**2025 PEW RESEARCH CENTER'S AMERICAN TRENDS PANEL
WAVE 168 APRIL 2025
FINAL QUESTIONNAIRE
APRIL 14-20, 2025**

Note: The questions presented below are part of a larger survey conducted on the American Trends Panel. For all questions, the 98 ("don't know" in phone mode) and 99 (refusal in phone mode and no answer in web mode) codes are combined in the data for analytical purposes.

PN = Programming note

-------------------------------**MAIN QUESTIONNAIRE BEGINS HERE**-------------------------------
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QUE: SNSUSE
ASK ALL:

[**PN: IF WEB:**] Do you ever use social media sites like Facebook, X (formerly Twitter), or Instagram?

[**PN: IF CATI:**] Do you ever use social media sites like Facebook, X, formerly known as Twitter, or Instagram?

[**PN: IF CATI:**] **(READ LIST IF NECESSARY)**

1   [**PN: IF WEB:**] Yes, I use social media sites [**PN: IF CATI:**] Yes, you use social media sites
2   [**PN: IF WEB:**] No, I do not use social media sites [**PN: IF CATI:**] No, you do not use social media sites
98   [**PN: IF CATI:**] **(DO NOT READ)** Don't know
99   [**PN: IF WEB:**] Web blank / [**PN: IF CATI:**] **(DO NOT READ)** Refused

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BAT: ONLTSK
ASK ALL:
[PN: RANDOMIZE ITEMS; INCLUDE RANDOMIZATION IN DATA FILE]

[**PN: IF WEB:**] Do you ever do each of the following?

[**PN: IF CATI: READ FOR FIRST ITEM:**] Do you ever do each of the following? First, **(INSERT ITEM)**. **(READ LIST IF NECESSARY)**

[**PN: IF CATI: READ FOR SUBSEQUENT ITEMS:**] Next, **(INSERT ITEM)**.
(READ AS NECESSARY: Do you ever **(INSERT ITEM)**? **(READ LIST IF NECESSARY))**

BATTERY ITEMS:
a   Buy things online
b   Use online banking sites or apps
c   Send or receive emails
d   Send or receive text messages

RESPONSE CATEGORIES:
1   [**PN: IF WEB:**] Yes, I do [**PN: IF CATI:**] Yes, you do
2   [**PN: IF WEB:**] No, I do not [**PN: IF CATI:**] No, you do not

98   **[PN: IF CATI:]** (DO NOT READ) Don't know
99   **[PN: IF WEB:]** Web blank / **[PN: IF CATI:]** (DO NOT READ) Refused

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ADDITIONAL QUESTIONS HELD

TXT:
DISPLAY TO ALL:
Online scams and attacks happen when technology is used to trick, harm or steal money or personal information. This can happen in various ways, like through emails, texts, phone calls, websites or software.

QUE: OSCAM_AWARE
ASK ALL:

How much have you heard about online scams and attacks?

[PN: IF CATI:] (READ LIST)

1   A lot
2   A little
3   Nothing at all
98   **[PN: IF CATI:]** (DO NOT READ) Don't know
99   **[PN: IF WEB:]** Web blank / **[PN: IF CATI:]** (DO NOT READ) Refused

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QUE: OSCAM_PROB
ASK ALL:

How much of a problem do you think online scams and attacks are for people in the United States?

[PN: IF CATI:] (READ LIST)

1   Major problem
2   Minor problem
3   Not a problem
98   **[PN: IF CATI:]** (DO NOT READ) Don't know
99   **[PN: IF WEB:]** Web blank / **[PN: IF CATI:]** (DO NOT READ) Refused

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BAT: OSCAM_PLAT
ASK ALL:
[PN: RANDOMIZE ITEMS; INCLUDE RANDOMIZATION IN DATA FILE]

[PN: IF WEB:] How much of a problem do you think online scams and attacks are on each of the following?

[PN: IF CATI: READ FOR FIRST ITEM:] How much of a problem do you think online scams and attacks are on each of the following? First, **(INSERT ITEM)**. **(READ LIST)**

[PN: IF CATI: READ FOR SUBSEQUENT ITEMS:] Next, **(INSERT ITEM)**.
(READ AS NECESSARY: How much of a problem do you think online scams and attacks are on **(INSERT ITEM)**? **(READ LIST IF NECESSARY))**

BATTERY ITEMS:
a   Text messages and phone calls
b   Emails
c   Social media sites or apps
d   Shopping sites or apps
e   **[PN: ASK IF FORM 1 (X_FORM=1):]** Banking sites or apps
f   **[PN: ASK IF FORM 1 (X_FORM=1):]** Payment sites or apps, such as Venmo, PayPal or Cash App
g   **[PN: ASK IF FORM 2 (X_FORM=2):]** Cryptocurrency sites or apps
h   **[PN: ASK IF FORM 2 (X_FORM=2):]** Dating sites or apps

RESPONSE CATEGORIES:
1   Major problem
2   Minor problem
3   Not a problem
[PN: INSERT LINE OF SPACE]
4   **[PN: IF WEB:]** Not sure **[PN: IF CATI:]** Or are you not sure?
99   **[PN: IF WEB:]** Web blank / **[PN: IF CATI:]** **(DO NOT READ)** Refused

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QUE: OSCAM_KNOW
ASK ALL:
[PN: ROTATE RESPONSE OPTIONS 1-5/5-1; INCLUDE RANDOMIZATION IN DATA FILE]

How much would you say you know about how to avoid falling for an online scam or attack?

[PN: IF CATI:] **(READ LIST)**

1   A great deal
2   A fair amount
3   Some
4   A little
5   Nothing at all
98   **[PN: IF CATI:]** **(DO NOT READ)** Don't know
99   **[PN: IF WEB:]** Web blank / **[PN: IF CATI:]** **(DO NOT READ)** Refused

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BAT: OSCAM_VULN
ASK ALL:
[PN: RANDOMIZE ITEMS; ROTATE RESPONSE OPTIONS 1-5/5-1 BASED ON ROTATION_GEN; INCLUDE RANDOMIZATION AND ROTATION IN DATA FILE]

[PN: IF WEB:] How likely do you think it is that each of the following would fall victim to an online scam or attack?

[PN: IF CATI: READ FOR FIRST ITEM:] How likely do you think it is that each of the following would fall victim to an online scam or attack? First, **(INSERT ITEM)**. **(READ LIST)**

[PN: IF CATI: READ FOR SUBSEQUENT ITEMS:] Next, **(INSERT ITEM)**.
(READ AS NECESSARY: How likely do you think it is that **(INSERT ITEM)** would fall victim to an online scam or attack? **(READ LIST IF NECESSARY))**

BATTERY ITEMS:
a   **[PN: ASK IF FORM 1 (X_FORM=1):]** Adults ages 30 and under
b   **[PN: ASK IF FORM 1 (X_FORM=1):]** Adults ages 65 and older
c   **[PN: ASK IF FORM 2 (X_FORM=2):]** Adults who have a 4-year college degree

d   **[PN: ASK IF FORM 2 (X_FORM=2):]** Adults who do not have a 4-year college degree

RESPONSE CATEGORIES:
1   Extremely likely
2   Very likely
3   Somewhat likely
4   Not too likely
5   Not at all likely
98   **[PN: IF CATI:]** **(DO NOT READ)** Don't know
99   **[PN: IF WEB:]** Web blank / **[PN: IF CATI:]** **(DO NOT READ)** Refused

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TXT:
[PN: RANDOMIZE ORDER OF OSCAM_TYPESELF1 AND OSCAM_TYPESELF2; INCLUDE RANDOMIZATION IN DATA FILE]

BAT: OSCAM_TYPESELF1
ASK ALL:
[PN: RANDOMIZE ITEMS; INCLUDE RANDOMIZATION IN DATA FILE]

[PN: IF WEB:] Have any of the following ever happened <u>to you</u>?

[PN: IF CATI: READ FOR FIRST ITEM:] Have any of the following ever happened <u>to you</u>? First, **(INSERT ITEM)**. **(READ LIST IF NECESSARY)**

[PN: IF CATI: READ FOR SUBSEQUENT ITEMS:] Next, **(INSERT ITEM)**.
(READ AS NECESSARY: Has this ever happened <u>to you</u>? **(READ LIST IF NECESSARY))**

[PN: IF CATI:] **[INTERVIEWER: IF R SAYS YES, PROBE:** Did it happen to you in the past 12 months, or more than 12 months ago? **IF IN THE LAST 12 MONTHS, ENTER CODE 1-YES, IN THE LAST 12 MONTHS; IF MORE THAN 12 MONTHS AGO, ENTER CODE 2-YES, BUT MORE THAN 12 MONTHS AGO]**

BATTERY ITEMS:
a   An email, text message or phone call ended up being a scam that led you to give away personal information
b   Money you invested online turned out to be a fake investment opportunity, such as for stocks, bonds or real estate

RESPONSE CATEGORIES:
1   Yes, happened in the past 12 months
2   Yes, happened but more than 12 months ago
3   No, has never happened
98   **[PN: IF CATI:]** **(DO NOT READ)** Don't know
99   **[PN: IF WEB:]** Web blank / **[PN: IF CATI:]** **(DO NOT READ)** Refused

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TXT:
[PN: RANDOMIZE ORDER OF OSCAM_TYPESELF1 AND OSCAM_TYPESELF2; INCLUDE RANDOMIZATION IN DATA FILE]

BAT: OSCAM_TYPESELF2
ASK ALL:
[PN: RANDOMIZE ITEMS; INCLUDE RANDOMIZATION IN DATA FILE]

[PN: IF WEB:] Have any of the following ever happened <u>to you</u>?

[PN: IF CATI: READ FOR FIRST ITEM:] Have any of the following ever happened <u>to you</u>? First, **(INSERT ITEM)**. **(READ LIST IF NECESSARY)**

[PN: IF CATI: READ FOR SUBSEQUENT ITEMS:] Next, **(INSERT ITEM)**.
(READ AS NECESSARY: Has this ever happened <u>to you</u>? **(READ LIST IF NECESSARY))**

[PN: IF CATI:] **[INTERVIEWER: IF R SAYS YES, PROBE:** Did it happen to you in the past 12 months, or more than 12 months ago? **IF IN THE LAST 12 MONTHS, ENTER CODE 1-YES, IN THE LAST 12 MONTHS; IF MORE THAN 12 MONTHS AGO, ENTER CODE 2-YES, BUT MORE THAN 12 MONTHS AGO]**

BATTERY ITEMS:
a   A personal online account of yours was taken over or accessed without your permission, such as a social media, email, bank or payment app account
b   Software called ransomware blocked you from using your computer until you paid money
c   Online hackers stole your credit or debit card information and made fraudulent charges

RESPONSE CATEGORIES:
1   Yes, happened in the past 12 months
2   Yes, happened but more than 12 months ago
3   No, has never happened
98   **[PN: IF CATI:]** **(DO NOT READ)** Don't know
99   **[PN: IF WEB:]** Web blank / **[PN: IF CATI:]** **(DO NOT READ)** Refused

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BAT: OSCAM_TYPESELF3
ASK ALL:
[PN: RANDOMIZE ITEMS; INCLUDE RANDOMIZATION IN DATA FILE]

[PN: IF WEB:] Have <u>you</u> ever bought an item online that...

[PN: IF CATI: READ FOR FIRST ITEM:] Have <u>you</u> ever bought an item online that **(INSERT ITEM)**? **(READ LIST IF NECESSARY)**

[PN: IF CATI: READ FOR SUBSEQUENT ITEMS:] Have <u>you</u> ever bought an item online that **(INSERT ITEM)**? **(READ LIST IF NECESSARY))**

[PN: IF CATI:] **[INTERVIEWER: IF R SAYS YES, PROBE:** Was that in the past 12 months, or more than 12 months ago? **IF IN THE LAST 12 MONTHS, ENTER CODE 1-YES, IN THE LAST 12 MONTHS; IF MORE THAN 12 MONTHS AGO, ENTER CODE 2-YES, BUT MORE THAN 12 MONTHS AGO]**

BATTERY ITEMS:
a   Was counterfeit and was not refunded
b   Never arrived and was not refunded

RESPONSE CATEGORIES:
1   Yes, happened in the past 12 months
2   Yes, happened but more than 12 months ago
3   No, has never happened
98   **[PN: IF CATI:]** **(DO NOT READ)** Don't know
99   **[PN: IF WEB:]** Web blank / **[PN: IF CATI:]** **(DO NOT READ)** Refused

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TXT:
[PN: RANDOMIZE ORDER OF OSCAM_TYPEOTHER1 AND OSCAM_TYPEOTHER2 IN SAME ORDER AS OSCAM_TYPESELF1/OSCAM_TYPESELF2; INCLUDE RANDOMIZATION IN DATA FILE]

BAT: OSCAM_TYPEOTHER1
ASK ALL:
[PN: RANDOMIZE ITEMS IN SAME ORDER AS OSCAM_TYPESELF1; INCLUDE RANDOMIZATION IN DATA FILE]

[PN: IF WEB:] Have any of the following ever happened <u>to a friend or family member</u>?

[PN: IF CATI: READ FOR FIRST ITEM:] Have any of the following ever happened <u>to a friend or family member</u>? First, **(INSERT ITEM)**. **(READ LIST)**

[PN: IF CATI: READ FOR SUBSEQUENT ITEMS:] Next, **(INSERT ITEM)**. **(READ AS NECESSARY:** Has this ever happened <u>to a friend or family member</u>? **(READ LIST IF NECESSARY))**

BATTERY ITEMS:
a   An email, text message or phone call ended up being a scam that led them to give away personal information
b   Money they invested online turned out to be a fake investment opportunity, such as for stocks, bonds or real estate

RESPONSE CATEGORIES:
1   Yes, has happened
2   No, has never happened
[PN: INSERT LINE OF SPACE]
3   **[PN: IF WEB:]** Not sure **[PN: IF CATI:]** Or are you not sure?
99   **[PN: IF WEB:]** Web blank / **[PN: IF CATI:]** **(DO NOT READ)** Refused

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TXT:
[PN: RANDOMIZE ORDER OF OSCAM_TYPEOTHER1 AND OSCAM_TYPEOTHER2 IN SAME ORDER AS OSCAM_TYPESELF1/OSCAM_TYPESELF2; INCLUDE RANDOMIZATION IN DATA FILE]

BAT: OSCAM_TYPEOTHER2
ASK ALL:
[PN: RANDOMIZE ITEMS IN SAME ORDER AS OSCAM_TYPESELF2; INCLUDE RANDOMIZATION IN DATA FILE]

[PN: IF WEB:] Have any of the following ever happened <u>to a friend or family member</u>?

[PN: IF CATI: READ FOR FIRST ITEM:] Have any of the following ever happened <u>to a friend or family member</u>? First, **(INSERT ITEM)**. **(READ LIST)**

[PN: IF CATI: READ FOR SUBSEQUENT ITEMS:] Next, **(INSERT ITEM)**. **(READ AS NECESSARY:** Has this ever happened <u>to a friend or family member</u>? **(READ LIST IF NECESSARY))**

BATTERY ITEMS:
a   A personal online account of theirs was taken over or accessed without their permission, such as a social media, email, bank or payment app account
b   Software called ransomware blocked them from using their computer until they paid money

c   Online hackers stole their credit or debit card information and made fraudulent charges

RESPONSE CATEGORIES:
1   Yes, has happened
2   No, has never happened
[PN: INSERT LINE OF SPACE]
3   **[PN: IF WEB:]** Not sure **[PN: IF CATI:]** Or are you not sure?
99   **[PN: IF WEB:]** Web blank / **[PN: IF CATI:] (DO NOT READ)** Refused

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BAT: OSCAM_TYPEOTHER3
ASK ALL:
[PN: RANDOMIZE ITEMS IN SAME ORDER AS OSCAM_TYPESELF3; INCLUDE RANDOMIZATION IN DATA FILE]

[PN: IF WEB:] Has <u>a friend or family member</u> ever bought an item online that...

[PN: IF CATI: READ FOR FIRST ITEM:] Has <u>a friend or family member</u> ever bought an item online that **(INSERT ITEM)**? **(READ LIST)**

[PN: IF CATI: READ FOR SUBSEQUENT ITEMS:] Has <u>a friend or family member</u> ever bought an item online that **(INSERT ITEM)**? **(READ LIST IF NECESSARY))**

BATTERY ITEMS:
a   Was counterfeit and was not refunded
b   Never arrived and was not refunded

RESPONSE CATEGORIES:
1   Yes, has happened
2   No, has never happened
[PN: INSERT LINE OF SPACE]
3   **[PN: IF WEB:]** Not sure **[PN: IF CATI:]** Or are you not sure?
99   **[PN: IF WEB:]** Web blank / **[PN: IF CATI:] (DO NOT READ)** Refused

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QUE: OSCAM_MONEY1
ASK ALL:

Have you ever lost money because of an online scam or attack?

[PN: IF CATI:] (READ LIST IF NECESSARY)

1   **[PN: IF WEB:]** Yes, I have **[PN: IF CATI:]** Yes, you have
2   **[PN: IF WEB:]** No, I have not **[PN: IF CATI:]** No, you have not
98   **[PN: IF CATI:] (DO NOT READ)** Don't know
99   **[PN: IF WEB:]** Web blank / **[PN: IF CATI:] (DO NOT READ)** Refused

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QUE: OSCAM_MONEY2
ASK IF LOST MONEY (OSCAM_MONEY1=1):
[PN: ROTATE RESPONSE OPTIONS 1-5/5-1 IN SAME ORDER AS OSCAM_KNOW; INCLUDE ROTATION IN DATA FILE]

How much did the money you lost because of an online scam or attack hurt your personal finances?

[PN: IF CATI:] (READ LIST)

1   A great deal
2   A fair amount
3   Some
4   A little
5   Not at all
98   **[PN: IF CATI:] (DO NOT READ)** Don't know
99   **[PN: IF WEB:]** Web blank / **[PN: IF CATI:] (DO NOT READ)** Refused

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QUE: OSCAM_MONEY3
ASK IF LOST MONEY (OSCAM_MONEY1=1):

Did you ever report to law enforcement that you lost money because of an online scam or attack?

[PN: IF CATI:] (READ LIST IF NECESSARY)

1   Yes
2   No
98   **[PN: IF CATI:] (DO NOT READ)** Don't know
99   **[PN: IF WEB:]** Web blank / **[PN: IF CATI:] (DO NOT READ)** Refused

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BAT: OSCAM_PHISH
ASK ALL:
[PN: RANDOMIZE ITEMS; ROTATE RESPONSE OPTIONS 1-6/6-1 HOLDING 98 AND 99 LAST; INCLUDE RANDOMIZATION AND ROTATION IN DATA FILE]

[PN: IF WEB:] How often do you get messages or calls that you think are scams trying to get your personal information by…

[PN: IF CATI: READ FOR FIRST ITEM:] How often do you get messages or calls that you think are scams trying to get your personal information by **(INSERT ITEM)**? **(READ LIST)**

[PN: IF CATI: READ FOR SUBSEQUENT ITEMS:] Next, **(INSERT ITEM)**.
(READ AS NECESSARY: How often do you get messages or calls that you think are scams trying to get your personal information by **(INSERT ITEM)**? **(READ LIST IF NECESSARY))**

BATTERY ITEMS:
a   Phone call
b   **[PN: ASK IF USES/GETS EMAILS (ONLTSK_c=1):]** Email
c   **[PN: ASK IF USES/GETS TEXT MESSAGES (ONLTSK_d=1):]** Text message
d   **[PN: ASK IF USES SOCIAL MEDIA (SNSUSE=1):]** Social media

RESPONSE CATEGORIES:
1   Several times a day
2   About once a day
3   Several times a week
4   About once a week
5   About once a month
6   Less than once a month
98   **[PN: IF CATI:] (DO NOT READ)** Don't know
99   **[PN: IF WEB:]** Web blank / **[PN: IF CATI:] (DO NOT READ)** Refused

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BAT: OSCAM_JOB
ASK ALL:
[PN: RANDOMIZE ITEMS; ROTATE RESPONSE OPTIONS 1-4/4-1 HOLDING 98 AND 99 LAST; INCLUDE RANDOMIZATION AND ROTATION IN DATA FILE]

[PN: IF WEB:] How good or bad of a job do you think each of the following does in trying to reduce the amount of online scams and attacks in the United States?

[PN: IF CATI: READ FOR FIRST ITEM:] How good or bad of a job do you think each of the following does in trying to reduce the amount of online scams and attacks in the United States? First, **(INSERT ITEM)**. **(READ LIST)**

[PN: IF CATI: READ FOR SUBSEQUENT ITEMS:] Next, **(INSERT ITEM)**.
(READ AS NECESSARY: How good or bad of a job do you think they do in trying to reduce the amount of online scams and attacks in the United States? **(READ LIST IF NECESSARY))**

BATTERY ITEMS:
a   The federal government
b   Technology companies

RESPONSE CATEGORIES:
1   Very good job
2   Somewhat good job
3   Somewhat bad job
4   Very bad job
98   **[PN: IF CATI:] (DO NOT READ)** Don't know
99   **[PN: IF WEB:]** Web blank / **[PN: IF CATI:] (DO NOT READ)** Refused

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QUE: OSCAM_AI
ASK ALL:
[PN: ROTATE RESPONSE OPTIONS 1-2/2-1 HOLDING 3, 4 AND 99 LAST; INCLUDE ROTATION IN DATA FILE]

[PN: IF WEB:] Do you think that the increased use of artificial intelligence (AI) will make online scams and attacks...

[PN: IF CATI:] Do you think that the increased use of artificial intelligence, also known as AI, will make online scams and attacks...

[PN: IF CATI:] (READ LIST)

1   More common
2   Less common
3   Make no difference
[PN: INSERT LINE OF SPACE]
4   **[PN: IF WEB:]** Not sure **[PN: IF CATI:]** Or are you not sure?
99   **[PN: IF WEB:]** Web blank / **[PN: IF CATI:] (DO NOT READ)** Refused

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ADDITIONAL QUESTIONS HELD