



American Experiences Survey:

A Nationally Representative Multi-Mode Survey

September 2021 Omnibus Results

Overview of Methodology

Each month, Consumer Reports fields the American Experiences Survey (AES) to track consumer attitudes and behaviors over time. September results are based on interviews conducted from September 13-22, 2021. **This document includes the full survey, which covers topics related to COVID-19, artificial intelligence, home buying, package theft, and infant sleep.**

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 2,341 interviews, 2,147 by web mode and 194 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 +/-2.8 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 September omnibus contained five blocks of questions (items on COVID-19, artificial intelligence, home buying, package theft, and infant sleep). Respondents saw the COVID-19 block first with the other four sections in a randomized order.

The questions presented below were shown to respondents in this order within sections 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.*

Prepared by CR Survey Research Department, October 2021

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Survey Notes for Monthly Trends

September 2021 results are based on interviews conducted from September 13-22 with a nationally representative sample of 2,341 US adults.

August 2021 results are based on interviews conducted from August 6-17 with a nationally representative sample of 2,165 US adults.

July 2021 results are based on interviews conducted from July 12-21 with a nationally representative sample of 2,184 US adults.

June 2021 results are based on interviews conducted from June 11-22 with a nationally representative sample of 2,280 US adults.

May 2021 results are based on interviews conducted from May 7-17 with a nationally representative sample of 2,079 US adults.

April 2021 results are based on interviews conducted from April 9-19 with a nationally representative sample of 2,288 US adults.

March 2021 results are based on interviews conducted from March 4-15 with a nationally representative sample of 2,144 US adults.

February 2021 results are based on interviews conducted from February 4-15 with a nationally representative sample of 2,514 US adults.

January 2021 results are based on interviews conducted from January 7-19 with a nationally representative sample of 2,223 US adults.

December 2020 results are based on interviews conducted from December 10-21 with a nationally representative sample of 2,982 US adults.

November 2020 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.

COVID-19

COVCONCERNNOW.

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

	SEPTEMBER 2021 AES	AUGUST 2021 AES	JULY 2021 AES	JUNE 2021 AES	MAY 2021 AES	APRIL 2021 AES	MARCH 2021 AES	FEBRUARY 2021 AES
	Total	Total	Total	Total	Total	Total	Total	Total
	%	%	%	%	%	%	%	%
Very concerned	41	40	25	14	19	28	30	40
Somewhat concerned	35	36	34	35	34	38	34	36
Not too concerned	16	15	25	33	33	22	25	17
Not concerned at all	9	9	16	17	15	12	11	7
Base: All respondents	2,338	2,164	2,178	2,278	2,078	2,287	2,140	2,514

(cont'd)

	DECEMBER 2020 AES	NOVEMBER 2020 AES	OCTOBER 2020 AES	SEPTEMBER 2020 AES	AUGUST 2020 AES	JULY 2020 AES	JUNE 2020 AES	MAY 2020 AES
	Total	Total	Total	Total	Total	Total	Total	Total
	%	%	%	%	%	%	%	%
Very concerned	51	51	44	42	44	53	41	41
Somewhat concerned	30	30	32	33	34	29	34	36
Not too concerned	13	14	17	18	16	12	16	18
Not concerned at all	6	5	6	7	6	5	8	6
Base: All respondents	2,977	2,850	2,668	2,300	2,233	2,031	1,014	2,082

Note: May and June 2020 AES did not emphasize the words "next month" as there was no COVCONCERN6MOS to contrast with. This question was not asked in January 2021.

COVCONCERN6MOS.

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

	SEPTEMBER 2021 AES	AUGUST 2021 AES	JULY 2021 AES	JUNE 2021 AES	MAY 2021 AES	APRIL 2021 AES	MARCH 2021 AES
	Total	Total	Total	Total	Total	Total	Total
	%	%	%	%	%	%	%
Very concerned	39	38	25	15	17	26	26
Somewhat concerned	36	37	34	34	35	37	36
Not too concerned	17	16	24	34	32	25	27
Not concerned at all	8	10	17	17	16	12	12
Base: All respondents	2,311	2,144	2,162	2,251	2,055	2,275	2,123

(cont'd)

	FEBRUARY 2021 AES	DECEMBER 2020 AES	NOVEMBER 2020 AES	OCTOBER 2020 AES	SEPTEMBER 2020 AES	AUGUST 2020 AES	JULY 2020 AES
	Total	Total	Total	Total	Total	Total	Total
	%	%	%	%	%	%	%
Very concerned	35	44	49	45	41	44	53
Somewhat concerned	38	34	32	31	35	33	29
Not too concerned	20	15	14	18	17	17	13
Not concerned at all	8	6	6	7	7	6	6
Base: All respondents	2,505	2,948	2,809	2,643	2,282	2,214	2,031

Note: This question was not asked in January 2021.

COVVACCINE.

Have you gotten a COVID-19 vaccine?

Please respond "Yes" if you have gotten at least one dose.

	SEPTEMBER 2021 AES	JUNE 2021 AES	MAY 2021 AES	APRIL 2021 AES	MARCH 2021 AES	FEBRUARY 2021 AES	JANUARY 2021 AES
	Total	Total	Total	Total	Total	Total	Total
	%	%	%	%	%	%	%
Yes	74	69	64	58	30	17	5
No	26	31	36	42	70	83	95
Base: All respondents	2,330	2,270	2,061	2,283	2,133	2,512	2,221

Note: May 2021 was the first month the note was added about "at least one dose" and changed the stem from "will be eligible" to "are eligible." Prior to April 2021 the question intro read as "Vaccines to protect against COVID-19 are currently in the early stages of distribution." Prior to September 2021 the question intro read "As of April 19th, all American adults are eligible for vaccines to protect against COVID-19."

COVVACCOURSE. [SHOW IF COVVACCINE = 'YES']

Have you had a full course of the COVID-19 vaccine?

For the Pfizer or Moderna vaccine, this means having had both shots; for the Johnson & Johnson vaccine, it means having had the single shot.

	SEPTEMBER 2021 AES	JUNE 2021 AES	MAY 2021 AES	APRIL 2021 AES
	Total	Total	Total	Total
	%	%	%	%
Yes	96	96	88	76
No	4	4	12	24
Base: Respondents who have had at least one dose of a COVID-19 vaccine	1,837	1,659	1,363	1,432

ARTIFICIAL INTELLIGENCE

AI_INFO1. [INTRO TEXT SHOWN TO RESPONDENTS.]

Artificial intelligence (AI) is a branch of computer science concerned with building smart machines capable of performing tasks such as problem-solving and decision making that would otherwise require human intelligence. Artificial intelligence is all around us and playing an active role in our daily lives. Every time we open our Facebook newsfeed, do a Google search, get a product recommendation from Amazon or book a trip online from Travelocity, AI is working in the background to learn from and adapt to data input in real time, and refine the content that is delivered.

AI1. [ROTATE ORDER OF 'GOOD' AND 'BAD' IN THE STEM AND ROTATE RESPONSE SCALE TO MATCH. 'UNSURE' IS ALWAYS SHOWN LAST.]

If a company advertises that they use AI to make decisions, overall would you view this as a good or bad thing, or are you unsure?	
	Total
	%
Mostly good	8
Somewhat good	29
Somewhat bad	19
Mostly bad	9
Unsure	35
Base: All respondents	2,337

AI2. [ROTATE ORDER OF RESPONSE SCALE AND FOR MIDDLE RESPONSE OPTION, SHOW AS 'NEITHER SUPPORT NOR OPPOSE IT' OR 'NEITHER OPPOSE NOR SUPPORT IT' TO MATCH.]

Online retailers are in the practice of selling the same goods and services at different prices, depending on things like your income, home address, age, credit rating, browsing history and other personal information. This can result in someone being charged more or less than the standard retail price, depending on the algorithm used. How do you feel about this practice?	
	Total
	%
Strongly support it	2
Somewhat support it	6
Neither support nor oppose it	22
Somewhat oppose it	21
Strongly oppose it	49
Base: All respondents	2,325

AI3. [RANDOMIZE RESPONSES. ROTATE ORDER OF 'COMFORTABLE' AND 'UNCOMFORTABLE' IN THE STEM AND ROTATE RESPONSE SCALE TO MATCH. 'UNSURE' IS ALWAYS SHOWN LAST.]

For each of the following, please tell us how comfortable, or uncomfortable you would be allowing AI, or computer algorithms, to make these decisions?	
	Total
	%
<i>After submitting a video of yourself answering preselected questions as part of a job interview process, allowing AI screen your interview by grading your responses and in some cases facial movements</i>	
Very comfortable	5
Somewhat comfortable	13
Somewhat uncomfortable	30
Very uncomfortable	46
Unsure	7
Base: All respondents	2,329
<i>Allowing banks to use AI to make credit decisions to determine if you qualify for a personal loan</i>	
Very comfortable	6
Somewhat comfortable	24
Somewhat uncomfortable	28
Very uncomfortable	34
Unsure	8
Base: All respondents	2,329
<i>Using AI in video surveillance systems to identify individuals using facial recognition</i>	
Very comfortable	13
Somewhat comfortable	33
Somewhat uncomfortable	26
Very uncomfortable	21
Unsure	8
Base: All respondents	2,325
<i>Using AI in hospital systems to help make diagnoses and a treatment plan</i>	
Very comfortable	10
Somewhat comfortable	30
Somewhat uncomfortable	23
Very uncomfortable	28
Unsure	8
Base: All respondents	2,326

HOME BUYING

HOMEBUY1. [RESPONDENTS WHO SKIPPED THIS QUESTION WERE PROMPTED TO ANSWER IT.]

Have you looked for a home to purchase since the COVID-19 pandemic began in early March 2020?	
	Total
	%
Yes	22
No	78
Base: All respondents	
	2,339

HOMEBUY2. [SHOW IF HOMEBUY1 = 'YES.' RESPONDENTS WHO SKIPPED THIS QUESTION WERE PROMPTED TO ANSWER IT.]

Did you purchase a home since the COVID-19 pandemic began in early March 2020?	
<i>Respondents were instructed to read through all of the options before selecting a response.</i>	
	Total
	%
Yes, I purchased a home	30
Not yet, but I <u>have a pending contract</u> but it hasn't closed yet	6
Not yet, but I <u>have an accepted offer</u>	3
Not yet; I have <u>made an offer</u> but I don't know if it was accepted yet	2
No, I have not purchased a home	59
Base: Respondents who looked for a home to purchase since the COVID-19 pandemic began in early March 2020	
	520

HOMEBUY3. [SHOW IF HOMEBUY1 = 'YES.']

How many homes did you make offers on since the COVID-19 pandemic began in early March 2020?	
	Total
	%
0	44
1	26
2	12
3	7
4	4
5	2
More than 5	6
Base: Respondents who looked for a home to purchase since the COVID-19 pandemic began in early March 2020	
	521

HOMEBUY4. [SHOW IF HOMEBUY2 = 'NO, I HAVE NOT PURCHASED A HOME'. RANDOMIZE RESPONSE OPTIONS HOLDING 'OTHER' AND 'NO PARTICULAR REASON' AT END, IN THAT ORDER. 'NO PARTICULAR REASON' WAS EXCLUSIVE.]

You said that you were looking to buy a home, but did not. Which, if any, of the following are reasons you did not buy a home since the COVID-19 pandemic began in early March 2020?	
Respondents selected ALL that apply.	
	Total
	%
Prices are too high in the area I wanted to buy a home	50
Home prices are inflated now so I decided to wait	50
I was only casually looking for a home	39
I was not able to put enough money down for the down payment	21
I could not find the home with the features I wanted in the area I wanted to buy	21
The only listings I can afford are for homes that would need too much repair work	16
I was outbid by another buyer	12
Sellers want all-cash deals, which I'm unable to do	11
I didn't qualify for financing	8
Offer(s) I made were declined	7
I didn't have the time it takes to find the right home	6
Sale fell through due to issues revealed on inspection	2
Other	5
No particular reason	5
Base: Respondents who looked for a home to purchase since the COVID-19 pandemic began in early March 2020 but haven't purchased one	318

HOMEBUY5. [SHOW IF HOMEBUY4 = 'OFFER(S) I MADE WERE DECLINED'. RANDOMIZE RESPONSE OPTIONS HOLDING 'OTHER' AND 'UNSURE' AT END, IN THAT ORDER. 'I MADE AN OFFER UNDER/AT/ABOVE ASKING PRICE KEPT TOGETHER WHEN RANDOMIZING. 'UNSURE' WAS EXCLUSIVE.]

Which, if any, of the following do you think are reasons that your offer(s) were not accepted?	
Respondents selected ALL that apply.	
	Total
	%
I made an offer under the asking price	—
I made an offer at the asking price, but was outbid	
I made an offer above the asking price, but was outbid	
Seller wanted all cash, which I couldn't offer	
I asked for contingencies (such as repairs or upgrades, waiting for the sale of my current home, etc.) that the seller was unwilling to do or negotiate	
The seller decided not to sell	
I couldn't close in the timeframe the seller wanted	
My financing fell through	
Other	
Unsure	
Base: Respondents who looked for a home to purchase since the COVID-19 pandemic began in early March 2020 and said the reason they haven't purchased one was because their offer(s) were declined	

Note: There was an insufficient sample size to report results for this question.

HOMEBUY6. [SHOW IF HOMEBUY2 = 'YES, I PURCHASED A HOME .' RANDOMIZE RESPONSE OPTIONS. HOLDING 'OTHER' AND 'NONE OF THESE' AT END, IN THAT ORDER. 'LARGER SECURITY DEPOSIT'/'LARGER DOWN PAYMENT' KEPT TOGETHER WHEN RANDOMIZING. 'NONE OF THESE' WAS EXCLUSIVE.]

You said that you bought a home since the COVID-19 pandemic began in early March 2020. Which, if any, of the following did you do to help secure the deal?	
Respondents selected ALL that apply.	
	Total
	%
Made an offer over the asking price	28
Accepted the home "as is" even though it needed work or repairs	26
Submitted a personal letter to the current owners about myself and why I'm interested in buying their home	22
Put down a larger down payment than what was required	15
Made an all-cash offer	11
Allowed the seller to live there for a set time after the closing	8
Included an escalation clause to the offer (that is, a clause written into the offer that increases the offer amount above competing offers) so I wasn't outbid	7
Put down a larger security deposit than what was required	7
Other	6
None of these	24
Base: Respondents who bought a home since the COVID-19 pandemic began in early March 2020	156

PACKAGE THEFT

THEFT1. [RESPONDENTS WHO SKIPPED THIS QUESTION WERE PROMPTED TO ANSWER IT.]

In the past year, how often did you typically have packages delivered to your home?	
	Total
	%
Every day	1
2 to 6 times a week	23
Once a week	18
2 to 3 times a month	28
Once a month	15
Less than once a month, but at least once a year	13
Never	2
Base: All respondents	2,339

THEFT2. [SHOW IF THEFT1 IS MORE FREQUENT THAN 'NEVER.']

Have you had any of these packages stolen from your home (that is, from your mailbox, front stoop, porch, etc.) before you had a chance to bring them inside within the past year?	
	Total
	%
Yes	11
No	85
Unsure	4
Base: Respondents who have had packages delivered to their home in the past year	2,297

THEFT3. [SHOW IF THEFT2 = 'YES.']

You said that you have had packages stolen from outside your home in the past year. How many times did this happen?	
	Total
	%
One time	36
Two times	29
Three times	22
Four times	9
Five times	1
More than five times	4
Base: Respondents who have had packages stolen from outside their home in the past year	226

THEFT4. [SHOW IF THEFT3 = 'ONE TIME' TO 'MORE THAN FIVE TIMES.' RANDOMIZE RESPONSE OPTIONS HOLDING 'OTHER' AND 'I DIDN'T DO ANYTHING' AT END, IN THAT ORDER. 'CONTACTED SHIPPING COMPANY FOR REIMBURSEMENT'/'CONTACTED SHIPPING COMPANY TO NOTIFY THEM' KEPT TOGETHER WHEN RANDOMIZING. 'I DIDN'T DO ANYTHING' WAS EXCLUSIVE. RESPONDENTS WHO SELECTED 'I JUST REORDERED THE ITEM AGAIN WITHOUT NOTIFYING ANYONE (5))' WITH ONE OF THE RESPONSES THAT SAYS THEY CONTACTED SOMEONE (1,2,3,4,6), RECEIVED A WARNING SAYING THAT THEY CANNOT SELECT THOSE RESPONSES TOGETHER.]

Which, if any, of the following actions did you take when [If theft3 = 1, your package was stolen; If theft3>1, any of your packages were stolen]?

Respondents selected ALL that apply.

	Total
	%
(2) I contacted the <u>seller/retailer</u> to get a refund or replacement	58
(6) I contacted the <u>shipping company</u> to notify them	40
(3) I contacted the <u>shipping company</u> to get a full reimbursement	25
(4) I contacted my <u>credit card company</u> to get the charges reversed	12
(5) I just reordered the item again without notifying anyone	10
(1) I filed a police report to recover the package	9
(7) Other	3
(8) I didn't do anything	5
Base: Respondents who have had packages stolen from outside their home in the past year	226

THEFT5. [SHOW IF THEFT3 = 'ONE TIME' AND THEFT4 = 1,2,3,4,7. RESPONSES WERE RANDOMIZED AND SHOWN IN THE SAME ORDER AS THEFT4 ONLY SHOWN IF SELECTED IN THEFT4. IF SELECTED IN THEFT4, 'OTHER' RESPONSE WAS PIPED IN, 'THE ACTION IS STILL PENDING', AND 'NONE WERE SUCCESSFUL' WERE SHOWN LAST IN THAT ORDER.

For each of the following actions you took to resolve the issue the time a package was stolen, which one, if any, was successful?

Respondents selected the one action that ultimately resolved the issue.

	Total
	%
Filing a police report to recover the package	
Contacting the <u>seller/retailer</u> to get a refund or replacement	
Contacting the <u>shipping company</u> to get a full reimbursement	
Contacting my <u>credit card company</u> to get the charges reversed	
Other	
The action is still pending	
None were successful	
Base: Respondents who have had packages stolen from outside their home in the past year one time	71

Note: There was an insufficient sample size to report results for this question.

THEFT5ALT. [SHOW IF THEFT3 = 'MORE THAN ONE TIME' AND THEFT4 = 1,2,3,4,7. RESPONSES WERE RANDOMIZED AND SHOWN IN THE SAME ORDER AS THEFT4 ONLY SHOWN IF SELECTED IN THEFT4. IF SELECTED IN THEFT4, OTHER RESPONSE WAS PIPED IN, 'THE ACTION IS STILL PENDING', AND 'NONE WERE SUCCESSFUL' WERE SHOWN LAST IN THAT ORDER.

For each of the following actions you took to resolve the issue the times a package was stolen, which ones, if any, were successful?

Respondents selected the action(s) that ultimately resolved the issue each time their package was stolen.	
	Total
	%
Filing a police report to recover the package	
Contacting the <u>seller/retailer</u> to get a refund or replacement	
Contacting the <u>shipping company</u> to get a full reimbursement	
Contacting my <u>credit card company</u> to get the charges reversed	—
Other	
The action is still pending	
None were successful	
Base: Respondents who have had packages stolen from outside their home in the past year more than one time	124

Note: There was an insufficient sample size to report results for this question.

THEFT_INFO1. [SHOW INFO TEXT IF THEFT2 = 'YES']

For this next question, we are only interested in what you did specifically due to the package(s) being stolen. For example, if you were considering installing a security camera or video doorbell before the package theft, please do not include these in your responses.

THEFT6. [SHOW IF THEFT2 = 'YES'. RESPONSE OPTIONS WERE RANDOMIZED HOLDING 'OTHER' AND 'I HAVEN'T TAKEN ANY PREVENTATIVE STEPS' AT END, IN THAT ORDER. 'VIDEO DOORBELL'/'SECURITY CAMERA' AND 'LOCKBOX SERVICE'/'DELIVERY BOX' KEPT TOGETHER WHEN RANDOMIZING.]

Which, if any, of the following steps have you taken to prevent future package theft since [If theft3 = 1, your package was stolen; If theft3>1, any of your packages were stolen]?

Respondents selected ALL that apply.	
	Total
	%
Installed a video doorbell	21
Started using a lockbox service (such as Amazon lockers)	17
Installed a security camera	16
Started scheduling in-person deliveries	14
Started insuring packages	13
Purchased a package delivery box (locker) for my home	2
Other	10
I haven't taken any preventative steps	25
Base: Respondents who have had packages stolen from outside their home in the past year	228

INFANT SLEEP

INFANT_INFO1. [INTRO TEXT SHOWN TO RESPONDENTS.]

Earlier this summer, the U.S. Consumer Product Safety Commission (CPSC) approved a new federal rule that any product intended or marketed for infant sleep-- such as travel and compact bassinets, inclined sleepers, and in-bed sleepers (products that facilitate bed sharing between babies and caregivers) --are required to meet a safety standard which will eliminate potentially hazardous sleep products in the marketplace. This requirement that did not previously exist. The new standard reflects medical experts, including the American Academy of Pediatrics, safe sleep recommendations and will go into effect in June 2022.

INFANT1.

Had you heard about this new federal safety rule prior to taking this survey?	
	Total
	%
Yes	10
No	90
Base: All respondents	
	2,333

INFANT2. [ROTATE ORDER OF RESPONSE OPTIONS. 'UNSURE' ALWAYS SHOWN LAST.]

Thinking about products intended or marketed for infant sleep such as travel and compact bassinets, inclined sleepers, and in-bed sleepers, which of the following statements comes closest to your own view?	
	Total
	%
The government should ensure the safety of these products by setting minimum federal standards that the manufacturers must meet before being sold.	56
The manufacturers should be responsible for ensuring the safety of the products they make prior to their sale without having to adhere to federal standards imposed by the government.	32
Unsure	11
Base: All respondents	
	2,330

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