

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 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 straight forward 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?
