Cultural Probe

Observation

Al's guy

I felt secure because I was prepared to go out with long sleeve shirt, long pants, mask, glasses and hand sanitizer.

I feel secure at home because we lock the doors to the house and that makes me feel secure at home

I know my car isn't stolen because it is in my line of sight

I know my car isn't stolen because my house has security cameras

I felt safe-er because of sorts of tracking chips that notify and track people.

I know we won't be broken into because we have security cameras

I park very close to the house, I always lock my car, and the car has a security system.

I know we won't be broken into because our windows have special fencing.

I know we won't be broken into because we would be instantly alerted

I know we won't be broken into because our house has great fencing.

Sujata

I check my phone first thing in the morning

I felt secure because I checked whether or not my front door was locked

I felt secure because I checked whether or not my front door was locked

I felt secure last night because I locked the door and windows and double checked them

I felt secure last night because I had my phone uncharged next to me on my bed

I know my car isn't being stolen because I have a vehicle tracking app synced with it

I felt less secure today when I had to put in my financial details for an online transaction

I felt less secure today when I had to put in my financial details for an online transaction

I ensured the safety of my home by locking the doors and windows

I made myself feel secure after I made sure I was carrying my phone with me while going out

I made myself feel secure after I made sure I was carrying my phone with me while going out

I don't know if my house is going to get broken into tonight

Alicia

When leaving my house the night before, I locked my doors.

I know my car is not being stolen because it has a Honda finder low jack.

I know my car is not being stolen it has an alarm

The night before I locked my doors to feel safe.

I know my car is not being stolen because it is locked.

I locked the doors to feel safe during the day.

I locked all doors and windows to feel safe during the night.

Holden

I don't know if there's anything specific I do to make myself feel secure.

Something that made me feel secure last night was that my girlfriend stayed over. You always feel safe with someone else there.

I think I set up systems for security and live within them

Eating dinner out made me feel less secure

I know my car isn't stolen because my car is guaranteed theft-proof. I don't have one.

I don't actively interact with secure habits on a day-to-day basis

I felt safe today because my building and my apartment are both locked with their own doors that always require a key.

I felt safe today because my apartment door particularly is fairly heavy duty.

I will feel safe tonight because all the windows to the apartment face the interior of my block

I will feel safe tonight because my apartment is behind two locked doors

Christian

I didnt do anything that made me feel less secure. I feel safe most of the time in my house.

I park very close to the house, I always lock my car, and the car has a security system.

Based off the history of living here for 16 years and never having an incident, I feel secure that it wont be broken into.

I checked and locked all the doors before I went to sleep.

Im only 16 so my parents keep the house safe.

I park very close to the house, I always lock my car, and the car has a security system.

Sejal

I felt secure this morning because I double checked the door lock of my car

I felt secure last night because I made sure my doors were locked

I know my car hasn't been stolen because it's parked in my house and is supervised by the guard

I also have a security system inside my car

I felt less secure today when I filled out an online form for a shop and it required my number and my address which I was uncomfortable sharing

I ensured the safety of my home by double checking the lock

I also have a camera monitoring my entrance which I can view with an app on my phone

I know my house won't get broken into tonight because I have security watching it

Survey Data

Observation

I was scared because the hacker changed the password so I had to act fast.

Facebook notified me of an unknown activity (a hacker who cloned my account) so I changed my password immediately reverted it, and they have a specific process to make the account safe and prevent further problems

My son once stolen my phone and he hack into it and take photo and did nothing but i check camera and it was just photo photo photo of his face

If my account was hacked, ideally, I would change the password, which is what happens in most apps/accounts.

I felt unsafe when I was being followed a few times

I put ADT signs outside the house to help keep me safe

I ensure I'm safe with a CPI security sign and stickers (even though system is turned off).

I change my password about once in six months, if I start using a service I signed up for a long time ago

Changing my password is rare, but I've had to do it more recently following a phishing attempt

If I am out of town I make sure that my mail does not pile up to help keep myself safe

My building is always silent so that keeps me comfortable and feel safe.

I leave a light on that can be seen from the front to ensure my safety

I felt unsafe when someone faked an altercation trying to get us to open the door for a robbery

I order to be safe, I have closed and locked doors and windows.

I feel safe when all the doors and windows are locked.

I feel safe because my security camera is always on and is connected to my phone

Security cameras make me feel safe

I know who is who in my apartment so that keeps me comfortable and feel safe.

I feel safe when I leave a light on at night to show its occupied

I feel safe because our entry door is always locked

I feel safe because I have are two doors, one is a safety door.

I have a video doorbell to record motion, when helps me feel safe

When I am home I put on lights for those who are on the streets, so the streets are not dark at night

In order to be safe, I have some light be on and visible from the main house gate/road.

Interview Data

Observation

Tech is a hobby; I find it fascinating.

I like technology because it's cool to see how we're moving towards sci fi.

I think technology is cool but it's a little bit beyond my level of understanding in general.

I associate the color red with security. (5)

I can't picture my life without technology.

I associate the color blue with security. (5)

I have good experiences with technology for awhile in high school.

I associte the color gray with security. (2)

I associate the color green with security. (5)

I associate the color yellow with security. (3)

I associate a stop-light color scheme or red/yellow/green with the strength of a password. (2)

I associate the shape of a lock/key with security. (5)

I associate rounded shapes with security. (5)

I associate check marks with security. (2)

I associate something solid with security. (3)

I associate smooth/matte materials with security. (5)

I associate metal materials with security. (2)

I want to say I'm highly experienced, but I'm not like Lewis Rossmann. I could probably build a computer. I could fix phones..

I am pretty intermediate with technology, as I have been using it since I could remember, but I don't consider myself tech savvy.

I am at an above beginner level in technology. I'm still a little rusty.

I do not fear someone will get my info if I do not log out of a device.

I don't really log out on my own personal things or computer, ever, as the device usually does for me.

I clear my data caches every week.

I'll also use a vpn or go on cellular mode to help obscure my traffic

I would say I am tech inclined because I'm studying Chemistry at Kennesaw State Uni, but I switched from Computer Science.

I was edgy and didn't use computers in high school because "I wasn't like the other girls"

I frequently use software (5)

I feel secure when using platforms. (7)

I do not feel like my login information can be hacked. (4)

I do not trust Google (4)

I use like apps on my phone every day, computer for school and work, and I'm a programmer for my classes, easily Adobe programs And Media Composer.

I have my passwords saved in the Apple keychain (2)

I would say, I'm a pretty decent expert level of experience with technology.

I use the 'remember me' feature to avoid having to input my password multiple times. (5)

I think I'm comfortable with using technology, as I just view it as being utilitarian.

I am not comfortable sharing my passwords stored on my personal device or services. (3)

I do consider myself tech-literate, because I'm studying creative technology in college.

I do not like to use the 'remember me' feature because it makes me feel not secure. (5)

I have programming experience, as well as experience building mobile and web apps, but, I do understand how tech works.

I feel it is necessary to logout of a platform when I am using a device that is not my own. (5)

I use a variety of softwares on a daily basis and have been interested in tech from the start.

I feel it is necessary to log out of a bank service. (2)

I would say my major heavily relies on technology.

I feel it is necessary to log out of platforms on my personal device. (3)

My experience in technology: I've been using it since I was little.

I used to see technology as a hobby but now as a lifestyle.

I won't use it for like the first three times I'm logging into something just so I can see if it remembers me for that case. And then after maybe the fourth time, third or fourth time, I'll use the remember me.

For me, it can be hard to receive the verification code for accounts I use that don't belong to me

I input my password manually, as it gives me more control and security.

I do not feel bad about using the remember me feature, as it because it's just a cookie.

Even if it's a portable device, I could leave it somewhere that is not secure

I feel it is necessary to log out of a device when selling or giving away a device.

For example, loopchat, I have friends that do a yearly vacation, they won't have service where they're at. So they'll ask me to keep up with their streaks. And that's when I will log out.

My experience with technology has progressed a bit since going through college.

I am a software engineer student, so I mostly going to start my job at Dell in the coming months, so I would have to say my experience with technology is pretty up there.

I primarily use my phone and laptop. they're the devices I use the most, so I have all of my stuff organized and efficiently optimized.

I've always worked with computers.

My experience in technology: my dad was always super into it.

I haven't always been like a techie person, but I obviously know how to, you know, use devices.

I haven't always been like a techie person.

Learning specific programs is difficult to me, since it entails complicated processes to get something done.

I associate grey with security.

I associate accents of white with security.

I feel like I immediately think of RED when I think about security, since it's a powerful color.

I feel like I immediately think of RED when I think about security, since it feels like it could be a good deterrant

I associate password entry field shapes with security.

I associate asterisks with security.

I associate the Apple Face ID character with security.

I associate an exclamation point with security.

I associate an angular structure with security.

I associate the texture of a carpet with security.

I associate the texture of a tennis ball with security.

Textures that are sometimes smooth and rough are ideal for security.

I associate a spikey material with security.

I honestly immediately think digital screens with security.

I associate something sandpaper with security.

I associate the concept of frosted glass with security, as it is somewhat visible but somewhat protected. (like a shower)

I log out of platforms when I have to lend my computer to someone

When the platform has anything to do with like basic information, even if it's on my own devices, I always physically log out of it.

I got into the habit of logging out of my devices a long time ago because my friends are pranksters, we never had a password for our devices which would be falsely attributed to me if they need to follow up.

I'll log out of work-related apps, as it helps save against people doing stuff on "me" which would be falsely attributed to me if they need to follow up.

I'll log out of a device if I feel like the door is compromised or someone has access to my account

I use communication software (7)

I think the idea of passwords is archaic

Passwords are there to keep my things secure

Passwords are something to keep my information in or secured, locked away.

Passwords are there so people can confirm it's me

I think passwords exist to secure an account or login.

A password is something that protects me.

Passwords are like a lock on my door.

A password is supposed to [help] keep certain data of mine private.

I use social media frequently (7)

It's used to keep your accounts like online accounts and personal information secure, so that it only stays private to you. Not to anybody else.

I use my phone for both social media & work platforms (2)

it's the modern version of a key

I use various software for school (5)

I use various software platforms for work (7)

The function of a password is to provide security on personal platforms

I use adobe software (5)

A password is a locking feature that is used to prove who you are.

when I type in my username, it's asking who I am. when I type in my password, it's telling me to prove it

Passwords are like a fingerprint to know I'm me

Passwords exist so it's not too easy to get in to my account, you need some kind of challenge [to make it secure]

Passwords create something other people can't access without permission.

we've had [some form of] passwords as long as we've known about privacy

it's like the deadbolt to the door- the door is the first level, but you can still push it open

When I enter a password, I feel annoyed.

It feels to me like there's so many people on the internet, how do [services] know who's who?

Passwords are like a key to your house.

The idea of passwords and privacy is an expression of my 4th and 5th amendment rights

you might know the username, you might know the app or device, but unless you know the password you aren't getting in

I wish the computer could just look at me and say "cool you're in".

I think passwords are analagous to locks and keys. (4)

To me, passwords are a form of identification

I think a password can't be brute forced

I can definitely see issues with people faking being me or something [to trick a biometric]

it's like asking proof of ID and permission

As important as passwords are, they feel archaic to me

Extra security measures are annoying to me, BUT if they're annoying for me, it's annoying for hackers

I carry my phone with me everywhere. (8)

I carry my laptop with me (8)

I don't carry my laptop with me because it's too cumbersome (2)

To me, a password provides security for personal data. (9)

To me, passwords are a way of proving your identity. (7)

Biometrics are my easiest second factor to authenticate- they just scan me and I'm good.

The main biometrics I use are TouchID® and FaceID®

I like TouchID®

I believe biometrics should only be a feature for services that require the utmost level of security

I never use biometrics, I think it is giving too much power to a corporate or digital entity,

I tried to avoid using early fingerprint scanners because they were unreliable

I love TouchID®

I rotate certain passwords (3)

I like the idea of Continuous, Persistent Biometrics using machine learning

I use the same password for everything (1)

My attitude towards biometrics are mainly positive

I make it secure using numbers and symbols etc (4)

I'm concerned biometrics make it easier to hack into my phone because all they need is my fingerprint

I'm concerned FaceID® makes it easier to hack into my phone because all you need to do is look at it

I prefer manually entered passwords to biometrics. (Biometrics are) a part of me [and I don't want to give that away]

The biometrics available to me have progressed to TouchID® and FaceID®

I'm not a fan of FaceID®

I don't like how with TouchID®, if you set it up one way it won't scan any other way

Biometrics make my life easier

I think just like the password and everything else, biometrics need to be part of a bigger whole.

You have more than one tumbler in a lock, you should be using more than one step to get into somewhere.

One problem I have with FaceID® is that I can't use it with a mask

I don't have to do anything, which is bad because I'm no longer responsible for my apps

I know having multiple factors is a colossal pain in the butt- but it's a necessary evil for me, imagine how hard it is for someone who doesn't know or have my information

One problem I have with FaceID® is that without glasses on it won't recognise me

I prefer the intention required with a fingerprint scanner rather than the ease of one of a face scanner that doesn't make me confirm anything

I feel aggrivated because two step authentification is a hassle.

I like FaceID®

I was nervous about FaceID® because it didn't demo well on stage

I think, for the most part, Facial Recognition is cool

I personally don't have any piece of technology or device that I have to use my face to open it

I like it. I like facial recognition a lot

I think facial recognition is amazing but it also has many many shortcomings.

I think a retina scan is probably the most secure way of logging into a device.

I think facial recognition is okay for logging into devices locally

My ideal password experience includes Touch-Verification (2)

I'm pretty okay with facial recognition

If I were hacked, I would feel Stress (3)

My perspective of facial recognition depends on who's making it

If I were hacked, I would feel Concern/Worry (6)

I don't like facial recognition and I don't use it.

Face ID worries me

FaceID® took TouchID® and made it even simpler and easier

FaceID® bypasses the need to remember passwords

I feel like facial recognition is not very secure

I'm not as concerned as others who don't want the government having their face, because they already have that data

I've never used facial recognition before so look for hand, if you're wearing sunglasses or for example even a mask, it doesn't work properly.

Apple's FaceID® is intrusive because they have a 3D map of your face, which I don't like.

I don't think facial recognition is okay for logging into online services.

I don't use facial recognition for anything.

I trust apple because they take a lot of time and resources to make a solid product

I trust apple because they use the same enclave from before which has yet to be hacked after 7 years

I'm concerned some person with any artistic skill can trick the computer.

One problem I have with FaceID® is that I can't use it with a mask

There's no way for me to know if FaceID® is secure

I'm concerned if I'm unconscious somewhere, someone can just put my phone up to my face and all my information is out in the open.

I know there's lots of countries that already have face information on me, so I'm not concerned about facial recognition in products

In terms of security, I'm concerned anyone can just hold the phone to your face and take your information.

I don't want to use something 3D dimensional to access something 2-Dimensional I guess?! I don't want to give an extra dimension to it.

I like how iOS treats face and finger auth the same in software

When I can't use FaceID® because of a mask, I have to type out long alphanumeric passwords

My face is more of an identification for me than a fingerprint, so if someone gets that I'm #$%&ed

I like facial recognition because I think it's helpful.

I can control my own devices and hardware but I can't control something that is online.

the mathematical security is the most important thing to me and it checks out

there's a lot of benefits to FaceID®

I haven't had any problems with facial recognition.

FaceID® makes me look at my phone to show it my intention

I don't like how some facial recognition auths don't even have to look at the screen to be able to open the device

Fingerprint sensors are so cool!

I have had put my thumb down on some places to get into a certain room or building.

I like fingerprint, but I like FaceID® better.

I think fingerprint recognition is safer than facial recognition

I'm using fingerprint recognition to log into my phone right now.

I'm fine with fingerprint recognition, I use it for my phone.

I don't like fingerprint recognition only because I don't like having my technology connected to my biometric data.

I'm not a huge fan of fingerprint recognition

I love how everyone can touch this home button and it won't do anything, but when I touch it, it does something different

I'm concerned someone could just take my phone, put my thumb on it, and then my phone's unlocked.

I guess fingerprints feel more secure than FaceID®, I'm concerned someone could use FaceID® with just a picture of you.

I feel like with facial recognition someone can just swipe your phone in front of your face or "use" your face and get your details, but with fingerprint recog they need to physically take your finger and tap it onto your device.

Initially I was quite wary of fingerprint recognition, and I didn't enable it for 2-3 months, but I've warmed up to it now.

I don't feel uncomfortable with having my technology connected to my biometric data

i enjoyed using TouchID®

Fingerprint scans I would only allow on my personal devices. I probably won't use it for anything else.

I got a door lock fingerprint reader and it didn't work very reliably

I need a "couldn't get it to not work" and I'd probably to have a good experience.

I get annoyed when I enter a password because it feels tedious. (4)

I feel I am in control when I am inputting a password. (3)

I recieved a notification by the platform I use that I was hacked. (3)

Sometimes I feel like I have to remember my password everytime I input it. (4)

I think that passwords say a lot about a person's personality. (1)

I use iCloud keychain because it is convenient to store my passwords. (4)

I store my passwords in a notebook because of how convenient it is. (3)

I tend to remember passwords in my head. (2)

I use a password manager to store and remember my passwords. (3)

I do not use a password manager because I am skeptical of their security/transparency. (2)

I recieved a notification when my password was compromised. (4)

I trust a company less when I'm notified they had a data breach. (2)

My password has to be easy to remember (5)

My password depends on what it is for, important platforms need more complex passwords and vice versa (2)

It has to be unique and strong (6)

I use numbers and other things familiar to me (1)

Randomized passwords (4)

No relevant information to me (3)

I use facial recognition (7)

They're a good second layer for authentication (2)

I use fingerprint recognition (6)

I'm okay with the idea of using biometrics (6)

Masks make facial recognition harder to use (3)

I'm concerned about companies having my biometric data (5)

I never use biometrics (3)

Biometrics make me feel less secure because all they need is my face/fingerprint to get in (5)

I don't like the blending of digital and physical security (3)

My ideal password experience includes Biometrics (3)

My ideal password experience includes No passwords at all (4)

My ideal password experience is Automated (4)

If I were hacked, i would Panic (1)

If I were hacked, I would Contact the authority//website (2)

I have never been hacked (6)

Nothing came of my hack (1)

I felt distress when I was hacked (1)

I'm concerned about Quantum Computing breaking encryption (1)

I'm concerned about Encryption being broken (3)

I don't like Captcha (1)

I feel secure using my platforms (6)

I don't feel secure using my platforms (5)

I have mixed feelings about the security of my platforms (2)

For my passwords, I like to make a story

I also use numbers from my past like old phone numbers

I hate the "add special character and whatnot" feature because it is cumbersome

If someone sees me, they should NEVER be able to guess the password is mine.

I need to be able to rotate passwords to be secure.

I will use a password manager if the password manager truly randomizes password.

I can't tell you how many times I could guess a password based on just knowing a person

I do not believe "10 tries and you're locked" because you can socially engineer back from the original attempt.

For me, a good password is indicated by how easy it is to remember.

I used to have a formula for my passwords.

If I have to have many different passwords, there's one symbol that I use, that's consistent throughout those passwords

When creating a password I tend to throw random numbers that make sense to me but no one else.

I changed / Reset the password (8)

I got in touch with the authorities (3)

I had to find a way to contact Spotify, as they don't have any contact phone number, to discuss security issues.

I also couldn't remember what emails were attached to my account.

I texted Spotify online, and eventually got it figured out, but it took a minute.

I did nothing and just let it [that specific game account] go.

In an attempt to thwart two-factor, I would call ATT and see if any lines activated on the account

If I were compromised, I would get a new apple card # since that's tied to it

If I were compromised, I would check login history, my tools, bank history, and apple card history

If I were compromised, I would only feel good until "I've changed all my locks"

If I can't use the password or 2 step to get back in, the company can know something is up and the OG account owner is trying to take control

My bank account isn't just me, so if my bank account was compromised, I would stop everything I was doing

I have a lot of alerts set up for important accounts like balance, withdrawal, or the account showing up in a google results or database

I have people who are dependent on me and I need to make sure I'm not the liability to the bank account

I'm on a first name basis with a lot of the local banking services so they know who I am.

If i can't get access through online means, i can go in and they know I'm legit.

My dad educated me on how to build relationships with people who helped me with security issues.

I'm usually like if it usually happens with like my email which is something that I can't just be like okay I'm not going to use this anymore.

But I'll do like a completely radical password, and then I'll change my password again once I made that one

I know it's probably not great to have so many passwords, but I feel like I'm tricking the system.

I also use numbers from my past like zip codes

If a password is easy to remember, to me, it is a bad password

A good password, to me, is usually at least 12 characters long.

I use my initials in my passwords.

I use my girlfriend's initials in my passwords.

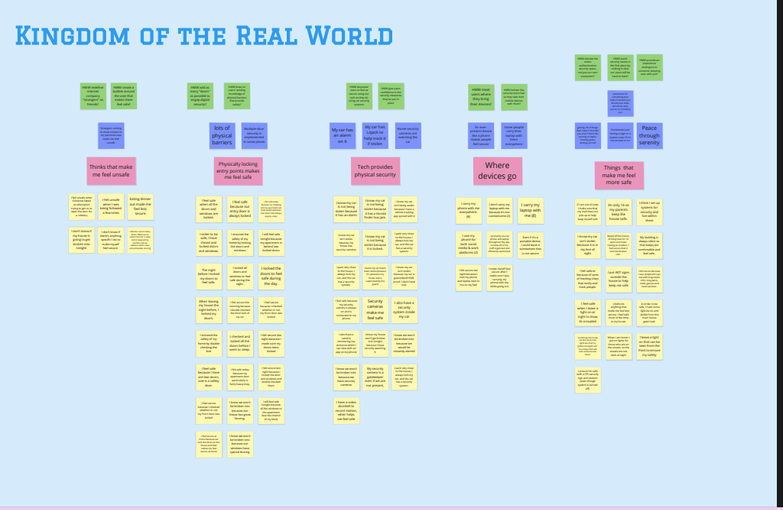
I use the year I met my girlfriend in my passwords.

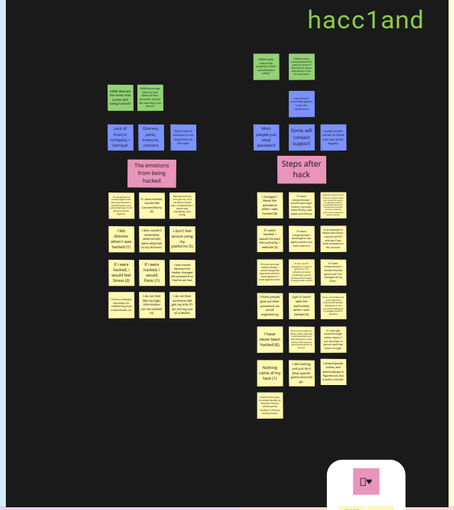
When making a password, personal info is way too easy to grab and sift through.

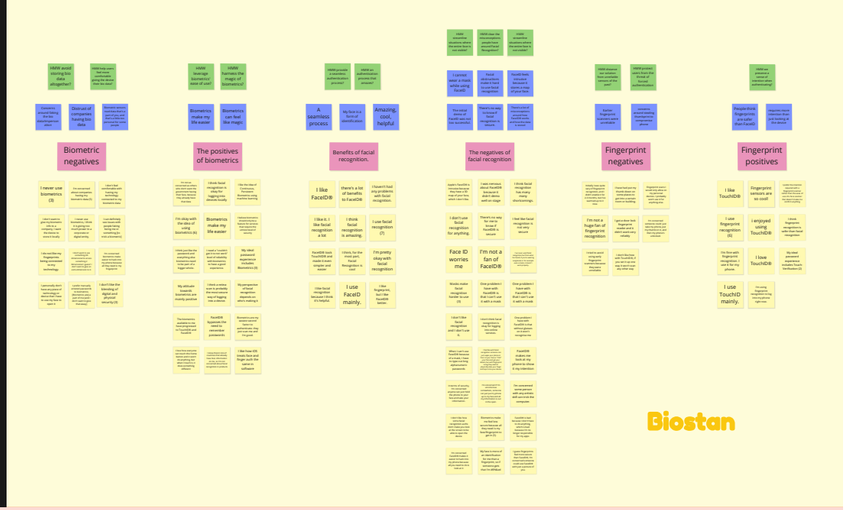
I know my password will mostly be secure when using random numbers throughout the password.

I think people give out their password via social engineering

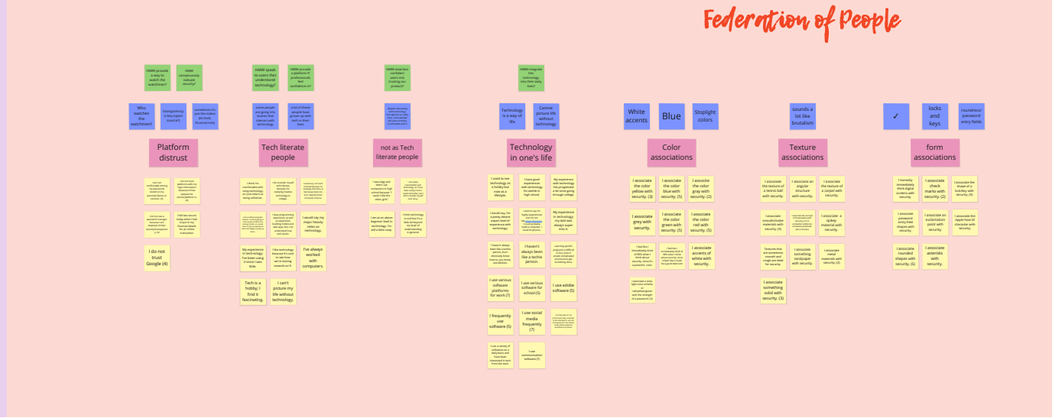
I think a password is not enough on their own

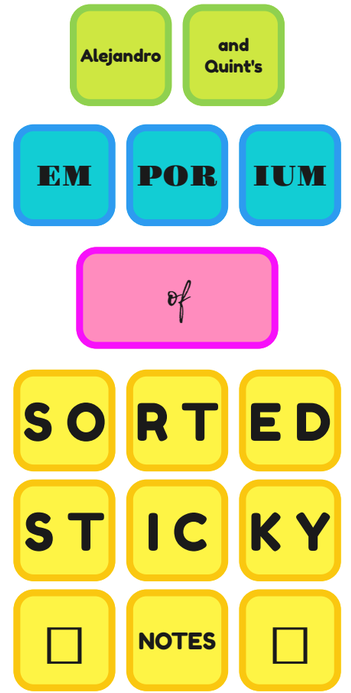

Kingdom of the Real World
Thinks that make me feel unsafe
Physically locking entry points makes me feel safe
lots of physical barriers
Tech provides physical security
Where devices go
Things that make me feel more safe
Peace through serenity


hacc1and
The emotions from being hacked
Steps after hack
Lack of trust in company
Distress, panic, insecure, unsafe
some will support
Most people just move on


Biometric negatives
The positives of biometrics
Benefits of facial recognition.
The negatives of facial recognition
Fingerprint negatives
Fingerprint positives
Biostan

Password negatives
Password positives
Relationship with security
The formation of a password
Habits with technology and passwords/logins
The purpose of a password
Passwordia


Federation of People
Platform distrust
Tech literate people
not as Tech literate people
Technology in one's life
Color associations
Texture associations
form associations


Alejandro
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