

# Family Interview Protocol

Date of Visit: \_\_\_\_\_ Time of Visit: \_\_\_\_\_ am / pm  
 Research: \_\_\_\_\_ Family Number: \_\_\_\_\_

## 1. Introduction

I really appreciate your taking the time to meet with me today. I’m hoping we can take about two hours together. to get the ball rolling, it seems like it might be helpful for me to just give you a little bit of back-ground about my organization and the project that we’re working on and why it is that I’d like to speak with you today. Does that make sense? OK great.

- Brief description of CCT,
- Brief description of CFY,
- Brief personal introduction and role with CFY,
- Explain why talking with them today, and
- Ask for any clarification questions.

## 2. Demographic Information

2.1 People living in household: (Circle those in CFY).

	Name(s)/Family role	Age/school grade	Race/Ethnicity	Nationality
Adults (over 18)				
Teens (12-17)				
Children (4-11)				
Young children (1-3)				

- 2.2 What is the primary language spoken in the home? If other than English, who in the family speaks English well?
- 2.3 What are the educational and technology levels in the home? *By “technology,” I mean computer and the Internet. For each person ask:*
- 2.4 When did you first get involved with computers and the Internet? How did it happen?
- 2.5 What do you think about your past computer experience? (Probe: Was it fun, stressful, both? Was this an important learning experience? If so, in what ways? If no, why not? etc.).

Educational levels	Names	Past computer experiences: how, when, where, for what?	Past Internet experiences: how, when, where, for what?
Elementary			
Some high school			
High school graduate			
GED			
Some college			
2-year college degree			
4-year college degree			
Master’s degree			
Higher than Master’s			

### 3. Home computer status

- 3.1 How many computers do you have in your home? How long have you had it / them? Are they working? How did you acquire your computer(s)?
- 3.2 Where is the computer(s) located in the home? (Probe: child's room; parents' room; home library/office; living room; kitchen; basement; garage; etc.) (Observation: How is it positioned in home space and in relation to other objects: as a mean of entertainment such as TV; a tool for expression; a child's special device, etc.).
- 3.4 What are these different computers used for? (Probe: Who uses them? Etc.).
- 3.5 For CFY families, what hardware has the family purchased/added to the computer? (Probe: printer, digital camera, etc.) What software has the family purchased or added to the computer? (Probe: games; encyclopedias or informational CD ROMS; skill-building programs (e.g., typing programs); programs to do work (e.g., PhotoShop, Quark, tax programs; etc.). Why?

### 4. Home Internet status

- 4.1 Does your computer(s) have Internet access? (Probe: How long have you had Internet access? Who is your Internet service provider? What type of Internet access do you have? How many telephone lines do you have in the home? How much does it cost you monthly to have Internet access? Do you have access to the Internet on a 24-hour basis? Is it sporadic? Why?)
- 4.2 Who are those in the household who do use the computer and the Internet? (Probe: Who uses the most? Why? Why the remaining family members do not use the computer? Besides the immediate family members in the household, who else has access to the computer? Etc.).

### 5. Family and community connections

- 5.1 How long have you lived in the United States? New York City? Neighborhood? Home/apartment? Do you own or rent your home/apartment?
- 5.2 Can you tell us about your community? (Probe: Who are the adults' friends, kids' friends, do adults know the parents of children's friends, etc.)
- 5.3 What kinds of activities do you participate in regard to school, church, extended family, ethnic group, workplace, library, community technology center, etc.? Are you part of any of these groups' online mailing lists?
- 5.4 What kinds of resources and people do you rely on in your immediate community? (Probe: life issues, technology, etc.; how often?) Do you use the computer in any way to access resources and people? How often?
- 5.5 Is your family connected via online to community members or other social groups? (Probe: Who? Why?)
- 5.6 Who deals with outside service providers?

### 6. Home reading practices

- 6.1 What types of print materials (e.g., books, newspapers, magazines, Bible, etc.) are read daily in the home? (Probe: By whom? When? Is there a library in your home or a place you keep books, newspapers, etc.). (*Do your best to record the titles of books, software guides, magazines, and other literature kept at home.*)
- 6.2 Who are members of a public library? (Probe: Why are you a member? What types of things have you used and gotten from the library? Where is the library located? Etc.)

- 6.3 Are you reading and talking about books, newspaper or magazine articles you have read? (Probe: How does this usually happen in the household and around what topics?)
- 6.4 Do you engage in family storytelling practices, reading group, etc.?
- 6.5 Are kids read to daily? Are they part of a reading program outside of school? (Probe: What program? Where? What do they do? Etc.)
- 6.6 Do the kids do their homework at home? (Probe: When? Where? With whom? Why?) How does homework get done or not done? (Probe: Where is it done? What time of day or night? Who gets involved? What do adults in the house do to encourage homework to get done?) If there's a problem that's difficult, or a report or a project that requires someone's help — who helps? How does that work? Do children in the house receive tutoring of any kind? Where do you go if the kids need information for their homework and/or project? (Probe: The library? Encyclopedias? Magazines or newspapers? Computer software? The Internet? (Prompt for which specific resources). How well do these work for you? Can you give or *show* some examples?)
- 6.7 To what extent do you use the computer/Internet for reading and writing? (Probe: What do you do? Where do you go on the Internet? Do you read online magazines, books, etc.?).
- 6.8 Do you think the computer has anything to do with learning to read, or to think critically? What?

## 7. TV-watching patterns

- 7.1 How many televisions are there in the house? Where are they? Are they cable-connected? Which TVs tend to be on the most? Who is generally watching them, and during what hours? What channels/networks do you tend to watch most? What programs are your favorites? Why?
- 7.2 How often do you rent and watch videos? What kind do you rent most?
- 7.3 How often do you watch TV or videos *as a family* — all together, or mostly together (e.g., parents and children)? (Probe: Do you do the same with the computer/Internet?).
- 7.4 Do you prefer it when family members stay quiet and follow the story or when they tend to break in and comment on the program and other things they're thinking about? Which do you think your family does *most* — sit and watch quietly, or comment, interrupt, and talk about the show and their thoughts? Can you give an example?
- 7.5 How do you (adult) feel about your child(ren) watching television/videos? Do you encourage, or discourage it? Why? Do you think there are any benefits to watching television? Do you have concerns about your child(ren) watching television? How do you deal with those?
- 7.6 Do you ever visit websites you saw on TV? How often do you do this? Provide examples of websites.
- 7.7 Have you used WebTV? Do you know anyone who uses WebTV? How does using a computer connected to the Internet compare to using WebTV for you?

## 8. Videogames/Gameboys

- 8.1 Does anyone in the house play videogames (Nintendo/Sega) or gameboys? Who plays? How often, when, and where? What titles do you own? Are friends involved?
- 8.2 How do you (adult) feel about your child(ren) playing videogames? Do you encourage or discourage it? Why? Are there any benefits to playing videogames, do you think? Do you have any concerns about your child(ren) playing videogames? How do you deal with those?
- 8.3 Are your children using the computer and Internet to access videogames and gameboys information updates, download new game software, etc.?

### 9. Computer and Internet –Web literacy

For each person ask:

- 9.1 When and how often do you use the computer and Internet? (Probe: daily, weekly, etc.) (Probe: Before school/work, after school/work, evenings on weekdays, weekends, holidays)

What do you use the computer for?	What do you use the Internet for?
Typing	Email, Chat, bulletin boards, Instant Messaging (communication)
Spreadsheets	Learning
Drawing	School-related work (projects, homework, etc).
Research (not online)	Practical information gathering (maps for travel, local movies, health info—daily life of family)
Homework	Work-related use
Improve English	Job-searching
Spelling	Activities for business
Improve math	Games and entertainment
Reading/writing: Write letters, stories, novels, poems, journal	Online shopping
Educational games and other games	Other
Greeting cards	
Upgrade job skills	
Job hunting (resumes, cover letters)	
Activities for business	
Use scanner(s)	
Use printer and other peripherals	
Other	

- 9.2 Do your family members use the computer and Internet together? (Probe: Whom do you use it with in your family? How often do you use the Internet with these people? Etc.).
- 9.3 Whom do you email? How often do you email these people? (Probe: family and relatives; close friends; other adults/adult mentors you know outside of school; other students you are working with on school projects; interview community members online and report their opinions or experiences online; ongoing whole-class email exchanges; email pals; your teachers; other adults from schools; tutor or receive tutoring from others via email; etc.).
- 9.4 Do you have rules about how the computer and Internet are used? Yes \_\_\_\_\_ No \_\_\_\_\_  
If yes, what are the rules? If no, why not? (Probe: Are children able to use the computer only when parents are present, only at certain times of the day, only for certain duration of time, only for certain activities, etc.).

At the computer, tour the desktop and hard drive. First, get a screen shot if possible—Ctrl/Shift.-3.

Ask each person:

- 9.5 Can you show me what kinds of things you have on the computer — the programs you like to use?
- 9.6 Can you tell me what software or files you have here? (Probe for awareness of operating system, browser, email system, files they have saved, games, etc.).
- 9.7 Can you show me a file you've created or saved on the computer? (Observe how they use the operating system to locate the file; if necessary, suggest they search for the file).

Researcher Rates Computer Competence:

	Minimum	Average	Fluent
Mastery of mouse, typing			
Navigates Operating System, file management			
Personalization—saves and names files			

9.8 Is there anything that you've done on the computer since our last visit that is new and that you would like to tell me about?

10. *Email literacy (refer to email use above)*

10.1 Can you connect to the network? (Check to see if each participant can connect to the ISP; can determine connection status; shows awareness of connectivity factors (speed, bandwidth, cable vs. modem, etc.)

10.2 What email program do you use?

10.3 What do you know about your email program?

10.4 Can you show the people you have emailed recently?

Researcher Rates E-mail Competence:

	Minimum	Average	Fluent
Connectivity			
Knowledge of email program: send, receive, attach, etc.			
Personalize email program			

11. *Web-literacy*

11.1 How do you get information about which websites to visit? (Probe: CFY's home site or pre-loaded favorites; friends; print publications; TV ads; teachers; etc.).

11.2 Can you show me which web activities do you engage in at home? (Probe: can you show me your bookmarks? What are specific websites you go to? What are your favorite websites? Why? *(Let's visit these sites, and tell how you browse them, find information, etc.)*)

11.3 Do you search for specific information online? Have you accessed information on school website from home (e.g., homework assignments)? Have you use the web to follow adult mentors/scientists doing research? Have you visited web pages created by and for ... (Latinos, African Americans, etc.)? Why? What is the cultural significance of web pages created by this group?

11.4 Do you have a personal or group web page? If so what is the URL? *(Let's visit your website.)* Can you tell about the way it is designed, its content, etc.? Have you participated in the creation of class web pages?

11.5 Have you created web pages as a service to others?

## Researcher Rates Web Competence

	Minimum	Average	Fluent
Browse			
Find			
Read: scan, judge, interpret			
Personalize			
Create			

*12. Issues/problems with computer and Internet use*

- 12.1 Are there any problems or difficulties that arise with the computer? Has the computer ever broken down? Why?
- 12.2 Is gaining access to the computer a problem? Why? (Probe: What factors enable/constrain usage: age, gender, ethnicity, disability, other?) What else limits your use of the technology? (Probe: space limitations; competition for telephone time; fear of damaging equipment; parental attitudes about education; etc.)
- 12.3 Where have you gone for technical support or to fix a broken computer? (Probe: CFY's Help Desk; family or friend with computer knowledge; consultant referred by friend and/or neighbors; consultant found through phone book; etc.) Why?

*13. Technology's impact and other issues*

- 13.1 Do you think that the computer and Internet have had a positive impact on you and your family? Please explain how. (Probe: Did it increase your participation in wider variety of learning activities? Did it affect the way you do your work? Did it improve your academic performance? Did it expand your vision of your possible self? Did it diminish your sense of isolation? Did it improve your ability to support children academically? Did it create stronger bonds in school community? Did it improve your standard of living? Does the computer/Internet fit your home values? Etc.).
- 13.2 Do you think you'll ever use what you've been learning in other parts of your life? Can you give me an example? (Probe: Did using the computer/Internet spark any new ideas or questions for you? Did it make you wonder about anything in particular? Do you have fears about it? Etc.)
- 13.3 Do you think participating in the CFY program has had any influence on you in any way? Please explain how? (Probe: How did you find about this CFY program? What do you think the CFY program is about? Who trained you about how to use the computer? What do you think about the training? (Probe for good and bad experiences.) What do you think they should be doing to help you use the computer better? What do you think/feel about this program? Are your expectations being met through this program? Please explain your answer.)

*14. Adults' work / profession*

- 14.1 What kind of work do people in your family do? (Probe for each person: places they work/job titles; full or part time; what hours; in home/out of home; etc.).
- 14.2 Has anyone in the house been involved in the NYC workfare program? (Probe if possible: Is anyone getting any kind of public assistance?)
- 14.3 Has anyone in the house been looking for work in the last four weeks? Who?

- 14.4 Do you (adults) go to school? (Probe for each person: name of school they attend/location; full or part time; hours; course of study; etc.).
- 14.5 Are there any relationships between your work/profession and/or continuing education programs and computer/Internet? (Probe: Are you using the computer/Internet in your business activities to upgrade your job skills; hunt for jobs; etc.?).
- 14.6 Can you tell us roughly what your total family income might be in a year? (in U.S. dollars)

\_\_\_\_\_ Less than 10,000  
\_\_\_\_\_ 10,000–20,000  
\_\_\_\_\_ 20,000–35,000  
\_\_\_\_\_ 35,000–50,000  
\_\_\_\_\_ 50,000–75,000  
\_\_\_\_\_ 75,000–100,000  
\_\_\_\_\_ 100,000–150,000  
\_\_\_\_\_ over 150,000