

Now we would like to ask you about what technology you use.

We will ask about computers, phones, tablets and anything else you may own, how and where you use it, and how it has affected the way you communicate and interact with others.

1) What kinds of devices do you have?

We would like to talk about your television use.

2) Do you pay for cable or satellite TV services?

3) Do you have a device to connect your TV to the internet?

4) Do you ever watch TV shows or movies online?

5) Do you ever watch TV or movies on your mobile device(s)?

6) Some people use more than one device at the same time, such as using their cell phone while on the computer. Do you ever find yourself doing this?

7) Do you ever do any of the following, at least once per week, while watching TV or video content?

a. Browse the internet

b. Use social forums (such as Facebook, Twitter)

c. Chat (using, for example, MSN, Skype, Facebook chat)

d. Is there anything else you do while watching TV or video content?

8) Do you ever go online to discuss a TV show or a video while watching it?

We would like to ask you about cell phones.

9) What kind of cell phone do you have?

a. Is it an ordinary cell phone or a smart phone, such as an iPhone, android or Blackberry?

10) What do you use your cell phone for?

a. *If they have a smartphone:* Do you have a data plan?

b. *If they have a smartphone and if yes:* What do you do online from your phone?

***If yes to tablet:* You mentioned earlier that you have a tablet, like an iPad.**

11) What do you use it for? (e.g. Notes, Facebook, Music, Phone, Text, Games, Surf, Reading, Picture taking, watching TV)

Now we would like to ask you a series of questions about your computer use.

12) Do you know how to download a file from the internet to your computer?

13) Do you know how to send a file that is on your computer's hard drive to someone else?

14) What search engines do you know?

15) In terms of your internet skills, do you consider yourself to be not at all skilled, not very skilled, fairly skilled, very skilled or expert?

a. How do you think your skills compare to those of your friends and relatives?

i. *If better:* Why do you think they are more skilled?

ii. *If worse:* Why do you think you are more skilled?

16) Out of all the devices you own, which are the most important to you?

- a. If you had to pick one, which would it be and why?
- 17) Are there things you used to do with a computer that you now mostly do on your mobile phone or tablet? (For example, writing a long email, editing a paper, or watching a movie?)
- 18) Are there things you used to do on your cell phone or tablet that you now mostly do on your computer? (For example, writing a long email, editing a paper, or watching a movie?)
- 19) Suppose you were moving or you knew a hurricane was coming, what things would you find most important to preserve? (For example, photos, birth certificates, CD's, souvenirs, electronics, or vehicles?)
- 20) What about the internet? What online things would you want to preserve for your family? (For example, your Facebook page, diary, photos, financial records, emails, or work documents?)
- 21) Are there any things you physically have that you would rather keep in digital form on your computer or on the internet? (For example records, e-books, photos, government, or financial documents?)

We would now like to ask how the devices you use allow you to connect to the people you know and how they affect your relationships and social life.

- 22) If you were very busy and someone sent you a message or called, would you answer immediately or wait until you are free?
 - a. Why?
 - b. Would this change if it were a family member, friend, partner or boss?
- 23) If you needed to contact someone what would you do?
 - a. What if you couldn't reach them right away?
- 24) Does where you are change the ways you communicate?
 - a. How so?
- 25) When you are able to use a home phone, internet phone (such as Skype) or a cell phone, which do you choose and why?
 - a. If the person you are contacting has both a home phone and a cell phone, which number do you call?
- 26) Do people expect you to be reachable at all times?
 - a. *If yes:* How do you feel about that?
 - b. Have you ever missed out on an opportunity because you could not be contacted?
 - i. *If yes:* Could you tell us more about this?
- 27) Do you post on walls publicly on Facebook, email multiple recipients or use online discussion forums to reach multiple people at the same time?
 - a. Why?
- 28) How do you let others know of your availability? For example, do you share an online calendar, use social media, or get in touch with people directly?
 - a. Could you tell us more about why you do it this way?
- 29) Do people have to contact you directly to know where you are or do you ever share your location information with others online or through applications like 4 square or Facebook?
 - a. Could you give us examples?

- 30) How have any of these devices made a difference in your social life?
- 31) Is there anything else you'd like to tell us about this or anything else you think we've missed?

In this section we will ask you about the people you know, how you are related, how you get together and what sorts of things you do with one another.

Let's begin with the work you do.

- 32) What do you do for a living?
- 33) Do you do any other paid work?
- 34) Are you self-employed?
- 35) *If retired or otherwise unemployed:* When was the last year you did any paid work?
 - a. What work did you do?

If employed:

- 36) About how many hours do you work per week?
- 37) What are the main things you do at work?
- 38) Some people do all or some of their paid work at home. Do you usually work any of your hours at home?
 - a. *If so:* how many hours a week do you work from home?
 - b. *If so:* What are your reasons for working from home?
 - c. *If so:* Could you tell us a little bit about the work you do at home?
- 39) Do you have a direct boss or manager, or do you work in a single group, in multiple teams, independently, or in some other arrangement?
 - a. How is work delegated to you? (for example in meetings, by email or phone)
 - b. Whom do you usually contact about your tasks at work?
 - c. How do you communicate with coworkers?
 - d. *If in groups or teams:* How is your work organized inside your group or team?
 - e. *If in groups or teams:* How do you discuss your work with group or team members?
- 40) Do you socialize with coworkers outside of work?
 - a. Could you tell us a little bit about that?
 - i. What do you do?
 - ii. Where do you meet?
 - iii. How are these get-togethers organized?*(Who and what media)*
- 41) Are your coworkers similar to you or different in terms of the languages they speak, their culture, where they live, their professions or personal interests?
 - a. How so?

***If partner:* Now we would like to ask you a few questions about your partner, the way you communicate and the kinds of things you do together.**

- 42) How often do you see your partner?
- 43) How do you get a hold of your partner?
- 44) What sorts of activities do you do with your partner?
 - a. Do the two of you get together as a couple with others?

- i. *If yes:* Could you tell me a little about this?
- ii. *If yes:* How are these get-togethers arranged?
(*Prompt: Who and what media*)

- 45) Is your partner similar to you or different in terms of the languages they speak, their culture, where they live, their profession or personal interests?
- a. How so?

We would now like to talk a bit about your family members, those you live with, your own relatives and your partner's relatives.

46) Who are you in frequent contact with?

47) How do you contact them?

- a. Why do you choose this way?

48) Do you usually see family members individually, or in groups?

- a. Why is that?
- b. How are these get-togethers organized?

(*Prompt: Who and what media*)

- c. *If partnered/married:* Is this different for when you get together with your partner's family?
 - i. *If yes:* How so?

49) Are your family and your partners family members similar to you or different in terms of the languages they speak, their culture, where they live, their professions or personal interests?

- a. How so?

We would now like to talk about your neighbours.

50) Do you ever socialize with them?

- a. *If yes:* In what way?
- b. *If yes:* How many neighbours do you frequently chat with?
- c. *If yes:* How many have you gone to visit at their homes or have come to visit you at home?
- d. *If yes:* Do you give each other any kind of help?
 - i. *If yes:* Could you tell me about it?
- e. *If yes:* Are your neighbours similar to you or different in terms of the languages they speak, their culture, where they live, their professions or personal interests?
 - i. How so?

We would now like to ask you a little about any possible groups you belong to.

51) Are you a member of any church, sports, ethnic or cultural groups, charities or other voluntary groups?

- a. *If yes:* Are you active?
- b. *If yes:* Are you a leader?
- c. *If yes:* Could you tell us more about what you do there?

If involved in volunteer work:

52) How do you communicate with those you volunteer with?

- 53) Are the people you volunteer with similar to you or different in terms of the languages they speak, their culture, where they live, their professions or personal interests?
- a. How so?

We would now like to talk about your friends.

- 54) Do you normally see your friends individually or do you tend to do things in groups?
- a. Could you tell us more about this?
- 55) What sort of things do you do together?
- 56) Who organizes these things?
- a. How are they usually organized, for example by phone, email or in person?
- 57) Do you do things spontaneously with friends?
- a. *If yes:* Could you give us some examples?
 - b. *If yes:* Does this happen often?
- 58) Where do you meet with your friends in person?
- a. Do you meet with your friends online?
 - i. *If so:* Where?
- 59) Are your friends similar to you or different in terms of the languages they speak, their culture, where they live, their professions or personal interests?
- a. How so?
- 60) How do you and your friends communicate with one another? For example, do you use phone calls, texts, emails or Facebook updates?
- a. Why do you think you choose this way?

We know sometimes people can connect in different ways. For example, someone can be your sibling and also a member of your church, or another person can be a co-worker and a neighbour.

- 61) Are you connected in any other ways to any of the people we just discussed?
- a. *If yes:* Could you give us an example?
- 62) Have you ever introduced friends or acquaintances to one another?
- a. *If yes:* why did you decide to do this?
 - b. *If yes:* How did it work out? Do they still see each other?
- 63) Have you met anyone new, made any new friends, or reconnected with old friends lately?
- a. *If yes:* How did this come about?
 - b. *If yes:* What drew you together? Why did you decide to become closer with this person again?
- 64) If you wanted to, how would you go about making new friends?
- a. Why would you go about it this way?

We would like to find out who provides help to you and to whom you provide help.

- 65) Did you encounter a situation over the past year when you gave or needed help from someone? This could include finding a job, dealing with an illness, fixing a computer, emotional support, childcare, lending money, moving or finding a place
- a. *If yes:* Could you tell us about that, if you feel comfortable doing so?

b. *If yes:* What kind of help was given?