



American Experiences Survey:

A Nationally Representative Multi-Mode Survey

November 2020 Omnibus Results – COVID Items

Overview of Methodology

Each month, Consumer Reports fields the American Experiences Survey (AES) to track consumer attitudes and behaviors over time. November results are based on interviews conducted from November 5-16, 2020. This document focuses on the section of the omnibus survey related to COVID-19.

The survey was administered by NORC at the University of Chicago through its AmeriSpeak® Panel to a nationally representative sample. Interviews were conducted in English and in Spanish, and were administered both online and by phone. In total NORC collected 2,851 interviews, 2,563 by web mode and 288 by phone mode. Final data are weighted by age, gender, race/Hispanic ethnicity, housing tenure, telephone status, education, and Census Division to be proportionally representative of the US adult population.

The margin of error for results based on the total sample is +/-2.58 percentage points at the 95% confidence level. Smaller subgroups will have larger error margins, and only those subgroups for which there are at least 100 unweighted cases are included.

TOPLINE RESULTS WITH MONTHLY TRENDS

The COVID questions presented below were shown to respondents in this order unless otherwise noted. Where appropriate, question verbiage, response answer choices, or direction of scales were randomized or rotated and those instances are noted below.

Also shown, where available, are trends over time. Not every item was asked on every recent omnibus survey, and where minor revisions to the wording of an item or response choices were made, they are noted below. *Note these changes may impact comparability of results.* Beginning this month, we have oversampled English-speaking Asian Americans. In previous months, fewer than 100 were included, so trend information is not available for this group.

Note that the November omnibus contained one other section (the COVID-19 section being unusually long this month). This section, presented after the COVID-19 sections, contained items on bedroom use and sleep.

Prepared by CR Survey Research Department, December 2020

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Survey Notes for Monthly Trends

November 2020 (current report) results are based on interviews conducted from November 5-16 with a nationally representative sample of 2,851 US adults.

October 2020 results are based on interviews conducted from October 8-26 with a nationally representative sample of 2,670 US adults.

September 2020 results are based on interviews conducted from September 11-21 with a nationally representative sample of 2,303 US adults.

August 2020 results are based on interviews conducted from August 7-19 with a nationally representative sample of 2,236 US adults.

July 2020 results are based on interviews conducted from July 9-20 with a nationally representative sample of 2,031 US adults.

June 2020 results are based on interviews conducted from June 4-16 with a nationally representative sample of 1,014 US adults.

May 2020 results are based on interviews conducted from May 8-18 with a nationally representative sample of 2,085 US adults.

April 2020 results are based on interviews conducted from April 2-14 with a nationally representative sample of 2,164 US adults.

COVCONCERNNOW.

How concerned or not concerned are you about COVID-19 continuing to spread in your local area over the NEXT MONTH?

	NOVEMBER AES	OCTOBER AES	SEPTEMBER AES	AUGUST AES	JULY AES	JUNE AES	MAY AES
	Total	Total	Total	Total	Total	Total	Total
	%	%	%	%	%	%	%
Very concerned	51	44	42	44	53	41	41
Somewhat concerned	30	32	33	34	29	34	36
Not too concerned	14	17	18	16	12	16	18
Not concerned at all	5	6	7	6	5	8	6
Total very/somewhat concerned	81	77	75	78	82	76	76
Total not too/not at all concerned	19	23	25	22	18	24	24
Base: All respondents	2,850	2,668	2,300	2,233	2,031	1,014	2,082

Note: May and June AES did not capitalize the words "NEXT MONTH."

COVCONCERN6MOS.

How concerned or not concerned are you about COVID-19 continuing to spread in your local area over the next 6 months?

	NOVEMBER AES	OCTOBER AES	SEPTEMBER AES	AUGUST AES	JULY AES
	Total	Total	Total	Total	Total
	%	%	%	%	%
Very concerned	49	45	41	44	53
Somewhat concerned	32	31	35	33	29
Not too concerned	14	18	17	17	13
Not concerned at all	6	7	7	6	6
Total very/somewhat concerned	81	76	76	76	82
Total not too/not at all concerned	19	24	24	24	18
Base: All respondents	2,809	2,643	2,282	2,214	2,031

COVTEST. [SELECT ALL THAT APPLY. "NO" IS EXCLUSIVE. ROTATE DIAGNOSTIC ITEM WITH ANTIBODY ITEM.]

Have you gotten tested for COVID-19?				
	NOVEMBER AES	SEPTEMBER AES	AUGUST AES	JULY AES
	Total	Total	Total	Total
	%	%	%	%
Yes, I've had a diagnostic test (i.e., nasal or throat swab to check for an active COVID-19	33	25	21	14
Yes, I've had an antibody test (i.e., finger stick or blood draw to check for a past COVID-19	8	7	6	5
No, I have not had any tests done for COVID-19	62	71	75	82
Had either kind of test	38	29	25	-
Had a diagnostic test ONLY	31	23	18	-
Had an antibody test ONLY	4	4	4	-
Base: All respondents	2,736	2,235	2,236	2,031

COVTESTWAITA. [SHOW IF COVTEST = DIAGNOSTIC.]

How long did you have to wait for the diagnostic test results?			
	NOVEMBER AES	SEPTEMBER AES	AUGUST AES
	Total	Total	Total
	%	%	%
Before I left the testing center (less than two	11	5	7
Less than one day (but after I left the testing	12	10	7
One day to less than two full days	22	18	16
Two days to less than four full days	32	36	30
Four days to less than a week	14	17	20
A week or more	9	15	20
Total same day	23	15	14
Total one day to less than a week	68	71	66
A week or more	9	15	20
Base: Respondents who had a diagnostic COVID-19 test	923	559	444

COVERSPREC. [ROTATE INDOOR/OUTDOOR MASK ITEMS WITH DISTANCING ITEM. RESPONSE CHOICE "HAVE NOT VISITED THIS TYPE OF PLACE SINCE OUTBREAK BEGAN" INCLUDED ON SURVEY BUT EXCLUDED FOR REPORTING.]

	NOVEMBER AES	SEPTEMBER AES	JULY AES	JUNE AES
	Total	Total	Total	Total
	%	%	%	%
<i>Wearing a mask when in an indoor public space with other people such as a store or office building</i>				
Always	79	76	72	54
Most of the time	14	15	13	21
Some of the time	5	6	7	14
Hardly ever or never	2	3	8	11
Base: Excludes those respondents who selected "Have not visited this type of place since outbreak began"	2,833	2,282	1,989	985
<i>Wearing a mask when in an outdoor public space such as a park or beach where you can't maintain a six foot distance from others</i>				
Always	49	49	50	18
Most of the time	19	20	17	16
Some of the time	13	12	10	21
Hardly ever or never	19	19	22	45
Base: Excludes those respondents who selected "Have not visited this type of place since outbreak began"	2,418	2,005	1,626	805
<i>Maintaining a six foot distance from other people when out in public</i>				
Always	42	43	50	41
Most of the time	43	42	38	44
Some of the time	11	11	8	12
Hardly ever or never	3	4	4	3
Base: Excludes those respondents who selected "Have not visited this type of place since outbreak began"	2,828	2,278	1,992	999

*Note: June AES outdoor public space excluded the words "where you can't maintain a six foot distance from others"

COVACTSAFETY. [RANDOMIZE ITEMS ACROSS TWO SCREENS.]

Overall, how safe or unsafe would you feel doing each of the following today?				
	NOVEMBER AES	SEPTEMBER AES	JULY AES	JUNE AES
	Total	Total	Total	Total
	%	%	%	%
Travelling by plane				
Very safe	9	11	9	9
Somewhat safe	28	25	20	21
Somewhat unsafe	31	28	28	32
Very unsafe	33	36	44	38
Total very/somewhat safe	37	36	29	30
Total very/somewhat unsafe	63	64	71	70
Dining indoors at a restaurant*				
Very safe	15	18	17	-
Somewhat safe	35	32	22	-
Somewhat unsafe	27	27	27	-
Very unsafe	23	23	34	-
Total very/somewhat safe	51	50	38	-
Total very/somewhat unsafe	49	50	62	-
Going in person to a doctor's office				
	NOVEMBER AES	SEPTEMBER AES	JULY AES	JUNE AES
Very safe	29	32	26	25
Somewhat safe	47	44	43	43
Somewhat unsafe	18	18	22	24
Very unsafe	6	6	9	8
Total very/somewhat safe	76	76	69	68
Total very/somewhat unsafe	24	24	31	32
Going to an indoor gym or attending in-person fitness classes indoors*; **				
Very safe	11	12	12	-
Somewhat safe	22	23	16	-
Somewhat unsafe	31	27	27	-
Very unsafe	36	37	45	-
Total very/somewhat safe	32	36	28	-
Total very/somewhat unsafe	68	64	72	-
Going to an outdoor gym or attending in-person fitness classes outdoors*; **				
Very safe	22	25	12	-
Somewhat safe	45	46	16	-
Somewhat unsafe	23	19	27	-
Very unsafe	10	11	45	-
Total very/somewhat safe	67	70	28	-
Total very/somewhat unsafe	33	30	72	-
Going to a hair or nail salon or a barber shop*				
	NOVEMBER AES	SEPTEMBER AES	JULY AES	JUNE AES
Very safe	18	22	22	-
Somewhat safe	42	37	27	-
Somewhat unsafe	25	26	30	-
Very unsafe	15	15	21	-
Total very/somewhat safe	60	58	49	-
Total very/somewhat unsafe	40	42	51	-
Going in person to the dentist**				
Very safe	27	27	24	-
Somewhat safe	43	43	39	-
Somewhat unsafe	21	20	24	-
Very unsafe	9	10	13	-
Total very/somewhat safe	70	70	63	-
Total very/somewhat unsafe	30	30	37	-
Base: All respondents	2,837	2,284	2,031	1,014

*Note: Added in July as part of COVLIFTACTIVITIESREV; combined with COVACTSAFETY in September.

**Note: Added directly to COVACTSAFETY in July. Gym was asked only as "gym" in July, with the indoor/outdoor distinction new in September.

COVADULTVAC.

Vaccines to protect against COVID-19 are being developed. If one becomes available, what is the likelihood that you will get a COVID-19 vaccine?					
	NOVEMBER AES	OCTOBER AES	SEPTEMBER AES	JULY AES	MAY AES
	Total	Total	Total	Total	Total
	%	%	%	%	%
Very likely	32	29	32	42	40
Somewhat likely	31	32	28	25	25
Not too likely	19	19	20	16	17
Not at all likely	18	20	20	16	17
Total very/somewhat likely	63	61	60	67	65
Total not too/not at all likely	37	39	40	32	34
Base: All respondents	2,833	2,661	2,287	2,031	2,080

Note: May AES worded as "Potential" vaccines to protect against COVID-19.

COVADULTNOVAC. [SHOW IF COVADULTVAC = NOT TOO LIKELY OR NOT AT ALL LIKELY. RANDOMIZE ITEMS.]

What is the main reason that you wouldn't get a COVID-19 vaccine for yourself?				
	NOVEMBER AES	SEPTEMBER AES	JULY AES	MAY AES
	Total	Total	Total	Total
	%	%	%	%
I worry that a COVID-19 vaccine in particular will be unsafe	51	46	44	45
In general, I don't believe vaccines are safe	15	17	16	15
I believe the health threat of the COVID-19 virus has been exaggerated	9	13	14	14
I am not worried about being infected with COVID-19	6	6	7	8
I've already had the COVID-19 virus so I wouldn't need the vaccine	2	2	2	1
I'm afraid it would cost too much	2	2	3	4
Other, please specify	14	14	13	13
Base: Respondents who are not too or not at all likely to get a COVID-19 vaccine	934	856	643	656

COV4. [SELECT ALL THAT APPLY. RANDOMIZE ITEMS.]

In which, if any, of the following ways have you been affected by the outbreak of COVID-19?						
	NOVEMBER AES	OCTOBER AES	SEPTEMBER AES	JULY AES	MAY AES	APRIL AES
	Total	Total	Total	Total	Total	Total
	%	%	%	%	%	%
I've experienced depression or anxiety	44	41	39	38	38	38
I've lost wages, salary, or self-employment earnings	29	28	28	28	27	29
I've had to cut expenses to pay my mortgage, rent, or for other essentials	21	18	21	20	20	18
I've had trouble accessing my prescription medications or medical supplies	8	8	7	7	8	7
I've fallen behind on my mortgage or rent	7	9	8	8	6	8
Other, please specify:	7	7	8	8	9	5
None of the above	34	35	34	37	38	37*
Base: All respondents	2,851	2,670	2,303	2,031	2,085	2,164

**Note: We discontinued the item "an important event was disrupted" in the May AES. April was recalculated with that option dropped and 376 people were revised to "none of the above" for analysis purposes. April wording included "in recent weeks" at the end of the question.*

COVFINANCIALHELP. [RANDOMIZE ITEMS.]

COVFINANCIALHELP	Many people are finding they need financial assistance during the outbreak. Have you, personally, done any?			
		NOVEMBER AES	JULY AES	MAY AES
		Total	Total	Total
		%	%	%
A	Filed for unemployment			
(applies to me base)	Yes, and I was able to get the help I need	46	41	30
	Yes, but I have not been able to get the help I need	17	17	25
	No, because I don't feel like I need the help right now	22	20	24
	No, because I don't think I'll get the help I need	8	12	11
	No, because I'm afraid it will be too much of a hassle	5	7	6
	No, because I received this relief without asking for it	2	2	3
	Base: Excludes those respondents who selected "No, because this does not apply to me"	661	534	501
A	Filed for unemployment			
(tried to get help base)	Yes, and I was able to get the help I need	74	70	55
	Yes, but I have not been able to get the help I need	27	30	45
	Base: Respondents who filed for unemployment	431	318	277
B	Applied for a small business loan	NOVEMBER AES	JULY AES	MAY AES
(applies to me base)	Yes, and I was able to get the help I need	13	15	11
	Yes, but I have not been able to get the help I need	14	20	17
	No, because I don't feel like I need the help right now	41	39	43
	No, because I don't think I'll get the help I need	14	13	15
	No, because I'm afraid it will be too much of a hassle	13	9	8
	No, because I received this relief without asking for it	5	2	7
	Base: Excludes those respondents who selected "No, because this does not apply to me"	333	278	260
B	Applied for a small business loan			
(tried to get help base)	Yes, and I was able to get the help I need	48	-	-
	Yes, but I have not been able to get the help I need	52		
	Base: Respondents who applied for a small business loan	95	84	71
C	Contacted your landlord about rent relief	NOVEMBER AES	JULY AES	MAY AES
(applies to me base)	Yes, and I was able to get the help I need	14	13	10
	Yes, but I have not been able to get the help I need	16	16	15
	No, because I don't feel like I need the help right now	42	41	49
	No, because I don't think I'll get the help I need	15	16	15
	No, because I'm afraid it will be too much of a hassle	7	7	6
	No, because I received this relief without asking for it	6	7	4
	Base: Excludes those respondents who selected "No, because this does not apply to me"	626	523	505
C	Contacted your landlord about rent relief			
(tried to get help base)	Yes, and I was able to get the help I need	48	44	41
	Yes, but I have not been able to get the help I need	52	56	59
	Base: Respondents who contacted their landlord about rent relief	174	135	130
D	Contacted your mortgage company about mortgage relief	NOVEMBER AES	JULY AES	MAY AES
(applies to me base)	Yes, and I was able to get the help I need	13	15	8
	Yes, but I have not been able to get the help I need	10	10	11
	No, because I don't feel like I need the help right now	58	58	63
	No, because I don't think I'll get the help I need	10	10	8
	No, because I'm afraid it will be too much of a hassle	6	4	5
	No, because I received this relief without asking for it	4	4	5
	Base: Excludes those respondents who selected "No, because this does not apply to me"	687	527	616
D	Contacted your mortgage company about mortgage relief			
(tried to get help base)	Yes, and I was able to get the help I need	57	60	43
	Yes, but I have not been able to get the help I need	43	40	57
	Base: Respondents who contacted their mortgage company about mortgage relief	144	109	117

COVFINANCIALHELP (CONTINUED).

E	<i>Contacted a lender about auto loan relief</i>	NOVEMBER	JULY AES	MAY AES
		AES		
(applies to me base)	Yes, and I was able to get the help I need	13	13	14
	Yes, but I have not been able to get the help I need	12	11	8
	No, because I don't feel like I need the help right now	52	51	59
	No, because I don't think I'll get the help I need	13	15	9
	No, because I'm afraid it will be too much of a hassle	6	6	6
	No, because I received this relief without asking for it	4	3	4
	Base: Excludes those respondents who selected "No, because this does not apply to me"	672	541	608
E	<i>Contacted a lender about auto loan relief</i>			
(tried to get help base)	Yes, and I was able to get the help I need	52	54	63
	Yes, but I have not been able to get the help I need	48	46	37
	Base: Respondents who contacted a lender about auto loan relief	152	112	131
F	<i>Contacted a lender about student loan relief</i>	NOVEMBER	JULY AES	MAY AES
		AES		
(applies to me base)	Yes, and I was able to get the help I need	18	17	15
	Yes, but I have not been able to get the help I need	13	13	10
	No, because I don't feel like I need the help right now	30	31	33
	No, because I don't think I'll get the help I need	16	16	15
	No, because I'm afraid it will be too much of a hassle	6	5	10
	No, because I received this relief without asking for it	18	18	17
	Base: Excludes those respondents who selected "No, because this does not apply to me"	512	408	453
F	<i>Contacted a lender about student loan relief</i>			
(tried to get help base)	Yes, and I was able to get the help I need	59	58	61
	Yes, but I have not been able to get the help I need	41	42	39
	Base: Respondents who contacted a lender about student loan relief	156	110	114
G	<i>Contacted a credit card company about delaying payments, lowering your interest rate or waiving fees</i>	NOVEMBER	JULY AES	MAY AES
		AES		
(applies to me base)	Yes, and I was able to get the help I need	14	12	11
	Yes, but I have not been able to get the help I need	9	12	8
	No, because I don't feel like I need the help right now	55	54	59
	No, because I don't think I'll get the help I need	13	13	12
	No, because I'm afraid it will be too much of a hassle	5	7	7
	No, because I received this relief without asking for it	3	2	3
	Base: Excludes those respondents who selected "No, because this does not apply to me"	1,088	763	881
G	<i>Contacted a credit card company about delaying payments, lowering your interest rate or waiving fees</i>			
(tried to get help base)	Yes, and I was able to get the help I need	60	50	59
	Yes, but I have not been able to get the help I need	40	50	41
	Base: Respondents who contacted a credit card company about delaying payments,	230	156	166

COVBUS3. [RANDOMLY SHOWED AS EITHER "MORE OR LESS" OR "LESS OR MORE," WITH RESPONSE OPTIONS SHOWING IN THE SAME ORDER AS THE STEM.]

If a local business is following recommended safety and social distancing guidelines...would that make you less or more likely to support that business, or would it make no difference to you?

	NOVEMBER AES	SEPTEMBER AES	JUNE AES
	Total	Total	Total
	%	%	%
More likely to support the business	69	68	59
Would make no difference	22	23	26
Less likely to support the business	3	4	6
Unsure	6	5	7
Base: All respondents	2,846	2,296	1,014

*Note: In June, the 1% who refused to answer the item were not based out, so June here only sums to 99%.

COVBUS6. [RANDOMLY SHOWED AS EITHER "SUPPORT OR OPPOSE" OR "OPPOSE OR SUPPORT," WITH RESPONSE OPTIONS SHOWING IN THE SAME ORDER AS THE STEM.]

Overall, do you support or oppose business owners having the legal right to deny entry to customers who are not following local safety and social distancing guidelines?

	NOVEMBER AES	SEPTEMBER AES	JUNE AES
	Total	Total	Total
	%	%	%
Strongly support	65	65	53
Somewhat support	17	16	22
Somewhat oppose	6	7	10
Strongly oppose	5	5	6
Unsure	7	7	9
Total support	82	81	75
Total oppose	11	12	15
Base: All respondents	2,834	2,296	1,014

*Note: In June, Refused and Unsure were combined.

COVBUS5. [ROTATE RESPONSE OPTIONS; ANCHOR "UNSURE" AT END.]

Which of the following comes closest to your own view even if neither is exactly right?			
	NOVEMBER AES	SEPTEMBER AES	JUNE AES
	Total	Total	Total
	%	%	%
As they reopen, all businesses should be legally required to practice recommended safety and social distancing measures	67	68	61
It should be left up to each business owner to decide which, if any,	26	26	29
Unsure	7	6	9
Base: All respondents	2,845	2,300	1,014

COVBUS2. [RANDOMLY SHOWED AS EITHER "TOO MUCH, TOO LITTLE" OR "TOO LITTLE, TOO MUCH" WITH RESPONSE OPTIONS SHOWING IN THE SAME ORDER AS THE STEM, ASIDE FROM "HAVE NOT VISITED," WHICH WAS ANCHORED AT END.]

From what you have seen, do you believe the businesses in your local area are doing too little/too much, or just the right amount when it comes to practicing and enforcing social distancing and safety measures among their staff and customers?			
	NOVEMBER AES	SEPTEMBER AES	JUNE AES
	Total	Total	Total
	%	%	%
Far too much	2	2	4
Too much	5	5	8
Just the right amount	65	64	58
Too little	21	21	18
Far too little	4	4	6
Have not visited local businesses since outbreak began	3	3	6
Base: All respondents	2,835	2,297	1,014

*Note: In June, 1% said either Refused or Don't Know. These were included rather than based out, so June only sums to 99%.

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