UKCGO (UK Children Go Online)
Parent questionnaire

Sonia Livingstone

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Thank you for taking the time out to complete this questionnaire. You will not have to answer all the questions, but please answer all the questions that apply to you by placing a cross in the appropriate box, or by writing in the space provided. Please ensure each cross covers the whole box, but please don’t mark outside the box. If you change your mind, completely block out the box you have crossed and then put a cross in your preferred answer box. All the information provided will be treated in the strictest confidence.

SECTION 1: ABOUT YOU

1. What is your age?
   Please write in the box below
   
   [ ] [ ] Years

2. What is your relationship with the child being interviewed?
   Please only cross ONE box
   Mother/Step mother.................................................................
   Father/Step father..................................................................
   Other (Write in)....................................................................

3. What is your employment status?
   Please only cross ONE box
   Working full time......................................................................
   Working part time ..................................................................
   Retired....................................................................................
   Not working (e.g. looking after the home, long term sick/unemployed)...

4. Do you have internet access at home?
   Please only cross ONE box
   Yes ......................................................................................
   No, but used to have it ...........................................................
   No, never had internet access................................................

5. In your house, who is the best at using the internet?
   Please only cross ONE box
   You ...................................................................................
   Other parent........................................................................
   Child being interviewed.....................................................
   Other child.........................................................................
   Someone else (Write in)......................................................
   No one ................................................................................
   Don’t know ........................................................................
SECTION 2: USING THE INTERNET

6. How often do you personally use the internet nowadays from any location (e.g. work/home/library)?

Please only cross ONE box
A. Several times per day
B. About once a day
C. A couple of times a week
D. About once a week
E. About a couple of times a month
F. About once a month
G. Less often
H. Never

GO TO Q7

GO TO Q8

PLEASE ONLY ANSWER Q7, IF YOU TICKED F/G/H AT Q6.
ALL OTHERS PLEASE GO TO Q8.

7. Which, if any, of these things stop you personally using the internet (more often)?

Please cross ALL that apply to you
I don’t have access to the internet
I don’t really know how to use the internet
It is too difficult/frustrating
I’m not interested in it
I think people rely on computers too much
It’s too expensive
It’s not really safe
I don’t have time to use it (more often)
It is too slow/keeps going wrong
Other (Write in)

IF YOU TICKED H AT Q6, PLEASE SKIP TO SECTION 3.
ALL OTHERS PLEASE ANSWER Q8 AND THE REST OF THE SECTION.

8. When did you personally first use the internet?

Please only cross ONE box
Less than 1 month ago
Over 1 month, but less than 6 months ago
Over 6 months, but less than 1 year ago
Over 1 year, but less than 2 years ago
Over 2 years, but less than 4 years ago
Over 4 years, but less than 6 years ago
Over 6 years ago
Can’t remember

9. Which of these have you personally ever used to access the internet?

Please cross ALL that you have ever used
Computer at work
Computer/laptop at home
Computer at someone else’s house
Computer in a public library
Computer in an internet café or kiosk
Digital television at home
Mobile/ WAP phone
Games console at home
Other (Write in)
10. Do you do any of these things on the internet?
   Please cross ALL that you do
   - Visit chat rooms
   - Use instant messaging
   - Send and receive email
   - Play/download music
   - Play/download games
   - Use it for work
   - Search for information other than for work
   - Check what’s going on in your area (e.g. cinema, events)
   - None of these

11. Which of these things would you say you are good at doing?
   Please cross ALL that you are good at doing
   - Finding the information you need on the web
   - Setting up an email account
   - Sending an instant message
   - Downloading and saving an MP3 (music)
   - Setting up a filter for junk mail or pop-up adverts
   - Getting rid of a virus on your computer
   - Fixing a problem by yourself when something goes wrong
   - None of these

12. Overall, how good would you say that you personally are at using the internet?
   Please only cross ONE box
   - Beginner
   - Average
   - Advanced
   - Expert

SECTION 3: YOUR VIEWS ABOUT THE INTERNET

EVERYONE PLEASE ANSWER THIS SECTION

For the rest of the questionnaire, please answer the following questions about the child being interviewed.

Child’s first name (Write in): …………………………………………………………………

13. Thinking about your child, which of these do you think is most likely to…?
   Please tick as many as you would like in each row

<table>
<thead>
<tr>
<th></th>
<th>TV/Video/DVD</th>
<th>Books</th>
<th>Internet</th>
<th>Games Console</th>
<th>PC (offline)</th>
<th>None of these</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help him/her do better in school</td>
<td></td>
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<tr>
<td>Prevent your child spending his/her time well</td>
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<tr>
<td>Help your child learn worthwhile things</td>
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<td>Encourage values and behaviour you don’t approve of</td>
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<td>Support your child’s friendships</td>
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</tbody>
</table>
14. Please indicate whether you agree or disagree with these statements about children and the internet in general: *Please only cross ONE box in each row*

<table>
<thead>
<tr>
<th></th>
<th>Agree strongly</th>
<th>Agree a bit</th>
<th>Neither agree nor disagree</th>
<th>Disagree a bit</th>
<th>Disagree strongly</th>
<th>Don’t know</th>
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</thead>
<tbody>
<tr>
<td>It’s safe for children to spend time on the internet</td>
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<td>Having the internet at home helps children with school work/college</td>
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<td>The internet can help children participate in the community</td>
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<td>It’s a risk that children may give out personal or private information online</td>
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<td>Online, children discover interesting, useful things they didn’t know before</td>
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<tr>
<td>I am concerned that children might see sexually explicit images on the internet</td>
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<tr>
<td>Spending too much time online interferes with schoolwork/worthwhile activities</td>
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<td>People worry too much that adults will take advantage of children on the internet</td>
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<td>I am concerned that children might see violent images on the internet</td>
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<tr>
<td>The internet can help children learn about diversity and tolerance</td>
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<tr>
<td>Going online a lot leads children to become isolated from other people</td>
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<td>Children who do not have/use the internet are at a disadvantage</td>
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<tr>
<td>Using the internet undermines the values and beliefs that parents want their children to have</td>
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<td>I am optimistic that the internet can help solve society's problems</td>
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</tbody>
</table>

15. Which of these benefits *your child* the MOST, and which do you worry MOST about?

*Please only cross ONE box in each column*

<table>
<thead>
<tr>
<th>Benefits</th>
<th>Worry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Television/Video/DVD</td>
<td></td>
</tr>
<tr>
<td>Books</td>
<td></td>
</tr>
<tr>
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<td>Games Console</td>
<td></td>
</tr>
<tr>
<td>PC (offline)</td>
<td></td>
</tr>
<tr>
<td>None of these</td>
<td></td>
</tr>
</tbody>
</table>

16. Where, if at all, is your child most likely to come across sexually explicit or pornographic material?

*Please only cross ONE box*

- On the internet
- On video or DVD
- In magazines
- Prefer not to answer
SECTION 4: USING THE INTERNET AT HOME

17. How often does your child who is being interviewed use the internet nowadays from any location (e.g. school/work, home or an internet café)?

Please only cross ONE box

A. Several times per day ..............................................................
B. About once a day .................................................................
C. A couple of times a week........................................................
D. About once a week ..............................................................
E. About a couple of times a month............................... ...........
F. About once a month .............................................................
G. Less often............................................................................
H. Never .................................................................................
I. Don’t know ...........................................................................

GO TO Q19

GO TO Q18

ANSWER Q18 IF YOU TICKED OPTIONS F/G/H/I AT Q17.
ALL OTHERS PLEASE SKIP TO Q19.

18. Why does your child not use, or does not very often use, the internet?

Please cross ALL that you agree with

- He/she doesn’t have access to the internet.................................
- He/she is not allowed to use the internet (more often).............
- He/she finds it too difficult/frustrating ......................................
- He/she is not interested in using the internet (more often) .......
- It’s too expensive........................................................................
- It’s not really safe......................................................................
- He/she doesn’t have time to use it (more often)......................
- It is too slow/keeps going wrong ...........................................
- Don’t know ............................................................................
- Other (Write in)........................................................................

EVERYONE PLEASE ANSWER THIS QUESTION

19. Does your child that is being interviewed ever use the internet at home?

Yes .............. → GO TO Q20
No ............. → GO TO SECTION 5 (Page 6)

20. Would you say that you (or your spouse/partner) understand enough about the internet to do any of these things?

Please cross ALL that apply

- Know what kinds of things your child does on the internet........
- Know how to access your child’s email account ......................
- Know how to check which websites your child has visited .......
- Help your child use the internet safely .....................................
- Help your child get the best out of the internet ......................

21. Do you (or your spouse/partner) do any of these things nowadays?

Please cross ALL that you do

- Make sure you stay in the same room or nearby when your child is online........
- Sit with your child and go online together................................
- Help your child when he/she is on the internet ......................
- Ask/talk to your child about what he/she is doing or did on the internet........
22. Do you (or your spouse/partner) do any of these nowadays?

Please cross ALL that you do

- Keep an eye on what’s on the screen while your child is online
- Check the computer later, to see which sites your child visited
- Check the messages in your child’s email account
- Get annoyed with your child about his/her use of the internet

23. When your child is on the internet, are there any things he/she is NOT allowed to do?

Please cross ALL that your child is not allowed to do

- Give out personal information
- Use email
- Use chat rooms
- Use instant messaging
- Play games on the internet
- Download things (e.g. music, films, games or software)
- Buy anything online
- Fill out online forms or quizzes
- Other (Write in)

24. Does the computer your child uses for the internet at home have any of these in operation?

Please cross ALL that are in operation

- Filtering software (that blocks certain websites or activities)
- Monitoring software (that records where they go and what they do on the internet)
- Neither of these
- Don’t know

25. On the computer your child uses at home, are any of these sites or activities blocked or filtered?

Please cross ALL that are blocked or filtered

- Email
- Chat rooms
- Instant messaging
- Pornographic sites
- Junk emails
- Adverts
- None of these
- Don’t know

SECTION 5: ABOUT YOUR CHILD

EVERYONE PLEASE ANSWER THIS SECTION

26. Which of these activities does your child have to follow any rules about …?

Please cross ALL that your child has to follow

- How much time they can spend talking on the phone
- How much time they can spend watching television
- What kind of videos or television programmes they can watch
- How much time they can spend playing computer games
- How much time they can spend on the internet

27. How would you judge your child’s skills in using the internet?

Please only cross ONE box

- Beginner
- Average
- Advanced
- Expert
- Don’t know
28. As far as you know, has your child ever …?

*Please cross ALL that your child has ever done*

- Visited an internet chat room
- Made new friends over the internet
- Been bullied over the internet
- Received unwanted sexual comments over the internet
- Come across pornography on the internet
- Been sent unsolicited sexual material over the internet
- Come across violent or gruesome material on the internet
- Come across racist or hateful material on the internet
- Met someone face to face that they first met on the internet
- Given out information that they shouldn’t on the internet
- None of these

29. Are you confident that when your child is on the internet, he or she …?

*Please cross ALL that you are confident about*

- Knows how to protect his/her privacy
- Remembers the safety advice, e.g. not contacting strangers on the web
- Knows what to do if a situation makes him/her uncomfortable
- Would tell you (or your spouse/partner) if something made him/her uncomfortable
- Has learned how to judge whether information is reliable and trustworthy
- None of these

30. Which of these would help you to make sure that your child uses the internet effectively and safely?

*Please cross ALL that you think would help*

- A. More/better teaching and guidance on internet use for children in schools
- B. More/better information and advice for parents
- C. Improved parental controls (that sets limits on internet use for different users)
- D. Improved filtering software (that blocks certain websites or activities)
- E. Improved monitoring software (that records where users go and what they do)
- F. Stricter regulation for businesses that produce online content and services
- G. Tougher laws over online pornography
- H. More sites developed especially to meet children’s needs and interests
- I. None of these
- J. Other (Write in)

31. Which one from the list at Q.30 would be the most helpful to you?

*Please write the corresponding LETTER in the box below*
32. Please indicate whether you agree or disagree with these statements in relation to your child.

*Please only cross **ONE** box in each row*

<table>
<thead>
<tr>
<th>Statement</th>
<th>Agree strongly</th>
<th>Agree a bit</th>
<th>Neither agree nor disagree</th>
<th>Disagree a bit</th>
<th>Disagree strongly</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>The benefits of the internet for my child outweigh any risks</td>
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<tr>
<td>I trust my child to use the internet safely</td>
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<tr>
<td>My child has been taught at school how to use the internet safely and effectively</td>
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</table>

**SECTION 6: QUESTIONS ABOUT YOUR FAMILY**

**EVERYONE PLEASE ANSWER THIS SECTION**

33. Do you agree with any of these statements?

*Please cross **ALL** that you agree with*

- The internet helps people get ahead in life
- My child misses out by not using the internet and email (more)
- My child can find out all he/she needs from books
- My child sometimes feels left out when his/her friends talk about the internet
- The internet makes it easier to keep in touch with people
- My child would get better marks at school/college if he/she used the internet (more)
- My child would like to use the internet (more) in the future
- I would like my child to use the internet (more) in the future

34. Here are some things people say about themselves and their families. These are NOT to do with the internet. Thinking about yourself and your family, do you agree or disagree?

*Please only cross **ONE** box in each row*

<table>
<thead>
<tr>
<th>Statement</th>
<th>Agree strongly</th>
<th>Agree a bit</th>
<th>Neither agree nor disagree</th>
<th>Disagree a bit</th>
<th>Disagree strongly</th>
</tr>
</thead>
<tbody>
<tr>
<td>I generally ask my child what he/she thinks when the family is talking about something</td>
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<tr>
<td>I often say something to my child like, “you’ll know better when you grow up!”</td>
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<tr>
<td>My child can tell me almost anything</td>
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<tr>
<td>In our family we like to look at different sides of an issue</td>
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<tr>
<td>It sometimes irritates me if my child’s views are different from mine</td>
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</tbody>
</table>

**THANK YOU FOR COMPLETING THIS QUESTIONNAIRE. PLEASE RETURN IT TO THE INTERVIEWER OR DIRECTLY TO BMRR INTERNATIONAL IN THE PRE-PAID ENVELOPE PROVIDED. REFERENCE 45101870.**

Data Capture, BMRB International Research, Hadley House, 79-81 Uxbridge Road, London W5 5SU