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Survey regarding the cause of stolen user accounts at NTNU

Respondents: 6 displayed, 6 total**Status:** Closed**Launched Date:** 22.04.2018**Closed Date:** 28.04.2018

1. Your age?

	Response Total	Response Percent	Points	Avg
Younger than 20	0	0%	n/a	n/a
20-29	0	0%	n/a	n/a
30-39	3	75%	n/a	n/a
40-49	1	25%	n/a	n/a
50-59	0	0%	n/a	n/a
60-69	0	0%	n/a	n/a
70 or older	0	0%	n/a	n/a
Total Respondents	4	100%		
		(skipped this question)	2	

2. Your gender?

	Response Total	Response Percent	Points	Avg
Male	1	25%	n/a	n/a
Female	3	75%	n/a	n/a
Prefer not to answer	0	0%	n/a	n/a
Total Respondents	4	100%		
		(skipped this question)	2	

3. What is your primary role at NTNU?

	Response Total	Response Percent	Points	Avg
Employee	3	75%	n/a	n/a
Student	1	25%	n/a	n/a
Total Respondents	4	100%		
		(skipped this question)	2	

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

	Response Total	Response Percent	Points	Avg
Gjøvik	0	0%	n/a	n/a
Trondheim	4	100%	n/a	n/a
Ålesund	0	0%	n/a	n/a
Total Respondents	4	100%		
		(skipped this question)	2	

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

	Response Total	Response Percent	Points	Avg
Less than 2	0	0%	n/a	n/a
2-4	1	25%	n/a	n/a
5-9	3	75%	n/a	n/a
10-15	0	0%	n/a	n/a
More than 15	0	0%	n/a	n/a
Total Respondents	4	100%		

(skipped this question) 2

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

	Response Total	Response Percent	Points	Avg
When the Digital Security Section contacted you	0	0%	n/a	n/a
Before the Digital Security Section contacted you	2	50%	n/a	n/a
I don't know	2	50%	n/a	n/a
Total Respondents	4	100%		

(skipped this question) 2

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)

	Response Total	Response Percent	Points	Avg
Less than three months	3	100%	n/a	n/a
Three to six months	0	0%	n/a	n/a
Six to twelve months	0	0%	n/a	n/a
One to two years	0	0%	n/a	n/a
More than two years	0	0%	n/a	n/a
Total Respondents	3	100%		

(skipped this question) 3

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

Total Respondents 4

(skipped this question) 2

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

	Response Total	Response Percent	Points	Avg
Yes	3	75%	n/a	n/a
No	1	25%	n/a	n/a
I don't know	0	0%	n/a	n/a
Total Respondents	4	100%		

(skipped this question) 2

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.)

	Response Total	Response Percent	Points	Avg
Yes	0	0%	n/a	n/a
No	4	100%	n/a	n/a
I don't know	0	0%	n/a	n/a
Total Respondents	4	100%		

(skipped this question) 2

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	Response Total	Response Average
browsing websites?	0% (0)	25% (1)	0% (0)	50% (2)	25% (1)	0% (0)	4	3,75

creating passwords?	0% (0)	0% (0)	25% (1)	25% (1)	50% (2)	0% (0)	4	4,25		
checking your e-mail?	0% (0)	50% (2)	0% (0)	25% (1)	25% (1)	0% (0)	4	3,25		
Total Respondents							4			
(skipped this question)							2			
12. Have you, while working/studying at NTNU or the former university colleges, noticed phishing attempts against you on your NTNU e-mail?										
							Response Total	Response Percent	Points	Avg
Yes, once							0	0%	n/a	n/a
Yes, multiple times							2	50%	n/a	n/a
No							1	25%	n/a	n/a
I don't know							1	25%	n/a	n/a
Total Respondents							4	100%		
(skipped this question)							2			
13. Do you think you have been fooled by phishing on your NTNU e-mail?										
							Response Total	Response Percent	Points	Avg
Yes							1	25%	n/a	n/a
No							3	75%	n/a	n/a
I don't know							0	0%	n/a	n/a
Total Respondents							4	100%		
(skipped this question)							2			
14. Have you, while working/studying at NTNU or the former university colleges, noticed any viruses or malware on your computer?										
							Response Total	Response Percent	Points	Avg
Yes							0	0%	n/a	n/a
No							2	50%	n/a	n/a
I don't know							2	50%	n/a	n/a
Total Respondents							4	100%		
(skipped this question)							2			
15. Do you use your NTNU password on multiple services?										
							Response Total	Response Percent	Points	Avg
Yes							3	75%	n/a	n/a
No							1	25%	n/a	n/a
Total Respondents							4			
(skipped this question)							2			
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)										
							Response Total	Response Percent	Points	Avg
Yes							0	0%	n/a	n/a
No							4	100%	n/a	n/a
Total Respondents							4			
(skipped this question)							2			
17. Is your NTNU password randomly comprised of letters, numbers and/or special characters?										
							Response Total	Response Percent	Points	Avg
Yes							2	50%	n/a	n/a
No							2	50%	n/a	n/a
Total Respondents							4			
(skipped this question)							2			
18. How many characters does your NTNU password consist of?										

		Response Total	Response Percent	Points	Avg			
Less than 8		0	0%	n/a	n/a			
8-11		4	100%	n/a	n/a			
12-15		0	0%	n/a	n/a			
16-20		0	0%	n/a	n/a			
More than 20		0	0%	n/a	n/a			
Total Respondents		4	100%					
(skipped this question)			2					
19. Have you shared your NTNU credentials with others during your time at NTNU or the former university colleges?								
		Response Total	Response Percent	Points	Avg			
Yes		0	0%	n/a	n/a			
No		4	100%	n/a	n/a			
Total Respondents		4						
(skipped this question)			2					
20. About how often do you change your NTNU password?								
		Response Total	Response Percent	Points	Avg			
Less than every sixth months		0	0%	n/a	n/a			
Every sixth months		0	0%	n/a	n/a			
Each year		1	25%	n/a	n/a			
Every two years		3	75%	n/a	n/a			
More than every two years		0	0%	n/a	n/a			
Total Respondents		4	100%					
(skipped this question)			2					
21. Do you use a password manager?								
		Response Total	Response Percent	Points	Avg			
Yes		1	25%	n/a	n/a			
No		1	25%	n/a	n/a			
No, but I have used one before		0	0%	n/a	n/a			
No, but I have considered it		0	0%	n/a	n/a			
I don't know what a password manager is		2	50%	n/a	n/a			
Total Respondents		4	100%					
(skipped this question)			2					
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	Response Total	Response Average
NTNU's guidelines for handling usernames, passwords, and other authentication data?	25% (1)	75% (3)	0% (0)	0% (0)	0% (0)	0% (0)	4	1,75
NTNU's IT policy?	25% (1)	75% (3)	0% (0)	0% (0)	0% (0)	0% (0)	4	1,75
NTNU's guidelines for information security?	25% (1)	75% (3)	0% (0)	0% (0)	0% (0)	0% (0)	4	1,75
Total Respondents							4	
(skipped this question)								2
23. Have you received training in password security from NTNU?								
		Response Total	Response Percent	Points	Avg			

Yes		0	0%	n/a	n/a
No		3	75%	n/a	n/a
I don't know		1	25%	n/a	n/a
Total Respondents		4	100%		
		(skipped this question)		2	