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Interviewee: Mother of 2 children ages 9 and 11/12 (turned 12 on day of interview)

Interviewer: Okay. So, can you say it again? How many people are in your family and how old are they? I mean, how old are the kids?

Sarah: Sure. So there's four of us. Mom, dad, [Elena]'s 9 on the 2nd and [Kyle]'s 12 today.

Interviewer: Oh wow, is it?

Sarah: Yeah, it's my birthday too oddly enough.

Interviewer: Oh my god. You just party all week, right?

Sarah: Exactly, it's been a long weekend.

Interviewer: Yeah. That's too bad it's not more spread out.

Sarah: Yeah, well, ditto.

Interviewer: But, yeah, you can party together. Okay so tell me now about the devices, the screen ... any screen media devices that your family owns. How your family owns them, like are they shared objects? Things like that so j-

Sarah: Okay.

Interviewer: Yeah, go ahead.

Sarah: So like we have 4 TVs in the house. One of them is shared and then there's TVs in the rooms. She doesn't use hers in her room. Her brother does, cause he has a PlayStation 4.

Interviewer: Ah, right.

Sarah: So, you know 12 year olds and PlayStation 4s. Enough said. And then there's a PlayStation and like a box for Hulu and Netflix in living room.

Interviewer: Okay.

Sarah: No cable and she has like a phone and a tablet but she goes back and forth.

Interviewer: Are they connected to the internet?

Sarah: Wi-fi yeah.

Interviewer: And do you have a-

Elena: Not my phone.

Interviewer: Your phone's not connected-

Sarah: Your phone's not connected to the internet but your tablet is.

Elena: Yeah.

Sarah: Okay.

Interviewer: And do you have a laptop or computer or anything?

Sarah: I do not.

Interviewer: Okay. So tablet and phone and so ... and your son?

Sarah: He has his own phone.

Interviewer: Oh okay.

Sarah: He has an iPhone.

Interviewer: Does he have a tablet?

Sarah: No.

Interviewer: No? Okay. So ... I've lost my place. Do ... So that's the next phrase, do they use devices anywhere else? Like, school or after school care?

Sarah: Yes.

Interviewer: So-

Sarah: They don't go to after school care but they do use devices in school.

Interviewer: Do you know what they have in school? In their school?

Sarah: Elena, what is yours called?

Elena: Sandburg.

Sarah: No, not the school. The thing you use?

Elena: Chromebook.

Sarah: Chromebook.

Interviewer: Oh okay.

Sarah: And I believe that that's what Kyle uses also. He's not at the age where they let him take it home. In high school they take their Chromebooks home.

Interviewer: Oh I see. Okay.

Sarah: But in middle school they keep 'em at school.

Interviewer: Okay. And any place else, friends? Relatives? The library? That they get on-

Sarah: Not really.

Interviewer: Computers

Sarah: No. When they're at someone else's house, they're usually outside or doing something different. I mean, they do that at home, too, but they don't really do that so much.

Interviewer: Okay. So, talk me through the different devices. I should write this down. So let's start with Elena. What does Elena use her tablet for?

Sarah: So she does her ... she's done some little like Mad Lib games where she'll make silly Mad Lib paragraphs.

Elena: Some games.

Sarah: Some games. She'll ask me a question like ... cause we have a dog. She'll be like, "can dogs eat carrots" and I'll be like, "well, go on your tablet and find out." And so she'll check into stuff like that.

Interviewer: Do some research.

Sarah: She does it for research and then she does some games. What's a couple games you play, honey? On your tablet?

Elena: I delete a lot and then download new ones?

Sarah: Download new ones. Just give me one or two that you've been playing with lately. Other than the Mad Libs. No? Can't think of it? No.

Interviewer: Do you remember what you do in the games? Do you race? Or do you ... are they like puzzle games? Or kinda challenges. Not sure. Cooking?

Sarah: I've seen her do a little bit of everything. She'll look at recipe things. And they'll tell you how to cook stuff.

Interviewer: Yeah, that is a really popular, yeah.

Sarah: So I mean, it varies like whatever she feels like playing that day. So she might download an app, play it for a day or two and then delete it and get something different.

Interviewer: Interesting. Okay.

Sarah: A lot of times it is something educational.

Interviewer: And then you have a phone as well, right? So what do you use your phone for?

Elena: Calling and texting.

Interviewer: Ah, so you use it for communication? Okay. Do you play games on your phone? No? Okay. Do you use your tablet for communication? Like texting, like sending messages or FaceTime or anything like that? No? Okay. And then television screens. Do you watch television? Yeah?

Elena: A little bit.

Interviewer: In the ... in your ... the one that's in your-

Sarah: Living room.

Interviewer: Living room? Oh and cause that one's connected to Netflix and things.

Sarah: Yeah, so that one-

Elena: Hulu.

Sarah: Hulu. In her room she has a box so she could get Netflix but the shows that she likes are on Hulu. So.

Interviewer: Ah okay.

Sarah: We don't ever get our own TV. Cause if she wants to watch it, we kind of have to take turns who gets to watch something that they wanna watch.

Interviewer: You have to go into her bedroom and watch. If you want your own.

Sarah: Yes.

Interviewer: Okay, and do you ... what else do you do on the television in the main room? Do you have movies that you watch together?

Sarah: Yeah, I was gonna say, if we watch a movie that's usually in the living room.

Interviewer: Okay.

Sarah: Me and my husband just have our primetime shows on week nights that we'll watch. The PlayStation is out there but we don't play on that a lot cause the main gamer would be my son. And he usually goes in his room and does it, cause he's got the headset and the whole shebang. My husband used to play video games but he's kind of grown up and doesn't do it quite so much.

Interviewer: Well how nice for you.

Sarah: Right so, that TV is mainly just kind of everyone watches what's on or she tries to steal it.

Interviewer: Okay, and Kyle? So he plays on the what did you say? Is it an Xbox or PlayStation?

Sarah: PlayStation 4.

Interviewer: PlayStation 4 in his room. And does he watch television in his room? Do you know?

Sarah: He doesn't watch a lot of TV. You know how kids are very into the YouTube videos watching other people play a game? Or other people play with a toy?

Interviewer: Yup. I do.

Sarah: He likes to watch YouTube or play video games.

Interviewer: Okay and he watches YouTube on his phone?

Sarah: Or on the PlayStation.

Interviewer: Oh, he does? Oh. Interesting. Elena do you watch YouTube videos? No? Not interested.

Sarah: Not too often. Yeah, it's more him.

Interviewer: Okay I think that's the screen ... all the screens and you have a phone. A smartphone or?

Sarah: Yeah, me and my husband have a smartphone.

Interviewer: You each have one?

Sarah: Yes.

Interviewer: And you use that for...?

Sarah: Communication, email, Facebook-

Elena: Dad uses it for playing games.

Sarah: Yeah, dad uses it for playing games. The Marvel Champions, World of War, all of that. Yes. Yeah.

Interviewer: Oh my. Okay so let's talk about a kinda typical day in Elena's world. Maybe yesterday. From the moment she woke up to the moment she went to bed. And tell me about her kinda screen use across that day.

Sarah: So, like yesterday for example, it's nice out, it was her birthday party day, so she didn't use a lot of screen time. Now, on some weekends she maybes ... I would say, watches a little bit during the day and then at night when she knows she just wants to relax she might say, "can I have the TV to watch a movie," or excuse me, one of her shows right now is Austin & Ally, so ... "Can I watch Austin & Ally?" And so those are things that are you know, "that's fine, go ahead." Every once in a while, in the morning, after she gets ready for school and she's waiting for me to finish up and get everything out the door, she might go on her tablet for a few minutes and play with one of those games or something that she likes. And then after school she goes to my parents' house and watches a little bit of TV there. And then she, either will go outside when she gets home, depending on the weather and play or watch a little TV while I get dinner ready.

Interviewer: Yeah, yeah.

Sarah: But she doesn't watch it to like, fall asleep. I mean, on the weekends maybe cause we kind of treat weekends a lot differently than week days. That's kind of more of a do what we kinda want to do. He has to work so hard during the week.

Interviewer: Yeah.

Sarah: But she doesn't watch TV like to go to bed. Or anything like that. She just kinda watches it to occupy herself if we're too busy or it's not nice outside to go play.

Interviewer: Yeah. Okay and is that similar with your ... with Kyle?

Sarah: Yes. Now that it's nice out, he's outside a lot more. It's actually like I can't even get him to come in. But in the winter, if he doesn't feel like playing in the snow, then you'll catch him, most likely, playing the game or ... I break it up. Obviously

if chores and stuff to do first, so turn that off, come do this and go back to that. But, now that it's nice out, they are going outside more, which is nice.

Interviewer: Yeah.

Sarah: Until you can't get 'em in.

Interviewer: It finally came.

Sarah: And right. Exactly.

Interviewer: Okay. So it sounds like the next questions about how the devices kind of fit into your routine. So some of it is kind of occupying kind of, to pass the time. To fill in those little-

Sarah: Gaps.

Interviewer: Gaps, yeah. Yeah. And some of it's a relaxation kinda wind-down time it sounds like. Family, you said you have kinda family movies that you do sometimes, so kinda take a togetherness time.

Sarah: Right.

Interviewer: Kyle, is he socializing? Like, in his video games is he playing with other-

Sarah: Yes.

Interviewer: With his friends? And-

Sarah: Yes.

Interviewer: So kinda social time there.

Sarah: Yes. Yes.

Interviewer: Are there any other purposes or other ways that fits into your routines? That you can think of.

Sarah: Not really.

Interviewer: Do you FaceTime with family? Do you have other relatives or anything that you communicate with?

Sarah: Not that is far away where we would have to FaceTime them. Everyone that we communicate with and stuff like that is close. I have Facebook for like ... she has an aunt that's three hours away, so we might talk more on Facebook or something

like that. And text about when we're gonna meet up and do something but we don't really do a lot of FaceTime or things like that. But with her phone, she will call or text grandma. Like, "I got new shoes today!" Or something like that. So something that they can talk about when grandma picks her up from school the next day or whatever it may be. And my mom loves that. Cause she asks me the other day, "did Elena lose her phone? She hasn't texted me in like 24 hours." And because that's all she can do, she only has so many numbers in there too. It's just grandma, mom, dad and a couple other people.

Interviewer: Okay.

Elena: Kyle.

Sarah: Her brother. Her grandma, me and her dad. And so my mom says another day, "did she lose her phone again? Because she's only texted me once in the last 24 hours." I'm like, "no she didn't lose it."

Interviewer: Busy huh?

Sarah: Yes.

Interviewer: Doing other things. So how have their screen media habits changed as they've grown older. Or how your practices around them, your kind of decisions about them changed as they've grown older. Can you remember back to when Kyle was-

Sarah: Well, it's ... They've obviously do it more because it's more of a thing. Other things have gone away in technology, it's much more relevant. Cause when they were younger, they didn't have tablets and, I mean, they had your little kid laptop with the big bright buttons, but they didn't have things that were connecting to the internet, and things like that, when they were small.

Sarah: So when that all started boom ... like, I didn't even get a smartphone until like everyone else had 'em for two years. Cause I was like, "that's a waste of my money". Now it's like I can't not have one because it's my whole life is on there. My email is on there, like everything is on there. My connection to people at work, my connection to friends and family, it's all on my phone.

Sarah: And same thing with my son, he's at that age where he comes home from school and he's by himself for a couple hours. So I want him to have a phone. So we had to do that because I'm not gonna pay \$30 for a house phone for telemarketers to call me all night long when I'm trying to eat dinner.

Sarah: So I figured, might as well just get him a cell phone on our plan and I monitor what he does to an extent. I respect his privacy, but at the same time, I'll look over his shoulder a little bit and he knows I'm doing it. And it's you know. So he knows that at any time I can take that phone and look through it. And he's pretty good

about that. But it's more of a 'if I need to get a hold of him', I need him to have that phone. Or if I run to the store and they're at home, and I have a question or they need something, they need that phone.

Interviewer: Yeah. Yeah. Yeah. Okay. So as they've gotten older you've had to kinda just ... well you haven't had to do anything, it has infiltrated your life it sounds like.

Sarah: Yes, yes. I mean, we've always had TVs in the home. We've always had TVs in the bedroom. But that's just because sometimes we all just wanna be on like chill mode, but we all wanna watch something different. So if there's like one of those lazy Sunday afternoons where she wants to watch Austin & Ally and he wants to watch something else and me and my husband want to watch football, and it's like we're all arguing. So we do have a TV in our room, in each one of their rooms and living room. But there, we try to evenly use them, so that it's not so many devices at once because it's too much and it sucks up the WI-fi. And we want other things to do. It's not just all about phone, the PlayStation.

Sarah: I took my son's PlayStation actually, last week, because he got into a little bit of trouble at school. And I was like, "alright, I'm taking it." And I actually kept it for 3 or 4 days because he was doing so many oth ... like he pulled out the G.I. Joes again. And things he doesn't do so often because he's getting older and those things aren't what he does. You know what I mean, and you forget about those things when you have all of this technology. And so I took it away like a couple extra days just because he was doing all these other things. I was like, "you now what? This is okay." But then I end up giving it back cause it's his birthday and he was behaving again.

Sarah: But, it's one of those things where he thinks that's the only thing to do, until I take it and he's like, "wait, I can go outside. I can get my G.I. Joes out. I can do this, I can do that," We have a basketball hoop, we have soccer nets. They're active but when they're ... when he's into that game, he's into that game. So when I took it, I seen a big difference. Because it's like, " you do realize, now, that you've all of these other things you can do." So you do notice a change.

Interviewer: And when they were smaller, they didn't ... was he not as kind of into once thing, that he would automatically gravitate toward that one thing? Or -

Sarah: No, he was like a car, G.I. Joe kid. So he likes to take different toys and make them work together.

Interviewer: Nice.

Sarah: You know what I mean? Like take different ... or he'll even tell her, cause he was bored, he was grounded, he didn't have all of his stuff, and he's like, "go get your Barbies and come bring them with my G.I. Joes," and I was like, "I love it!" I

wanted to go take a picture. I was like, "he's going to be so mad at me if I do that."

Interviewer: [inaudible] make a video.

Sarah: But it's one of those things where when you take it away, they realize how many things they really do have. So I mean, he's always been into the G.I. Joes and the action figures cause he likes to set 'em up and talk and to see him do that again at like almost 12, I was like, "Oh he is still a kid."

Interviewer: Yup, yeah. I remember when my nephew went through that.

Sarah: They grow up so fast. Like all of a sudden they stop doing that stuff. And when he realized he didn't have all these other things to do, and he had to pick and choose what was left. And so.

Interviewer: Yeah. Okay. So do you kids have friends or relatives who make suggestions of things to do on the tablet, the phone, the Xbox ... Xbox? Is that right?

Sarah: PlayStation.

Interviewer: PlayStation. I'm gonna write that down. I keep forgetting. So do they have friends or relatives who are kinda giving them advice on what games to play and things like that?

Sarah: They might say, "Try this game," or, "download this app". Or yup.

Interviewer: And who is it that they go to for when they need help. Like when there's a problem with the tablet or when-

Sarah: Usually dad, cause I don't always know what's going on. Sometimes I ask my son for help. Like, "how do I do this?"

Interviewer: Okay, yeah. Yeah. Yeah.

Sarah: So if it's something like electronic or something I'm like, "go find dad. Just go find dad."

Interviewer: Okay. And who makes decisions about purchases.

Sarah: Me.

Interviewer: Okay.

Sarah: Yeah. I'm kinda the money boss of the house.

Interviewer: Okay and so can you tell me about the decision to buy the phone for Kyle it sounds like it was when he was gonna be alone at home. That was a big decision making.

Sarah: Yeah, so it came with his 11th birthday cause he was gonna be entering middle school. So this time last year, he was in 5th grade gearing up for middle school and we were actually moving. And I said, "alright, now he's either gonna be walking home or riding the bus home, we don't have a house phone, he needs a cell phone." And he was at that age where it's like, might be appropriate to introduce it, so we got it for him because that's kinda the milestone age we're thinking for phones, as far as safety and stuff is around 11. And knowing that he was gonna be home most days after school for two to three hours, we wanted him to have it. And before he even got it, there was a whole set of rules, about what was going to happen if we ask to see it, you hand it over. If we take it away, you don't ask questions and, keep it charged and that sort of thing. And he's actually been really good about it. He has not lost his phone, he's not dropped his phone, he's done phenomenal.

Elena: He's dropped it.

Interviewer: For a whole year.

Sarah: Well, not to the point though where it's like I gotta take it in and fix it. Is what I mean.

Interviewer: Okay and Elena's phone, so that's a limited phone?

Sarah: Right. That was just given to her from a family member actually, they just had one of those little cheap ... I don't ... If yours even ... no well, hers is a flat screen but it's like the oldest style smart phone you can have. And that is solely just because it was my husband's aunt was like, "if you want her to have this phone, I don't use it," and they were like, "that way, if for some reason you step out," cause we have a lot of neighbors, like, I'll run down the street and go hang out with the neighbor. And if she doesn't come with me, it's like, "okay, well, if you want something," so she'll text me, "I love you mom, are you gonna be home in a few minutes?" That sort of stuff. Or she'll text grandma and stuff like that. Her phone stays home. Thank you.

Elena: Your welcome.

Sarah: Her phone stays home at all times, where Kyle can take his with him. So.

Interviewer: Okay. And the PlayStation, it sounds like he's kind of playing with friends so he must have a certain version of the PlayStation, right? Did ... was that ... do you remember that decision?

Sarah: So he has the online thing that actually just expired but he has to use his own money to get that. So with his birthday coming, he already knows that whatever money he gets, he wants to put towards that because we won't pay for that. The PlayStation was his Christmas gift this year. He had really good grades, he was doing really well in his sports, with keeping up grades and practice and all of those things. His coaches always had great things to say about him and his grades are always reflecting things and I said, "okay so you know Black Friday came, and mom was outside in the cold to get that PlayStation cause it was on sale." And it was just about as exciting as when we got the phone. So it was a earned thing, it wasn't just, "oh, my kid's gonna have a PlayStation 4 because everybody else does." And as soon as he gets in trouble or I feel like he's abusing the privilege, we take it for a few days and then give it back so.

Interviewer: And the tablet, how did you decide-

Sarah: Christmas. So he got a PlayStation, she got a tablet.

Interviewer: Yup. Yup. I've heard that before without the age-

Sarah: We don't have a computer or laptop so I'm like that's gonna be quite a fight.

Interviewer: It sounds like the kids are making the decisions about what they're doing. How do you ... have you kinda guided them on what to do on the devices or is that ...

Sarah: To an extent. I mean, anything she watches, she's an eight year old girl, she's gonna pick stuff that's appropriate and girly and all the things that I wa ... I mean sometimes even me and my husband will catch ourselves watching it and laughing and having a good time with some of her shows. With my son, we look over what games he has, some of them are a little bit more of the hardcore war-ish games, but then he also has basketball, football and the sporting ones. And it just depends kinda what mood he's in or what his friends are playing, that's the one they usually get on.

Interviewer: Okay. So he has the whole headset and everything, yeah? Okay. But he can decide then, because he's paying that subscription? He gets access to a range? Okay.

Sarah: Yes so with the online subscription, it's something along the lines of where he has upgrades to his games and stuff.

Interviewer: Oh I see.

Sarah: So whatever he's playing or whatever's available on that is usually what he'll do or whatever his friends are playing on that's usually what he'll jump on.

Interviewer: Okay.

Sarah: And he has an older brother who doesn't live with us but he'll be 18 soon and he was very influential in that so Kyle's kind of mentally a little bit more mature because he's so used to having someone older around. So sometimes he'll say, "oh my brother's on this game." "Okay I guess you could play that one for awhile and then whatever." But yes, he does make a lot of the decisions on what he does on there.

Interviewer: Okay, but pretty much they're independent. In what ways do you feel you need to guide them the most, cause it pretty much they're kinda working [crosstalk 00:20:49]

Sarah: When it's time to get off and turn it off. Cause my son will be like, "well, wait. I'm not done with my mission," or, "my quarter isn't over," and I'm like, "yeah, but dinner's ready now." So that's the only time where it's a problem. He wants to just hit pause, scarf down his food and run back in the room, so that's what we're working on is no.

Sarah: Cause I'm still like ... 9 times out of 10 we sit at the table as a family. That, I don't know a lot of people that even do that any more. We do. My parents' when I was growing up, they worked separate shifts, I didn't have that. It wasn't a problem, I'm fine, but it's one of those little things that you will take for granted. And I didn't ... my dad worked nights, my mom worked days, so I didn't get that unless it was the weekend.

Sarah: So we, 9 times outta 10, eat dinner at the table as a family or if we do have a night where one of our shows or movies are on, then we'll sit in the living room but we're all together, watching a show that we like. Like, MasterChef Junior, that's so fun, I love that show. And that's something that we all like. So if she wants the TV, I'll be like, "alright, but we're either watching this, or this," and she'll be like, "fine," and then I'll ask Kyle, "do you wanna join us?" And sometimes he'll be like, "no, not tonight," but then I'll just be like, " yeah." So...

Interviewer: So it's a family event yeah.

Sarah: We try to involve him as much ... because he's at that age where he kinda strays away a little bit. But we can usually pull him back. So if we find show like that, that we like and we're having one of those quick week night dinners we might eat it in the living room. But otherwise, everyone turns off what they're doing and comes to the table.

Interviewer: Okay, great. Do you think about like when you were growing up, about your screen media practices, and does that inform kind of like ... Like you said about fam... that your dinner practice is partly you reflecting on ... you didn't have that opportunity.

Sarah: Right, my mom was very busy at night, so I mean, yeah, she cooked dinner or some nights we'd get fast food, it depended. And she'd cook dinner and stuff but she was so busy trying to catch up on things, because my dad had me during the day and still had to somehow get sleep. So I remember when I was like 3 or 4, that was hard for him because he had to watch me and grin and there were some things I could do and be on my own but not all day. He had to make sure I didn't pee on myself or made sure I got food and those sorts of things.

Sarah: So he didn't sleep a lot, so then some things didn't get done and then mom would get off work and try to do those. And so there was that aspect to where like everyone was always busy, and I still was loved and had things to do and toys and games but, yes I watched TV. And if my dad wanted me to nap, it was baseball, because I'd fall asleep. Like he knew what things would bore me. Baseball, or golf is gonna make her take a nap. But then I would watch those daytime game shows. Cause that was what my dad would have on when he's getting ready for work. Or, picking up the house before mom gets home. And so I grew up on a lot of that. And Flintstones, like all the old-school cartoons that my dad and my mom liked as kids. They would put those on for me. So that they use to enjoy what they were watching too. So

Interviewer: Okay. So do you think about that ever, when you're thinking about Kyle and Elena?

Sarah: Yeah, I try to get them to watch kids shows that I like, but they're not cool. So.

Interviewer: Do you ever think about whether something's educational or not? And how do you make that decision?

Sarah: I think like a lot of the kids shows these days are, even though they're silly and goofy, there are educational aspects. A lot of the stuff that she watches when I kinda think about it, it's like peer relationships, and how to problem solve. The kinda stuff that she watches, so it's like, "that's okay," cause she's watching people who're a little bit older than her. Dealing with things and figuring out how to make things work. And that's gonna help her problem solve when she gets older and has an issue with a friend or whatever it may be.

Sarah: With Kyle, he's just, he's at that age where-

Elena: He watches cussing videos.

Sarah: I've caught him watching something like some cuss words in it, and I'm like whoa ... like he's testing waters. Cause that's what he'll do when I'm not around with his friends. And then when I come around like, "whoa, what are you listening to?" "Sorry mom, I'll change it." So working with him ... cause like I said, he's used to this older brother and then kids are a lot different when they're around their friends, yup, he's 12 so. He's a different story. But I want him to also feel free to

be who he is but make it appropriate. I hear a couple swear words here or there, I'm like, "okay. Nope. Don't like that. Find something else, please." And it might just be someone getting excited. He's like, "mom," I don't care why he said what he said, I don't wanna hear it. And I don't want her to hear it. So then he knows and he'll switch it or he'll go outside and do something else but, he's just a whole nother story cause 12 year old boys, I tell ya.

Interviewer: Elena, would you do me a favor and test all the markers in there? And put aside the ones that work?

Elena: [inaudible 00:25:38]

Sarah: Go ahead, just make little marks.

Interviewer: Or yeah, or you could draw another picture.

Sarah: And that'll pass the time for ya. Thank you sweetie.

Interviewer: Are there any things that you worry about in particular? So swearing, and kind of exposure especially if Elena's around.

Sarah: Right because, everything is on the internet. So it can be a good thing and a bad thing. Can we find out if dogs eat carrots? But then we can also find out something I might not want them to know. So it's one of those things where I have to trust what they're doing if I'm not right there. Because I'm not always right there. I still have a house to maintain, I have pets too that need ... there's just ... I'm always running. If you're a mom, you know, it's go-go-go or nieces or nephews, it's a lot of go-go-go. So I have to trust that if I'm not right there that they're making the right decisions. And with the internet, sometimes they are and sometimes they're not. Some of the stuff that's out there, it's like, "wow this is really cool." Like there's an app called Duolingo, where you can do t... and so my kids are DLI students ... dual language. So for the longest time Kyle would always play that, Duolingo. He now has kind of outgrown that, he doesn't wanna do that.

Sarah: But I've always tried to introduce the educational stuff to them, and "do this for a while, it's actually fun." There's math games that she plays and she'll tell me about from school. And so ... oh, but it's like everything's on the internet and you just have to hope and trust that they're doing the right things. And you block what you can and you monitor what you can but when he's outside riding bikes with friends, I don't always know what he's doing. Or who's showing them something. So my job is to just teach him right from wrong and hope he takes what I say and you know.

Sarah: Just before technology, it's always been that way. You teach your kids and you hope they ... it's just everything's more out there now.

Interviewer: Yeah. So you're doing kind of like modeling. It sounds like you're kind of indicating what you consider appropriate. And what's right and what's wrong. Do you ... you mentioned blocking, do you use any kind of filtering software or ...

Sarah: Yes and no, because Kyle's phone. We told 'em we got it for a kid and they did something with it, again, my husband, not me. But then there's ... I'm thinking about getting one of those apps, it's like a tracker thing on your phone. So not only will it tell you where your kids are but it'll tell you the battery percentage and everything else.

Interviewer: Oh okay.

Sarah: And so you can monitor, if you're not gonna be able to get a hold of them because their battery's at 5% or if you need to block ... maybe there's a kid harassing them or something, you can block those numbers. So now that he's getting older, I'm starting to be more aware of those things. Whereas, when he first got the phone, I'm like, "well he's just gonna play with it and figure things out." But now he's Snapchatting a girl and I'm like, "okay, here we go!" So it's one of those things where again, I monitor and do what I can, but it's still out there and I have hope that he does the right thing.

Interviewer: Okay. So do you have any resources that you use? For help, for guiding making decisions about what to buy, cause you're the purchaser or any kinda guidance that you get. From friends or ...

Sarah: I just talk to other parents really. And with the phone thing, which phone to get him. That was his decision. I s... I'm an Android. He wanted an iPhone. Now dad's switched to iPhone and he had to get help from Kyle how to use the iPhone cause he was Android. So I mean, guidance, not really. She'll tell me apps that she likes from school and we'll see if we can get 'em on our phones or her tablet. Things like that but otherwise, I'll just go to Facebook and be like, "what do you guys think about this, or what do you guys think about that?" Or before I bought the tablet, I said, "anyone have any suggestions on a good tablet to give an 8 year old?" And then my friends or family will comment like, "this ones good, this ones sturdy," that sort of thing. But not too much [inaudible 00:29:55] than that.

Interviewer: Yeah. So does the school give you advice at all on apps?

Sarah: They'll tell me what they work with in the classroom and I'll get a password and stuff. So normally, at the beginning of the year when they sign up for the little math apps and stuff, because they have to level up and things in these games. To earn things and al of that, they'll say if she wants to do it from home, here is the username and password. But we didn't always have a tablet or a laptop so she didn't always do it at home. But then I would also relay that information to grandma and grandpa because they do have a desktop computer. So if she did want to play the computer at grandma and grandpa's they would know which

games that she played at school. That she could then continue on at their house. Cause that's where she goes after school.

Interviewer: Got it, and Elena, how do you decide what games to download? Do you know? Do you just see them? Or do your friends tell you about them?

Elena: I just see them.

Interviewer: You see them. Okay. And can you download any games? Or do they have to be free?

Elena: They have to be free.

Interviewer: Ah. That's the rule. Okay.

Sarah: They have to be free.

Interviewer: So do you pay for any? Do you have any subscriptions to anything?

Sarah: Nope.

Interviewer: Okay.

Elena: These ones don't work.

Interviewer: Oh, thank you so much. It's been a while since someone did that for me so I really appreciate it.

Sarah: Thank you honey.

Interviewer: So teachers give you some advice, anyone else? The librarians, your pediatrician? Anyone?

Interviewer: Is there any advice that you'd like ... any more advice that you'd like at this point?

Sarah: Just, if you have a book, "how to deal with a pre-teen boy". But I mean no, because I mean I have access to their devices. Obviously, I have their passwords, if my son wants to be slick and change it I'll turn the phone off. So not really, because I can do my own investigating on my phone too and see like, "okay, what is this really," that they're playing but 9 times outta 10, she'll find a game, an app, she'll be like, "mom, look at this." And so I know exactly what she's doing because she's so excited about it, she shows it to me right away.

Interviewer: Nice. Okay. Alright, our last question's ... I'm just trying to get a sense of a demographics so we're sure we have a kind of diverse sample. So first of all, I just

need to know a little bit about if, if you're okay, you're background with technologies. So do you work with technologies?

Sarah: I do.

Interviewer: Okay. And so would you describe yourself as an expert, a beginner, somewhere in between?

Sarah: Somewhere in between. Because there's a lot of things I'll ask questions about, and there's a lot of things I could breeze right through.

Interviewer: Okay.

Sarah: I'm a quick learner, I'm a hands on person. So I can learn a computer program that I have to do for work. But then you might ask me something else that doesn't have to do with my computer program at work and I won't know what to tell you. Sorry.

Interviewer: So what is your profession?

Sarah: I am ... I work at a call center. I work at Medical Transportation Management. So we actually work with Medicaid so anyone who needs transportation, yeah so anyone who needs transportation to medical appointments, I'm the person you call. And so there's a couple different programs that we use, it's very high pay, so I have like a inbound call center, so it's called I3. I get my calls and if I have to call out to anyone, I have email that always has to be up, with the calendar and all those things. And then I have AS/400 it's just a really old-school secure program so it looks like Oregon Trail but it works really well. So I use those things everyday.

Interviewer: Okay. And your husband?

Sarah: He works on vehicles. So not super technology but now it's getting there. Now they do stuff on the tablets and they take pictures of the vehicles. And yeah. But he, I used to say he was a technology expert and then I started working, like before this, I worked in an office, and I was like, "I know more than you." But he also used to do music stuff so he used to have like beats and music and put 'em together. On the lap ... when we had a laptop. So we both are good at it depending on what it is.

Interviewer: Right right. Okay and then how would you describe your ethnic background? Like, non- Hispanic, Latino, mixed race.

Sarah: Fully Caucasian, they just learn in Spanish also.

Interviewer: Oh, great, okay. And your husband as well?

Sarah: Yup. Fully Caucasian.

Interviewer: And then, what's the highest level of education you've completed.

Sarah: Does online college count?

Interviewer: Sure.

Sarah: Online college.

Interviewer: And your husband.

Sarah: G.E.D.

Interviewer: And that's it. So is there anything else that you think we should know.

Sarah: I don't think so.

Interviewer: But that's interesting that it was really useful for you to have one that's just at the top end of our kinda age range.

Sarah: Yeah cause it's a lot different. They do a lot different-