

Group 6 / Follow-Up Survey Questions / Qualitative Breakdown

Questions	
	395857
Background Info	
Q1: Please select your age group (Multiple Choice)	25-34 years
Q2: Please select your personal pronouns (Multiple Choice/Text Input)	She/Her/Hers
Q3: Please select your income group (Multiple Choice)	\$33,000 - 53,999
Part I: Thoughts & Experiences	
Q1: What's the most important reason you use the bank app or website?	To pay bills
Q2: If a friend asked you how you felt about your bank app or website, what would you say?	It's sufficient
Q3 Which feature(s) do you use the app for most often and why?	Goal calculator
Q4: Which feature do you like the most and why?	The Zelle money transfer
Q5 Do you prefer 100% online banking or do you like to have an in-person option? Explain what factors made you go with your choice.	Online, I don't like going outside during Covid. I feel like I'm a bank everyone is listening to your business
Q6 Is online banking more streamlined for depositing money? Tell us if you agree or disagree and explain why.	I agree, most companies are direct deposit. Not many places are giving physical checks out.
Q7: Walk us through your most recent experience using the app or website. Feel free to be as descriptive as possible.	I use my face to open my Bank of America App, it brings me to the main screen showing me my checking screen and savings balance. I choose my checkings account to check the balance for a pending transaction which shows at the top with the pending payment and how much would be left in my account. So I know exactly how much will be left after that transaction.
Part II: Thoughts & Experiences	
Q1: Explain how you feel about accessing your bank app or website in unusual settings.	I feel comfortable opening my bank app in public, since I have an iPhone I can dim the screen
Q2: Tell us how web or internet security plays a role in your decision to access your bank app or website.	I use my internet on incognito mode if I need to access the desktop website. But it's much easier to use the app on or off WiFi it's faster and less to load to the screen
Q3: When transferring money, how quickly is the transfer available? (Multiple Choice)	Instantly
Q4 Explain if the app/website meets your expectations of how timely the transfer process should be.	It meets my expectations 100% the transfer is instant and doesn't delay.
Q5: How timely are your recent transactions recorded? (Multiple Choice)	Quickly, but not instantly
Q6 Explain if the app/website meets your expectations of how timely recent transactions should be recorded.	Explain if the app/website meets your expectations of how timely recent transactions should be recorded.
Q7 How concerned are you with knowing how much money is available in your account? Choose the statement that best describes you. (Multiple Choice)	I am frequently concerned with the available amount.
Q8 Explain what concerns you have (or don't) and why.	My concern is over drafting my account because there is an overdraft fee.

Questions	
Q9: How concerned are you about the accuracy of the information presented in your bank app/website? Choose the statement that best describes you. (Multiple Choice)	I am frequently concerned with the available amount.
Q10: Explain what concerns you have (or don't) and why.	I need to know the available amount so I can judge exactly how much I can use.
Q11: Have you ever had any significant issues with your online banking app of choice? What happened?	I have never had any issues with my banking app.
Survey Experience	
Q1: On a scale of 1 to 5, please rate the experience of the study. (Multiple Choice)	5
Q2: Would you be interested in taking a different survey for our research group? (Multiple Choice)	Yes, I am interested
Q3: Is there anything else that you'd like to add that would benefit this study?	N/A

Questions	
	598279
Background Info	
Q1: Please select your age group (Multiple Choice)	25-34
Q2: Please select your personal pronouns (Multiple Choice/Text Input)	He/Him/His
Q3: Please select your income group (Multiple Choice)	\$33,000 - 53,999
Part I: Thoughts & Experiences	
Q1: What's the most important reason you use the bank app or website?	Check balance & transfer money
Q2: If a friend asked you how you felt about your bank app or website, what would you say?	It ok
Q3 Which feature(s) do you use the app for most often and why?	Billpay & account balance to stay on top of finances
Q4: Which feature do you like the most and why?	Bill pay because you can pay....
Q5 Do you prefer 100% online banking or do you like to have an in-person option? Explain what factors made you go with your choice.	Atm n rarely go to tellers
Q6 Is online banking more streamlined for depositing money? Tell us if you agree or disagree and explain why.	Don't really deposit checks via online but have done it here and there
Q7: Walk us through your most recent experience using the app or website. Feel free to be as descriptive as possible.	Just signed in and looked to check balance and determine where money needed to go from payday
Part II: Thoughts & Experiences	
Q1: Explain how you feel about accessing your bank app or website in unusual settings.	N/A
Q2: Tell us how web or internet security plays a role in your decision to access your bank app or website.	Just work on hope ill be okay
Q3: When transferring money, how quickly is the transfer available? (Multiple Choice)	Quickly, but not instantly
Q4 Explain if the app/website meets your expectations of how timely the transfer process should be.	Its more a bank issue then the app in terms of how long it takes to get access to the funds
Q5: How timely are your recent transactions recorded? (Multiple Choice)	Instantly
Q6 Explain if the app/website meets your expectations of how timely recent transactions should be recorded.	Perfect for debit/credit transactions
Q7 How concerned are you with knowing how much money is available in your account? Choose the statement that best describes you. (Multiple Choice)	I am not concerned at all with the available amount.
Q8 Explain what concerns you have (or don't) and why.	N/a

Questions	
Q9: How concerned are you about the accuracy of the information presented in your bank app/website? Choose the statement that best describes you. (Multiple Choice)	I am rarely concerned with the available amount.
Q10: Explain what concerns you have (or don't) and why.	No concerns, my app seems to suit me well for my needs
Q11: Have you ever had any significant issues with your online banking app of choice? What happened?	No issues with app, ease of access to contact customer support too
Survey Experience	
Q1: On a scale of 1 to 5, please rate the experience of the study. (Multiple Choice)	3
Q2: Would you be interested in taking a different survey for our research group? (Multiple Choice)	Maybe (depends on availability or survey topic)
Q3: Is there anything else that you'd like to add that would benefit this study?	Try and have less open ended questions and instead a variety of some other types such as multiple choice, interval, ordinal, ratio scale, to help with the ease of the survey this could be. Ore enjoyable enjoyable to take

Questions	
	948683
Background Info	
Q1: Please select your age group (Multiple Choice)	18-24
Q2: Please select your personal pronouns (Multiple Choice/Text Input)	She/Her/Hers
Q3: Please select your income group (Multiple Choice)	\$32,999 or less
Part I: Thoughts & Experiences	
Q1: What's the most important reason you use the bank app or website?	Convenience
Q2: If a friend asked you how you felt about your bank app or website, what would you say?	This banking app is convenient and easy to navigate would definitely recommend it over in person banking.
Q3 Which feature(s) do you use the app for most often and why?	Being able to see all my banking transactions
Q4: Which feature do you like the most and why?	That I was able to order my new card through my banking app.
Q5 Do you prefer 100% online banking or do you like to have an in-person option? Explain what factors made you go with your choice.	I do prefer using online banking over in person because it's faster to access and mainly for not having to waste extra time going into a bank.
Q6 Is online banking more streamlined for depositing money? Tell us if you agree or disagree and explain why.	I'd say yes and no , definitely easy with depositing checks with online banking but not with depositing cash. With checks you just need to take photos of whatever check you have and put the amount written on the check. While cash there isn't much you can do with depositing money online.
Q7: Walk us through your most recent experience using the app or website. Feel free to be as descriptive as possible.	This morning was my most recent use of the app it was just a basic transfer of funds from my savings to my checking. I needed it to pay for concert tickets that were going to sell out quickly. The app made this task super fast and easy which is great because I needed the money then in there.
Part II: Thoughts & Experiences	
Q1: Explain how you feel about accessing your bank app or website in unusual settings.	I don't really care too much about opening my banking app in unusual settings.
Q2: Tell us how web or internet security plays a role in your decision to access your bank app or website.	Most of the time I use my personal wifi so I don't usually think too much about internet security. Internet security is kind of an afterthought to me.
Q3: When transferring money, how quickly is the transfer available? (Multiple Choice)	Instantly
Q4 Explain if the app/website meets your expectations of how timely the transfer process should be.	The app completely meets my expectations, transfers are instant and I've had no issues using my banking app.
Q5: How timely are your recent transactions recorded? (Multiple Choice)	Instantly
Q6 Explain if the app/website meets your expectations of how timely recent transactions should be recorded.	Meets expectations
Q7 How concerned are you with knowing how much money is available in your account? Choose the statement that best describes you. (Multiple Choice)	I am sometimes concerned with the available amount.
Q8 Explain what concerns you have (or don't) and why.	I'm only somewhat concerned on my account balance when I need to pay for something. Just a simple check to make sure I have sufficient funds.

Questions	
Q9: How concerned are you about the accuracy of the information presented in your bank app/website? Choose the statement that best describes you. (Multiple Choice)	I am rarely concerned with the available amount.
Q10: Explain what concerns you have (or don't) and why.	I don't have any concerns, no reason to why.
Q11: Have you ever had any significant issues with your online banking app of choice? What happened?	I feel like the most obvious issue is if you don't have any Internet and you can't access your account. Other than that I have no issues with the app/website itself.
Survey Experience	
Q1: On a scale of 1 to 5, please rate the experience of the study. (Multiple Choice)	5
Q2: Would you be interested in taking a different survey for our research group? (Multiple Choice)	Maybe (depends on availability or survey topic)
Q3: Is there anything else that you'd like to add that would benefit this study?	Nope

Questions	Participants
	290482
Background Info	
Q1: Please select your age group (Multiple Choice)	62
Q2: Please select your personal pronouns (Multiple Choice/Text Input)	She/Her/Hers
Q3: Please select your income group (Multiple Choice)	\$108,000 to \$375,000
Part I: Thoughts & Experiences	
Q1: What's the most important reason you use the bank app or website?	Convenience is checking balances, confirming deposits and making payments.
Q2: If a friend asked you how you felt about your bank app or website, what would you say?	I would tell them it works well for me and encourage them to use theirs!
Q3 Which feature(s) do you use the app for most often and why?	Most often for checking deposits, withdrawals, and balances.
Q4: Which feature do you like the most and why?	The app allows you to get the information you want much quicker than going into the bank's website.
Q5 Do you prefer 100% online banking or do you like to have an in-person option? Explain what factors made you go with your choice.	I use the online banking most often, but continue to use the in person experience for deposits and check cashing.
Q6 Is online banking more streamlined for depositing money? Tell us if you agree or disagree and explain why.	I don't use on-line banking for depositing money.
Q7: Walk us through your most recent experience using the app or website. Feel free to be as descriptive as possible.	Most recently, I made a payment for my insurance. The process is simple and makes bill paying a snap. It also saves the information for you so you can see what you've paid when you go to make another payment.
Part II: Thoughts & Experiences	
Q1: Explain how you feel about accessing your bank app or website in unusual settings.	I most often use my app when I am home, but on those occasions when I'm elsewhere, having the app on my phone makes it very convenient.
Q2: Tell us how web or internet security plays a role in your decision to access your bank app or website.	Internet security is always a concern, but I don't let it get in the way of me utilizing the app.
Q3: When transferring money, how quickly is the transfer available? (Multiple Choice)	Quickly, but not instantly
Q4 Explain if the app/website meets your expectations of how timely the transfer process should be.	It does meet my expectations.
Q5: How timely are your recent transactions recorded? (Multiple Choice)	Quickly, but not instantly
Q6 Explain if the app/website meets your expectations of how timely recent transactions should be recorded.	It does meet my expectations.
Q7 How concerned are you with knowing how much money is available in your account? Choose the statement that best describes you. (Multiple Choice)	I am sometimes concerned with the available amount.
Q8 Explain what concerns you have (or don't) and why.	It isn't so much a concern, but just checking to make sure my numbers match with the account.

Questions	Participants
Q9: How concerned are you about the accuracy of the information presented in your bank app/website? Choose the statement that best describes you. (Multiple Choice)	I am rarely concerned with the available amount.
Q10: Explain what concerns you have (or don't) and why.	I have yet to find an error in utilizing my bank's app, but I do want to be proactive in watching my monies.
Q11: Have you ever had any significant issues with your online banking app of choice? What happened?	I haven't had any issues.
Survey Experience	
Q1: On a scale of 1 to 5, please rate the experience of the study. (Multiple Choice)	5
Q2: Would you be interested in taking a different survey for our research group? (Multiple Choice)	Maybe (depends on availability or survey topic)
Q3: Is there anything else that you'd like to add that would benefit this study?	No.

Questions	
	56837
Background Info	
Q1: Please select your age group (Multiple Choice)	50-62
Q2: Please select your personal pronouns (Multiple Choice/Text Input)	He/him/his
Q3: Please select your income group (Multiple Choice)	\$33,000 to \$53,999
Part I: Thoughts & Experiences	
Q1: What's the most important reason you use the bank app or website?	Check balance. Check on auto payments and depots.
Q2: If a friend asked you how you felt about your bank app or website, what would you say?	It is more convenient that going to the bank.
Q3 Which feature(s) do you use the app for most often and why?	The virtual check deposit. It is very convenient.
Q4: Which feature do you like the most and why?	Same as above.
Q5 Do you prefer 100% online banking or do you like to have an in-person option? Explain what factors made you go with your choice.	100% online. I would have to walk to the bank. It isn't very close. Online banking is fast and easy.
Q6 Is online banking more streamlined for depositing money? Tell us if you agree or disagree and explain why.	Agree. You are more likely to have all your paperwork at home. No risk of forgetting anything.
Q7: Walk us through your most recent experience using the app or website. Feel free to be as descriptive as possible.	I made some adjustments to some of my autopays. I checked to see if they went through as desired.
Part II: Thoughts & Experiences	
Q1: Explain how you feel about accessing your bank app or website in unusual settings.	I don't have any real concerns about this.
Q2: Tell us how web or internet security plays a role in your decision to access your bank app or website.	It doesn't much. Theft is just a risk that I accept.
Q3: When transferring money, how quickly is the transfer available? (Multiple Choice)	Kinda Slow
Q4 Explain if the app/website meets your expectations of how timely the transfer process should be.	My expectation that they take money from you instantly but delay inputing transfers. So, it meets my expectations..
Q5: How timely are your recent transactions recorded? (Multiple Choice)	Quickly, but not instantly
Q6 Explain if the app/website meets your expectations of how timely recent transactions should be recorded.	Yeah. It's fast enough that I don't notice.
Q7 How concerned are you with knowing how much money is available in your account? Choose the statement that best describes you. (Multiple Choice)	I am rarely concerned with the available amount.
Q8 Explain what concerns you have (or don't) and why.	I've set my budget so there is always a surplus. So, it greatly reduces my concerns.

Questions	
Q9: How concerned are you about the accuracy of the information presented in your bank app/website? Choose the statement that best describes you. (Multiple Choice)	I am rarely concerned with the available amount.
Q10: Explain what concerns you have (or don't) and why.	I pay enough attention to notice any errors. There is occasionally a mistake.
Q11: Have you ever had any significant issues with your online banking app of choice? What happened?	No
Survey Experience	
Q1: On a scale of 1 to 5, please rate the experience of the study. (Multiple Choice)	5
Q2: Would you be interested in taking a different survey for our research group? (Multiple Choice)	Maybe (depends on availability or survey topic)
Q3: Is there anything else that you'd like to add that would benefit this study?	No

Questions	
	859275
Background Info	
Q1: Please select your age group (Multiple Choice)	18-24
Q2: Please select your personal pronouns (Multiple Choice/Text Input)	He/him/his
Q3: Please select your income group (Multiple Choice)	\$80,000 to \$107,999
Part I: Thoughts & Experiences	
Q1: What's the most important reason you use the bank app or website?	To check my balance
Q2: If a friend asked you how you felt about your bank app or website, what would you say?	It gets the job done
Q3 Which feature(s) do you use the app for most often and why?	I use it to check my balances for my checking accounts and savings account. I also use it to check my statements
Q4: Which feature do you like the most and why?	I like being able to see my balance at a glance
Q5 Do you prefer 100% online banking or do you like to have an in-person option? Explain what factors made you go with your choice.	Online, it's a lot easier
Q6 Is online banking more streamlined for depositing money? Tell us if you agree or disagree and explain why.	Yes, I can deposit a check on the app
Q7: Walk us through your most recent experience using the app or website. Feel free to be as descriptive as possible.	I used my banking app the other day to confirm how much I got charged for a purchase
Part II: Thoughts & Experiences	
Q1: Explain how you feel about accessing your bank app or website in unusual settings.	I feel like a I need to protect my information
Q2: Tell us how web or internet security plays a role in your decision to access your bank app or website.	It's very important
Q3: When transferring money, how quickly is the transfer available? (Multiple Choice)	Quickly, but not instantly
Q4 Explain if the app/website meets your expectations of how timely the transfer process should be.	It doesn't bother me
Q5: How timely are your recent transactions recorded? (Multiple Choice)	Instantly
Q6 Explain if the app/website meets your expectations of how timely recent transactions should be recorded.	It meets my expectations
Q7 How concerned are you with knowing how much money is available in your account? Choose the statement that best describes you. (Multiple Choice)	I am frequently concerned with the available amount.
Q8 Explain what concerns you have (or don't) and why.	I don't have any concerns

Questions	
Q9: How concerned are you about the accuracy of the information presented in your bank app/website? Choose the statement that best describes you. (Multiple Choice)	I am rarely concerned with the available amount.
Q10: Explain what concerns you have (or don't) and why.	I trust them
Q11: Have you ever had any significant issues with your online banking app of choice? What happened?	No
Survey Experience	
Q1: On a scale of 1 to 5, please rate the experience of the study. (Multiple Choice)	5
Q2: Would you be interested in taking a different survey for our research group? (Multiple Choice)	Yes, I am interested.
Q3: Is there anything else that you'd like to add that would benefit this study?	N/a

Questions	
	625683
Background Info	See Below ↓
Q1: Please select your age group (Multiple Choice)	25-34
Q2: Please select your personal pronouns (Multiple Choice/Text Input)	He/him/his
Q3: Please select your income group (Multiple Choice)	\$108,000 to \$375,000
Part I: Thoughts & Experiences	See Below ↓
Q1: What's the most important reason you use the bank app or website?	To check back account
Q2: If a friend asked you how you felt about your bank app or website, what would you say?	I would say that I like how I can see the mean numbers all from the Home Screen. My older bank I had to click many times.
Q3 Which feature(s) do you use the app for most often and why?	I used the check account balance feature.
Q4: Which feature do you like the most and why?	I like the check to account feature - it's convenient for me to add money to account
Q5 Do you prefer 100% online banking or do you like to have an in-person option? Explain what factors made you go with your choice.	I like all online because higher interest rates
Q6 Is online banking more streamlined for depositing money? Tell us if you agree or disagree and explain why.	Yes I can do check to account
Q7: Walk us through your most recent experience using the app or website. Feel free to be as descriptive as possible.	I logged in and transferee Money from checking to savings
Part II: Thoughts & Experiences	See Below ↓
Q1: Explain how you feel about accessing your bank app or website in unusual settings.	I usually try to do it from the app or incognito mode
Q2: Tell us how web or internet security plays a role in your decision to access your bank app or website.	Usually I never do it on weird WiFi's but use my phone data
Q3: When transferring money, how quickly is the transfer available? (Multiple Choice)	Quickly, but not instantly
Q4 Explain if the app/website meets your expectations of how timely the transfer process should be.	It needs my expectations but I use other apps like Venmo. I wish it was all integrated
Q5: How timely are your recent transactions recorded? (Multiple Choice)	Quickly, but not instantly
Q6 Explain if the app/website meets your expectations of how timely recent transactions should be recorded.	It's within 2-3 business days. This is fine
Q7 How concerned are you with knowing how much money is available in your account? Choose the statement that best describes you. (Multiple Choice)	I am rarely concerned with the available amount.
Q8 Explain what concerns you have (or don't) and why.	I don't have concerns because I have multiple accounts on other sites

Questions	
Q9: How concerned are you about the accuracy of the information presented in your bank app/website? Choose the statement that best describes you. (Multiple Choice)	I am sometimes concerned with the available amount.
Q10: Explain what concerns you have (or don't) and why.	I am not concerned because I trust my bank because it's a big bank
Q11: Have you ever had any significant issues with your online banking app of choice? What happened?	No
Survey Experience	See Below ↓
Q1: On a scale of 1 to 5, please rate the experience of the study. (Multiple Choice)	5
Q2: Would you be interested in taking a different survey for our research group? (Multiple Choice)	Yes, I am interested.
Q3: Is there anything else that you'd like to add that would benefit this study?	N/A