



American Experiences Survey:

A Nationally Representative Multi-Mode Survey

April 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. April results are based on interviews conducted from April 2-14, 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 administered both online and by phone. In total NORC collected 2,164 interviews, 2,075 by web mode and 89 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 +/-2.94 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.*

Note that the April omnibus contained four blocks of questions (items on COVID, food labeling, fuel economy, and net neutrality) and respondents saw blocks in that order.

Prepared by CR Survey Research Department, April 2020

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Survey Notes for Monthly Trends

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

March 2020 results are based on interviews conducted from March 5-16 with a nationally representative sample of 1,079 US adults.

Q1.

How concerned or not concerned are you about widespread transmission of the coronavirus (COVID-19) in the U.S.?		
	Total	March AES*
	%	%
Extremely concerned	43	20
Very concerned	33	24
Moderately concerned	17	30
Slightly concerned	5	19
Not at all concerned	2	7
Unsure	0	0
Base: All respondents	2,163	1,079

*Note: March AES wording: How concerned or not concerned are you about the possibility of widespread transmission of the coronavirus (COVID-19) in the U.S.?

Q2. [SELECT ALL THAT APPLY. RANDOMIZE ITEMS, WITH 'OTHER' AND 'HAVE NOT DONE ANYTHING' SHOWN LAST, AND 'STOCKING UP' ITEMS KEPT TOGETHER.]

Which, if any, of the following preparations or preventive actions are you taking (or have you taken) to prepare for the widespread outbreak of the coronavirus (COVID-19) in the U.S.?		
	Total	March AES*
	%	%
Respondents selected ALL that apply		
Avoiding going to public places when possible	89	40
Avoiding shaking hands	86	48
Using hand sanitizer more frequently	76	62
Avoiding unnecessary air travel	61	41
Continuously disinfecting and cleaning my work and home space	61	41
Canceling travel plans	56	19
Stocking up on non-perishable food supplies	52	26
Stocking up on other essentials	46	24
Staying home when I don't feel well, but otherwise would not have	43	43
Working from home*	36	10
Stocking up on water	30	25
Stocking up on medicines	28	22
Purchased respirator face mask(s)	17	10
Finding alternate childcare for school closures*	6	5
Other	7	6
I have not done anything to prepare for a potential outbreak of the coronavirus	1	13
Base: All respondents	2,164	1,079

*Note: March AES wordings: Which, if any, of the following preparations or preventive actions are you taking to prepare in the event of a widespread outbreak of the coronavirus (COVID-19) in the U.S.?; Making plans to work from home; Making plans for childcare if my children's schools close.

Q3.

How confident or not confident are you that the U.S. government is prepared for widespread transmission of the coronavirus (COVID-19) in the U.S.?		
	Total	March AES
	%	%
Highly confident	9	12
Moderately confident	27	31
Slightly confident	28	28
Not at all confident	36	30
Unsure	0	0
Base: All respondents	2,160	1,078

Q4.

To what extent do you agree or disagree with the following statement in light of the current outbreak? I am optimistic that my life will return to normal in a month or two.	
	Total
	%
Strongly agree	9
Agree	25
Neither agree nor disagree	27
Disagree	28
Strongly Disagree	11
Unsure	0
Base: All respondents	2,160

Q5. [RANDOMIZE ITEMS ACROSS FOUR SCREENS, WITH 'MILK' AND 'DAIRY PRODUCTS' KEPT TOGETHER. RESPONSE CHOICE "I HAVE NOT TRIED TO PURCHASE THIS ITEM SINCE THE OUTBREAK BEGAN" INCLUDED ON SURVEY BUT EXCLUDED FOR REPORTING.]

<p>Below is a list of items that you may have shopped for since the coronavirus (COVID-19) outbreak in recent weeks. We are interested in if you have been able to find these items or if you have encountered any availability issues when shopping.</p> <p>During this outbreak, have you been able to find these items when shopping?</p>		
	Total	
	%	Base
Poultry		1,815
Yes, I've been able to find it every time I've looked for it	51	
There are times I'm able to find it, but not every time	43	
No, I haven't been able to find it	6	
Red meats such as beef or pork		1,794
Yes, I've been able to find it every time I've looked for it	50	
There are times I'm able to find it, but not every time	43	
No, I haven't been able to find it	7	
Fresh fruits and vegetables		2,051
Yes, I've been able to find it every time I've looked for it	72	
There are times I'm able to find it, but not every time	26	
No, I haven't been able to find it	1	
Milk		1,946
Yes, I've been able to find it every time I've looked for it	68	
There are times I'm able to find it, but not every time	30	
No, I haven't been able to find it	2	
Cheese, yogurt, and other dairy products other than milk		1,998
Yes, I've been able to find it every time I've looked for it	70	
There are times I'm able to find it, but not every time	27	
No, I haven't been able to find it	3	
Bread		2,005
Yes, I've been able to find it every time I've looked for it	51	
There are times I'm able to find it, but not every time	46	
No, I haven't been able to find it	4	
Eggs		1,951
Yes, I've been able to find it every time I've looked for it	54	
There are times I'm able to find it, but not every time	41	
No, I haven't been able to find it	5	
Non-perishable foods, such as canned soup		1,909
Yes, I've been able to find it every time I've looked for it	50	
There are times I'm able to find it, but not every time	45	
No, I haven't been able to find it	5	
Base: Respondents who tried to purchase this item since the outbreak of coronavirus in the U.S.		

(continued)		
<i>Bottled water</i>		1,443
Yes, I've been able to find it every time I've looked for it	48	
There are times I'm able to find it, but not every time	43	
No, I haven't been able to find it	9	
<i>Over-the-counter medications, such as Tylenol</i>		1,319
Yes, I've been able to find it every time I've looked for it	50	
There are times I'm able to find it, but not every time	37	
No, I haven't been able to find it	13	
<i>Disinfectant spray</i>		1,617
Yes, I've been able to find it every time I've looked for it	9	
There are times I'm able to find it, but not every time	30	
No, I haven't been able to find it	61	
<i>Cleaning wipes</i>		1,683
Yes, I've been able to find it every time I've looked for it	9	
There are times I'm able to find it, but not every time	31	
No, I haven't been able to find it	61	
<i>Laundry detergent</i>		1,554
Yes, I've been able to find it every time I've looked for it	69	
There are times I'm able to find it, but not every time	27	
No, I haven't been able to find it	4	
<i>Hand soap</i>		1,586
Yes, I've been able to find it every time I've looked for it	41	
There are times I'm able to find it, but not every time	42	
No, I haven't been able to find it	17	
<i>Hand sanitizer</i>		1,701
Yes, I've been able to find it every time I've looked for it	6	
There are times I'm able to find it, but not every time	20	
No, I haven't been able to find it	74	
<i>Paper products, such as toilet paper</i>		1,921
Yes, I've been able to find it every time I've looked for it	10	
There are times I'm able to find it, but not every time	54	
No, I haven't been able to find it	35	
Base: Respondents who tried to purchase this item since the outbreak of coronavirus in the U.S.		

Q7. [SELECT ALL THAT APPLY. RANDOMIZE ITEMS, WITH 'OTHER' AND 'NONE OF THE ABOVE' SHOWN LAST.]

Many businesses across the country have been forced to close because of the coronavirus (COVID-19) outbreak. Which, if any, of the following have you done to help support the businesses that have remained open?	
	Total
	%
<i>Respondents selected ALL that apply</i>	
Continued to shop in person at stores that are still open	64
Ordered takeout or delivery from a local restaurant	61
Shopped from a local store using curbside pickup or delivery	37
Made a donation/contributed to a GoFundMe for a local business	5
Purchased a gift card to a local business	4
Other	3
None of the above	9
Base: All respondents	2,164

Q8. [SELECT ALL THAT APPLY. RANDOMIZE ITEMS, WITH 'OTHER' AND 'I HAVE NOT MADE ANY SPECIAL PURCHASES' SHOWN LAST.]

Which, if any, of the following purchases have you made due to the outbreak of coronavirus (COVID-19) in recent weeks?	
	Total
	%
<i>Respondents selected ALL that apply</i>	
Games, books, or toys	23
Streaming video subscription services	15
Delivery subscription services, such as groceries or meal kits	10
Exercise or home gym equipment	8
School supplies	8
Home office equipment, such as a keyboard, monitor, or webcam	8
New or upgraded home cable or internet services	5
Outdoor recreational equipment, such as a bike or scooter	5
Other	5
I have not made any special purchases due to coronavirus	51
Base: All respondents	2,164

Q10. [SELECT ALL THAT APPLY. RANDOMIZE ITEMS, WITH 'OTHER' SHOWN LAST, AND 'HOME IMPROVEMENT' ITEMS KEPT TOGETHER.]

Prior to the coronavirus (COVID-19) outbreak, which, if any, of the following were you considering doing in the next year?	
	Total
	%
Respondents selected ALL that apply	
Small home improvement or remodel	27
Buying/leasing a car or vehicle	19
Buying or selling a home	15
Having an elective medical procedure	13
Large home improvement or remodel	8
Other	12
Base: All respondents	2,164

Q10B. [SHOW QUESTION IF ANY SELECTED IN Q10 AND ONLY SHOW EACH ITEM IF SELECTED, IN SAME ORDER AS Q10. FOR "OTHER," PIPE RESPONDENT TEXT AS ENTERED IN Q10.]

You mentioned you were planning to do the following in the next year. For each one, please tell us if your plans have been delayed or canceled because of the coronavirus (COVID-19) outbreak.		
	Total	
	%	Base
Buying/leasing a car or vehicle		435
Delayed	56	
Canceled	23	
No changes	21	
Buying or selling a home		301
Delayed	61	
Canceled	17	
No changes	22	
Large home improvement or remodel		171
Delayed	57	
Canceled	18	
No changes	26	
Small home improvement or remodel		590
Delayed	57	
Canceled	16	
No changes	26	
Having an elective medical procedure		286
Delayed	70	
Canceled	19	
No changes	12	
Other		280
Delayed	39	
Canceled	29	
No changes	33	
Base: Respondents who planned to do each item (from Q10)		

Q11. [SHOW IF Q10B 'BUYING/LEASING A CAR/VEHICLE' = 'DELAYED'. RANDOMIZE ITEMS, WITH 'OTHER' AND 'DON'T KNOW' SHOWN LAST.]

<p>You told us that you have delayed your plans to purchase or lease a car or vehicle in the next year as a result of the coronavirus (COVID-19) outbreak. Which of the following BEST describes your plans for purchasing or leasing a vehicle once businesses reopen and life looks more like it did before the outbreak?</p>	
	Total
	%
I'm still going to buy/lease the vehicle I planned	37
I'm not sure if I will buy/lease a vehicle	32
I'm still planning to buy/lease a vehicle, but likely a less expensive one	18
I'm still planning to buy/lease a vehicle, but likely a different type (for example, used instead of new or gas powered instead of hybrid)	8
I'm not planning to buy/lease a vehicle anymore	2
Other	1
Don't know	3
Base: Respondents who have delayed buying/leasing a car or vehicle	241

Q10b/Q11. [COMBINED FOR REPORTING.]

<p>Buying/leasing a car or vehicle plans due to coronavirus</p>		
	Total	Among those who delayed/canceled
	%	%
Canceled	24	31
Delayed (NET)	55	69
I'm still going to buy/lease the vehicle I planned	20	26
I'm not sure if I will buy/lease a vehicle	18	22
I'm still planning to buy/lease a vehicle, but likely a less expensive one	10	13
I'm still planning to buy/lease a vehicle, but likely a different type (for example, used instead of new or gas powered instead of hybrid)	5	6
Other	0	0
Don't know	2	2
No changes	21	
Base: Respondents who planned to buy/lease a vehicle	435	335

Q9. [ROTATE ORDER OF Q9 AND Q12.]

<p>While many people are suffering from financial consequences of the coronavirus (COVID-19) outbreak, others are saving money because they're going out less, using fewer services, have fewer activities to pay for, etc.</p> <p>Would you say you are saving more money than you are losing, losing more than you are saving, or about the same?</p> <p><i>For this question, please do not take retirement accounts, stocks, etc.</i></p>	
	Total
	%
Saving more	27
About the same	47
Losing more	26
Base: All respondents	2,157

Q12. [ROTATE ORDER OF Q9 AND Q12. SELECT ALL THAT APPLY. RANDOMIZE ITEMS, WITH 'OTHER' AND 'NONE OF THE ABOVE' SHOWN LAST.]

<p>In which, if any, of the following ways have you been affected by the outbreak of coronavirus (COVID-19) in recent weeks?</p>	
	Total
	%
Respondents selected ALL that apply	
An important event has been disrupted or canceled (e.g., wedding, vacation, etc.)	48
I've experienced depression or anxiety	38
I've lost wages, salary, or self-employment earnings	29
I've had to cut expenses to pay my mortgage, rent, or for other essentials	18
I've fallen behind on my mortgage or rent	8
I've had trouble accessing my prescription medications or medical supplies	7
Other	5
None of the above	20
Base: All respondents	2,164

Intro. [INTRO TEXT SHOWN TO RESPONDENTS.]

Many areas of the U.S. have implemented "social distancing" guidelines in recent weeks due to the outbreak of coronavirus (COVID-19), asking individuals to stay at home as much as possible.

Q6.

Which of the following BEST describes the current regulations in your state or local area due to the coronavirus (COVID-19)? <i>This is in addition to the federal guidelines of limiting gatherings of over 10 people.</i>	
	Total
	%
My area has official orders to limit gatherings, close non-essential businesses and schools, and ask individuals to stay at home (i.e., lockdown or shelter in place)	84
Some businesses and/or schools are closed in my area, but there are no other official orders about gatherings and staying home	6
There are suggested guidelines in my area about gatherings and staying home, but there are no official orders	5
There are no regulations or guidelines in my area about gatherings, business or school closures, or individuals being asked to stay at home	1
Unsure	3
Base: All respondents	2,158

Q20.

Which of the following BEST describes your employment/job before the start of the coronavirus outbreak in early March?	
	Total
	%
A role that can't be done from home, no matter what	34
A role that could be done mostly, or entirely, from home	14
A role that could occasionally be done from home	12
A role that could only be done from home with significant changes to the business model (e.g., teacher, pediatrician, etc.)	5
Looking for work	6
Retired/voluntarily unemployed	29
Base: All respondents	2,161

Q20A.

Due to the coronavirus (COVID-19) outbreak in the U.S., many Americans are undergoing changes to their job roles and employment status. Which of the following BEST describes your CURRENT employment/job situation?	
	Total
	%
I am working all of my hours from home	14
I am not working because my role is not able to be performed from home	12
I am working from home, but cannot perform some of my job functions	9
I am not working because my position was eliminated due to the coronavirus outbreak	4
I am not working due to other responsibilities at home during the coronavirus outbreak	2
I am working in person at a new job	1
I am working from home at a new job	0
I have not been working (e.g., unemployed, retired, student, etc.) since before the coronavirus (COVID-19) outbreak began in the U.S.	25
There has not been any change to my job	24
Other	9
Base: All respondents	2,148

Q21. [RESPONSE CHOICE "I DO NOT HAVE ANY CHILDREN IN MY HOUSEHOLD" INCLUDED ON SURVEY BUT EXCLUDED FOR REPORTING.]

<p>During this outbreak, many schools across the country have closed or parents are keeping their children home.</p> <p>Which of the following BEST describes your current situation regarding childcare?</p>	
	Total
	%
I have started watching my children at home while schools are closed	42
My children are attending their regular school or childcare program, or are being cared for by the same person or provider as before the coronavirus (COVID-19) outbreak	7
My children are being cared for by family members (grandparents, aunts/uncles, etc.) who do not typically watch them while schools are closed	7
I recently hired a babysitter/nanny or other provider to take care of my children while schools are closed	1
My children are attending a different school or childcare program than they typically do	1
My children have not been attending school, a childcare program, or using any type of care since before the coronavirus (COVID-19) outbreak began in the U.S.	30
Other	12
Base: Respondents with children in their household	
	741

Q21/Q2_13. [COMBINED FOR REPORTING.]

<p>People watching children at home AND working from home due to COVID-19</p>		
	Total	With children in household
	%	%
Yes	8	26
No	92	75
Base: All respondents		
	2,164	741

Note: Respondents with children in their household based on those who did not select "I do not have any children in my household" on Q21.

Q22.

Given that you are likely spending more time at home than before the coronavirus (COVID-19) outbreak in recent weeks, have you noticed any safety concerns in your home that may present a risk of injury to yourself or a member of your household?		
	Total	With children in household
	%	%
Yes	5	7
No	95	93
Base: All respondents	2,154	736

Note: Respondents with children in their household based on those who did not select "I do not have any children in my household" on Q21.

Q23. [RANDOMIZE ITEMS ACROSS THREE SCREENS. RESPONSE CHOICE "NOT APPLICABLE" INCLUDED ON SURVEY BUT EXCLUDED FOR REPORTING.]

<p>For each of the following, please tell us if you've noticed it as a safety concern in your home you were not aware of before the outbreak of coronavirus (COVID-19).</p> <p>If you already knew about, or had addressed this safety concern in your home, prior to the coronavirus outbreak, please select "No".</p>			
	Total	With children in household	
	%	%	Total Base
Unsafe staircase, flooring, or surface that could cause someone to slip and fall			1,696
Yes, and we have addressed it	5	7	
Yes, but we haven't addressed it yet	4	3	
No	90	89	
Unsure	2	1	
Need for childproofing, such as outlet covers, cabinet/drawer locks, eliminating choking hazards, etc.			1,230
Yes, and we have addressed it	6	8	
Yes, but we haven't addressed it yet	3	5	
No	89	86	
Unsure	3	1	
Unanchored furniture or appliance that could be a tip-over hazard			1,689
Yes, and we have addressed it	5	7	
Yes, but we haven't addressed it yet	3	4	
No	90	87	
Unsure	2	2	
Cleaning supplies/detergents not stored securely/out of reach of children			1,446
Yes, and we have addressed it	9	11	
Yes, but we haven't addressed it yet	4	3	
No	86	84	
Unsure	2	1	
Medications not stored securely/out of reach of children			1,433
Yes, and we have addressed it	7	10	
Yes, but we haven't addressed it yet	2	2	
No	89	87	
Unsure	2	1	
Guns or other weapons not stored securely/out of reach of children			1,273
Yes, and we have addressed it	6	8	
Yes, but we haven't addressed it yet	2	2	
No	91	88	
Unsure	2	2	
Base: All respondents (excludes those who said "Not applicable" for each item)			

(continued)			
<i>Loose cords, such as from blinds or shades</i>			1,727
Yes, and we have addressed it	6	8	
Yes, but we haven't addressed it yet	3	4	
No	89	86	
Unsure	2	2	
<i>Need for a fence around yard or swimming pool, or a pool alarm</i>			1,296
Yes, and we have addressed it	4	5	
Yes, but we haven't addressed it yet	4	4	
No	89	88	
Unsure	3	2	
<i>Broken children's product, such as a high chair, crib/bassinet, stroller, or toy</i>			1,145
Yes, and we have addressed it	4	7	
Yes, but we haven't addressed it yet	1	2	
No	91	88	
Unsure	3	3	
<i>Risk of electrical shock or fire</i>			1,766
Yes, and we have addressed it	5	6	
Yes, but we haven't addressed it yet	2	2	
No	91	89	
Unsure	3	2	
<i>A recalled product, such as an infant inclined sleeper like the Fisher-Price Rock 'n Play or a dresser like the IKEA Malm</i>			1,196
Yes, and we have addressed it	2	4	
Yes, but we haven't addressed it yet	1	1	
No	94	93	
Unsure	3	2	
<i>Lack of a working smoke detector or carbon monoxide detector</i>			1,848
Yes, and we have addressed it	6	8	
Yes, but we haven't addressed it yet	5	6	
No	87	84	
Unsure	2	2	
Base: All respondents (excludes those who said "Not applicable" for each item)			

Note: Respondents with children in their household based on those who did not select "I do not have any children in my household" on Q21.

Q24. [SELECT ALL THAT APPLY. 'COVID' ITEMS, 'MINOR MEDICAL' ITEMS, AND 'MAJOR MEDICAL' ITEMS SHOWN AS GROUPS WITH HEADERS. GROUPS SHOWN IN A RANDOM ORDER, WITH ITEMS WITHIN EACH GROUP IN ORDER SHOWN. 'OTHER' AND 'HAVE NOT EXPERIENCED ANY' SHOWN LAST.]

<p>Which, if any, of the following statements BEST reflect your experiences with medical problems you may have had since the outbreak of coronavirus (COVID-19) in the U.S.?</p> <p><i>By medical problems, we mean any concerns, symptoms, or pain for which you might see a doctor, dentist, eye doctor, mental health professional, or other similar practitioner, not including routine check-ups or annual physicals.</i></p>				
	Total	Any COVID-19	Any Minor	Any Major
	%	%	%	%
Respondents selected ALL that apply				
COVID-19 (NET)	8			
I've had symptoms that I thought could be COVID-19 but I did not seek out testing or medical care	5	62		
I've had symptoms that I thought could be COVID-19 but I was <u>unable</u> to get tested despite asking to be tested	2	24		
I was tested and/or treated for symptoms related to COVID-19	1	17		
Minor medical issues (NET)	20			
I've had a minor medical issue(s) (unrelated to COVID-19) but I did not seek out medical care	10		49	
I've had a minor medical issue(s) (unrelated to COVID-19), but I was <u>unable</u> to access care despite trying	4		19	
I've been diagnosed and/or treated for a minor medical issue (unrelated to COVID-19)	7		36	
Major medical issues (NET)	5			
I've had a major medical issue(s) (unrelated to COVID-19) but I did not seek out medical care	1			26
I've had a major medical issue(s) (unrelated to COVID-19), but I was <u>unable</u> to access care despite trying	2			31
I've been diagnosed and/or treated for a major medical issue (unrelated to COVID-19)	3			51
Other	2			
I have not experienced any medical problems during the coronavirus outbreak	72			
Base: All respondents	2,164	190	474	137

Which, if any, of the following statements BEST reflect your experiences with medical problems you may have had since the outbreak of coronavirus (COVID-19) in the U.S.?

By medical problems, we mean any concerns, symptoms, or pain for which you might see a doctor, dentist, eye doctor, mental health professional, or other similar practitioner, not including routine check-ups or annual physicals.

	Any Medical
	%
Respondents selected ALL that apply	
NET across COVID-19, Minor, and Major medical issues*	
I've had a medical issue but I did not seek out medical care	55
I've had a medical issue, but I was <u>unable</u> to access care despite trying	24
I've been diagnosed and/or treated for a medical issue	39
Base: Respondents who experienced any medical problems during the coronavirus outbreak	610

*Note: See above in document for exact question wording for COVID-19, minor, and major medical issues. COVID-19 items include "symptoms" and "testing".

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