

Digital Online & Privacy Survey (Digital-OPS)

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The Digital-OPS is a survey comprised of items that address different aspects of technology, such as technology use, online victimization experiences, and safety practices that individuals may use online to keep them safe.

The Digital-OPS covers seven domains: Technology use, cyber-victimization, perceived challenges to identifying scams, rural specific concerns, safety practices, risky behaviors, pros and cons of technology use, plus a single item on monetary loss from scams.

Scoring: Dichotomous items should be scored with No = 0 and Yes = 1, and can be summed within domain. Items on 4-point scales can be summed.

The Digital-OPS is an open-access instrument that can be used without fee, as long as appropriate citation is made.

Citation:

Hamby, S., Taylor, E., Smith, A., Jones, L., & Mitchell, K. (2017). *Digital Online & Privacy Survey (Digital-OPS)*. Monteagle, TN: Life Paths Appalachian Research Center.

Further information is also in the following manuscripts:

Hamby, S., Blount, Z., Smith, A., Jones, L., Mitchell, K., & Taylor, E. (2017). *Digital poly-victimization: The increasing importance of online crime & harassment to the burden of victimization*. Monteagle, TN: Life Paths Appalachian Research Center.

Hamby, S., Blount, Z., Taylor, E., Mitchell, K., & Jones, L. (2017). *The impact of different forms of cyber-victimization among adolescents and adults in a rural community*. Monteagle, TN: Life Paths Appalachian Research Center.

Hamby, S., Taylor, E., Smith, A., Mitchell, K., & Jones, L. (2017). *Technology in rural Appalachia: Cultural strategies of resistance and navigation*. Monteagle, TN: Life Paths Appalachian Research Center.

Hamby, S., Taylor, E., Smith, A., Mitchell, K., & Jones, L. (2017). *Patterns of technology use, attitudes, and safety practices in a low-income rural sample recruited offline*. Monteagle, TN: Life Paths Appalachian Research Center.

Technology Use

Phones, computers, and tablets, are an important part of our lives. We want to know more about your experiences: what's good, what's bad, and how you keep safe on your phone and online.

- 1) Do you or your family currently own any of these:
 - a) Personal smart phone I don't share with anyone else
 - b) Smart phone I share with family members
 - c) Personal cell phone that is not a "smart" phone (flip phone or other phone that cannot connect to the Internet)
 - d) Computer (laptop or desktop)

- e) Tablet (iPad or other type)
- f) A gaming device, such as Xbox, PS4, DS, Wii
- g) None of the above

2) Next, we'd like to know what sites, programs or apps you use on a regular basis. Please only think about ones that you have used in the last month.

- a) Social Media apps (Facebook, Twitter, Instagram etc.)
- b) Email
- c) Shopping sites (Amazon, Craigslist, eBay)
- d) Online Banking or Bill Pay
- e) Other sites of programs (YouTube, Google, Dropbox etc.)

3) How often do you use a phone that connects to the internet?

- a) I don't use a phone that connects to the internet
- b) A few times a month or less
- c) Several times a week (but not every day)
- d) Every day for about 1-4 hours a day
- e) Every day for about 5-8 hours a day
- f) Every day for about 9-12 hours a day
- g) Every day for more than 12 hours a day

4) How often do you use computers?

- a) Only a few times
- b) Some (but less than once a week, on average)
- c) Often (at least once a week)
- d) Every day or almost every day

5) How often do you check your email?

- a) I don't use email
- b) Less than once a week
- c) About once a week
- d) Several times a week
- e) Every day
- f) Several times a day

Cyber-victimization

The next questions ask about people who have contacted you online or on your phone. We mean anyone who contacted you over phone, email, app, computer, or other device (yes/no for 6-21)

[If the root question is answered with yes, immediately display the "How upset were you by this?"]

6) Someone tricked me into giving personal information over my phone, tablet, or computer.

- 1) Yes
- 2) No

6a) How upset were you by this?

- 1) Not at all upset

- 2) A little upset
- 3) Very upset

7) Someone online tricked me out of money, by pretending to be family or friends.

- 1) Yes
- 2) No

7a) How upset were you by this?

- 1) Not at all upset
- 2) A little upset
- 3) Very upset

8) Someone online tricked me into giving them money by offering me a business deal.

- 1) Yes
- 2) No

8a) How upset were you by this?

- 1) Not at all upset
- 2) A little upset
- 3) Very upset

9) Someone online tricked me into giving them money by pretending to want to date me.

- 1) Yes
- 2) No

9a) How upset were you by this?

- 1) Not at all upset
- 2) A little upset
- 3) Very upset

10) Someone tricked me out of items, money, or credits in an online game.

- 1) Yes
- 2) No

10a) How upset were you by this?

- 1) Not at all upset
- 2) A little upset
- 3) Very upset

11) Someone stole information or money from me by “hacking” or breaking into an online account.

- 1) Yes
- 2) No

11a) How upset were you by this?

- 1) Not at all upset

- 2) A little upset
- 3) Very upset

12) I have been upset by ads or offers that seem to have personal information about me.

- 1) Yes
- 2) No

12a) How upset were you by this?

- 1) Not at all upset
- 2) A little upset
- 3) Very upset

13) I have been upset by the amount of information that I have to share to get apps or programs I need.

- 1) Yes
- 2) No

13a) How upset were you by this?

- 1) Not at all upset
- 2) A little upset
- 3) Very upset

14) I have had someone, who wasn't supposed to, use apps to track my location.

- 1) Yes
- 2) No

14a) How upset were you by this?

- 1) Not at all upset
- 2) A little upset
- 3) Very upset

15) Someone caused problems for me when they pretended to be me online.

- 1) Yes
- 2) No

15a) How upset were you by this?

- 1) Not at all upset
- 2) A little upset
- 3) Very upset

16) Someone caused problems for me when they used my log-in without permission.

- 1) Yes
- 2) No

16a) How upset were you by this?

- 1) Not at all upset

- 2) A little upset
- 3) Very upset

17) Someone caused problems for me when they said mean things about me online.

- 1) Yes
- 2) No

17a) How upset were you by this?

- 1) Not at all upset
- 2) A little upset
- 3) Very upset

18) Someone caused problems for me when they forwarded embarrassing text messages or pictures.

- 1) Yes
- 2) No

18a) How upset were you by this?

- 1) Not at all upset
- 2) A little upset
- 3) Very upset

19) Someone caused problems for me when they tracked my location online.

- 1) Yes
- 2) No

19a) How upset were you by this?

- 1) Not at all upset
- 2) A little upset
- 3) Very upset

20) Someone caused problems for me when they constantly sent messages when I didn't want them.

- 1) Yes
- 2) No

20a) How upset were you by this?

- 1) Not at all upset
- 2) A little upset
- 3) Very upset

21) Someone caused problems for me when they told lies or spread rumors about me online.

- 1) Yes
- 2) No

21a) How upset were you by this?

- 1) Not at all upset
- 2) A little upset
- 3) Very upset

22) Someone caused problems for me when they kept me out of online groups or group messages.

- 1) Yes
- 2) No

22a) How upset were you by this?

- 1) Not at all upset
- 2) A little upset
- 3) Very upset

Perceived Challenges to Identifying Scams

23) I've had trouble identifying a scam because....(check all that apply)

- a) the photo of the person looked friendly
- b) we seemed to have a lot of mutual friends
- c) I wasn't sure if I knew them or not
- d) the person pretended to be someone I know
- e) it seemed to be about something I'm interested in
- f) It seemed to come from a company or other source I trust
- g) I was worried someone was in trouble
- h) it seemed like it was a way to make some money
- i) This has never happened to me

>>>>>Unless otherwise specified, all items in the following sections have the response categories of "mostly true about me," "somewhat true about me," "a little true about me," and "not true about me."

Rural Specific Concerns

24) Living in a rural area makes me more dependent on online shopping.

25) I believe I'm safer from online crime because I live in rural area.

26) Living in a safer, low-crime community makes me feel safer online too.

Safety Practices

27) I ignore calls or messages from numbers I don't know.

28) I say no when apps or programs ask to see my photos and contacts.

29) I am careful about posting my birthday, address, or other personal information online.

30) I log out of accounts and apps before other family members use a phone, tablet, or computer.

31) I check out the security settings on my phone, tablet, or computer.

32) I don't automatically connect to public Wi-Fi hotspots.

33) I have deleted "cookies" on my phone, tablet, or computer.

34) I never use debit cards online.

35) I don't allow family members to use my phone, tablet, or computer.

36) I only do certain Internet tasks at home, such as online banking.

- 37) I say no when apps or programs ask to track my location.
- 38) I have used my phone to search for information I'd be embarrassed to ask a doctor about.
- 39) Companies know too much about me from my online presence.
- 40) I do not like the way my phone tracks my location and where I've been.

Risky Behaviors

- 41) I have streamed or downloaded movies, TV, or music from illegal websites.
- 42) I have posted false information to protect myself online.

Pros and Cons of Technology Use

- 43) I use my phone, tablet, or computer to keep in touch with people who are far away.
- 44) I use my phone, tablet, or computer for shopping, banking, and entertainment.
- 45) I use the map on my phone to keep from getting lost.
- 46) I have used my phone to call for help because my car broke down.
- 47) I have used my phone to call 911.
- 48) Phones, tablets, and computers are hurting our real life relationships.
- 49) I've been upset about something a family member posted online.

Monetary loss from scams

- 50) How much money would you estimate you have lost because of scams that happened over your phone, computer, or tablet?
 - a) \$0
 - b) \$1 to \$99
 - c) \$100 to \$199
 - d) \$200 to \$499
 - e) \$500 to \$999
 - f) \$1000 to \$4999
 - g) \$5000 or more