



## **Survey regarding the cause of stolen user accounts at NTNU**

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We would appreciate it if you could help us in helping others. The Digital Security Section is working to find the cause of compromised accounts at NTNU. A compromised account means that someone has stolen a username and password. No one wishes for their account to be compromised, and you have along with hundreds of others, been particularly unfortunate. There is, however, a silver lining, you are now in the possession of valuable knowledge and in a unique position to help others. We therefore hope that you may help us find the cause of this, and thus prevent more people from experiencing the same as you have. All data we collect will be handled anonymously.

The survey consists of 23 questions, and it will take about 4-5 minutes to complete.

(PS: The next- and back buttons at the bottom of the page are unfortunately in Norwegian. "Neste" means "next", and "tilbake" means "back". Sorry for the inconvenience.)

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### Demographics

1. Your age?\*

  - ☐ Younger than 20
  - ☐ 20-29
  - ☐ 30-39
  - ☐ 40-49
  - ☐ 50-59
  - ☐ 60-69
  - ☐ 70 or older

2. Your gender?\*

  - ☐ Male
  - ☐ Female
  - ☐ Prefer not to answer

3. What is your primary role at NTNU?\*

  - ☐ Employee
  - ☐ Student

4. In which city do you primarily work/study?\*

  - ☐ Gjøvik
  - ☐ Trondheim
  - ☐ Ålesund

5. How many years have you been an employee/student at NTNU? (including former university colleges)\*

  - ☐ Less than 2
  - ☐ 2-4
  - ☐ 5-9
  - ☐ 10-15
  - ☐ More than 15

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### General questions

6. When did you realise that your NTNU account had been compromised?\*

- ☐ When the Digital Security Section contacted you  
☐ Before the Digital Security Section contacted you  
☐ I don't know

7. Do you have an idea about how long your NTNU account had been compromised before the Digital Security Section contacted you? (leave it blank if you don't know)

- ☐ Less than three months  
☐ Three to six months  
☐ Six to twelve months  
☐ One to two years  
☐ More than two years

8. Do you have an idea about how your NTNU account was compromised?\*

9. Do you use your NTNU e-mail to sign up to various work related online services? (e.g. Dropbox, Trello, Slack, etc.)\*

- ☐ Yes  
☐ No  
☐ I don't know

10. Do you use your NTNU e-mail to sign up for online services for private use? (e.g. Netflix, Facebook, Adobe, Reddit, online newspapers, etc.)\*

- ☐ Yes  
☐ No  
☐ I don't know

11. On a scale from 1 to 6, where 1 is not aware and 6 is very aware, how aware are you regarding security when...\*

	1	2	3	4	5	6
browsing websites?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
creating passwords?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
checking your e-mail?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Have you, while working/studying at NTNU or the former university colleges, noticed phishing attempts against you on your NTNU e-mail?\*

- ☐ Yes, once  
☐ Yes, multiple times  
☐ No  
☐ I don't know

13. Do you think you have been fooled by phishing on your NTNU e-mail?\*

- ☐ Yes
- ☐ No
- ☐ I don't know

14. Have you, while working/studying at NTNU or the former university colleges, noticed any viruses or malware on your computer?\*

- ☐ Yes
- ☐ No
- ☐ I don't know

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### Questions about password use

15. Do you use your NTNU password on multiple services?\*
- ☐ Yes  
☐ No
16. Do you make password phrases when generating new NTNU passwords? (e.g. "Old-macdonald-had-a-farm-at-NTNU", "Old-macdonald-had-a-farm-at-facebook" or a combination of personal details)\*
- ☐ Yes  
☐ No
17. Is your NTNU password randomly comprised of letters, numbers and/or special characters?\*
- ☐ Yes  
☐ No
18. How many characters does your NTNU password consist of?\*
- ☐ Less than 8  
☐ 8-11  
☐ 12-15  
☐ 16-20  
☐ More than 20
19. Have you shared your NTNU credentials with others during your time at NTNU or the former university colleges?\*
- ☐ Yes  
☐ No
20. About how often do you change your NTNU password?\*
- ☐ Less than every sixth months  
☐ Every sixth months  
☐ Each year  
☐ Every two years  
☐ More than every two years
21. Do you use a password manager?\*
- ☐ Yes  
☐ No  
☐ No, but I have used one before  
☐ No, but I have considered it  
☐ I don't know what a password manager is

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22. On a scale from 1-6, where 1 is not familiar and 6 is very familiar, how familiar are you with...\*

	1	2	3	4	5	6
NTNU's guidelines for handling usernames, passwords, and other authentication data?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NTNU's IT policy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NTNU's guidelines for information security?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23. Have you received training in password security from NTNU?\*

- ☐ Yes  
☐ No  
☐ I don't know