Participant Survey

What age group do you belong to?

- 18-20
- 21-25
- 26-30
- 31-40
- 41-50
- 50-65
- 65+

How long have you been using a smartphone for?

- 0 - 2 years
- 3 - 5 years
- 6 - 8 years
- 9 - 10 years
- More than 10 years
Are you currently using an iOS or Android device?

- [ ] Android
- [ ] iOS
- [ ] Other ________________________________________________

What is your gender?

- [ ] Male
- [ ] Female
- [ ] Prefer not to say
- [ ] Other ________________________________________________
Which region did you spend the majority of your time during the last 30 days?

- London
- South West England
- South East England
- West Midlands
- East Midlands
- Eastern England
- Yorkshire
- North West England
- North East England
- Other ________________________________________________
What is your occupation?

- Student
- Healthcare
- Armed Forces
- Office Worker
- Retail
- Food and Drink
- Other ________________________________________________

What is the highest level of education you have achieved?

- PhD
- Master’s Degree
- Bachelors Degree
- A Level
- GCSE
- Prefer not to say
- Other ________________________________________________
Do you believe it is necessary for the "NHS COVID-19" app to protect the identities of users?

- Yes
- Undecided
- No

Do you feel the "NHS COVID-19" app is taking more information than required?

- Yes
- Undecided
- No

Do you feel citizens should be legally obligated to download and use the "NHS COVID-19" app?

- Yes
- Undecided
- No

How important is your privacy to you?

- Extremely important
- Moderately important
- Not at all important
If you were to test positive for COVID-19, how likely would it be that you would self-report this in the app?

- Very likely
- Neither likely nor unlikely
- Unlikely

Did you download the "NHS COVID-19" app?

- Yes
- No

If you did not download the "NHS COVID-19" app, was it for any of the below reasons? (Select all that apply):

- The app was not available for my device
- I did not feel safe downloading this app
- I believe this app will not benefit me
- Due to my place of work
- Other
If applicable for you, would any of the below reasons changed your mind on downloading the app? (Select all that apply):

- [ ] If made by an University
- [ ] If made by a Non-for-Profit Organisation other than a University
- [ ] If it was made by a third party for profit
- [ ] If it was completely anonymous
- [ ] If it was downloadable on my device
- [ ] If more information was provided about the app
- [ ] None of the above

How long have you had the "NHS COVID-19" app downloaded on your device

- [ ] Under 1 week
- [ ] 1-2 weeks
- [ ] 2-4 weeks
- [ ] 1-2 months
- [ ] Over 2 months
Why did you first download the "NHS Covid-19" App?

- [ ] I was curious
- [ ] I wanted to help others
- [ ] The marketing campaign convinced me
- [ ] I always follow what the government instructs me to do
- [ ] A friend or family member convinced me to
- [ ] I was told to by a venue I visited
- [ ] Other ________________________________

Did the "NHS Covid-19" App meet your Expectations?

- [ ] Yes
- [ ] No

Do you find the "NHS Covid-19" App Useful?

- [ ] Yes
- [ ] Undecided
- [ ] No
Are you still using the "NHS Covid-19" App?

- Yes
- No

Did you ever delete the "NHS Covid-19" app for any reason?

- Yes
- No

Why did you delete the "NHS Covid-19" app?

________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________

How often do you open the "NHS Covid-19" app?

- More than once a day
- Once a day
- Once every few days
- Once a week
- Never
Do you always have the "Contact tracing" feature enabled?

- Always
- More than 50% of the time
- Less than 50% of the time
- Never
- I don't know what that is

Prior to this current lockdown, how many venues (Restaurants, grocery stores, pubs, lectures halls, etc.) do you estimate you would visit in a given week?

- 0
- Less than 5
- 5-10
- 10-15
- More than 15
Prior to this current lockdown, approximately what percentage of these venues, in a given week, did you check into using the "Venue check-in" feature on the app?

- 100%
- 75%
- 50%
- 25%
- 0%
- I did not visit any venues

If at any point, you forgot to check into a venue using the "Venue check-in" app feature, were you immediately reminded by a staff member?

- Yes
- No
- I used another method to check into the venue
Prior to this current lockdown, on a typical day how many venues would you check into using the "Venue check-in" feature on the app?

- 0
- 1
- 2
- 3
- 4
- 5 or more

Prior to this current lockdown, approximately how long would you spend at each venue you attended?

- Less than 30 minutes
- 30 minutes - 1 hour
- 1-3 hours
- More than 3 hours
- I did not visit any venues
Generally, how accessible were the NHS QR codes at venues you have attended?

- Always
- Most of the time
- About half the time
- Sometimes
- Never
- N/A - I haven't used the QR Codes

Do you believe this app is significantly impacting the performance, and/or reducing the battery life of your device compared to other apps you use?

- Yes
- Undecided
- No
If you have developed any COVID-19 related symptoms since downloading the "NHS COVID-19" app, did you use the "Check symptoms" feature?

- Yes
- No, I forgot to use this feature
- No, I was not aware of this feature
- No, I did not want to let anyone else know
- No, I’d rather not say why
- N/A - I have not developed symptoms since downloading the app

How often did you open the “read latest advice” feature on the "NHS COVID-19" app?

- Daily
- Once every few days
- Once a week
- Once
- Never

Did you ever experience any technical issues/bugs with the app?

- Yes
- No
What were these issues/bugs? *OPTIONAL*


Did the "NHS COVID-19" app provide adequate background information to fully understand the "Venue check-in" feature?

○ Yes, information was adequate

○ Neither adequate nor inadequate

○ No, information was inadequate

○ N/A - I did not use this feature


Did the "NHS COVID-19" app provide adequate instruction on how to self-report a positive COVID-19 test directly from the app?

○ Yes, information was adequate

○ Neither adequate nor inadequate

○ No, information was inadequate

○ N/A - I did not use this feature
Did the "NHS COVID-19" app provide adequate information on how the system determines if someone you encounter may be registered as a close contact?

- Yes, information was adequate
- Neither adequate nor inadequate
- No, information was inadequate

Overall, was the text on the "NHS COVID-19" app simple and easy to understand?

- Easy
- Neither easy nor difficult
- Difficult

Overall, was the "NHS COVID-19" app intuitive and easy to navigate through?

- Easy
- Neither easy nor difficult
- Difficult
Overall, how would you rate the style/interface of the "NHS COVID-19" app?

- Like a great deal
- Like somewhat
- Neither like nor dislike
- Dislike somewhat
- Dislike a great deal

Was the design/appearance of the "NHS COVID-19" app consistent across all the screens in the app?

- Always
- Most of the time
- About half the time
- Sometimes
- Never

Through the "NHS COVID-19" app, was it always clear to you what your current "status" was? E.g. Whether you have been in contact with someone who self-reported COVID-19?

- Most of the time
- About half the time
- Rarely
Were you told to self-isolate for 14 days?

- Yes
- No

After receiving the notification that you needed to self-isolate, how clear were the instructions on what to do next?

- Extremely clear
- Neither clear nor unclear
- Unclear

If you booked a COVID-19 test through the "NHS COVID-19" app, did you find this to be a straightforward process?

- Yes, the app walked me through the process
- No, I was very confused
- No, I didn't need to book a test

Did you read all the information presented on the screens of the "NHS COVID-19" app?

- Yes, I read all the information
- No, I skipped through the screens
Did you ever require information from outside the "NHS COVID-19" app (NHS website, news articles, social media, etc.) to further understand the app?

- Yes
- No

Do you understand how the "NHS COVID-19" app assigns "risk levels" to your area?

- Yes
- No

Did you ever change your behavior, based on the assigned risk-level to your area?

- Yes
- No

How comfortable in terms of privacy and security, were you with the idea of checking into venues using the "NHS COVID-19" app?

- Comfortable
- Neither comfortable nor uncomfortable
- Uncomfortable
Do you believe data collected from the "NHS COVID-19" app is secure?

- Yes
- Unsure
- No

How comfortable in terms of privacy and security are you with the idea of self-reporting in the "NHS COVID-19" app?

- Comfortable
- Neither comfortable nor uncomfortable
- Uncomfortable

Did you read the privacy policy?

- Yes
- No

I believe the "NHS COVID-19" app requires personal information to function. Please answer to the best of your knowledge.

- Yes
- Maybe
- No
- I don't know
What technology do you believe the "NHS COVID-19" app uses to register close contacts? Please answer to the best of your knowledge.

- [ ] GPS
- [ ] Bluetooth
- [ ] Wifi-Logs
- [ ] Self-check in logs

I believe the government is able to track my location using this app. Please answer to the best of your knowledge.

- [ ] Yes
- [ ] Maybe
- [ ] No
- [ ] I don't know

I believe the Venues I check into using the "NHS COVID-19" app are provided with my personal information. Please answer to the best of your knowledge.

- [ ] Yes
- [ ] Maybe
- [ ] No
- [ ] I don't know
I believe that the "NHS COVID-19" app will alert me if someone I encountered, who was registered as a "close contact", self-reported a positive COVID-19 test. Please answer to the best of your knowledge.

- Definitely yes
- Probably yes
- Might or might not
- Probably not
- Definitely not
- I don’t know

What would you have done differently in the "NHS COVID-19" app?

___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

Any further comments?

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