Survey

Hypothesis Question: How does trust affect the transparency of bill sharing among roommates?

Our goal of this survey is to gain unbiased user data about bill sharing among roommates. This data will shed light on the complications and experience of sharing bills with multiple individuals. It will also allow us to extract the issues in bill sharing and understand the needs and goals of the users.

Screener Questions:

1. Are you 18 years or older?
2. Do you live with roommates who are not your spouse or family?

If they say no to either – they skip them to a thank-you screen

QUESTIONS	INSTRUCTIONS	ANSWERS	REASONS
ROOMMATE RELATIONSHIPS			
How many roommates do you currently have?	None	• 1 • 2 • 3 • 4 • 5+	This allows us to understand the number of roommates for most situations.
What is your level of disagreement or agreement to the following statements: • I live with roommates to save money. • I live with roommates because I enjoy living with others. • I live with roommates because it's practical. • Other	Select a level of agreement for each item. Write in an item for other, if applicable.	• Strongly agree • Agree • Somewhat Agree • Neither agree nor disagree • Somewhat disagree • Disagree • Strongly Disagree	This helps us understand people's motivations behind choosing to live with roommates
Do you live with a roommate for reasons other than those above? If so, please explain.	Please write why you picked the statement in the text box provided	Long answer text—required	This gives us more insight into why and lets us hear more from the user's perspective.

How did you find your current roommate(s)?	Check all that apply.	• Through personal relationship network • Through social media • Craigslist • Other____	Begins to highlight the relationship between the recruitment method of roommates and their current relationship.
How would you describe your relationship between/among you and your roommate(s) prior to living together?	Check all that apply	• Friends • Classmates • Colleagues • Strangers • Other____	To find out if there are some connections between the type of prior relationship and their current living situation.
If you have more than one roommate, think about the one you've lived with the longest. How long did you know him/her prior to living together?	None	• Less than 3 months • More than 3 months but less than 1 year • More than 1 year but less than 3 years • More than 3 years	To find out if there are some connections between the relationship prior to living together and after they live together.
Which of the following emotions most accurately describes your feelings toward your roommate(s)?	none	• Extremely positive • Moderately positive • Slightly positive • Neither positive nor negative • Slightly negative • Moderately negative • Extremely negative • Prefer not to answer	This begins to give us insight toward emotions and how roommates feel about one another.
Please tell why you feel this way about your roommates. If you have more than one, please use initials rather than first names.	Please write why you picked the statement in the text box provided	Long answer text	This allows us to hear more from the user and see how these emotions affect the dynamics of their shared bill paying situation.
Do you rent or own your current residence?	None	• Rent • Own • Other____	This allows us to divide tenants from landlords

How important do you find the following on shared living? • Having my own personal space • Knowing who I am living with • Being able to save money • Similar lifestyle, Cleanliness • Mutual respect, • Sharing household responsibilities • Other_____	Select a level of importance for each item. Write in an item for other if applicable.	• Not at all important • Slightly important • Moderately Important • Very Important • Extremely important • No Opinion	This allows us to understand what aspects of shared living are most important to people
How much do you trust your roommate(s)?		• A great deal • A lot • A moderate amount • A little • None at all	We want to understand the level of trust between roommates and understand how this could affect payment and management.
PAYMENT PROCESS			
What is your preferred method of communication between/among your roommate(s) regarding bills?	None	• In person • Over the phone • Text message • Email • Group message app • Other____	This allows us to understand what is the strongest form of communication and how that applies to specific relationships
What bills do you share monthly?	Check all that apply	• Rent / Mortgage • Electricity • Gas • Water • Trash • Internet • Cable • Food • Household items • Other____	We are looking for how many different types of accounts need to be split to understand preferred ways of account management.

How frequently do you use the following payment methods to pay bills?	Select frequency from the matrix: • Always • Most of the time • About half the time • Sometimes • Never	• Mobile application • Desktop application • Cash • Check • Direct banking	We want to understand the level of preference between different methods of payment, which ones do people use most frequently
Do you currently use tools to split your payments between/among roommate(s)?	None	• Yes • No	We want to understand what applications or methods people use to manage and split bills between one another.
Which of the following payment tools do you use?	Check all that apply	• Venmo • Chase Quickpay • Paypal • Other____	To understand trends in preferred payment applications and discover new applications.
Thinking about last month (October) about how long did bill sharing take (from generation of bills to when everyone has paid their money)?	Pick any of the options that apply to you	• Immediately • 2 weeks or less • 2-4 weeks • Over a month • Other____	To understand the overall time span of sharing bills.
ACCOUNT MANAGEMENT			
Which of the following statements do you most agree with?	None	• I don't have to see the bills every month, I prefer not to be the primary account holder or have access to accounts. • I prefer to have access to all accounts, without being the primary account holder.	We want to understand to what level of insight into the bill sharing process users prefer to have.

		• I prefer to split the primary account responsibilities between all of my roommate(s). • I prefer to be the only primary account holder in the household. • Other ____	
Tell us about the last time you had a problem with sharing bills with a roommate? (e.g., forgetfulness, unpaid bills etc.)		• Open ended	
How did you handle the problem in your shared bill paying last time?	None	• Discuss discrepancies in person • Discuss discrepancies over text or email • Don't do anything • Other____ • I never have had a problem with this	We want to understand how people handle conflict and what means of communication would they use to address issues in the payment process.
Do you track your monthly bill costs? **(Use branching)**	None	• Yes • No • Sometimes	
What tools do you use to track your bills?	Check all that apply	• Spreadsheet • Application (Wunderlist, Mint, etc.) • Other____	To understand population trends in prefered bill tracking applications or discover new methods or applications.

Does tracking your bills impact your financial decisions? **(use branching)**	None	• Yes • No • Sometimes	We want to understand how users plan and save for expenses. This will allow us to understand if tracking payments will ease the stress of the bill paying process.
Describe how tracking your bills impacts your financial decisions.		Long answer text	We want to have insight into the options picked above. This will allow us to have a full understanding of how financial and personal spending affects the process.
How useful do you think an automated report of all your monthly bills would be for you?		• Extremely useful • Moderately useful • Slightly useful • Neither useful nor useless • Slightly useless • Moderately useless • Extremely useless	Would automated reports be a valuable resource, do they see it as a helpful tool.
What is your age group?	None	• 18 to 24 • 25 to 34 • 35 to 44 • 45 to 54 • 55 to 64 • 65 to 74 • 75 to 84 • 85 or older	We are looking for adults who have the means and age to rent or own.
What is your gender?	None	• Male • Female • Prefer not to say • Other____	Helps us establish gender.