

**Filename:** NavScreensParent26Transcript2018

**Interviewee:** mother of 1 daughter age 6

Interviewer: Okay, so how many children do you have, and what are their ages?

Julie: I have one and she's six.

Interviewer: Tell me about the devices that your family owns.

Julie: Let's see, well, we have a TV.

Interviewer: Mm-hmm (affirmative).

Julie: We have a first generation iPad.

Interviewer: Okay.

Julie: We have an old Mac laptop. [Carrie] has her own Kindle.

Interviewer: Okay.

Julie: Then we have a desktop.

Interviewer: Okay.

Julie: I think that's it.

Interviewer: Is the desktop newer than the laptop?

Julie: I think they're about the same age.

Interviewer: About the same, okay.

Julie: They're both getting a little old.

Interviewer: Yep. Does your daughter use devices anywhere else, like friends or relatives?

Julie: No, just at school.

Interviewer: Okay. The library?

Julie: Not very often.

Interviewer: Okay. Let's talk through each of the devices then, and tell me what the primary use is, and how they're used. The television.

Julie: We don't have video games, we don't have cable, so it's really just watching PBS or Netflix.

Interviewer: Okay, yeah. Then, when you're watching Netflix, do you choose, did you have the kids only things, or how do you decide that now?

Julie: I organize it so the shows that are appropriate for her show up first.

Interviewer: Okay.

Julie: Then she just knows, this is your area to choose from.

Interviewer: Okay.

Julie: The more adult things are further back in the list.

Interviewer: Okay, okay.

Julie: Sometimes I don't put things on a list if it has a scary picture on it or something-

Interviewer: Oh, okay.

Julie: I'll just put it on when I watch it and take it off so she won't see it.

Interviewer: Oh, interesting, okay, okay.

Julie: Because we have a plasma television that has built-in apps, so you can't like just do the kids account or just do the adults account. I know some TVs you can.

Interviewer: Oh, I see, okay.

Julie: But this one you can't-

Interviewer: Right, right, right.

Julie: So I just do it by organization.

Interviewer: Yeah, yeah, that's super interesting. Okay. Do you watch things together sometimes, anytime, or is she independent?

Julie: I usually vet what I put on her, on the Netflix on the TV I usually vet it myself. I make sure what rating it is. At least sometimes, half the time watch with her, otherwise we just let her pick what she wants and do what we're doing.

Interviewer: Okay, okay. The iPad?

Julie: That's just games.

Interviewer: Okay. Do you know what kinds of games she plays?

Julie: It's so long ago I don't even connect it to the internet anymore or it won't work-.

Interviewer: Oh, okay, okay.

Julie: It's just whatever games I put on.

Interviewer: Got it.

Julie: There's like some puzzle games-

Interviewer: Yeah, yeah, yeah.

Julie: And Cat in the Hat.

Interviewer: Yeah, okay.

Julie: But I can't take any off or put any on anymore.

Interviewer: Yeah, yeah. Okay, what about the laptop and desktop, are they used much?

Julie: The laptop she only uses that for ... she has Lexia for school-

Interviewer: Oh yes, mm-hmm (affirmative).

Julie: That doesn't work on a Kindle, so she uses my laptop for that.

Interviewer: Okay.

Julie: The desktop she plays PBS Kids on.

Interviewer: Oh, okay.

Julie: Because that's primarily in my husband's office, but as a reward sometimes she'll get to play PBS Kids on there.

Interviewer: Okay.

Julie: Her Kindle-

Interviewer: Yes.

Julie: Has, I put on the parental controls-

Interviewer: Oh, okay.

Julie: And I've only put on things on there that I have vetted pretty strenuously. I do have Netflix on there, but I do have it as only kids, and I have her age range programmed in there, so she can't access anything that's not age appropriate for her.

Interviewer: Mm-hmm (affirmative).

Julie: But she has like PBS Kids and DisneyNOW on there, and just a bunch of different educational games.

Interviewer: Mm-hmm (affirmative). Yeah, great. Okay. Thinking about her day yesterday, or any day, yesterday was Mother's Day, so maybe not yesterday, but a more typical day, maybe a school day, talk me through from the moment she wakes up to the moment she goes to bed, what's her day like in terms of access to screen media.

Julie: She wakes up between 6:00 and 6:30. When she wakes up she usually just hangs out in her room. She doesn't have any devices in her room, we don't store any devices or TVs in her room.

Interviewer: Okay.

Julie: When she comes out then she's allowed to watch TV, it depends on when she wakes up, till about 7:15.

Interviewer: Yeah.

Julie: 7:00, 7:15, so half hour, 45 minutes, something like that. She's allowed to watch TV or play on her Kindle, whichever she chooses.

Interviewer: Okay.

Julie: Then we get ready and go to school, and she's at school, I pick her up at about 4:45.

Interviewer: Okay.

Julie: Then we come home and she's allowed to either watch TV or play on her Kindle until 5:30, and I almost always have dinner ready at 5:30-

Interviewer: Oh, okay.

Julie: Then we don't typically have any screen time after dinner. Typically. Once in a while we do if it's really cruddy outside-

Interviewer: Yeah.

Julie: But it's so nice that she just wants to go outside and we go outside and do stuff and whatever.

Interviewer: And that's your family time after dinner-

Julie: Yeah.

Interviewer: Doing stuff together.

Julie: Then she goes to bed about 7:30.

Interviewer: Yeah, yeah, yeah. Great, okay. I'm wondering how devices fit into your routine, partly it sounds like maybe when you're making dinner and you need other things to do you'll have her do something independently.

Julie: Mm-hmm (affirmative).

Interviewer: Are there purposes for media to fit into your family routines, do you think?

Julie: Really just, she's exhausted after school-

Interviewer: Yeah, yeah.

Julie: She just needs something-

Interviewer: Some recovery time, downtime.

Julie: Yeah, she doesn't want to do homework quite yet-

Interviewer: Yeah.

Julie: Not that she gets a lot right now.

Interviewer: Yeah, yeah, yeah, yeah.

Julie: It's just to give me a little time to get dinner going.

Interviewer: And for her to have some chill time it sounds like, yeah.

Julie: Yeah, and just rest her brain, because she's been working hard all day.

Interviewer: Mm-hmm (affirmative), mm-hmm (affirmative).

Julie: But really that's about all I can think of.

Interviewer: Has it changed, like when she entered school did the routines change, do you feel like?

Julie: Not really. She was at Play Haven for all of August, so it was basically the same. She goes there at the same time, we pick her up at the same time.

Interviewer: Mm-hmm (affirmative).

Julie: I think in like June, July it might have been different, she was at a friend's house, but she doesn't really allow much screen time either.

Interviewer: Okay.

Julie: We try not to change our routines too much, she doesn't really deal well with a lot of change.

Interviewer: Who does?

Julie: We try to remain consistent.

Interviewer: Yeah, yeah.

Julie: If she's sick and gets more screen time-

Interviewer: Sure.

Julie: The behavior can go a little wacky.

Interviewer: Mm-hmm (affirmative).

Julie: We just try to really pay attention.

Interviewer: Yeah, yeah, yeah. Thinking about where she gets ideas of what to do, what she would like to do on the devices, it sounds like you're helping her make a lot of those decisions-

Julie: Well, now that she's in first grade, her friends tell her things.

Interviewer: Okay, yeah.

Julie: They don't see it, they talk about Facebook, and they talk about Instagram, and they talk about things like that, which she doesn't have access to unless I show her, oh look honey, here's a picture from my Facebook.

Interviewer: Right.

Julie: You can see this.

Interviewer: Okay.

Julie: But, otherwise they're like, oh, have seen such and such show? She'll come home and say, "Do we have this on Netflix, can I watch this?"

Interviewer: What do you do?

Julie: I see what it is.

Interviewer: Okay.

Julie: Is it rated appropriate for her and then can we get it. If I can't get it-

Interviewer: Right, yeah.

Julie: On Netflix, I usually don't pay extra for a different app or whatever.

Interviewer: Mm-hmm (affirmative).

Julie: Then I'll come to the library and see if they have it on DVD-

Interviewer: Okay.

Julie: And bring it home that way.

Interviewer: When you say you look at the ratings, the Netflix ratings, or do you use any other sources?

Julie: I have it bookmarked on my computer, it's that parental rating-

Interviewer: Common sense media?

Julie: Yes. Yeah, I look on there, and I just look at their general rating.

Interviewer: Yeah, yeah.

Julie: Was it Y7, is it PG-13- [note: TVY7 is a TV age rating – appropriate for all ages]

Interviewer: Yeah, yeah.

Julie: Like what is the ... Because she, as long as it's not super violent or anything, it just depends on the content. If it's a science related show that has a little deeper material, she might be able to handle it-

Interviewer: Yeah.

Julie: But if it's a horror movie-

Interviewer: Right, right, yeah, yeah. What about, are her friends telling her about YouTube videos she should watch, and what do you do about that?

Julie: Yes, she asks me to watch YouTube all the time. I don't think she understands what it is, so I'll let her, under my supervision, I won't just let videos play-

Interviewer: Yeah, yeah.

Julie: Because that could be really dangerous. You know, she loves baby animals so I'll show them on my phone, or whatever.

Interviewer: Okay.

Julie: Like, here's baby kittens, or ducklings, or something.

Interviewer: Yeah, yeah, yeah.

Julie: When she asks to see something on YouTube and I think it's okay, I'll just show her, but I don't let her have freedom on that.

Interviewer: Yeah, yeah, yeah, yeah.

Julie: Because I don't understand the Kids YouTube thing yet, and I don't quite trust that it's up to par.

Interviewer: Mm-hmm (affirmative), mm-hmm (affirmative). Yeah. There is some kind of peer culture going around YouTube, they're telling her that they watch certain things on YouTube, and things like that?

Julie: Right.

Interviewer: Yeah, yeah, yeah.

Julie: You don't know if it's the truth.

Interviewer: Yeah, yeah.

Julie: They know the term, but they don't ...

Interviewer: Exactly, yeah, yeah. Oh, yeah, so we didn't mention phones, so you have a phone?

Julie: Oh, yeah, my husband and I both have smartphones.



Interviewer: Oh, okay. Does she ever use them?

Julie: Very rarely.

Interviewer: Okay.

Julie: I don't really understand the parental controls on the Android devices, the Kindle's super easy-

Interviewer: Oh, interesting, that makes sense.

Julie: So I have like one or two games in case of emergency, where it's like, oh, we thought we'd be waiting in line for five minutes and it's turned into like 20 minutes.

Interviewer: Yeah, yeah.

Julie: But it's like Santa Tracker, they have games on there where you track Santa during the holidays, but you can play the games all the time.

Interviewer: Sure.

Julie: It's very rare.

Interviewer: Yeah, yeah.

Julie: I think my husband's the same way, because he doesn't quite get the parental controls on them either.

Interviewer: Mm-hmm (affirmative).

Julie: Because it's like app specific or something.

Interviewer: Right, right, right.

Julie: I don't know.

Interviewer: Okay. Who does she go to when she needs help getting started, or something needs fixing?

Julie: Like, she is playing on her Kindle and there's a problem?

Interviewer: Yeah, exactly.

Julie: Me.

Interviewer: You're the technology go-to person in your family?

Julie: Yeah.

Interviewer: Okay. You said you make decisions about, kind of you're guiding her, you're vetting those things, do you also make decisions about purchases, app purchases?

Julie: Yes.

Interviewer: Mm-hmm (affirmative). The Kindle?

Julie: Yes.

Interviewer: That was your-

Julie: I do all the updates for all of our devices.

Interviewer: Lucky you.

Julie: I help my husband, he's just graduated from grad school with a master's-

Interviewer: Oh, okay.

Julie: In project management, so he just hasn't had the time for this sort of thing.

Interviewer: Oh, okay.

Julie: I do all the updates, if he has a question about apps I help him with that.

Interviewer: Okay.

Julie: I'm sort of the tech person of our family, if you will.

Interviewer: Does he do any of the vetting of what she watches and what she's playing, or is that you as well?

Julie: He usually defers to me if she's like, can I watch such and such, how do I get it on Netflix?

Interviewer: Okay.

Julie: If I'm not around he'll text me or call me and say, is this okay?

Interviewer: Okay.

Julie: He knows that I'm trying to keep up with these things.

Interviewer: Yeah, yeah, yeah. Yeah. Yeah, so you have clear communication there it sounds like.

Interviewer: You've kind of covered this, but when you feel the need to guide to her use of the devices it sounds like you're guiding her pretty consistently, constantly-

Julie: I hope so.

Interviewer: Yeah, yeah. But she does have a lot of independence as well it sounds like, you're just like-

Julie: Yeah, at school I have no idea.

Interviewer: Yeah. Do you have any communication from the school about what they're doing?

Julie: Not really. I know she does Lexia, I know she has computer lab, I'm not sure what she plays during then, she always says she forgets.

Interviewer: Mm-hmm (affirmative).

Julie: I know they're getting devices next year, each child will have a Chromebook.

Interviewer: Ah.

Julie: It's going to change. I know there's going to be some sort of way for me to see work that she's been working on-

Interviewer: Okay.

Julie: I just, I don't know how to get more information about this for next year, but I just know that they will all be getting a Chromebook at her school, it's a G4 school.

Interviewer: Yeah, yeah, yeah. Okay. Tell me more about how you vet things. How do you make decisions about what to put on the top of the Netflix screen? Do you think about ... Well, you said you look at the rating, you look at whether there's adult content or not.

Julie: The suggestions that Netflix makes-

Interviewer: Okay.

Julie: I can see the new content that they have. Parents Magazine, they usually highlight a few new things-

Interviewer: Oh, interesting.

Julie: Coming out-

Interviewer: Okay.

Julie: And I've found a few things that way. They also sometimes review apps for kids in their magazine too.

Interviewer: Oh.

Julie: I've found a couple through there.

Interviewer: It's just called Parents Magazine?

Julie: It's a magazine, Parents.

Interviewer: Okay, oh yes, yeah, yeah, yeah. Is it a freebie that comes home from school?

Julie: No, I-

Interviewer: You subscribe to it?

Julie: Yeah.

Interviewer: Okay.

Julie: It's like \$7 a year or something.

Interviewer: Okay. Yeah, yeah, yeah.

Julie: One of those.

Interviewer: Okay, that's good to know.

Julie: I just wander around the app store sometimes if I know, oh, we have a trip coming up-

Interviewer: Right, yeah.

Julie: Or, we have a car trip coming up, or something like that, I try to freshen it up a little bit, something that's-

Interviewer: Nice, yeah.

Julie: She ages out of apps, so it's like, oh-

Interviewer: Good point.

Julie: That's kind of a baby app-

Interviewer: Good point.

Julie: We'll just delete that one and find something else that I think she would like.

Interviewer: Mm-hmm (affirmative), mm-hmm (affirmative).

Julie: Sometimes she does, and sometimes she doesn't, and if she doesn't, we'll just delete it and find something else.

Interviewer: Sure, sure. Has anyone else given you advice? Like librarians, or pediatricians, or friends?

Julie: I know I've found one or two apps through friends-

Interviewer: Okay.

Julie: But I won't buy an app, I'll only pick free apps, so if it's for purchase I won't get it, I'm cheap.

Interviewer: Sure, yeah.

Julie: Not really from librarians. I really just look around.

Interviewer: Okay.

Julie: Read reviews.

Interviewer: Mm-hmm (affirmative). The reviews you find really helpful?

Julie: Sometimes, yeah, yeah.

Interviewer: Yeah, yeah.

Julie: I never get an app that hasn't been reviewed thoroughly.

Interviewer: Okay, okay.

Julie: Because then I'm suspicious of it.

Interviewer: Yeah, yeah, yeah.

Julie: It could be an app that's not true, it could be spying on you, it could be infecting your device with something.

Interviewer: Right.

Julie: If people haven't downloaded it there's no-

Interviewer: Mm-hmm (affirmative).

Julie: You don't know what you're getting.

Interviewer: Yeah, yeah.

Julie: They usually have little pictures of what the game is going to look like, and they describe what you do, or what this app does, that's kind of helpful too.

Interviewer: Right, yeah, so you know what-

Julie: If I think it would be interesting.

Interviewer: Yeah, yeah, because you know your daughter's interests and what kinds of things she would like, yeah. Is there any advice that you read and you're like, eh, that's not helpful?

Julie: I don't know, I guess I don't pay attention to it. It's like, put it out of my brain.

Interviewer: Yeah. You've talked about app reviews, what about screen time generally?

Julie: We try to, obviously, we can't handle what's at school-

Interviewer: Yeah, yeah.

Julie: But at night, definitely under an hour, usually under a half an hour during the week. On the weekends she'll get a little more, but we try to keep it under two hours.

Interviewer: Do you know where that limit came from?

Julie: Oh, that is from her pediatrician.

Interviewer: Oh, really? Okay. Do you ever think about your own childhood experience with media when you're thinking about how to guide her, or what limitations to put on?

Julie: Well, I'm a [Zennial 00:17:20], so we didn't really have video games-

Interviewer: Yeah.

Julie: We didn't really have cable, we had three channels plus VHF, so it wasn't really ... nothing really entertaining for kids most of the time, it was news, or whatever.

Interviewer: Yeah, yeah, yeah.

Julie: I guess I'm fine limiting her screen time just because I was fine not having a lot of screen time.

Interviewer: Yeah, yeah. You mentioned PBS and other educational kinds of programs or apps, how do you decide whether something's educational or not? Or is that not a strong criteria for you, if it's her downtime?

Julie: Well, that's a tough one. Obviously PBS is good.

Interviewer: Right.

Julie: They have the PBS games app and the PBS TV app. I guess if her teacher's like, oh, how about you try some math games, or whatever, then I'll search for math games for first graders, or math games for second graders, to give her a little bit of a stretch.

Interviewer: Okay.

Julie: Then I'll just look at them and think, is this interesting, is this challenging, is it educational, is it just fluff? Like, what is this?

Interviewer: Mm-hmm (affirmative). Yeah, yeah.

Julie: I don't spend a ton of time-

Interviewer: Yeah, yeah, yeah.

Julie: But I try to go through it.

Interviewer: Yeah. It sounds like you're thinking about quality, you're thinking about appropriateness for her age. Are there any other concerns that you ... You're thinking about time, time she's spending on screen, so are there any other concerns that you consider?

Julie: Well, I just want to make sure the material is appropriate, I don't want her to have an violent images, or violence, or anything like that. That's about it.

Interviewer: Great. Did that one. That, we are almost done. It sounds like you're pretty comfortable guiding your daughter right now, are there any areas that you have questions about, and would like further guidance, either now or for the future?

Julie: Well, I could always use app suggestions.

Interviewer: Okay.

Julie: Obviously I'm not just going to go and get it-

Interviewer: Yeah, yeah.

Julie: I would look it over first. The technology is always changing, and I have to learn a Chromebook now, because I just-

Interviewer: Yeah.

Julie: I don't quite understand how the security works on that-

Interviewer: Yeah.

Julie: Are they setting it up at the school, are the parents in charge of the security on these devices, the updates, et cetera, et cetera. It's just the changing technology can be a little tricky, because eventually all of our devices will be meaningless and we'll have to get new ones. That's something that would be nice to be able to learn more about, is changing technology and how it affects kids, and the devices you get for them.

Interviewer: Are the Chromebooks coming home?

Julie: I don't know.

Interviewer: Okay.

Julie: I think for the older kids for sure-

Interviewer: Okay.

Julie: But I don't know where the cut off is, because she'll be in second grade, so that's a little bit of an older kid.

Interviewer: Yeah, yeah.

Julie: I would doubt the kindergartners and first graders next year would bring them home.

Interviewer: Yeah, interesting.

Julie: But I don't know.

Interviewer: Yeah. Big changes.

Julie: Mm-hmm (affirmative).



Interviewer: Okay, so the last questions are just trying to understand you and your husband, just where you come from, in terms of technology, and some demographic questions. What are the main things that you do with technology? Is that communication, entertainment, work, research, any creative production that you do?

Julie: Work. Let's see, what number are we on?

Interviewer: It's number 14.

Julie: Entertainment. Communication, definitely, work related.

Interviewer: What's your job?

Julie: I am a office manager.

Interviewer: Okay.

Julie: I maintain a large database of donors.

Interviewer: Okay, okay. Mm-hmm (affirmative).

Julie: Not really research or creative productions. My husband would be communication, entertainment, work. He has been doing a lot of research, but now he's done.

Interviewer: Yeah, master's, wow. Did he just graduate this weekend?

Julie: Yeah, on Friday.

Interviewer: I bet you're relieved.

Julie: Yes.

Interviewer: Everyone is relieved.

Julie: He does do creative productions, because he is also a musician.

Interviewer: Oh, okay.

Julie: He does a lot of ... he has music programs where he records music.

Interviewer: Yep, yep, yep.

Julie: He also does art, like posters and things like that, related to his gigs and things.

Interviewer: Okay. But your daughter hasn't been getting to using the camera on her ... Does the Kindle have a camera?

Julie: I think so, but I disabled it.

Interviewer: Oh, okay.

Julie: It wasn't disabled at first and she would just take a zillion pictures-

Interviewer: Okay.

Julie: And then all the space would be used up-

Interviewer: Right, right, right, yeah, yeah.

Julie: We'd be like, what happened here? So I disabled that.

Interviewer: Okay, yeah.

Julie: No, she doesn't use cameras. She records music with my husband-

Interviewer: Oh.

Julie: But she plays an instrument or sings into a microphone, she doesn't actually use the computer features-

Interviewer: Got it.

Julie: He does that part.

Interviewer: Yeah, yeah, yeah, yeah. But she's having that modeled.

Julie: Mm-hmm (affirmative).

Interviewer: Yeah. How would you describe you and your husband separately, beginner, expert, somewhere in between, in relation to the media in your life?

Julie: I think we're both somewhere in between.

Interviewer: Yeah, yeah. Depending on, like at work you must be the pro with those databases, it sounds like.

Julie: Mm-hmm (affirmative). Yeah.

Interviewer: Yeah.

Julie: He works for UW DoIT printing services-

Interviewer: Oh, okay.

Julie: He's a customer service relations person-

Interviewer: Got it.

Julie: He has a long background in printing.

Interviewer: Okay.

Julie: He has knowledge of programs I don't even understand.

Interviewer: Really specific to that.

Julie: Yeah.

Interviewer: Yeah, yeah.

Julie: Different machines and things like that.

Interviewer: Yeah, yeah. Okay, so that moves us on to demographics. He has a master's degree, what field was that?

Julie: Project management.

Interviewer: Oh, you just said that. Okay. What's your highest level of education?

Julie: I have a bachelor's degree.

Interviewer: Okay. These are optional questions, how would you describe your ethnic background, and there's a list here.

Julie: White.

Interviewer: Your daughter's other parent, your husband?

Julie: Yep, he is too.

Interviewer: Okay. I have your professions, so I think that's it. Anything else you'd like to tell us about screen media?

Julie: I don't think so.

Interviewer: Okay, fabulous.