

## Methods

The analysis in this report is based on telephone interviews conducted April 23-27, 2014 among a national sample of 1,501 adults, 18 years of age or older, living in all 50 U.S. states and the District of Columbia (600 respondents were interviewed on a landline telephone, and 901 were interviewed on a cell phone, including 449 who had no landline telephone). The survey was conducted by interviewers at Princeton Data Source under the direction of Princeton Survey Research Associates International. A combination of landline and cell phone random digit dial samples were used; both samples were provided by Survey Sampling International. Interviews were conducted in English and Spanish. Respondents in the landline sample were selected by randomly asking for the youngest adult male or female who is now at home. Interviews in the cell sample were conducted with the person who answered the phone, if that person was an adult 18 years of age or older. For detailed information about our survey methodology, see <http://people-press.org/methodology/>.

The combined landline and cell phone sample are weighted using an iterative technique that matches gender, age, education, race, Hispanic origin and nativity and region to parameters from the 2012 Census Bureau's American Community Survey and population density to parameters from the Decennial Census. The sample also is weighted to match current patterns of telephone status and relative usage of landline and cell phones (for those with both), based on extrapolations from the 2013 National Health Interview Survey. The weighting procedure also accounts for the fact that respondents with both landline and cell phones have a greater probability of being included in the combined sample and adjusts for household size among respondents with a landline phone. Sampling errors and statistical tests of significance take into account the effect of weighting.

The following table shows the unweighted sample sizes and the error attributable to sampling that would be expected at the 95% level of confidence for different groups in the survey:

<b>Group</b>	<b>Unweighted sample size</b>	<b>Plus or minus ...</b>
Total sample	1,501	2.9 percentage points
internet users	1,303	3.1 percentage points
internet users aware of Heartbleed	897	3.8 percentage points

Sample sizes and sampling errors for other subgroups are available upon request.

In addition to sampling error, one should bear in mind that question wording and practical difficulties in conducting surveys can introduce error or bias into the findings of opinion polls.

## Survey questions

PEW RESEARCH CENTER FOR THE PEOPLE & THE PRESS  
 APRIL 2014 POLITICAL SURVEY  
 FINAL TOPLINE  
 April 23-27, 2014  
 N=1,501

### ASK ALL:

Next,

INT1 Do you use the internet, at least occasionally?

### ASK IF DOES NOT USE THE INTERNET (INT1=2,9):

INT2 Do you send or receive email, at least occasionally?

### ASK IF DOES NOT USE THE INTERNET OR EMAIL (INT2=2,9):

INT3M Do you access the internet on a cell phone, tablet or other mobile handheld device, at least occasionally?

Apr 23-27

2014

87 Yes to any  
 13 No/Don't know/Refused to all

### ASK INTERNET USERS (INT1=1 OR INT2=1 OR INT3=1) [N=1,303]:

Q.12 Would you say your own online accounts and private information are generally **[READ]**?

Apr 23-27

2014

23 Very secure  
 46 Somewhat secure  
 13 Not too secure [OR]  
 13 Not at all secure  
 5 Don't know/Refused **(VOL.)**

### ASK ALL:

Q.HB1 How much, if anything, have you read or heard about the Heartbleed bug, an internet security problem that affected many websites. Have you heard ... **[READ]**

Apr 23-27

2014

19	A lot
41	A little
38	Nothing at all
1	Don't know/Refused <b>(VOL.)</b>

**ASK IF HEARD A LOT OR A LITTLE AND INTERNET USER ((INT1=1 OR INT2=1 OR INT3=1) AND (Q.HB1=1,2)) [N=897]:**

Q.HB2 Do you think your own online personal information was put at risk by the Heartbleed bug, or do you think your information was not put at risk?

Apr 23-27

2014

45	Own information put at risk
47	Own information not put at risk
8	Don't know/Refused <b>(VOL.)</b>

**ASK IF OWN INFORMATION PUT AT RISK (Q.HB2=1):**

Q.HB3 And do you think your own online personal information was actually stolen because of the Heartbleed bug, or don't you think this happened to you?

**BASED ON INTERNET USERS WHO HAVE HEARD A LOT OR A LITTLE [N=897]:**

Apr 23-27

2014

9	Own information was actually stolen
29	Don't think this happened
7	Don't know/Refused <b>(VOL.)</b>

55 *Thinks own information not put at risk/Don't know (Q.HB2=2,9)*

**ASK IF HEARD A LOT OR A LITTLE AND INTERNET USER ((INT1=1 OR INT2=1 OR INT3=1) AND (Q.HB1=1,2)) [N=897]:**

Q.HB4 As a result of the Heartbleed bug, have you taken any steps to help protect your online accounts and information, such as changing your passwords or cancelling an account?

Apr 23-27

2014

61	Yes
37	No
2	Don't know/Refused <b>(VOL.)</b>