
Spyware Survey

Final Topline

6/14/05

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Data for May 4 – June 7, 2005

Princeton Survey Research Associates International
for the Pew Internet & American Life Project

Sample: $n = 2,001$ adults 18 and older

Interviewing dates: 05.04.05 – 06.07.05

Margin of error is plus or minus 2 percentage points for results based on the full sample [$n=2,001$]

Margin of error is plus or minus 3 percentage points for results based on internet users [$n=1,336$]

NOTE: Some questions unrelated to spyware have been deleted from this document because the Pew Internet Project is analyzing the results for subsequent reports. More historical survey data is available for some questions.

Q1 Overall, are you satisfied or dissatisfied with the way things are going in this country today?

	SATISFIED	DISSATISFIED	DON'T KNOW/ REFUSED
Current	36	54	10
May/June 2004 ¹	33	56	11
April/May 2003 ²	54	37	8
March/May 2002 ³	52	37	11
February 2001 ⁴	53	38	10
May/June 2000 ⁵	51	41	8

Q2 Generally speaking, would you say that most people can be trusted or that you can't be too careful in dealing with people?

	CURRENT		JUNE 2003	MARCH/MAY 2002
%	32	Most people can be trusted	32	38
	60	You can't be too careful	60	53
	5	Depends (VOL)	5	7
	2	Don't Know/Refused	2	2

Q5 Do you use a computer at your workplace, at school, at home, or anywhere else on at least an occasional basis?

	YES	NO	DON'T KNOW/ REFUSED
Current	72	28	*
May/June 2004	71	29	*
April/May 2003	69	31	*
March/May 2002	69	31	*
February 2001	65	35	0
May/June 2000	60	40	*

- Q6a** Do you use the internet, at least occasionally?
Q6b Do you send or receive email, at least occasionally?¹

	USES INTERNET	DOES NOT USE INTERNET
Current	68	32
May/June 2004	63	37
April/May 2003	63	37
March/May 2002	58	42
February 2001	53	47
May/June 2000 ⁶	47	53

- Q12** About how many years have you been an internet user?²
Q12.1 About how many months is that?

Based on internet users [N=1,336]

	WITHIN THE LAST SIX MONTHS	A YEAR AGO	TWO OR THREE YEARS AGO	MORE THAN THREE YEARS AGO	FOUR YEARS	FIVE YEARS	SIX OR MORE	DON'T KNOW/REFUSED
Current	2	4	14	79	7	14	58	1
May/June 2004	2	4	15	78	9	16	54	1
April/May 2003	2	5	18	74	11	19	45	1
March/May 2002 ⁷	7	10	31	52	10	15	25	*
February 2001	11	16	37	35	10	11	13	1
May/June 2000	15	19	33	33	n/a	n/a	n/a	*
July 1999	17	23	32	28	n/a	n/a	n/a	*
November 1998	20	26	34	19	n/a	n/a	n/a	1
October 1996	26	38	24	12	n/a	n/a	n/a	*

- Q16** About how often do you go online from (INSERT) — several times a day, about once a day, 3-5 days a week, 1-2 days a week, every few weeks, every few months, or less often?

Based on internet users [N=1,336]

	SEVERAL TIMES A DAY	ABOUT ONCE A DAY	3-5 DAYS A WEEK	1-2 DAYS A WEEK	EVERY FEW WEEKS	LESS OFTEN	(VOL) NEVER	DON'T KNOW/REFUSED
a Home								
Current	27	22	15	13	6	7	10	*
June/July 2004	27	27	17	13	5	5	7	*
March 2004	29	24	15	13	6	5	8	*
b Work								
Current	35	9	5	4	2	6	39	*
June/July 2004	28	12	5	4	1	5	44	*
March 2004	28	10	5	6	2	4	44	*

¹ Prior to January 2005, question wording was "Do you ever go online to access the Internet or World Wide Web or to send and receive email?"

² Prior to January 2005, question wording was "About how many years have you had access to the Internet?"; "About how many months is that?"

- Q18** I'm going to read you some Internet terms you may or may not be familiar with. As I read each one, please tell me if you have a good idea what the term means, or if you aren't really sure what it means.

Based on internet users [N=1,336]

	YES, HAVE GOOD IDEA WHAT TERM MEANS	NOT REALLY SURE WHAT TERM MEANS	(VOL) NEVER HEARD TERM	DON'T KNOW/ REFUSED
a Firewall	78	19	3	*
b Internet cookies	68	27	5	0
c Spyware	78	19	3	*
d Adware	52	39	9	0
e Internet phishing, spelled with a P-H at the beginning	29	55	15	*
f Spam	88	10	1	*

- Q20** On a different topic...how often, if ever, do you read user agreements, privacy statements, or other disclaimers before downloading or installing programs or files from the internet?

Based on internet users [N=1,336]

	CURRENT	
%	25	Always
	20	Most of the time
	18	Only sometimes
	17	Hardly ever
	18	Never
	2	Don't know/Refused

- Q22** How often, if ever, do you read user agreements, privacy statements, or other disclaimers from your bank, credit card companies, or other financial institutions?

	CURRENT	
%	30	Always
	22	Most of the time
	18	Only sometimes
	13	Hardly ever
	16	Never
	2	Don't know/Refused

WEBA Please tell me if you ever use the internet to do any of the following things. Do you ever...?³

Based on internet users [N=1,336]

	TOTAL HAVE EVER DONE THIS	HAVE NOT DONE THIS	DON'T KNOW/ REFUSED
Send or read e-mail			
Current	91	9	0
February 2005	91	9	*
January 2005	90	9	*
November 23-30, 2004	92	8	*
November 2004	93	7	*
May/June 2004	93	7	*
February 2004	91	8	*
Nov 2003	91	8	*
June 2003	91	9	*
April/May 2003	93	7	*
March 20-25, 2003	94	6	*
March 12-19, 2003	91	9	0
March 3-11, 2003	94	6	*
February 2003	91	8	*
Dec 2002	93	7	0
Nov 2002	94	6	*
Oct 2002	93	7	0
Sept 2002	93	7	*
June 26-July 26, 2002	93	7	*
March/May 2002	93	7	*
Jan 2002	95	5	0
Dec 17-23, 2001	95	5	*
Nov 19-Dec 16, 2001	95	5	*
Oct 19-Nov 18, 2001	94	6	*
Oct 8-18, 2001	95	5	*
Oct 2-7, 2001	92	7	*
Sept 20-Oct 1, 2001	94	6	0
Sept 12-19, 2001	93	7	*
Aug 2001	93	7	*
Feb 2001	93	7	*
Fall 2000	92	8	*
July-August 2000	93	7	*
May-June 2000	92	8	*
April 2000	92	8	0
March 2000	91	9	0

³ Prior to January 2005, question wording was "Please tell me if you ever do any of the following when you go online. Do you ever...?"

WEBA continued...

	TOTAL HAVE EVER DONE THIS	HAVE NOT DONE THIS	DON'T KNOW/ REFUSED
BUY a product online, such as books, music, toys or clothing			
Current	67	33	*
November 23-30, 2004	67	33	0
Feb 2004	65	35	0
April/May 2003	62	38	0
March 20-25, 2003	61	39	*
March 12-19, 2003	60	40	0
March 3-11, 2003	57	43	0
February 2003	61	39	*
Dec 2002	61	39	0
Nov 2002	60	40	0
Oct 2002	61	39	0
Sept 2002	62	38	*
March/May 2002	55	45	0
Jan 2002	57	43	0
Dec 17-23, 2001	56	44	*
Nov 19-Dec 16, 2001	59	41	*
Oct 19-Nov 18, 2001	57	43	0
Oct 8-18, 2001	55	44	*
Oct 2-7, 2001	57	43	0
Sept 20-Oct 1, 2001	50	50	*
Sept 12-19, 2001	55	45	*
Aug 2001	55	45	0
Feb 2001	51	49	*
Fall 2000	49	51	*
July-August 2000	48	52	0
May-June 2000	46	54	*
April 2000	47	53	*
March 2000	48	52	*
Play online games ⁴			
Current	36	64	*
January 2005	32	68	0
November 23-30, 2004	39	61	0
May/June 2003	38	62	0
March 12-19, 2003	42	58	0
June 26-July 26, 2002	37	63	0
March/May 2002	36	64	0
July-August 2000	34	66	0
April 2000	33	67	*
March 2000	34	66	0

⁴ Prior to January 2005, item wording was "Play a game online."

WEBA continued...

	TOTAL HAVE EVER DONE THIS	HAVE NOT DONE THIS	DON'T KNOW/ REFUSED
SHARE files from your own computer, such as music, video or picture files, or computer games with others online			
Current	27	73	*
January 2005	24	75	*
November 23-30, 2004	24	76	0
Feb 2004	23	77	*
Nov 2003	20	79	*
June 2003	28	72	*
Sept 12-19, 2001	28	72	1
August 2001	25	75	*
Download VIDEO files onto your computer so you can play them at any time you want			
Current	18	82	*
January 2005	15	85	0
November 23-30, 2004	14	86	0
Feb 2004	15	85	*
Nov 2003	13	86	*
Download MUSIC files onto your computer so you can play them at any time you want			
Current	25	75	*
January 2005	22	78	*
November 23-30, 2004	18	82	0
May/June 2004	20	80	*
February 2004	18	82	*
Nov 2003	14	85	*
June 2003	30	70	*
April/May 2003	30	70	*
March 12-19, 2003	28	72	*
Oct 2002	32	68	*
Sept 12-19, 2001	26	73	*
Aug 2001	26	73	*
Feb 2001	29	71	*
Fall 2000	24	76	*
July/August 2000	22	78	*
Download computer programs from the internet			
Current	39	60	*
Download screensavers from the internet			
Current	23	76	*
Download computer games from the internet			
Current	21	79	*

WEBA continued...

	TOTAL HAVE EVER DONE THIS	HAVE NOT DONE THIS	DON'T KNOW/ REFUSED
Create a web log or "blog" that others can read on the web			
Current	7	93	*
February 2005	9	91	*
January 2005	10	89	1
November 2004	6	93	*
Feb 2004	5	94	1
Sept 2002	7	93	1
June 26-July 26, 2002	3	96	*
Read someone else's web log or blog			
Current	27	72	1
February 2005	23	75	2
January 2005	27	71	2
November 2004	27	71	1
Feb 2004	17	82	1
Visit an adult website			
Current	13	87	*
May/June 2004	15	84	*
Oct 2002	13	86	*
Sept 12-19, 2001	14	85	1
Aug 2001	15	85	*
Download or share adult content online			
Current	4	96	*

Q51 On a slightly different topic...Overall, how confident are you that you can keep things like computer viruses, spyware and adware off of your home computer when you want to – very confident, somewhat confident, not too confident, or not at all confident?

Based on internet users [N=1,336]

	CURRENT	
%	19	Very confident
	42	Somewhat confident
	18	Not too confident
	15	Not at all confident
	4	(VOL) Don't have home computer
	1	Don't know/Refused

MODEM Does the computer you use at HOME connect to the Internet through a dial-up telephone line, or do you have some other type of connection, such as a DSL-enabled phone line, a cable TV modem, a wireless connection, or a T-1 or fiber optic connection?

Based on those who use the internet at home [N=1,204]

	CURRENT		FEB 2005	JAN 2005	FEB 2004	NOV 2003 ⁵
%	44	Dial-up telephone line	47	48	55	62
	53	High-speed	50	50	42	35
	24	DSL-enabled phone line	22	21	18	13
	25	Cable modem	25	26	23	21
	3	Wireless connection (either land-based or satellite)	3	2	1	1
	1	T-1 or fiber optic connection	1	1	1	*
	1	Other	1	1	1	1
	1	Don't know/Refused	3	1	2	2

Q26 IN THE PAST YEAR, have you experienced any of the following problems on your main home computer, or not?

Based on those who use the internet at home [N=1,204]

	YES	NO	DON'T KNOW/ REFUSED
a Your computer has slowed down or is not running as fast as it used to	52	47	1
b Your computer started freezing up or crashing, requiring you to shut down or reset	51	48	1
c Your internet home page changed without you resetting it	18	79	2
d A new program appeared on your computer that you didn't install or new icons suddenly appeared on your desktop	25	72	2
Total have experienced at least one of these problems in past year	68		
Total have not experienced any of these problems in past year	32		

⁵ In November 2003, question wording was "Does the computer you use at home connect to the internet through a standard telephone line, or do you have...?"

- Q27** Would you describe the problems you have experienced on your home computer in the past year as MAJOR problems or MINOR problems?

**Based on those who had problems on their home computer in the past year
[N=811]**

	CURRENT	
%	31	Major problems
	69	Minor problems
	1	Don't know/Refused

- Q28** Have you taken action to try to fix any of these problems, either on your own or with someone else's help, or were the problems not that severe?

**Based on those who had problems on their home computer in the past year
[N=811]**

	CURRENT	
%	79	Have taken action to fix problems
	20	Problems not that severe
	1	Don't know/Refused

- Q29** What, specifically, was the problem you were trying to fix? **[SEE APPENDIX A FOR VERBATIM RESPONSES]**

Based on those who tried to fix the problem on their home computer [N=639]

	CURRENT	
%	94	Gave response
	6	Don't know/Refused

- Q30** Approximately how long were you having this problem before you decided to try to fix it?

Based on those who tried to fix the problem on their home computer [N=639]

	CURRENT	
%	43	Less than a week
	26	At least a week but less than a month
	29	A month or longer
	2	Don't know/Refused

- Q32** Did you try to fix the problem yourself, did you get help from a friend, family member or colleague, or did you hire someone to repair your computer?

Based on those who tried to fix the problem on their home computer [N=639]

	CURRENT	
%	39	Tried to fix it myself
	42	Got help from friend, family member or colleague
	17	Hired someone to repair computer

- 6 (VOL) Used FREE user support services
- 1 (VOL) Someone else helped
- 1 Don't know/Refused

NOTE: Table exceeds 100% due to multiple response

Q33 Which of the following best describes the outcome?

Based on those who tried to fix the problem on their home computer [N=639]

	<u>CURRENT</u>	
%	48	The problem was fixed quickly and easily
	31	The problem was fixed but only after considerable time and effort
	20	The problem has not been fixed
	1	Don't know/Refused

Q34 Altogether, approximately how much money, if any, have you spent fixing the problem you were having with your home computer?

Based on those who tried to fix the problem on their home computer [N=639]

	<u>CURRENT</u>	
%	58	Nothing
	10	\$1 to \$50
	12	\$51 to \$100
	9	\$101 to \$200
	8	\$201 or more
	2	Don't know/Refused

\$129.15 Mean amount spent to fix problem

Q35 Do you happen to know what the source of the problem was, or are you not sure what the source of the problem was?

Based on those who had problems on their home computer in the past year [N=811]

	<u>CURRENT</u>	
%	39	Yes, know source of the problem
	60	No, do not know source of the problem
	2	Don't know/Refused

Q36 What was the source of the problem? [SEE APPENDIX B FOR VERBATIM RESPONSES]

Based on those who know the source of the problem [N=318]

	<u>CURRENT</u>	
%	98	Gave response
	2	Don't know/Refused

Q39 As you may know, certain software programs – sometimes called “spyware” – can be installed on a person’s computer without their explicit consent, either by “piggy-backing” onto a file or program the person downloads from the internet or just by visiting a particular website. These programs can keep track of a person’s internet habits and the sites they visit, and can transmit this information back to a central source.

As far as you know, have you ever had one of these “spyware” programs on your home computer?

Based on internet users [N=1,336]

	<u>CURRENT</u>	
%	34	Yes
	55	No
	7	(VOL) Don't have home computer
	5	Don't know/Refused

Q42 Which of the following statements comes closest to your opinion of software programs like spyware?

Based on internet users [N=1,336]

	<u>CURRENT</u>	
%	49	They are a serious threat to my online security
	28	They are a minor problem and more should be done to control them
	16	They are just part of life on the internet and don't really bother me
	1	(VOL) None of these
	6	Don't know/Refused

Q43 Another kind of software program – sometimes called “adware” – comes bundled with FREE files and programs people download from the internet, such as games, file-sharing programs, and screensavers. These programs can keep track of a person’s internet habits and the sites they visit, and can use that information to provide targeted advertising on the person’s computer.

As far as you know, have you ever had one of these “adware” programs on your home computer?

Based on internet users [N=1,336]

	CURRENT	
%	30	Yes
	61	No
	6	(VOL) Don’t have home computer
	4	Don’t know/Refused

Q46 Including adware with their products allows internet vendors to provide files and programs to the public FOR FREE, in exchange for placing targeted advertising on a person’s computer. Knowing this, would you rather...

Based on internet users [N=1,336]

	CURRENT	
%	62	PAY to download files and programs that do NOT include adware
	21	Get FREE downloads of files and programs, knowing they include adware
	5	(VOL) Depends
	12	Don’t know/Refused

Q47 Some adware is installed on a person’s computer only AFTER they click “I agree” to a user agreement or disclaimer stating that additional software may be included with the files they are downloading. In your opinion...

Based on internet users [N=1,336]

	CURRENT	
%	83	Should more be done to alert consumers to the presence of adware in files they are downloading (OR)
	12	Is this adequate consent to install adware on a person’s computer (OR)
	5	Don’t know/Refused

- Q50** If a program you installed or a web site you visited..., would you consider that a serious problem, a minor annoyance, or would it not really bother you at all?

Based on internet users [N=1,336]

	SERIOUS PROBLEM	MINOR ANNOYANCE	WOULDN'T REALLY BOTHER ME AT ALL	DON'T KNOW/ REFUSED
a Caused your computer to slow down or freeze up	80	17	2	1
b Caused pop-up ads to appear on your computer screen	59	35	4	2
c Reset your internet home page	65	26	6	3
d Sent out unauthorized email messages from your email account	89	7	3	1
e Transmitted information about your internet habits back to a central source	78	15	6	1
f Collected information about your internet habits but did NOT transmit that information to any outside source	57	28	13	3

- Q54** Have you, personally, done any of the following to avoid getting unwanted software programs on your computer?

Based on internet users [N=1,336]

	YES	NO	(VOL) HAVE NEVER DONE THIS ACTIVITY	DON'T KNOW/ REFUSED
a Stopped downloading music or video files from peer-to-peer networks	25	26	48	1
b Stopped downloading software programs from internet websites	34	31	33	1
c Stopped opening email attachments unless you are sure they are safe	81	10	8	1
d Stopped visiting particular websites	48	43	7	2
e Started reading user agreements more carefully before downloading or installing new programs or files from the internet	54	31	14	1
f Started using a different internet web browser	18	75	5	2
Total have done at least one of these to avoid getting unwanted software	91			

- Q55** I have just a few more questions about the computer you use MOST OFTEN at HOME... Are you the only person who uses that computer, or do you share it with other people in your household?

Based on those who use the internet at home [N=1,204]

	<u>CURRENT</u>	
%	26	Respondent only user
	74	Respondent shares computer with others in household
	*	Don't know/Refused

- Q56** How long have you owned the computer?

Based on those who use the internet at home [N=1,204]

	<u>CURRENT</u>	
%	18	Less than one year
	18	At least one year but less than two years
	64	Two years or more
	*	Don't know/Refused

- Q57** Have you, personally, ever installed any software on your main home computer, including software you downloaded from the internet, or have you never done this?

Based on those who use the internet at home [N=1,204]

	<u>CURRENT</u>	
%	56	Yes, have installed software on computer
	44	No, have not
	*	Don't know/Refused

- Q58** Who is MAINLY responsible for maintaining your home computer or installing new software or components – you or someone else in the household?

Based on those who use the internet at home [N=1,204]

	<u>CURRENT</u>	
%	56	Respondent mainly responsible for computer maintenance
	36	Someone else in HH mainly responsible
	3	(VOL) Share duties equally with someone else in HH
	5	(VOL) Someone OUTSIDE HH mainly responsible
	*	Don't know/Refused

Q59 Do you happen to have virus protection on your main home computer, or do you not have this?

Based on those who use the internet at home [N=1,204]

	<u>CURRENT</u>	
%	88	Yes
	8	No
	5	Don't know
	*	Refused

Q60 Did you set up your virus protection, did someone else set it up, or do you use the virus protection offered by your internet service provider?

Based on those with virus protection on home computer [N=1,060]

	<u>CURRENT</u>	
%	37	Respondent set up virus protection
	39	Someone else set it up
	22	Virus protection came with internet service
	2	Don't know
	*	Refused

Q61a Does your virus protection update automatically, or do you have to download updates on your own?

Based on those with virus protection on home computer [N=1,060]

	<u>CURRENT</u>	
%	65	Yes, updated automatically
	26	No, have to download updates on my own
	9	Don't know
	*	Refused

Q61b How often is the virus protection on your main home computer usually updated?

Based on those with virus protection on home computer [N=1,060]

	<u>CURRENT</u>	
%	23	Daily
	33	Weekly
	26	Less often
	18	Don't know
	*	Refused

Q62 Do you happen to have firewall protection on your main home computer, or do you not have this?

Based on those who use the internet at home [N=1,204]

	<u>CURRENT</u>	
%	56	Yes
	26	No
	18	Don't know
	*	Refused

APPENDIX A

Verbatim responses to Q29, "What, specifically, was the problem you were trying to fix?" as recorded by Princeton Data Source:

17

- RUNNING VERY SLOW AFTER INSTALLING FIREWALLS
- CAN'T CONNECT TO INTERNET OR CAN'T CHECK SOMETHING ONE WAY ON COMPUTER
- Freeze up
- we had a virus
- THEY SAID I HAD A VIRUS SO THEY HAD TO DELETE EVERYTHING I HAD ON THE COMPUTER AND THEY HAD TO RE-BOOT IT; I LOST EVERYTHING
- I HAVE I THINK IT WAS LIKE 500 AND SOMETHING VIRUSES
- TURNED ON AND IT WOULD NOT GO TO WINDOWS
- FREEZING UP, HAVING TO SHUT DOWN AND REBOOT
- GETTING OFF ADWARE
- VIRUSES
- the computer was slow
- VIRUSES
- I COULD NOT FIGURE OUT. I GOT A VIRUS. I GOT OTHER HELP AND TRIED MYSELF BUT THREW IT OUT AND GOT ANOTHER COMPUTER WITHOUT THE INTERNET
- DIFFICULTY WITH DIAL-UP AND INTERNET PAGES WERE TAKING LONG TIME TO OPEN
- VIRUS
- ADWARE SPYWARE BLOCKERS ADDED I HAVE TWO FOREIGN EXCHANGE STUDENTS GETTING EMAILS AND DOWNLOADING, GOT VIRUSES SO SEVERELY IT ABOUT KILLED IT. TOTALLY CRASHED MY HARD DRIVE THE SECOND TIME, I HAD SPYWARE ADDED AND PANDA [software]
- JUST TOO MUCH STUFF ON IT
- SLOW - NEEDED MORE MEMORY
- WHEN YOU ARE ON PROGRAM DROPS YOU OFF AND COMPUTER IS RUNNING SLOW
- PORNO APPEARED ON MY INTERNET AND LIKE IT AND YOU WANT IT ON THE COMPUTER
- THE INTERNET CRASHING
- the pop up boxes
- couldn't get home page back up
- FREEZING OR SLOW DOWN
- SOMETHING WRONG WITH THE METAVOR
- THERES A WEBSITE THAT WOULDNT LET US GET OUT OF IT
- SOFTWARE
- spyware get rid of programs
- POP UPS
- COMPUTER WAS SLOWING DOWN AND HOME PAGE CHANGING
- THE FREEZING UP AND ALL THE ICONS POPPING UP. POP-UP ADS
- NOT GETTING CONNECTED TO INTERNET
- CRASHED WITH AOL
- adware spyware, junk

Verbatim responses to Q29 (continued)

18

- WINDOWS BUGS
- too slow
- was slow
- AOL ACTING UP CAUSED HARD-DRIVE PROBLEMS
- I WOULD NOT CONNECT TO INTERNET.
- SPEED
- I THINK I HAD A VIRUS THAT CAUSED ALL THOSE THINGS YOU MENTIONED EARLIER
- TRYING TO RELOAD SOFTWARE THAT HAD BEEN ON THE COMPUTER WHEN SOMETHING WENT HAYWIRE WITH IT AND I TRIED TO DELETE IT AND RE-INSTALL IT AND GOT ERROR MESSAGE. SOFTWARE IS BASICALLY ONE OF THE SOFTWARES YOU USE ON THE INTERNET.
- THE HARD DRIVE BROKE
- MANY PROBLEMS-THINK IT HAD VIRUSES
- GETTING CERTAIN PROGRAMS THAT I DIDN'T WANT
- POP-UPS
- IT WOULD JUST FREEZE UP
- NOT SURE
- privacy act thing
- I get spyware and put a firewall on my computer
- COMPUTER WAS BOGGED DOWN WITH VIRUSES
- NOT SURE
- SLOWING
- FREEZING UP
- I REFORMAT TWICE A WEEK DUE TO ADWARE AND SPYWARE OR INTERNET HOMEPAGE CHANGES. HOMEPAGES WOULD BE ON MACHINE. AS SOON AS THAT CHANGES I GENERALLY STOP WHAT I'M DOING, TAKE 13-15 MINUTES AND REFORMAT - CALLED CLEANING HOUSE
- TON OF VIRUSES
- KEPT FREEZING UP
- it keep shutting down
- NEW COMPUTER- RETRIEVING OLD E-MAIL, PROGRAMS FREEZING, SLOW DOWN, ALL ANTIVIRUSES AND SPYWARE THAT WAS KEEPING ME FROM DOING THINGS
- another line
- COMPUTER IS RUNNING SLOW
- adware spyware
- MAJOR POP-UPS LOCKD UP
- I COULD NOT ACCESS MICROSOFT WORD
- SPYWARE
- BIGGER PROTECTION
- SLOWED DOWN FUNCTIONING
- GETTING MY EMAIL
- DISK SPACE OUT
- ALL OF THE ABOVE, IT CRASHED - TOTALLY SHUT DOWN
- FREEZING UP, HOME PAGE CHANGED, NEW ICONS & TASK BARS
- LOCKING UP SPYWARE

Verbatim responses to Q29 (continued)

19

- virus from download
- I KEPT GETTING VIRUSES AND I WASN'T OPENING THE INTERNET TO GET THEM AND IT DONE LIKE 3 TIMES
- BEING ABLE TO WORK FROM HOME ON HP
- all of windows was installed
- slowing down making it hard to use
- WASN'T ENOUGH MEMORY, I HAD TO BUY SOME MEMORY
- HATE WORD PERFECT
- SLOWING
- my computer crashed , one time about 10 times in one month and i had a virus that kept installing itself
- SPYWARE
- VIRUS AND HACKING
- SLOW DOWN AND HOME PAGE CHANGED
- virus
- TRYING TO INSTALL A PROGRAM THAT DID NOT WANT TO BE INSTALLED (BUG)
- THE HOMEPAGE KEPT CHANGING
- NEW PROGRAMS I GET MESSES UP PROGRAM - CHANGES SETTINGS
- viruses
- viruses
- YOU COULDN'T DOWNLOAD ANYTHING, IT WAS JAMMED WITH STUFF. IT WAS 13 YRS OLD.
- TRYING TO GET ADOBE STRAIGHTENED OUT.
- MY COMPUTER WAS INFECTED WITH A VIRUS
- THERE WERE SOME VIRUSES THAT GOT ON YOUR COMPUTER AND EVERYTHING WAS MESSED UP.
- COMPUTER CRASHED, THEY HAD TO GO THROUGH IT ALL AGAIN AND CERTAIN STEPS HAD TO BE FOLLOWED AND I DON'T KNOW EXACTLY WHAT IT WAS
- IT WAS FREEZING AND YOU INSTALL WINDOWS 98. I PUT IN SPYWARE AND HAD TO INSTALL SOME OF THE PROGRAMS AGAIN
- SLOWED WAY DOWN AND TRIED DEFRAGMENT
- something to do w/ it crashing
- IT WAS WORKING SLOW, SO WE UPGRADED TO WINDOWS XP
- SOMEONE WAS ABLE TO GET MY PASSWORD AND THEY WERE SENDING HUNDREDS OF SPAMS EVERYWHERE.
- CRASHED AND HAD TO GET A COMPUTER EXPERT IN
- slow and some things weren't able to log on on certain websites
- I HAD YAHOO AS MY HOMEPAGE BUT THEN I WANTED TO GET BACK TO WINDOWS, BECAUSE IT'S MICROSOFT WINDOWS THAT I HAVE, THEN MICROSOFT WINDOWS POPPED UP. I COULD GO HOME AND THEN IT'S UP
- COMPUTER CRASHED
- SPYWARE, AND ADWARE WERE ON THE COMPUTER, TRYING TO GET IT OFF.
- NEW HARD DRIVE, IT CRASHED, IT MADE WEIRD GRINDING NOISES
- MY COMPUTER KICKS ME OFF THE INTERNET
- A PROGRAM HAD TO BE UNINSTALLED AND REINSTALLED HAD LOST SEVERAL STORED FILES AND PICTURES.
- Couldn't clock into job from home

Verbatim responses to Q29 (continued)

20

- COMPUTER CONTINUALLY FREEZING
- THE COMPUTER WASN'T COMING UP AT ALL.
- I WAS TRYING TO BACK UP WINDOWS WITH PARTITION MAGIC
- spyware
- COMPUTER SLOWING DOWN AND FREEZING UP
- I'M NOT REALLY SURE I NEVER REALLY LOOKED AT THE FILE
- SOME EMAILS ARE NOT READABLE; PEOPLE SEND A DOWNLOADED ATTACHMENT AND THEY ARE NOT READABLE, OR NOT OPENABLE OR SOMETIMES OPENABLE BUT GARBAGE...A BUNCH OF SYMBOLS ALL MIXED UP
- TOO MUCH SPYWARE
- slowness
- spyware and stuff
- I'd say hard drive crash
- IT WAS FREEZING UP
- trying to get it to run faster
- virus
- A HARD TIME GETTING A PROGRAM TO WORK.
- homepage
- FROZE AND COULDN'T GET IT ON AGAIN. IT WENT DEAD
- GAMES EATING UP THE MEMORY
- THE DISK THAT YOU PUT IN FOR YOUR COMPUTER JUST WENT BAD
- MY DAUGHTER HAD DOWNLOADED SOMETHING I WAS GETTING POP UPS
- VIRUS
- UNRELIABLE CONNECTION
- FIXING HOME PAGE AND TOOL BAR
- MODEM WENT DOWN
- IT KEPT FREEZING UP AND RUNNING SLOW
- WOULDN'T LOAD UP
- JUST GETTING IT TO DO WHAT I WANTED IT TO DO
- HAD A BAD TELEPHONE CONNECTION
- C DRIVE STOPPED WORKING
- I COULDN'T DOWNLOAD SOME PICTURES
- why the computer was shutting down
- A COMPUTER VIRUS WIPED OUT MY COMPUTER
- keeps getting booted out
- I DIDN'T KNOW WHAT I WAS DOING
- NOT SURE
- VIRUSES
- CRASHED AND ERASED WINDOWS PROGRAM
- FREEZING UP
- browser hijacker adware and spyware
- I HAD TAKEN A TEST ON LINE AND I WAS SUPPOSED TO GET MY DIPLOMA BUT WHEN IT CAME THROUGH THE DIPLOMA COULDN'T BE USED ANYWHERE EXCEPT ONLINE
- WE HAD A VIRUS AND THERE WAS OTHER STUFF THAT WAS SLOWING PROGRAMS DOWN AND THEY WOULDN'T GO AWAY, INCLUDING POPUPS
- THE COMPUTER KEPT FREEZING

Verbatim responses to Q29 (continued)

21

- ADWARE AND SPYWARE
- FREEZING UP
- the computer was slow and it came from business email
- slow down over hard drive
- SLOW DOWN
- COMPUTER CRASHED BECAUSE SO LOADED WITH VIRUSES. I INSTALLED A VIRUS PROTECTION AFTER THAT HAPPENED
- We had a lot of programs that we didn't sign up for. Pop-ups when we weren't online. Basically junk.
- VIRUS
- IT'S CRASHING AND SLOWING DOWN
- HOMEPAGE BROWSER HIJACKED SPYWARE AND ADWARE
- EXTRA PROGRAMS
- just to try to get rid of the pop ups
- MODEM WENT BAD
- MAJOR VIRUS LAST YEAR
- THE MODEM WENT OUT.
- it was slow and not enough memory
- COMPUTER CRASH
- THE COMPUTER CRASHED
- COMPUTER WAS SLOWING DOWN AND AOL HELPED WITH IT
- THE SLOWNESS AND ADDITIONAL WINDOWS CAME UP.
- MY WINDOWS CRASHED THEY TRIED TO FIX IT
- slow start-up
- THE POP UPS
- I JUST KNOW IT WAS RATTLED WITH VIRUSES SO I PUT MORTON'S ANTI-VIRUS ON IT.
- IT WAS A SOFTWARE FORM. ISP WAS LOCKING UP
- VIRUSES.
- VIRUS UPDATES
- SPYWARE AND ADWARE
- ADWARE VIRUS
- start up
- WE HAVE GOTTEN SOME OF THOSE WE USE SPYWARE AND WE GET UNWANTED STUFF ALTHOUGH I DONT THINK THEY WERE PROGRAMS THAT POP UP ON THE COMPUTER
- NO IDEA WHAT THE PROBLEM WAS....I GUESS A VIRUS
- IT FREEZING UP AND WOULDN'T CONNECT TO SERVER
- SOME JAVA APPLICATION THEY CRASHING AND FREEZING
- IT WOULDNT WORK I DONT KNOW, SAID SOMETHING ABOUT HARD DRIVE IN IT
- hard drive crashed
- INTERNET WOULDNT LOG ON AND IT WAS LIKE IT HAD A VIRUS
- The motherboard and power supply. We had like 900 attachments that encrypted the attachments. We had a hacker that messed with things on our computer.
- download Trojan [virus]
- kept rebooting

Verbatim responses to Q29 (continued)

22

- IT LOCKED UP
- Slowed Down and Turned off
- ABOUT BLANK WAS MESSING ME UP PRETTY GOOD.
- THE HOMEPAGE WAS CHANGED I COULN'T CHANGE IT ON MY OWN
- viruses throughout computer
- DON'T KNOW
- SLOWED DOWN AND CRASHED EVERY NOW AND THEN
- SOME SPYWARE ADDED. SPYWARE AND DOWNLOADED A LOT OF THINGS. I HAD TO RESTART THE WHOLE PROGRAM, THE COMPUTER.
- something wasn't right - freezing up
- slowed down
- KEPT CRASHING
- SLOWNESS
- KEYBOARD, MOUSE, OR ANYTHING WOULDN'T WORK
- THE STUFF SHOWING US THE ICONS AND STUFF AND I WAS JUST TRASHING THEM AND I ALSO BOUGHT SOME ANIT-VIRUS SOFTWARE
- VIRUS ON A BRAND NEW COMPUTER THAT HAD NEVER BEEN USED
- TROJAN HORSES [viruses]
- DISRUPTED HIGH SPEED INTERNET SERVICE
- TRYING TO SEE WHY MY COMPUTER WAS SLOW
- DELETE SPYWARE
- WE HAD GOT WORMS IN THE COMPUTER, VIRUS IN THE COMPUTER AND A LOT OF ADWARE THAT REALLY MESSED UP COMPUTER
- I THINK MY HARD DISK WAS FULL WAS SLOWING DOWN TO TRY AND PROCESS IT
- TOO MUCH STUFF ON THERE SO IT STARTED TO FREEZE
- THE TOUCH SCREEN. I LOST IT ALL. WHEN I MOVED IT, IT JUST DISAPPEARED
- WOULD NOT LET HIM GET ON THE INTERNET
- trying to get rid of spyware
- it was crashing and freezing up
- I had a Trojan [virus] on there and it wouldn't let me go in and I called Dell support and I downloaded a program from the internet that they paid for and that fixed the problem.
- POPUP ADS
- TO DO WITH THE INTERNET IT KEPT KNOCKING THEM OFF. THOUGHT THERE WAS AN ABUNDANCE OF EMAILS THAT THEY CLEANED IT OUT. PROBLEMS STILL PERSIST.
- virus on computer
- WE GOT A WORM SO WE UPGRADED AND WENT TO MACINTOSH
- CLEAN INSIDE FILES
- SOFTWARE PROBLEMS
- AT ONE POINT I HAD VIRUS SO I TOOK IT IN TO GET IT CLEANED
- THE SPEED OF IT
- I HAD SOMETHING THAT KEEPS COMING UP, MY MACHINE IS VERY SLOW
- Trojan virus
- IT WOULD SAY IT PERFORMED AN ILLEGAL ACT AND THEN I WOULD UNPLUG IT
- Spyware
- THE FACT THAT THE COMPUTER WOULD CRASH AND IT WOULD KEEP FROM HAVING MORE THAN ONE PROGRAM UP AT A TIME

Verbatim responses to Q29 (continued)

- net zero was slow so they down loaded stuff to make it work
- JUST SPACE, WHEN YOUR HARD DRIVE'S FULL, IT'S SLOWER, SO I GOT RID OF ALL THE COOKIES, GOT RID OF ALL THE JUNK THAT SLOWED IT DOWN.
- I GOT ADWARE PROGRAMS AND SEVERAL OTHER PROGRAMS
- going too slow and having to shut it down
- THE COMPUTER GETTING SLOW ... HAD TO DOWNLOAD SOFTWARE TO REMOVE ADWARES
- Virus
- SYSTEM KEPT CRASHING-OVERLOADED WITH POP-UPS
- LOSE WIRELESS CORECTION
- I'M NOT REALLY QUITE SURE I THINK I HAD SOME SORT OF VIRUS OR SOMETHING THAT I HAD TO JUST COMPLETELY DELETE EVERYTHING AND UPLOAD EVERYTHING FROM THE BACKUP DISKS
- JUST SLOW CONNECTOIN
- IT HAD 34 TROJANS [viruses] AND 50 VIRUSES
- TRYING TO GET RID OF WINDOWS DOESN'T ERASE
- getting viruses
- I DONT KNOW HAD SOMEONE TAKE CARE OF IT
- VIRUS DOWNLOADED
- adware pop-ups and spyware
- COMPUTER SLOWED DOWN
- WE HAD SPYWARE, SOMEONE HELPED ME INSTALL A FIREWALL
- viruses and crashing
- I installed anti-spyware
- spyware
- EVERY 18 MONTHS IT GETS OBSOLETE AND I HAVE HAD IT FOR 5 YEARS
- FREEZING UP AND WORD PROCESSING
- FROZE
- SLOW LOADING
- issues - spyware
- ALL THESE POPUPS, COMMERCIALS I GUESS YOU'D CALL THEM, POPPING UP.
- THE COMPUTER WAS CRASHING
- I GET A MESSAGE WHERE IT SAYS, MAYBE I'M IN MICROSOFT WORD, OR SOMETHING IN E-MAIL, AND I GET A MESSAGE THAT SAYS, "YOU HAVE PERFORMED AN ILLEGAL TRANSACTION," AND WOULD I LIKE TO SEND A MESSAGE TO MICROSOFT?
- IT WAS CRASHING A LOT SO WE HAD A FRIEND OF OUR REINSTALL EVERYTHING AND RESET IT BASICALLY AND WE ALSO BOUGHT MORE RAM [memory]
- computer sending emails to other sites
- VARIES. SOMETIMES IT'S NEEDED TO DO BASIC MAINTAINENCE PROGRAMS THAT RUN AT START UP
- OURS JUST CRASHED AND IT WOULDN'T COME UP
- VIRUSES
- SPYWARE - FIXED IT. I HAD A VIRUS SCAN AND IT KEPT ME FROM NOT GETTING WHAT I DIDN'T WANT
- The ad pop-ups
- LOOKS LIKE WE HAD A VIRUS BUT IT WAS FIREWALL SO I HAD TO TAKE FIREWALL OUT

Verbatim responses to Q29 (continued)

24

- IT WOULD FREEZE UP, WOULD ASK TO RESTART THE COMPUTER
- DOWNLOADING FILES
- ACCESS PROBLEM THROUGH SERVER, HACKING
- TAKEN IT TO A COMPUTER SHOP FOR CLEAN UP.
- slow
- somebody took her firewall off and she had a virus and pop ups and the incredible mail thing came up and someone helped her with that and it was shutting her computer off
- POP-UPS
- VIRUSES
- THAT IT WAS REAL SLOW, FREEZING, I THINK THAT WOULD BE THE MOST RECENT
- ADWARE
- VIRSUES
- Trojan [virus] that had come in and had to have it removed
- I HAD VIRUSES
- THINGS WERE SLOWING DOWN
- COULDN'T GET INTERNET TO WORK
- WHEN IT CRASHED I HAD A FRIEND WHO GOT IT UP AND RUNNING
- FREEZES UP
- home page kept coming up to a porn site we couldn't get rid of
- I WAS GETTING A LOT OF PORNAGRAPHY COMING UP
- RUN START UP DISK AND REBOOTED
- PROBLEM WITH MY DOWNLOAD; IT'S TOO SLOW
- DEFRAG
- DID NOT HAVE VIRUS THING UP - HAD MILLIONS OF VIRUSES - NEEDED AN ENTIRE NEW HARD DRIVE
- REMOVING ADWARE
- COMPUTER WAS GOING SLOW
- it was slowing down and trying to shut down
- SHE SAID THAT THE NUMBER TO DIAL UP ON THE INTERNET WAS SWITCHED AND IT STARTED CALLING LONG DISTANCE
- HAD GOTTEN A VIRUS THAT CRASHED THE COMPUTER
- FREEZE
- THE FIREWALL - WE DIDN'T HAVE ONE UP
- CABLE LINE WENT DOWN
- THE COMPUTER FREEZING UP
- IT WOULD JUST SHUT DOWN
- FREEZING
- MINOR STUFF LIKE MOUSE NOT BEING RESPONSIVE, TRYING TO SPEED UP SERVICE
- INSTALLING A PROGRAM WHICH WOULDN'T INSTALL
- frozen
- RUNNING SLOW - DEFRAGGED DRIVE
- CLEAN FILES
- THE COMPUTER WOULD FREEZE UP AND THERE WOULD BE NO VIDEO
- TRYING TO GET RID OF ADWARE AND SPYWARE
- SPYWARE
- SPYWARE

Verbatim responses to Q29 (continued)

25

- IT NEEDED A NEW MAIN CHIP
- MOTHER BOARD HAS GONE BAD
- OUR INTERNET WASN'T WORKING FOR A WHILE SO WE HAD TO CALL THE COMPANY AND HAVE THEM FIX IT
- SPYWARE
- Getting off spyware
- MOUSE WOULD STOP WORKING/EXPLORER OPENS TO NEW WINDOW
- viruses were trying to get in the computer, spyware
- WE HAD A VIRUS AND HAD A PROGRAM WITH INTERNET PROVIDER SINCE I' NOT COMPUTER LITERATE.
- WHEN IT SLOWED DOWN
- TOO MANY FILES ON COMPUTER
- JUST TRYING TO SPEED IT UP
- I GOT A TROJAN-ITS A HIDDEN ATTACHMENT TO A PROGRAM, I GOT A VIRUS
- POP UPS
- WE DON'T KNOW WHY THEY WERE COMING AND FREEZING
- FREEZES UP
- aim virus
- GETTING SPYWARE OFF
- speed
- spyware issue
- ADWARE SPYWARE
- COMPUTER WAS FREEZING UP, CALLED AOL
- A LOT OF SPYWARE
- A SHORT-CIRCUIT WHEN I DROPPED IT
- INSTALLING A NEW PRINTER, RETRIEVING E-MAIL FROM THE OFFICE TO HOME
- SOMETIME VIRUS AND SOMETIME SERVICE PROVIDER RE-SET IT TO WHAT THEY HAD IN THEIR FILES AND I LOST A YEARS THINGS
- HAD TO REMOVE PROGRAM FROM WORK ON HOME COMPUTER BECAUSE IT WAS MAKING MY HOME COMPUTER RUN SLOW (VPN PROGRAM)
- FREEZING
- A FILE TRANSFER PROBLEM
- WE HAD GOOGLE WEBSITE WITCH - ENDED UP WITH ADULT CONTENT ONLINE
- WHEN IT WAS RUNNING SLOW AND WHEN IT FROZE UP
- SPEED AND WOULD FREEZE UP FILES SOMEHOW APPEARED
- THERE WAS A VIRUS, AND IT ATTACKED EVERYTHING
- HOURGLASS KEEPS POPING UP
- THE FIREWARE CHANGING HOME PAGES AND THING WERE BEING INSTALLED AND COUNDN'T GET RID OF THEM.
- viruses and Trojans and other things that got in there
- CONFIGURATION PROBLEMS
- FREEZING UP.
- running too slow
- SPYWARE AND ADWARE ON THE COMPUTER - GOT IT OFF
- THE SPEED OF THE COMPUTER
- ADWARE - EXCESSIVE ADWARE

Verbatim responses to Q29 (continued)

26

- SPYWARE & TOO MANY COOKIES
- HOW SLOW MY COMPUTER WAS
- just crashed
- STUFF WAS STARTING TO POP UP AND SLOWED COMPUTER
- NOT REALLY CLEAR ON WHAT IT WAS. MY COMPUTER DOESN'T WORK AS A RESULT FROM INTERNET RELATED PROBLEMS.
- freeze and I had to shut down
- Had to redo the hard drive & had to go back and restore a lot of the files. We didn't freeze it up entirely but it was a major problem
- WHEN I GET ON LINE IT SAYS "IT" BAD IMAGE
- COULDN'T PICK UP EMAIL
- SOMEONE PUT SPYWARE ON OUR COMPUTER AND CRASHED IT
- WAS HAVING PROBLEMS WITH POP UPS, TRYING TO TAKE CARE OF THAT
- COMPUTER CRASH
- A FILE WAS CORRUPTED-AND HAD TO REFORMAT THE WHOLE COMPUTER
- INBOX FOR EMAIL LOCKS UP NOT ABLE TO SEND OR RECEIVE EMAIL
- SEVERAL VIRUSES
- the bill
- FREEZING
- SLOW DOWN, CRASHING AND HAVING TO RESET, COULDN'T OPEN FILES
- PORNO HAD INFILTRATED TO MY HOME PAGE AND PUT UNDER MY FAVORITES.
- JUST COULDN'T GET SIGNED ON.
- MY COMPUTER WAS RUNNING REAL SLOW AND I WAS THINKING IT WAS SPYWARE OR ADWARE, BUT IT WAS NOT THE CASE
- SOFTWARE CLASHES
- DIDNT HAVE ENOUGH MEMORY
- COMPUTER KEPT FREEZING AND ATTEMPT SPEED UP
- SLOWING DOWN
- ELIMINATE SOME OF THE POP UPS
- VIRUSES ON MY COMPUTER
- ROUTER
- DSL NOT WORKING, OTHER THAN THAT NOT INTERNET RELATED, MINIMAL PROBLEMS
- it was a build up of messages when we was gone to Florida
- SLOWED DOWN
- CRASHING - STOPPING IN MIDDLE OF PROGRAMS
- new hard drive
- LOCKED UP AND KEEP GETTING SLOW
- POP-UPS WERE THE BIGGEST PROBLEMS-TRYING TO GET THEM REMOVED, SLOWING DOWN THE COMPUTER
- YOUR EMAIL WASN'T COMING IN
- RUNNING VERY SLOWLY AND FREEZING UP
- WOULDN'T START BACK UP
- TOO SLOW
- freezing
- PROGRAMS I DIDN'T DOWNLOAD WERE ON MY COMPUTER

Verbatim responses to Q29 (continued)

27

- it was so slow that you could not do anything
- POP UPS
- IT WOULD FREEZE UP AND WAS SLOW
- SLOW DOWN, SOFTWARE OUT OF PROGRAMS
- THE COMPUTER WOULDN'T TURN ON
- VIRUSES
- POP UP WINDOWS WANT ME TO RESET HOME PAGE CONSTANTLY
- WHEN IT WENT DOWN OR WHEN THINGS WERE POPPING UP.
- spyware
- COMPUTER WAS LOCKED
- UNABLE TO ACCESS CERTAIN WEBSITES
- Don't remember
- AOL WOULD JUST GO TO SIGN UP SCREEN BUT WOULDN'T GO PAST THERE
- TRYING TO GET ONTO E-MAIL
- PROGRAM INSTALLED WITHOUT HIM KNOWING-WEATHERBUG
- POP-UPS
- SPYWARE
- IT WAS JUST SLOW
- ADWARE
- DISK DRIVE BROKE AND I HAD TO GET A NEW ONE AND HAD THE AIM VIRUS SO I TOOK TO PEOPLE TO GET HELP BECAUSE IT WAS FREEZING
- JUST THAT IT WOULD FREEZE UP A LOT
- SLOWING DOWN AND OCCASSIONAL FREEZING
- COMPUTER SLOWING DOWN
- VIRUS
- PREVENTION FOR SPAM
- HAD TO RELOAD FILES BECAUSE OF JUNK DID NOT KNOW ABOUT ON THE COMPUTER
- spyware
- I KEEP HAVING INTRUDERS CRASH INTO MY COMPUTER PORT 21 AND PORT 413 AND I CAN HEAR IT SIZZLE AND THE SCREEN GOES BLACK AND I HAVE TO REBOOT IT,IT KICKS ME OUT OF ANYTHING I'M IN,USUAALY HAPPENS WHEN PLAYING SCRABBLE AND OTHER GAMES.
- updating email program
- trying to fix a virus
- HAD ADWARE AND SPYWARE THAT WERE LOADED INTO THE COMPUTER
- SLOWNESS AND FREEZING AND UNWANTED PROGRAMS
- MOUSE WOULD FREEZE
- GOT RID OF TEMP FILES
- WE HAD TO A BUNCH OF VIRUSES OFF THE COMPUTER
- COMPUTER WAS NOT RUNNING LIKE IT WAS WORKING ON, IT WOULD JUMP FROM PAGE TO PAGE AND FREEZE UP
- CAUGHT A VIRUS
- I ENDED UP BUYING A NEW COMPUTER AND WE TOOK ALL THE INFO AND TRANSFERED IT TO THE OTHER COMPUTER AND IT MESSED THAT UP
- WE DOWNLOADED SOMETHING AND IT SLOWED DOWN THE COMPUTER

Verbatim responses to Q29 (continued)

28

- VOLUME WENT OUT INSTALLED NEW THING FOR AUDIO AND UPGRADED
- WITH OUR MODEM TO CONNECT...WE HAVE THREE COMPUTERS...2 ARE WIRELESS, THE ONE UPSTAIRS IS TURNED OFF AND IT'S HARD TO CONNECT
- HAD SOMEONE ELSE FIX IT
- MY SCREEN WOULD JUST FREEZE
- AOL - SWITCHED PROVIDERS - WHEN YOU SWITCH BLOCKS THE NEW INTERNET PROVIDER HE MESSED UP THE COMPUTER. ORDERED A NEW RECOVERY C.D. TO FIX THE AOL PROBLEM
- BUG DUE TO SITE VISITED OR EMAIL CAUSING COMPUTER TO SHUT DOWN AND DELETE FILES
- getting rid of adware and spyware
- GOING SLOW
- WINDOW WOULDN'T COME BACK UP
- pop ups on desk top
- TINY LITTLE PROBLEMS
- VIRUS
- SPYWARE POP UPS AND VIRUS
- viruses and spam and popups
- IT KEPT FREEZING
- keeping it up to date
- going slow
- to much stuff on the hard drive
- VIRUS
- getting the speed back up to what it normally was
- computer was old
- GETTING RID OF THE PROGRAMS THAT MAGICALLY APPEARED, AND FIXING THE SPEED
- TRYING TO GET IT WHERE IT WAS NOT MOVING SLOW
- SPYWARE
- FREEZE UP
- ADWARE AND SPYWARE
- too slow
- VIRUS AND GOT CLEANER
- THE COMPUTER CRASHED OR LIKE FREEZING
- viruses
- HAVING TROUBLE WITH CONNECTIONS FOR A WHILE AND WITH MY EMAIL SENDER
- I WAS GETTING ADULT ADVERTISING AND PAWN AND OTHERS.
- BROWSER
- CRASHING, STARTING A LOT OF PROGRAMS THAT WERE NOT SUPPOSED TO BE ON THE COMPUTER
- GETTING SPAM FROM PEOPLE IN NIGERIA WANTING ME TO TRANSFER A MILLION DOLLARS FOR THEM
- SPYWARE
- CABLE UNHOOKED
- NORTON FIREWELL WOULDN'T WORK
- I GUESS A VIRUS

Verbatim responses to Q29 (continued)

29

- IT SHUT DOWN SOMETIMES
- REPLACED MICROSOFT WINDOWS WITH MOZILLA - ALWAYS GETS PORN AND IT HAS LOCKED UP HER COMPUTER ON NUMEROUS TIMES PEOPLE TRYING TO HACK INTO HER COMPUTER
- UNWANTED FILES - SPY AND ADWARE FILES
- IT SLOWED DOWN
- FREEZING UP
- the DSL line
- HOMEPAGES CHANGES, REQUIRING TO SHUT DOWN COMPUTER
- I actually did have a virus
- IT JUST LOADS UP WITH STUFF, WAS SLOWING DOWN.
- THE SLOWNESS
- SNAGGED BY SPYWARE AND ADWARE
- ONGOING PROCESS TO PROTECT FROM VIRUSES, I BLOCK SPAM AND PHISHING
- IT WAS SHUTTING DOWN
- d drive
- HOME PAGE IS NOT COMING UP, POP-UPS, INABILITY TO BE ABLE TO LOG ON
- FREEZES UP
- TRY TO GET RID OF SPYWARE AND ADWARE AND MAKE THE COMPUTER RUN FASTER
- IT WOULDN'T CONNECT TO THE INTERNET
- WHEN I GOT ON - BECAUSE I CHANGED MY HOMEPAGE AND IT ADDED A YAHOO TOOLBAR SO I HAD TO GO IN AND CHANGE IT MYSELF
- RUNNING SLOW
- IT WAS FREEZING AND JUST VERY SLOW
- GETTING RID OF SPYWARE
- spyware
- I GOT UNHOOKED SOMEHOW AND HAD A FREIND HELP ME
- THE COMPUTER WOULD SLOW DOWN, THE COMPUTER FROZE AND WE HAD TO SHUT IT DOWN
- SLOW AND NOT BOOTING UP LIKE NORMAL
- THE COMPUTER WAS RUNNING SLOWLY AND FREEZING UP
- NOT ENOUGH MEMORY
- DOING THINGS I DIDN'T WANT TO DO
- spyware
- IT WOULDN'T UPGRADE TO DIGITAL
- IT WAS GETTING ONLINE THE RIGHT WAY....I'M NOT SURE WHAT I AM TALKING ABOUT REALLY...THE PROGRAMS THAT WERE SELF INSTALLED WERE NOT WORKING PROPERLY
- WOULDN'T LET ME SEARCH ANYTHING
- VIRUS WORK
- SLOWING DOWN - TIME CHANGE ON THE CLOCK
- HAD GOTTEN A COUPLE OF TROJAN VIRUSES
- COMPUTER FREEZING UP
- POP-ADS
- TAKES LONG FOR [expletive] TO OPEN UP
- HIJACKED ON COMPUTER

Verbatim responses to Q29 (continued)

30

- DSL connect ion
- get some unused programs off and speed it up
- POPUPS WERE COMING IN - FRIEND GAVE PROGRAM TO FIX IT
- SPYWARE SLOWED IT DOWN
- ALL THAT SPYWARE
- COMPUTER WOULDN'T CLICK ON CORRECT ICON TO GET ON CLICK RAN SOME KIND OF SCAN ON IT
- THE COMPUTER SHUTTING DOWN WITHOUT ME GOING OFFLINE
- SLOW DOWN
- EVERYTHING YOU'VE MENTIONED, VIRUS PROBLEMS
- it had slowed down so i just removed some files
- CONSTANTLY LOCKING UPAND HAVE SOMEONE INSTALL NEW VERSION OF WINDOWS
- TOO SLOW - ALMOST STOPPING
- homepage changing settings and problems I didn't download
- WE HAD VIRUS THAT WAS SENT TO ME BY E-MAIL
- COMPUTER GOING REAL SLOW, AND IT CUTTING OFF ON ITS OWN, TRYING TO DELETE THE AOL PROGRAM
- DAMAGED FAT TABLES
- the one where it would not start up
- FREEZING
- having problems dialing
- trouble shooting for media drive
- HAVING PROBLEM W/ INTERNET EXPLORER
- POP UP ADS AND SPAM
- MY COMPUTER FREEZING UP
- I DON'T KNOW
- KEEP LOSING THE CONNECTION ON OUR INTERNET PROVIDER
- THE CHILDREN WERE PLAYING GAMES ON COMPUTER THEY HIT KEYS AND COMPUTER SHUT DOWN
- SPYWARE GOT ON THE COMPUTER FROM THE KIDS PLAYING THEIR GAMES.
- downloading slowly
- VIRUS
- MONITOR WENT OUT
- Trying to clean up the hard drive so my internet could run faster, it was taking up a lot of memory.
- LOCKING UP
- things running he didn't know were there and would bring stuff up on screen
- the freezing
- STOP IT FROM FREEZING
- adware
- SOME SORT OF TASK BAR THAT CAME UP THROUGH SOMETHING AND SLOWED THE COMPUTER DOWN-WE WERE ABLE TO FIX IT
- INTERNET ERROR
- SPEED AND VIRUSES
- VIRUS AND POP-UPS
- I HAD DOWNLOADED A SPYWARE AND THE COMPUTER WOULD FREEZE UP

Verbatim responses to Q29 (continued)

31

- A VIRUS - A VIRUS CRASHED MY SYSTEM
- SHE COULDN'T REMEMBER.
- TOO SLOW - FREEZING UP
- could not even get into windows anymore and could not reload windows
- WHEN I LOGGED ON, I GOT A HOMEPAGE THAT I DIDN'T REQUEST. I DID NOT ASK FOR IT. I COULDN'T GET RID OF IT.
- VIRUSES
- SLOW DOWN OF THE COMPUTER
- SPYWARE AND ADWARE; USED SPYWARE REMOVAL PROGRAMS
- THINGS POP-UP ON HOME PAGE AND ICONS
- IT WOULD GET REAL SLOW AND FREEZE UP
- FREEZING UP
- locked up
- THE PROGRAM WAS ON MY HOMEPAGE THAT I DIDN'T DO AND I TRIED TO DELETE
- MIRO UPDATE OPERATING MADE EVERYTHING NOT WORK WAS A BUG HAD TO REBUILD A NEW DISK
- FREEZES UP
- COMPUTER FREEZING UP
- GETTING RID OF POP ADS (PORN) WE DON'T DOWNLOAD ANYMORE
- IT WOULDN'T DOWNLOAD AOL
- SPYWARE AND ADWARE SOFTWARE AND PROGRAMS VIRUSES.
- ADWARE SPYWARE
- HAD A FEW VIRUSES
- SLOWS - JUST GOT REAL SLOW AND IT IS A NEW COMPUTER
- crashing frequently
- IT WOULDN'T LET ME GO ON TO INTERNET AND ANOTHER TIME I COULD NOT GET INTO MY EMAIL
- SPYWARE
- it was saying a computer error
- MICROSOFT MILLENIUM
- BEING KICKED OFF OF INTERNET AND RECONNECT THROUGH THE COMPANY
- AS YOU GOT ON IT WOULD SHUT OFF AS YOU GOT ON.
- SPYWARE
- adware and spyware remove and something was and reformat did not work
- UNWANTED DOWNLOADS, HOMEPAGE CHANGING AND PROGRAMS BEING ADDED THAT WE DIDN'T WANT AND THEN NOT BEING ABLE TO DELETE THEM
- the computer is slowing down but I'm not sure if it's because of spyware or other software upgrades
- THINGS KEPT POPPING UP
- THE COMPUTER SLOW DOWN
- VIRUSES, AND POP-UPS
- YOU TALK ABOUT DOWNLOADING SCREENSAVERS AND IT BECAME MY HOMESITE ON WHEN I GO TO FIREFOX. I CANT GET RID OF IT
- IT WAS LIKE AN INTERNET VIRUS THAT INFECTED YOUR COMPUTER
- A LOT OF SPAM, LOTS OF FREEZING, WRITING AND EMAIL IT GETS DUMPED.
- IT WAS LOCKING UP – CRASHING

Verbatim responses to Q29 (continued)

- HAD A VIRUS WHICH STARTED TO BLOW OUT CIRCUITS IN COMPUTER
- losing programs
- IT FROZE - IT KEPT FREEZING
- RUNNING TOO SLOW
- GOT A VIRSUS, HAD TO RE-FORMAT

APPENDIX B

Verbatim responses to Q36, "What was the source of the problem?" as recorded by Princeton Data Source:

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- FIREWALL THAT WAS INSTALLED WAS INCOMPATIBLE WITH THE OTHER PROGRAMS
- Dial up was slow
- VIRUS
- HE SAID I HAD A VIRUS; I DON'T KNOW
- SPYWARE, ADWARE, AND DATA MINING
- NOT UPDATING
- TROJAN HORSE VIRUS
- VIRUSES, IT GOT VIRUSED
- TOO MUCH STUFF ON IT
- EMAIL I DID NOT ASK FOR
- ADWARE, SPYWARE
- DOWNLOADNG GAME AND DUST
- MICROSOFT
- NOT CLEAR TO USE
- SPYWARE AND ADWARE
- VIRUS AND SPYWARE
- MY SON PROGRAMMED A LOT OF DIFFERENT STUFF ON THERE, FILLED THE COMPUTER W/ A LOT OF JUNK.
- AOL
- various junk e-mail that family member downloaded
- PATCHES ON WINDOWS PROGRAMS
- I HAD I THINK LIKE 48 VIRUSES AND I HAD SPYWARE
- THE OPERATING SYSTEM
- IT GOT OLD
- TROJAN VIRUSES
- memory
- new computer problems
- spyware
- VIRUSES AND SPYWARE
- MULTI-TASKING
- SPYWARE AND ADWARE - IT'S NERVE RACKING AND I HATE IT
- NEEDS MORE MEMORY
- phone line was crowded
- SPYWARE
- SPYWARE
- OLD COMPUTER SMALL DRIVE SPACE
- SPYWARE
- A VIRUS A VIRUS
- THE REST OF THE WINDOWS WASNT DOWNLOADED
- DOWNLOADING STUFF
- a virus
- SPYWARE
- VIRUS
- virus

Verbatim responses to Q36 (continued)

- NEW PROGRAM THAT CAN'T ID
- viruses
- THREE VIRUSES
- THE SPYWARE
- SOMEONE FIGURED OUT MY PASSWORD. IT WAS SAID THAT I COULD HAVE WENT INTO A SITE WHERE THEY BACKTRACKED MY INFO.
- backlogged check in cookies
- KAZAA SENT A VIRUS WHICH FROZE IT
- HAD TAKEN A SURVEY ONLINE, AND IT ADDED SPYWARE AND ADWARE TO THE HOME COMPUTER
- changed ip address
- spyware
- something that came through email
- file downloaded from the computer
- had to take off a lot of stuff
- VIRUS
- KIDS GAMES EATING UP MEMORY
- MY DAUGHTER
- VIRUS
- WINDOWS MILLENIUM
- lime wire
- SPYWARE
- MODEM DIED
- JUST POGO
- YOUR BRAIN, NOT COMPUTER SAVVY
- TELEPHONE LINE
- THERE WAS TOO MUCH DOWNLOADS TRYING TO COME IN
- SPYWARE,VIRUS, POP-UP
- VIRUS
- VIRUS
- a couple of times it was a virus and other times it was adware and spyware
- BECAUSE I STAYED ONLINE TOO LONG
- A LOT OF DOWNLOADS
- FREZZING
- SPYWARE AND ADWARE
- PROGRAMS INSTALLED GLITCHES IN A DISK ERROR
- MEMORY NOT ENOUGH
- LOADED WITH VIRUSES
- VIRUS
- [expletive] ADWARE AND SPYWARE COMPANIES
- SECURITY PROGRAM WAS FAULTY
- POWER BLEEPs & VIRUS
- BAD MODEM.
- older computer
- VIRUS
- TOO MANY INTERNET COOKIES

Verbatim responses to Q36 (continued)

35

- THE MEMBER NEEDS UPGRADING
- IT DEPENDS. IF I RUNNING SOMETHING THAT TOO HIGH SPEED THEN IT WAS SLOW
- THE WINDOWS HAD CRASHED WHY IT CRASHED I DON'T KNOW
- software my company installed
- A VIRUS
- ADWARE
- SOFTWARE GLITCH IN PROGRAM
- SOMETHING WITH THE HARD DRIVE
- hard drive
- Encrypted fiber from hacker
- music files
- source code interfering with the operation of the computer
- VIRUS
- SURE WAS SPYWARE
- LOW DIGIT SPADE
- viruses from the internet
- INSTALLED PROGRAM THAT SLOWED DOWN COMPUTER
- SPYWARE
- spyware
- ADWARE
- INSTANT MESSAGING
- VIRUS
- A WEBPAGE SHE VISITED
- WE HAD ALOT OF SPYWARE AND ADWARE AND A VIRUS AND A WORM IN COMPUTER
- THE HARD DRIVE GOT TOO FULL
- TOO MUCH STUFF
- CRASHED A BUNCH
- DROPPED THE HARD DRIVE
- it was an internet address and it was spyware
- VIRUS
- FAMILY MEMBERS DOWNLOAD KAZAA
- lack of memory
- A BAD VIRUS
- DIDN'T HAVE ANTI-VIRUS
- computer virus
- TOO MUCH JUNK ON THE HARD DRIVE.
- POOL WEBSEARCH AND A CW SHREDDER AND THE VIRUS ASSISTER...WEB DESIGN INDUSTRIES
- A LOT OF ADWARE AND SPYWARE
- I THINK MY INTERNET PROVIDER.
- adware
- SPYWARE
- ACTIVITY BOTTOM DOESN'T COME SO QUICKLY ON DSL AND THEREFORE I MAY USE TO TAKE
- PLUG OUT AND REPLUG IT

Verbatim responses to Q36 (continued)

36

- LAN CONNECTION DROP OFF
- IT WAS RUNNING MORE PROGRAMS THAN IT SHOULD HAVE AND WE COULDN'T GET THE COMPUTER TO STOP DOING THAT
- VIRUS
- MICROSOFT COULDN'T ERASE
- adware and spyware downloads
- I THINK IT WAS USING IM
- virus
- BECAUSE OF HOW OLD THE COMPUTER IS - 5 YEARS OLD
- PROGRAMS RUNNING AT START UP UNUSED PROGRAMS DELETED
- ISP WON'T RELAY THE MAIL
- ADULT WEBSITES
- UNAUTHORIZED SOFTWARE THAT CAME THROUGH THE INTERNET CONNECTION
- WHEN WE TOOK FIREWALL OFF THE PROBLEM WAS GONE
- HACKING
- some clowns came to show her how to use her printer and they messed her computer up
- and took her firewall down and then she got a virus and some worm thing came about
- ADWARE
- VIRUS
- Trojan [virus]
- TOO MANY COOKIES IN THE MAINFRAME-HAD TO GO TO 6 DIFFERENT FILES AND CLEAN OUT
- COOKIES
- SOMETHING WAS WRONG WITH THE ROUTER
- IT WAS TOO SLOW
- MILLIONS OF VIRUSES
- SOMEONE ELSE IN THE FAMILY VISITED INTERNET SITE
- viruses
- E-MAIL SENT TO ME BY A FRIEND HAD A VIRUS IN IT
- WE DIDN'T HAVE A FIREWALL
- THE CABLE LINE WENT DOWN DUE TO A STORM
- DISCONNECTED VIDEO CARD
- INTEL GRAPHICS DRIVER
- SPYWARE
- SPYWARE PROBLEM
- HARDRIVE IS OLD
- IT NEEDED A NEW MOTHERBOARD
- THE GRAPHIC PORT GONE BAD
- SPYWARE
- it came from websites
- LACK OF MEMORY
- the spyware was on my computer
- we had too much stuff on the computer
- DISK CLEANUP AND DEFRAGMENTATION
- MY COUSIN DOWNLOADING PORN

Verbatim responses to Q36 (continued)

37

- CERTAIN WEBSITE
- someone tapped
- ADWARE SPYWARE
- DOWNLOADED SPYWARE
- AN ELECTRICAL SHORT FROM A BROKEN CONNECTION
- HAD TO DO WITH DESTRUCTION ON ACTION WITH SERVICE PROVIDER
- SPYWARE
- we had a trojan horse [virus] and we had about 3,228 viruses on the computer and the firewall wouldn't stay up.
- it was jamming and running slow. too many programs and instant messenger.
- yahoo mail, etc.
- SPYWARE AND ADWARE IT SLOWED DOWN THE COMPUTER
- THE MUSIC ON THE COMPUTER WAS SLOWING THE COMPUTER DOWN I JUST HAD TO DELETE IT
- ADWARE; KAZAA
- It hooks up to a main computer so when they print it messes up my computer
- WE'RE PRETTY SURE IT WAS A VIRUS
- ASSUMING SITE HUSBAND WENT ON
- DOWNLOAD
- A BAD DLL FILE
- SPYWARE WORM
- Comcast billing - one month the bill is higher than the last
- VIRUS
- FROM BEING ON A CERTAIN WEB-PAGE, I THINK IT JUMPED?
- IT WAS AN ERROR READING
- SOFTWARE CLASHES
- THE COMPUTER IS OLD
- TOO SLOW
- COMPANY
- THE INTERNET
- VIRUSES GETTING MY COMPUTER FROM USING INTERNET
- REALLY OLD AND SLOW AND THE ROUTER
- messages came in from people when we were gone and it built up
- hard drive
- PEOPLE GETTING FILES FROM THE COMPUTER, POP-UPS, SPYWARE
- BLOCKER
- dial up
- COMBINATION OF SPYWARE AND DOWNLOADS
- IF MY CHILDREN ARE ON THE INTERNET I THINK A VIRUS GOT IN THERE
- YOU LOCAL BOARD
- I GOT A VIRUS
- SCHOOL INTERNET CONNECTION
- windows
- VIRUSES, CONFIGURATION PROBLEMS
- IT WAS A VIRUS
- POP-UP ADS

Verbatim responses to Q36 (continued)

38

- TROJAN HORSE [virus] OR ADWARE
- VIRUS
- FIREWALLS NOT WORKING
- SOMEONE WAS BREAKING OR HACKING INTO MY COMPUTER.
- exchanged instead of saving
- FROM DOWNLOADING...SPYWARE
- INTERNET TEMP FILES
- I'M SURE JUST DOWNLOADING STUFF AND GETTING VIRUSES
- A VIRUS AND A WORM
- COMPUTER IS 10 YEARS OLD
- WE JUST GET A FAINT SIGNAL AND WE HAVE THREE COMPUTERS AND TWO ARE WIRELESS
- THE COMPUTER WAS TOO SLOW. MY COMPUTER AND ISP WERE NOT COMPATIBLE.
- AOL
- spyware
- THE DISC WAS SCRATCHED
- VIRUS
- VIRUS
- didn't have enough memory
- WINDOWS HAS HOLES IN IT.
- VIRUS
- too old
- DIALING AT PEAK HOURS
- VIRUS AND NEEDED MORE MEMORY
- A PROGRAM I LOADED WAS FREEZING AND ADWARE AND IT WAS AN OLD COMPUTER. ADWARE WAS
- CAUSING A PROBLEM AND IT WAS AN OLD COMPUTER AND DIDN'T REACT TOO WELL.
- MOSTLY COOKIES
- ADWARE, NOT SURE HOW IT GOT THERE, BUT I GOT NORTON FIREWALL AND ANT-VIRUS INSTALLED
- trojan horse [virus]
- HAD TO CHANGE THE NAME ON THE SENDING PART OF THE ALLEN EXPRESS
- SPYWARE OVERSEAS.
- telephone company or aol
- MY BROTHER GOT ON MY COMPUTER AND GOT ON PORN SITES
- VIRUS
- NORTON FIREWALL HAD A VIRUS
- IT WAS INTERNET EXPLORER
- SPYWARE COOKIES
- THINK JUST OUR BATTERY THINK IT JUST NEEDS CLEANING
- NOT ENOUGH MEMORY
- SPYWARE
- WEBSITES THAT WERE VISITED, PROGRAMS WERE BEING ATTACHED TO THE WEBSITES AND WERE TRACKING WHAT WAS GOING ON ON THE COMPUTER
- MEMORY

Verbatim responses to Q36 (continued)

- SOME GAMES ON A CAMERA PROGRAM WHEN I START TO USE IT IT WILL SHUT MY COMPUTER OFF.
- SOME PROGRAMS IT DOESN'T LIKE
- THE WORLD WIDE GROUP OF FOLKS WHO HACK INTO COMPUTERS
- BECAUSE I HAD INTERNET COOKIES AND TEMPORARY INTERNET FILES
- SPYWARE AND ADWARE
- IT HAD TO DO WITH THE WIRELESS SYSTEM
- THE KAZAA
- it was her mistake
- SOME KIND OF VIRUS
- spyware
- SPYWARE DOWNLOADED FROM INTERNET
- NOT ENOUGH HARD DRIVE SPACE
- TOO MANY PROGRAMS DOWNLOADED
- downloaded music
- CARD IN CPU WASNT LARGE ENOUGH TO HOLD THE DIGITAL DIALUP
- VIRUS
- VIRUSES
- CONFLICTING SOFTWARE
- NEEDED TO GET ON MULTIPLE LISTINGS SO I BOUGHT A NEW LAPTOP
- VIRUSES
- TOO MUCH SOURCE STORED ON THE COMPUTER
- SPYWARE
- SPYWARE
- SPAM PROBLEMS
- THE SOMETHING ABOUT HARD DRIVE WAS WORN
- EMAIL ATTACHMENT
- WE WERE USING THE WRONG VIRUS PROGRAM
- THEY SAID IT WAS A VIRUS THAT I CONTRACTED THROUGH DOWNLOADING OFF THE INTERNET
- media drive no longer working
- VIRUS
- MONITOR
- virtual memory
- not having a firewall
- ADWARE
- INTERNET
- VIRUS
- BUILD UP OF VIRUS
- THE RESOLUTION WAS ACCIDENTALLY RESET AND THE TYPE OF MONITOR I HAD COULDN'T HANDLE IT
- VIRUS
- VIRUS FROM EMAIL ATTACHMENT
- SPYWARE AND ADWARE
- lightning had something to do with it
- MICROSOFT UPDATE

Verbatim responses to Q36 (continued)

- CABLE GOES OUT
- KAZAA
- VIRUSES
- SPYWARE
- TOO MUCH STUFF ON MY COMPUTER
- THINK THAT AOL HAS SO MANY FILES OR PROGRAMMING RUNNING IN THE BACKGROUND IT IS SO SLOW - I CAN GO TO THE SAME SITE ON MOZILLA IF I JUST GO TO A WEB ADDRESS AND IT LOADS INSTANTLY - IF I ACCESS THAT SITE THRU AOL IT TAKES AT LEAST 3-4 TIMES LONGER AT LEAST
- OLD COMPUTER
- SPYWARE
- MICROSOFT MILLENIUM
- SPYWARE
- TOO MANY FILES IN - CLASHED
- I GOT A VIRUS
- VIRUS
- VIRUS, NOT SURE WHERE IT WAS COMING-THINK IT CAME FROM AOL INSTANT MESSENGER

Methodology

Spyware Survey

Prepared by Princeton Survey Research Associates International
for the Pew Internet & American Life Project

June 2005

SUMMARY

The Spyware Survey, sponsored by the Pew Internet & American Life Project, obtained telephone interviews with a nationally representative sample of 2,001 adults living in continental United States telephone households. The survey was conducted by Princeton Survey Research International. Interviews were done in English by Princeton Data Source, LLC from May 4 to June 7, 2005. Statistical results are weighted to correct known demographic discrepancies. The margin of sampling error for the complete set of weighted data is $\pm 2.3\%$.

Details on the design, execution and analysis of the survey are discussed below.

DESIGN AND DATA COLLECTION PROCEDURES

Sample Design

The sample was designed to represent all continental U.S. telephone households. The telephone sample was provided by Survey Sampling International, LLC (SSI) according to PSRAI specifications. The sample was drawn using standard *list-assisted random digit dialing* (RDD) methodology. *Active blocks* of telephone numbers (area code + exchange + two-digit block number) that contained three or more residential directory listings were selected with probabilities in proportion to their share of listed telephone households; after selection two more digits were added randomly to complete the number. This method guarantees coverage of every assigned phone number regardless of whether that number is directory listed, purposely unlisted, or too new to be listed. After selection, the numbers were compared against business directories and matching numbers purged.

Contact Procedures

Interviews were conducted from May 4 to June 7, 2005. As many as 10 attempts were made to contact every sampled telephone number. Sample was released for interviewing in replicates, which are representative subsamples of the larger sample. Using replicates to control the release of sample ensures that complete call procedures are followed for the entire sample.

Calls were staggered over times of day and days of the week to maximize the chance of making contact with potential respondents. Each household received at least one daytime call in an attempt to find someone at home. In each contacted household, interviewers asked to speak with the youngest adult male currently at home. If no male was available, interviewers asked to speak with either the youngest or oldest female at home based on a random rotation.⁶ This systematic respondent selection technique has been shown to produce samples that closely mirror the population in terms of age and gender.

WEIGHTING AND ANALYSIS

Weighting is generally used in survey analysis to compensate for patterns of nonresponse that might bias results. The interviewed sample of all adults was weighted to match national parameters for sex, age, education, race, Hispanic origin and region (U.S. Census definitions). These parameters came from a special analysis of the Census Bureau's 2004 Annual Social and Economic Supplement (ASEC) that included all households in the continental United States that had a telephone.

Weighting was accomplished using Sample Balancing, a special iterative sample weighting program that simultaneously balances the distributions of all variables using a statistical technique called the *Deming Algorithm*. Weights were trimmed to prevent individual interviews from having too much influence on the final results. The use of these weights in statistical analysis ensures that the demographic characteristics of the sample closely approximate the demographic characteristics of the national population. Table 1 compares weighted and unweighted sample distributions to population parameters.

⁶ This is part of a continuing experiment to see what effect, if any, asking for the youngest instead of the oldest female has on sample demographics.

Table 1: Sample Demographics

	Parameter	Unweighted	Weighted
<u>Gender</u>			
	Male	48.1	43.5
	Female	51.9	56.5
<u>Age</u>			
	18-24	12.6	9.6
	25-34	18.0	13.3
	35-44	20.3	17.6
	45-54	19.3	19.7
	55-64	13.4	15.7
	65+	16.4	24.0
<u>Education</u>			
	Less than HS Grad.	15.1	10.3
	HS Grad.	35.8	34.4
	Some College	23.3	25.0
	College Grad.	25.8	30.3
<u>Region</u>			
	Northeast	19.2	18.2
	Midwest	23.0	26.1
	South	36.0	36.9
	West	21.8	18.7
<u>Race/Ethnicity</u>			
	White/not Hispanic	71.7	79.8
	Black/not Hispanic	10.8	9.7
	Hispanic	11.9	5.9
	Other/not Hispanic	5.6	4.7

Effects of Sample Design on Statistical Inference

Post-data collection statistical adjustments require analysis procedures that reflect departures from simple random sampling. PSRAI calculates the effects of these design features so that an appropriate adjustment can be incorporated into tests of statistical significance when using these data. The so-called "design effect" or *deff* represents the loss in statistical efficiency that results from systematic non-response. The total sample design effect for this survey is 1.12.

PSRAI calculates the composite design effect for a sample of size n , with each case having a weight, w_i as:

$$deff = \frac{n \sum_{i=1}^n w_i^2}{\left(\sum_{i=1}^n w_i \right)^2} \quad \text{formula 1}$$

In a wide range of situations, the adjusted *standard error* of a statistic should be calculated by multiplying the usual formula by the square root of the design effect (\sqrt{deff}). Thus, the formula for computing the 95% confidence interval around a percentage is:

$$\hat{p} \pm \left(\sqrt{deff} \times 1.96 \sqrt{\frac{\hat{p}(1-\hat{p})}{n}} \right) \quad \text{formula 2}$$

where \hat{p} is the sample estimate and n is the unweighted number of sample cases in the group being considered.

The survey's *margin of error* is the largest 95% confidence interval for any estimated proportion based on the total sample—the one around 50%. For example, the margin of error for the entire sample is $\pm 2.3\%$. This means that in 95 out every 100 samples drawn using the same methodology, estimated proportions based on the entire sample will be no more than 2.3 percentage points away from their true values in the population. It is important to remember that sampling fluctuations are only one possible source of error in a survey estimate. Other sources, such as respondent selection bias, questionnaire wording and reporting inaccuracy, may contribute additional error of greater or lesser magnitude.

RESPONSE RATE

Table 2 reports the disposition of all sampled telephone numbers ever dialed from the original telephone number sample. The response rate estimates the fraction of all eligible respondents in the sample that were ultimately interviewed. At PSRAI it is calculated by taking the product of three component rates:⁷

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- Contact rate – the proportion of working numbers where a request for interview was made – of 80 percent⁸
- Cooperation rate – the proportion of contacted numbers where a consent for interview was at least initially obtained, versus those refused – of 48 percent
- Completion rate – the proportion of initially cooperating and eligible interviews that were completed – of 91 percent

Thus the response rate for this survey was 35 percent.

⁷ PSRAI's disposition codes and reporting are consistent with the American Association for Public Opinion Research standards.

⁸ PSRAI assumes that 75 percent of cases that result in a constant disposition of "No answer" or "Busy" over 10 or more attempts are actually not working numbers.

Table 1: Sample Disposition

	<u>Final</u>
Total Numbers dialed	11,514
Business	1,083
Computer/Fax	884
Other Not-Working	1,945
Additional projected NW	803
Working numbers	6,799
Working Rate	59.0%
No Answer	109
Busy	44
Answering Machine	866
Callbacks	87
Other Non-Contacts	258
Contacted numbers	5,434
Contact Rate	79.9%
Initial Refusals	2,070
Second Refusals	766
Cooperating numbers	2,598
Cooperation Rate	47.8%
No Adult in HH	20
Language Barrier	369
Eligible numbers	2,209
Eligibility Rate	85.0%
Interrupted	208
Completes	2,001
Completion Rate	90.6%
Response Rate	34.6%

Endnotes

¹ May/June 2004 trends based on daily tracking survey conducted May 14-June 17, 2004 [N=2,200].

² April/May 2003 trends based on daily tracking survey conducted April 29-May 20, 2003 [N=1,632].

³ March/May 2002 trends based on daily tracking surveys conducted March 1-31, 2002 and May 2-19, 2002.

⁴ February 2001 trends based on a daily tracking survey conducted February 1, 2001-March 1, 2001 [N=2,096].

⁵ May/June 2000 trends based on a daily tracking survey conducted May 2 – June 30, 2000 [N=4,606].

⁶ In March through June 2000, Q6 asked only of computer users (Q5=1).

⁷ Question wording for all trends in Q12/Q12.0 on or before March/May 2002 as follows: "When did you first start going online: was it within the last six months, a year ago, two or three years ago, or more than three years ago?"; "About how many years have you had Internet access?"