Device-Based Interview Protocol[1]
Archive of Personal Digital History
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<u>** Before beginning, complete Informed Consent process and Intake Background Form. You do not need to read the introductory text verbatim to your interviewee, but try to touch on the major points. **</u>

Part 1: Your Device
In this interview, I would like to ask you to take me on a "guided tour" of a digital device that is **particularly significant for you and that you use routinely**—e.g., your mobile phone, laptop, desktop computer, gaming system, or some other device important to you. If the device enables it, I would like you to review records of your activities during the past month (such as calendar entries, text messages, phone calls, emails, web sites, and social-media interactions) and talk to me about the people you interact with, the places you go, and the ways you use media and communication technologies.

You can decide what to comment on and what to ignore, and you can decide when to share an example by showing it to me on your device. You should only share examples when you feel comfortable doing so. Also, please don't share information about anything illegal or information that would compromise the privacy of another person, and please don't mention the names of other people. When referring to other people, please name them by their role rather than their name: for example, "a co-worker" or "a family member."

Before we begin, do you have any questions?

Do you mind if I take a picture of your device? [Make sure no one else's privacy would be compromised by the photo.]

1. Tell me about why you chose this device.

Part 2: Activities
To start, I'd like to ask you to look through your device to see what records you have of the *activities* you were involved in during the past month. You might have records of activities in a calendar app, for example, or in a to-do list, in invitations to events through social media, or in a journaling app.

2. What apps or programs, if any, do you use to plan, coordinate, or record your activities?
3. Based on what you see on your device, what are your main activities?
    a. Of these, which are most significant to you?
4. What <u>patterns</u> do you notice in your activities and the role your device plays in them?
5. What important activities are <u>not</u> reflected in information on your device?

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[1] Based on a protocol developed by Dr. Steve Wiley, North Carolina State University, wiley@ncsu.edu

Part 3: People

Next I'd like to ask you to look through your device to see what records you have of the *people* you were involved in during the past month. For example, you might have records of people you contacted, or who contacted you, in your phone records, your text messages, your emails, your social-media interactions, or your video calls (such as Skype or FaceTime). **Please provide roles or relationship names (such as parent, boss, co-worker) rather than people's proper names.**

6.   What apps or programs, if any, do you use to communicate with other people?
7.   What <u>patterns</u> do you notice in your communication and the role your device plays in it?
8.   How do you decide which mode of communication to use over another? i.e., Do you use particular modes of communication for particular situations? People?
9.   What important interactions with people are <u>not</u> reflected in information on your device?

Part 4: Places

Now I'd like to ask you to look through your device to see what records you have of the *places* you went during the past month. For example, you might have records of places on your calendar, in a mapping application such as Google Maps, in the Location Services data of your phone, in location-based social media such as FourSquare, or in self-tracking apps such as the ones used for fitness.

10. (If relevant for the device) What apps or programs, if any, have records of the places you visited?
     a.   Do you use any apps or programs to <u>navigate or discover</u> locations? What are they?
     b.   Do you allow any apps to track your movement or permit "<u>Location Services</u>" for them (e.g., Life360, Google Maps)? What are they and how did you make your choice? Please review the location history and tell me about what you see.
     c.   Do you use any apps or programs to <u>check in</u> to places? What are they?
11. What <u>patterns</u> do you notice in the places you visit and your movement from place to place?
12. How did you first <u>learn to navigate</u> new locations (e.g., reading maps, memorizing landmarks)?
13. What important places or navigational practices are <u>not</u> reflected in information on your device?

Part 5: Media

In this last section, I'd like to ask you to look through your device to see what records you have of the *media* you used during the past month. For this section, I am interested in social media posts, texts, photos, music, videos, TV shows, movies, and games that you have read, listened to, watched, or played . . . <u>or that you yourself have created and distributed</u>. These could be social media, entertainment media, news media, or any other kind of media or information. You might have records of your media use in your browser history, your Google Search history, your Netflix history, your YouTube history, and in your social media (e.g., Facebook, Twitter, Instagram, or Snapchat).

14. Based on what you see on your device, what apps or programs do you use most to access or produce media?
     a.   What media do you use or create the most?
     a.   Why do you prefer one app or program over another?
15. Can you give me some examples of media that are <u>especially significant</u> for you?
16. Can you give me some examples of media that you <u>produce or alter</u> in some way?
17. What <u>patterns</u> do you notice in your media use?
18. Tell me about your strategy for <u>storing</u> your media.
19. What are some ways that you <u>share</u> media with others?
20. Tell me about any strategies you may have for protecting your <u>privacy</u> with your media usage.
21. What important media are <u>not</u> reflected in information on your device? For example, you might read newspapers or magazines, listen to the radio, watch television, go to movies, or play video games. Or you may be involved in creating such media.

Part 6: Personal History & Learning

In this final section, I'd like you to reflect on your history with the device and apps you have shared with me, focusing on how you learned to use them in the way that you currently do.

22. How did you start using digital technologies? How has your relationship with it changed over time?
23. Of the activities you have described so far, which were the most complex for you to learn?
    a. What makes them so complex?
    b. What contexts do you use them for? Professional? Personal? Academic? Civic/Public?
24. Can you tell me about when and how learned to complete these complex activities?
25. Can you tell me about any activities you wish you knew how to complete with your device?
    a. Why do you wish you knew how to complete them?
    b. What contexts could you use them for?
    c. What are you missing in order to learn how to complete them?
26. Do you feel you have the digital skills to operate effectively in a professional context? How so? Can you tell me about how you're gauging that?
    a. In your personal context?
    b. In an academic context?
    c. In a civic or public context?
27. How would you describe someone who is digitally literate?
28. Would you consider yourself digitally literate?
    a. If so, how did you learn to be digitally literate?
    b. If not, why not? What would you still like to learn in order to be digitally literate?
29. Is there anything else you would like me to know? Is there something I did not ask that I should have asked?