate the extent to which you agree and disagree with the statements.

Questions 1 - 5

Strongly Disagree Slightly Disagree Neither Agree Slightly Agree Strongly Agree Refrain from

| | | | | | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | | | nor Disagree | | | Answering |
| 1) I reuse a password if it is unimportant to me | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2) It is easier to reuse a password than create a new one | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3) If I reuse a password, it is easier for me to remember it | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4) I use the same password for all websites I use | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5) I do not see a need to create a different password websites that require logins when I access information (online newspapers, online discussion groups, etc) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Questions 6 - 10

| | | | | | | |
|--|-----------------------|-----------------------|-------------------------------------|-----------------------|-----------------------|------------------------------|
| | Strongly Disagree | Slightly Disagree | Neither Agree nor Disagree | Slightly Agree | Strongly Agree | Refrain from Answering |
| 6) It is unrealistic for me to use different passwords for different websites | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7) I do not understand why I would want to use a different password for different websites | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8) Only nerds or paranoid people think they need more than one password | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 9) I only need one password because no one knows it | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 10) I reuse a password when there isn't much financial information (bank account, credit card number, etc) about me on a website | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Questions 11 - 15

| | | | | | | |
|--|-----------------------|-----------------------|-------------------------------------|-----------------------|-----------------------|------------------------------|
| | Strongly Disagree | Slightly Disagree | Neither Agree nor Disagree | Slightly Agree | Strongly Agree | Refrain from Answering |
| 11) I reuse a password when there isn't much personal information (sexual orientation, health status, etc) about me on a website | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 12) I reuse a password when I use a website for routine communication (e-mail, chat, etc) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 13) I reuse a password when I don't think anyone would be interested in the information related to me on a website | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 14) A hacker couldn't do much damage to me if they compromised my password | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 15) A hacker couldn't do much damage to anyone else if they compromised my password | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Questions 16 - 20

Strongly Disagree Slightly Disagree Neither Agree nor Disagree Slightly Agree Strongly Agree Refrain from Answering

16) No matter how good my passwords are or how many passwords I have, a determined attacker would compromise my passwords anyway

☐

☐

☐

☐

☐

☐

17) No one would want to attack one of my website accounts

☐

☐

☐

☐

☐

☐

18) A hacker would choose someone more important than me when attacking an online account.

☐

☐

☐

☐

☐

☐

19) Since many other people have accounts on the same websites I use, a hacker is unlikely to attack one of my accounts.

☐

☐

☐

☐

☐

☐

20) Please add any other reasons you have for using a the same password for different websites:

Submit

Password Management Survey

Are there two ☐Yes ☐No ☐I do not wish to answer websites where you use **DIFFERENT** passwords?

If
YES:Why do these websites have different passwords?

If
NO:Why do all websites have the same password?

Submit

Reset

Password Management Survey

The following statements relate to reasons why you might use different passwords for different online accounts. In your experience with online web accounts, indicate the extent to which you agree and disagree with the statements.

Questions 1 - 5

Strongly Disagree

Slightly Disagree

Neither Agree nor Disagree

Slightly Agree

Strongly Agree

Refrain from Answering

1) I use different passwords for different accounts because I am worried that someone might steal one or more of my passwords

☐

☐

☐

☐

☐

☐

| | | | | | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 2) I have heard it is more secure to use different passwords for different websites | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3) It is harder to guess my password if I use different passwords on different websites | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4) It is harder to gather information about me if I use different passwords on different websites | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5) I wasn't allowed to use one of my passwords because it was too easy to guess | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Questions 6 - 10

Strongly Disagree Slightly Disagree Neither Agree nor Disagree Slightly Agree Strongly Agree Refrain from Answering

| | | | | | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 6) I wasn't allowed to use one of my passwords because it wasn't in the correct format (too long, too short, did or didn't have numbers, did or didn't have punctuation, did or didn't use capitals, etc) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7) If a password is generated for me by a website than I use this password instead of one of my normal passwords | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8) It is easy for me to use different passwords for different websites because I use a password generator to create my passwords | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 9) It is easy to remember different passwords for different websites because I only use a few websites | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 10) I use unrelated passwords for unrelated websites. For example: all websites related to cars use one password and all websites related to tennis use another password | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Questions 11 - 13

Strongly Disagree Slightly Disagree Neither Agree nor Disagree Slightly Agree Strongly Agree Refrain from Answering

| | | | | | | |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 11) I have different passwords for different security levels of websites. For example, I have a generic password for online newspapers but I have a special password for my online bank account | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 12) I have forgotten one of my original password and had to reset it to something different | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 13) Please add any other reasons you have for using different passwords for different websites: | | | | | | |

Password Management Survey

There are many ways a password can be compromised. The following are scenarios where someone could compromise a user's password:

- A hacker could use a software program to extract passwords.
- A roommate could read a written list of passwords.
- A stalker could guess a password after learning some personal facts, like a pet's name or a social security number.
- A passerby could observe a password as it is typed.

1) **IGNORING THEIR MOTIVATION**, for each person listed below, write at least one scenario where this person could obtain one of your passwords.

Someone
you know
well
(significant
other,
friend,
relative, etc)

Someone
without
computer
expertise
that you
have met
(classmate,
neighbor,
etc)

Someone
with
computer
expertise
that you
have met
(computer
support
person, tech
savvy
friends, etc)

Someone
from your
organization
that you do
not know
(your
school, your
club, etc)

Someone from a competing organization that you do not know (school rival, employer's competitor, etc)

Someone that is unaffiliated that you do not know (hacker, etc)

2) **IGNORING MOTIVATION AND CONSIDERING ABILITY ONLY**, rank people by their ability to access information without permission from one of your web accounts.

1 -
Greatest
ability

-



2

-



3

-



4

-



5

-



6 - Least
ability

-



Please
add any
comments
about
your
ranking

3) **IGNORING ABILITY AND CONSIDERING MOTIVATION ONLY**, rank people by their motivation to access information without permission from one of your web accounts.

1 - Most
motivated



2 -



3 -



4 -



5 -



6 - Least
motivated



Please
add any
comments
about
your
ranking

4) **CONSIDERING MOTIVATION AND ABILITY**, rank people by their likeliness to access information without permission one of your web accounts.

| | | |
|------------------|---|--------------------------|
| 1 - Most likely | - | <input type="checkbox"/> |
| 2 | - | <input type="checkbox"/> |
| 3 | - | <input type="checkbox"/> |
| 4 | - | <input type="checkbox"/> |
| 5 | - | <input type="checkbox"/> |
| 6 - Least likely | - | <input type="checkbox"/> |

Please
add any
comments
about
your
ranking

Password Management Survey

Some people need help to remember their passwords. They may write down their passwords on a piece of paper, have their web browser store their passwords, or save their passwords in a file.

What kinds tools do you use? Check all that apply (examples for each type in parenthesis)

- ☐ Password Software (Password Agent, Password Tracker, Any Password)
- ☐ Password Website (Gator eWallet, PasswordSafe.com, RoboForm.com)
- ☐ Website Cookies (Website checkbox: "Remember my password on this computer")
- ☐ Web Browser (Internet Explorer AutoComplete, Netscape Password Manager, Firefox Saved Passwords)

- ☐ Computer File (Word document, Excel sheet, text file)
☐ Paper (post-it notes, notebook, day planner)
☐ Password Reminder (Website feature: "Forgot your password?")
☐ Human Memory
☐ Other

What kinds tools have you used in the past **but no longer use**? Check all that apply (examples for each type in parenthesis)

- ☐ Password Software (Password Agent, Password Tracker, Any Password)
☐ Password Website (Gator eWallet, PasswordSafe.com, RoboForm.com)
☐ Website Cookies (Website checkbox: "Remember my password on this computer")
☐ Web Browser (Internet Explorer AutoComplete, Netscape Password Manager, Firefox Saved Passwords)
☐ Computer File (Word document, Excel sheet, text file)
☐ Paper (post-it notes, notebook, day planner)
☐ Password Reminder (Website feature: "Forgot your password?")
☐ Human Memory
☐ Other

What information do you write down or store to help you remember your passwords for websites? Check all that apply.

- ☐ Username
☐ Website name (eg, Princeton University)
☐ Website address/URL (eg, www.princeton.edu)
☐ Password
☐ Clue (Word or phrase related to the password)
☐ E-mail address
☐ Secret question (eg, what's your mother's maiden name?)
☐ Answer to a secret question
☐ Other

Submit

Password Management Survey

When was the last time you created a new password for logging into a website?

- ☐ Less than 1 week
☐ More than 1 week, Less than 1 month
☐ More than 1 month, Less than 6 months
☐ More than 6 months, Less than 1 year
☐ More than 1 year

How
did you create a
new password?

What
are other
methods you
have used to
create a new
password?

Where
did you store
your new
password?

What
are other
methods you
have used to
store
passwords?

Submit

Reset

Password Management Survey

The following statements relate to reasons why you use the same password without changing it. In your experience with online web accounts, indicate the extent to which you agree and disagree with the statements.

| Questions 1- 5 | Strongly Disagree | Slightly Disagree | Neither Agree nor Disagree | Slightly Agree | Strongly Agree | Refrain from Answering |
|---|-----------------------|-----------------------|-------------------------------------|-----------------------|-----------------------|------------------------------|
| 1) If I haven't used some passwords for very long, I don't need to change it | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2) If I infrequently use a password, I don't need to change it | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3) I don't change a password because I wouldn't be able to remember a new password | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4) I try to use the same password for multiple websites, so it would be inconvenient to change the password | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5) I only reset the password after I've forgotten it | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Questions 6 - 10 | Strongly Disagree | Slightly Disagree | Neither Agree nor Disagree | Slightly Agree | Strongly Agree | Refrain from Answering |
| 6) The process for changing a password is bothersome, difficult, or unintuitive | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7) It is unrealistic for me to periodically create new passwords | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8) I will change a password if have been asked to change it | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

- 9) I will only change a password if I know the password has been compromised
- 10) If I am not protecting anything with my password, it doesn't matter if I change it or not

| | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | | | | | |
| | | Neither | | | |
| Strongly | Slightly | Agree | Slightly | Strongly | Refrain |
| Disagree | Disagree | nor | Agree | Agree | from |
| | | Disagree | | | Answering |

Questions 11- 13

- 11) I don't have a reason to change the password on the websites I use
- 12) There's never a need to change passwords for online accounts
- 13) Please add any other reasons you have for keeping, changing, or resetting passwords:

| | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | | | | | |

Submit