PlatFAMs interview guide – Phase 1 (individual interviews)

Introduction (5 mins)

Thank you for agreeing to take part. Our research looks at the different ways families use platforms in their everyday life. We are speaking to children, parents and grandparents in 5 different countries!

What you say today will be anonymous and confidential. Before analysing the interviews, we already delete the names of individuals or places mentioned during the interview, to ensure that you or your family members cannot be identified in the study. However, if I get concerned that you/your child is in immediate danger, I will discuss this with you and might have to report it.

This is about your experiences, so there are no right or wrong answers! If there are any questions that you don't want to answer, just let me know and we'll move on. We might need a bit more than an hour, but we can have breaks if you want.

Is it OK to record this conversation? *[Turn on audio recorder]*

Digital navigation: how individuals integrate platforms in their family life (10 min)

1. Let's talk a bit about your family. Who is part of your family? Tell me a bit about each of them.

Focus on the meaning of family. Ask about all 3 generations if they don't spontaneously mention them.

Prompts: Who lives here/near/far/abroad? How would you describe your family to others?

2. How do you get in touch with your family (in person, phone, online, post)?

Focus on the modes of communication, including the platforms. Make a note of the platforms to ask later.

Prompts: Which way do you prefer? Why? How often do you get in touch (with whom)? Use different platforms with different family members? Why? Who organises it (who calls whom)? What devices does everyone have (phones, Alexa, gaming consoles etc)?

Negotiation: how platforms are embedded in the family (20 min)

3. You mentioned [platform, e.g. WhatsApp]. Let's talk a bit more about how you and your family use it.

Focus on the uses and affordances of this platform. Refer to family members and situations mentioned so far. Prompt about all 3 generations.

Prompts: How often? Who uses it? How did you start using it? Groups (who's in/out)? What's good about it? Things you don't like?

4. Let's see what other platforms you use in your family. Here are some logos of platforms that cover different aspects of our lives. Let's see if you and your family use any of these.

Focus on comparing the range of platforms, uses and affordances. Present the apps in groups and discuss them, focusing first and foremost, on the priority areas (education and health & care) and the relevant ones for the interviewee. Add apps (post-its) that are not on the list. Prompt for more apps from the same "app

family" (e.g. Apple, Google). Remove apps that are not used. Make (for yourself) a "past use" pile if spontaneously mentioned. Keep logos of used apps on the table for the timeline task.

Areas: 1) Education (priority) 2) Care, health or fitness (priority) 3) Travel 4) Streaming and entertainment; 5) Social networking 6) Content 7) Communication; 8) Cloud/storage 9) Shopping; 10) Parental control & family tracking; 11) Gaming 12) Payment and finance.

Prompts: Tell me more about X? How often? Who uses it? Anyone not on it (why)? What's good about it? Features you like? Anything you don't like? What about Y? Key differences (features, use)?

Prompts: Which are the most important apps (you can't do without)? Why? Tell me about the last time you used it (when, for what, who was there). Things you have gained thanks to the platform? Things you have lost/missed out on due to the platform?

Reflection: **Looking at the different areas (e.g. communication, travel, entertainment), which ones have the most apps? The least? Why?**

Relationality: the role of platforms for family relationships (25 min)

5. Thinking about the relationships between your family members, how important are the platforms for these relationships? For example, to stay connected, feel close, support each other?

Focus on relationality *(belonging, closeness, connection, support, conflict, power). Capture some stories of platform relationality. Pursue the themes below in any order that flows well.*

Prompts (use for all themes 5a-d): Which platforms are most important? Why? Tell me about a time when you felt platforms were important. Who was "there"? What happened? What would change if this platform disappeared?

A. *Care & intimacy:* **Some people say that using platforms is changing intimacy and care. For example, it can bring people closer or create new kinds of support. What do you think about this? Has it happened in your family? Can you tell me about it? Does this include your child/parent/grandparents?**

B. *Conflict:* **Things don't always go smoothly online, sometimes there are conflicts with the use of platforms (e.g. family problems, tensions, quarrels). Can you think of an example? How did it happen? Did it get sorted out?**

C. *Privacy and sharing***: Let's talk a bit about privacy and sharing on platforms. What do you think of sharing personal information or emotions on platforms? Has using the platforms changed what/how much you share within your family (but also with other people outside your family)? Do you talk about it in your family? Platforms can show you what others are doing. Is this helpful or problematic?**

D. *Algorithms and AI:* **Platforms know quite a lot about us. Sometimes they use this information to suggest activities or content. Have you ever noticed anything like that? Examples? How do you feel about this? What do apps collect about you? Who has access to it?**

Timeline task - focus on change (10 min)

Can we think now how your family's platform use has changed over time? These are the platforms you use now, let's put them under the present.

[Before the interview, create three paper labels: "PRESENT," "PAST," and "FUTURE". First, put the "PRESENT" label above the logos of platforms on the table that the interviewee uses. **Take a photo of the "PRESENT" platforms before moving on!**]

6. Let's imagine we have a hypothetical timeline on the table marked with three labels: past, present, and future. Please show which platforms should definitely be classified under platforms used in the past?

[Revisit the logos of the platforms used in the past, which were set aside earlier. Let the interviewee place them on the table, under the "PAST" label (what's located to left of the „PRESENT").]

How was your use different in the past? How was your family different in the past? *Focus is on comparing past and present, and on processes of domestication.*

Prompts (timeline): Platforms you've used for longer? Any new features or functions? Anyone who learned to use it recently? Platforms you use less now or stopped using? Why? Platforms you use more? Why?

Prompts (reflection): Any changes in your daily family life and communication due to using these platforms? What has using the platforms   added   to your relationships with other family members? Or, have you lost anything in your family life because of these platforms? When you couldn't see your family during COVID-19, did you start doing new things online? What? Still doing it?

Note: Take a photo of the PAST platforms before moving on!

Future-making – whether and how platforms contribute to imagined family futures (15 min)

Next, I would like to talk about how you see yourself using platforms in the future. Let's place the logos on the future part of the timeline.

7. Do you see platforms having any place in your family life and relations in the future? Why? How would the role of platforms be different compared to today?

Focus on how relationality dynamics change over time and whether platforms have a part in or shape this. *Focus also on family biographies as well as technological innovation. Simplify for children by using examples based on their age (going to school alone, having your own device, moving out of home).*

Prompts: How might your family life change in the coming years (children grow older, changes in the lives of parents and grandparents)? How would that affect your use of platforms? Or other aspects of your life (e.g., less in-person contact, less going out of the home)?

Prompts: What about how technology itself is changing? How do you imagine life with "future platforms"? Do you ever think about how different platforms collect data about your family, the 'footprint' that you all leave behind? Do you have worries about this for the future?

8. Are there any changes you want to make in how you or your family use platforms? What kind of changes?

Return to the timeline and talk about possible changes in all aspects of life (learning, health, relationships) that might affect the family (all 3 generations). ***Focus on future-oriented actions the family can take.***

Prompts: Things you would like to do differently and why? Things you want to keep the same? Platforms that you will continue using, or start using, or use differently or less? Do you feel able to use platforms as you want? New features you would like your favourite platforms to have? Are there other changes that could help you and your family members manage and benefit more from technology?

Note: Take a photo of the FUTURE platforms before moving on!

9. There's lots of discussion in our society about the role of digital technology and how it might affect the everyday life of families in the future. Let's end by thinking about whether platforms are changing society – what do you think?

Prompts: Do you think family relationships are becoming more connected or more isolated? Why? Would you say digital platforms contribute to family wellbeing or not? Which aspects of wellbeing, and for which family members? What about whether we will become more selfish or more altruistic because of using digital platforms? More or less leisure time? Are societies becoming more equal or unequal? Why? What other changes do you foresee? How do you feel about this? Do you feel prepared for them? How might people now get ready for these changes? Who might help you? Do you use AI in a family context? Are you worried about AI in relation to your family?

Wrap up (5 min): Is there anything you would like to add? How did you find talking about all this today? *If you haven't collected all background information during the interview, ask the participant to fill in the form on the next page. Make sure the consent form is signed and you give your participant the voucher.*

Participant background information

We are talking to families in diverse circumstances. We would like to ask you some background questions so that we have basic information about the different circumstances of the participating family members. This information will be anonymised.

Gender	☐ Male ☐ Female ☐ Non-binary
Age	
Generation	☐ Child ☐ Parent ☐ Grandparent
Ethnicity	
Highest level of education	
Occupation/ area of professional specialisation	
Number of (step-)siblings in family	

Fieldwork notes protocol

The researcher should fill in for each participant immediately after the interview.

Complete in English to facilitate the cross-country analysis.

A. Background information

Project country	
Interviewer	
Interview date	
Pseudonym of the family + gen. code (e.g., Fam1 Gen1) *Gen 1 = grandparents, gen 2 = parents, gen 3 =children*	
Gender	male (　　)　　female (　　)　　non-binary (　　)
Age	
Highest completed level of education	*Use the classification below or something similar that applies better in your country* preschool (　) primary (3-6 ys) (　) basic (7-9 ys) (　) secondary (10-13 ys) (　) applied higher / post-secondary / incomplete university education (　) university degree (　)
Occupation/ area of professional specialisation	
Ethnicity	main ethnic group (　) minority ethnic group (　)
Country of residence	
Area of residence	capital city (　) large city (　) small town (　) rural area or village (　)
Structure of the family (based on the 2nd generation)	different-sex parent family (　) same-sex parent family (　) single-parent family (　) divorced/separated family (　)
Number of under-aged children in the family (based on the 2nd generation; specify if they live together with the interviewed family or not)	
Relationship between the interviewees	
Interview type	face-to-face (　)　　online (　)
Location	home (　) somewhere else (　)
Length of the interview	total (min) _____ incl. part I _____ ; part II _____; part III _____

B. Description of the context of the interview and how it went.

E.g. interview setting (place, location), overall impression of how the interview went, description of the interviewee and how they acted, and anything that stood out.

C. Description of the family.

E.g. people included in the family, their relationships, and who participates in the research.

D. Immediate reflections and notes (as they come to mind) that can be considered for later analysis.

Navigation: e.g. how the family members use technology, platforms for the different areas of their life, modes of communication, and affordances.
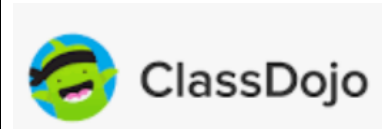
Negotiation: e.g. how the family members construct their connection and negotiate technology use. Areas of life that are platformised the most/least.

Future making: e.g. anticipated changes (family and technology), plans, fears.

Relationality: e.g. how people are changed through their relationships with others (connection, power, intimacy, care, conflict, belonging, exclusion, autonomy, closeness across distance, narrowing the generation gaps, solidarity).

E. Anything to follow up on in the second interview?

Platform logos (present to the interviewee in groups). Add local examples. Cut the squares for easier use.

Education		
Google Classroom **Educational**	ClassDojo **Educational**	Kahoot! **Educational**
Magademia **Educational**	Khan Academy **Educational**	duolingo **Educational**
Times Tables Rock Stars **Educational**	Seesaw **Educational**	SMHW **Show my homework** **Educational**

Care, health and fitness		
NHS NHS app **Health**	myGP **Health**	Weight loss **Health/ Fitness**
annie Baby monitor app **Health/ Fitness**	m&b Mum and baby **Health/Pregnancy**	Care.com **Health**

COUCH TO 5K **Health/ Fitness**	2024 118 SYS mmHg / 79 DIA mmHg / 78 ♥ Blood pressure app **Health**	Health Tracker **Health**
ShutEye **Health/ Sleep**	Calm Mindfulness app **Health**	FitBit **Health/ Fitness**
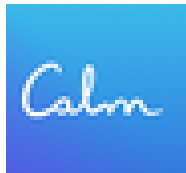
Payment and finance

Pay **Payment and finance**	Google wallet **Payment and finance**	PayPal **Payment and finance**
LevelUp **Payment and finance**	CircleUp **Payment and finance**	Square **Payment and finance**
The HMRC App **Payment and finance**		

Shopping
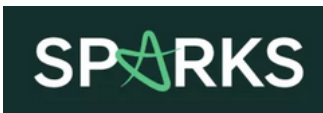
amazon **Shopping**	ebay **Shopping**	shopify **Shopping**

TEMU **Shopping**	SP✦RKS **Shopping**	S SHEIN **Shopping**
Etsy **Shopping**	Vinted The second-hand fashion app **Shopping**	JOHN LEWIS & PARTNERS **Shopping**
TESCO **Shopping**	JD **Shopping**	Boots **Shopping**
WAITROSE & PARTNERS **Shopping**	LIDL Plus **Shopping**	ASDA **Shopping**
Royal Mail **Shopping**		
Travel		
Expedia **Travel**	airbnb **Travel**	Booking.com **Travel**
UBER **Travel**	Google Maps **Travel**	Tripadvisor **Travel**

Streaming and entertainment		
NETFLIX **Streaming/ entertainment**	Disney+ **Streaming/ entertainment**	prime video **Streaming/ entertainment**
YouTube **Streaming/ entertainment**	vimeo **Streaming/ entertainment**	ST★R+ **Streaming/ entertainment**
DISCORD **Streaming/ entertainment**	twitch **Streaming/ entertainment**	Spotify **Streaming/ entertainment**
SOUNDCLOUD **Streaming/ entertainment**	Music **Streaming/ entertainment**	BBC iPlayer **Streaming/ entertainment**
Content		
Instagram **Content**	TikTok **Content**	Pinterest **Content**
Tumblr **Content**	reddit **Content**	Flickr **Content**
wattpad W **Content**		

Cloud/ storage		
Dropbox **Cloud/ storage**	**Google Drive** **Cloud/ storage**	**iCloud** **Cloud/ storage**
OneDrive **Cloud/ storage**	**pCloud** **Cloud/ storage**	**Sharepoint** **Cloud/ storage**
Google Docs **Cloud/ storage**		

Social networking		
Facebook **Social networking**	**Twitter** **Social networking**	**BeReal.** **Social networking**
LinkedIn **Social networking**	**Tinder** **Social networking**	**bumble** **Social networking**
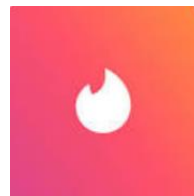
Communication and messaging		
WhatsApp **Communication**	**Snapchat** **Communication**	**zoom** **Communication**
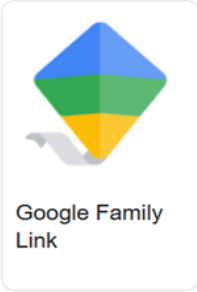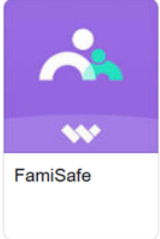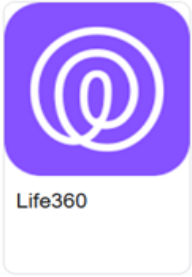
Messenger	Skype™ Communication	Gmail Communication
Telegram Communication	Microsoft Teams Communication	slack Communication
WeChat Communication		

Parental control and family tracking apps/platforms

Google Family Link **Family tracking/ controls**	Microsoft family features **Family tracking/ controls**	Kaspersky Safe Kids with GPS **Family tracking/ controls**
FamiSafe **Family tracking/ controls**	Life360 **Family tracking/ controls**	Net Nanny® **Family tracking/ controls**
M.SPY **Family tracking/ controls**	Mobicip **Family tracking/ controls**	

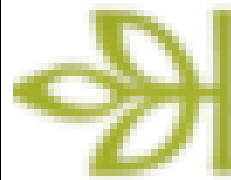| Gaming platforms		
ROBLOX **Gaming**	Steam **Gaming**	EPIC GAMES **Gaming**
Playstation **Gaming**	XBOX **Gaming**	Nintendo® **Gaming**
Pokémon GO **Gaming**	HAY DAY **Gaming**	
Genealogy/ Family tree		
Geni **Genealogy/ Family tree**	MyHeritage **Genealogy/ Family tree**	Ancestry **Genealogy/ Family tree**