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Interviewee: Mother of 2 girls ages 11 and 12

Interviewer: So, how many children do you have?

Interviewee: I have three. Three girls.

Interviewer: What are their ages?

Interviewee: I have a two year old. She turns three next month. I have a 10 and a half year old. She turns 11 in August. And I have a 12 year old.

Interviewer: So the study is primarily children 5 to 11, so we'll primarily be focusing on that, so we don't need to discuss about your littlest one. Did your 12 year old just turn 12?

Interviewee: She turned 12 in February.

Interviewer: Okay. So you can still refer to her somewhat if you want to. But these questions will ask for some specifics to individuals but also generally as well.

Interviewer: We'd like to chat with you about electronic devices, such as TV, smart phones, laptops, iPads, e-readers, desktop computers, game consoles. Anything that has a screen basically. So, tell me about the devices your family owns, and how do your family members use them?

Interviewee: Okay. We have the TV. We have a smart TV. The have Kindles. Both my girls have a Kindle, the oldest.

Interviewer: Two Kindles?

Interviewee: Two Kindles. My oldest has a phone. She has a smart phone.

Interviewer: How about yourself?

Interviewee: Me and my husband both have a smart phone. I have a tablet and he has a tablet too.

Interviewer: Two tablets.

Interviewee: Mm-hmm (affirmative). And we have a desktop computer. We have I think a PlayStation and an Xbox.

Interviewer: That's a lot like my house.

Interviewee: Yeah.

Interviewer: And I'm going to take notes on these because we'll come back to each of these in a few minutes.

Interviewee: Okay.

Interviewer: Do your children use devices anywhere else, such as friends' or relatives' homes, daycare, or even the library? So here, I know they're on the computers.

Interviewee: Yeah, right now they're on the computer. Yeah. But they don't take ... My oldest, she does take her phone everywhere, but my 10 year old, she doesn't. Everything else stays at home.

Interviewer: Do you have friends or family in the area?

Interviewee: Yeah, my dad lives in the area.

Interviewer: Do they use any technology screen devices at his house?

Interviewee: TV. I guess when they go over there, TV.

Interviewer: So I've written down this list that you mentioned, so let's talk through each of these. Who is the primary or primary users of the smart TV?

Interviewee: I think everybody does.

Interviewer: Everybody?

Interviewee: Yeah. My husband's the one that pays for cable though, so.

Interviewer: Likes cable TV?

Interviewee: Yeah, and we have Netflix, which we use a lot.

Interviewer: The two Kindles you said are your two older girls?

Interviewee: Yes. That was a gift from their grandmother.

Interviewer: Do they use them a lot?

Interviewee: Yeah, I think every day.

Interviewer: One daughter, that was your older daughter, has the smart phone.

Interviewee: Mm-hmm (affirmative).

Interviewer: And then you and your husband have smart phones as well.

Interviewee: Mm-hmm (affirmative).

Interviewer: All right, because we're going to come back to some of this in a little bit. And the tablets are used by?

Interviewee: Me and my husband have a tablet, but we don't even use them.

Interviewer: Seldom used?

Interviewee: Yeah.

Interviewer: It seems like everything's done on our phones nowadays.

Interviewee: I know, yeah.

Interviewer: You've got a desktop. Who uses the desktop?

Interviewee: I think we all do when we need to do work, especially for school the girls use it.

Interviewer: Who uses the PlayStation and the Xbox?

Interviewee: My girls do. The PlayStation has a DVD player, so we use that for DVDs for Blu-ray. When we want to watch Blu-rays, we watch it on there.

Interviewer: And that's connected to your smart TV you have?

Interviewee: Yes it is.

Interviewer: And the Xbox?

Interviewee: Also.

Interviewer: The same?

Interviewee: Mm-hmm (affirmative).

Interviewer: Great. So for the Kindles, they primarily use them for just reading books? Or do they use them-

Interviewee: That was the purpose of them, but they also download games on them.

Interviewer: That's nice. It's just like having a tablet nowadays.

Interviewee: Exactly. And since they're connected to my Amazon account, they can download games and download free books on there.

Interviewer: Your older daughter's smart phone, how does she use that?

Interviewee: Well we gave that to her since she was going to be in middle school, a new school, so that was primarily to be used as in an emergency or a way to contact us.

Interviewer: Does she use it for other purposes?

Interviewee: Yes, she does, to talk to her friends and look on YouTube.

Interviewer: And the tablets you said are seldom used?

Interviewee: Yeah, we barely use those.

Interviewer: When you do use them, what do you use them for?

Interviewee: Mine, I give to my toddler that I download games on there and I let her use it.

Interviewer: And you said the desktop you use for work and school.

Interviewee: Mm-hmm (affirmative).

Interviewer: Yeah, we talked about those already. Okay. So think about your 10 year old's day yesterday. Walk me through the day from the time your child woke up until bedtime, paying particular attention to the devices she used. You might even think about Sunday, because yesterday was Monday and she's in school, I assume.

Interviewee: No, she had a graduation.

Interviewer: Okay. So talk to me about her typical day. What device did she use, and what did she use them for?

Interviewee: Okay, so usually she wakes up, she brushes her teeth and she eats breakfast. On Sunday we stayed home. She washed clothes. And when she has free time, she usually ... when they want to use our tablet, they ask permission first, but TV they usually just watch whenever they get back from school or during the day.

Interviewer: Looking at that list again, how do these devices fit into your family routines?

Interviewee: I think it's in, especially the TV, it's like a daily routine. I try to limit that, but yeah, usually after they have chores, if it's a school day, they have chores, they have homework. After they do all that then they can watch a little TV. And they usually do that until bedtime.

Interviewer: How has this changed as your children have grown older? Or maybe it hasn't changed.

Interviewee: I think as they grow older, they become more dependent on the electronics. Because my little one, she uses her toys. Sometimes they get bored when I say, "Okay, no more TV or no more tablets or electronics."

Interviewee: "Oh, what do we do?"

Interviewee: "Well, go read."

Interviewee: "Oh, I don't want to read."

Interviewee: So yeah, I think it's every day. And that's their form of entertainment.

Interviewer: I think that you're spot on there.

Interviewee: Yes, it's not like when I was younger that we went outside, we played outside. Yeah, we didn't have phones or tablets or any of that.

Interviewer: Well, and none of it was as connected as what they are today.

Interviewer: Do you remember how those routines were established when your children were very young? Kind of how it fit into your family?

Interviewee: I guess it just kind of grew into what it is now.

Interviewer: Do your children have friends or relatives who make suggestions or model things to do on the devices? So do they have friends that suggest games to download, or ...

Interviewee: Videos to watch on YouTube.

Interviewer: Yeah.

Interviewee: Yes they do, because kids talk amongst themselves.

Interviewer: Does your grand ... did you say grandpa?

Interviewee: My dad. My dad.

Interviewer: Your dad?

Interviewee: No, I don't think so.

Interviewer: No? Okay.

Interviewee: Yeah.

Interviewer: Who primarily helps your children with devices? For example, when they need help getting started on something or when something needs fixing.

Interviewee: They do it themselves.

Interviewer: They do it for themselves?

Interviewee: Yes they do. I mean, I don't know how, but I think they know more than we do about these things. It's amazing how they just learn by themselves.

Interviewer: So if something's broken, they figure out how fix it?

Interviewee: Oh, no. If something's broken, then usually it's their dad because he knows more about that.

Interviewer: In my house it's usually me.

Interviewee: Really?

Interviewer: Yeah.

Interviewee: Well, my husband knows about these devices more than I do.

Interviewer: Who in your household do you think makes decisions about purchases for the screen medium? So if you needed to buy a new desktop or you needed to buy a smart phone, who would make those decisions?

Interviewee: I think it would probably be both of us.

Interviewer: Both of you?

Interviewee: Yes. Because when we bought our daughter the phone, we went together.

Interviewer: Did she have a say in what kind of phone?

Interviewee: No, she didn't, and it was kind of a surprise. And actually the phone that we bought her got stolen at school, so yeah.

Interviewer: That's unfortunate.

Interviewee: Yeah. We had to file a report and everything, and then she got my old phone.

Interviewer: Well, hopefully they'll find ...

Interviewee: No, it's been almost a year. I don't think they will.

Interviewer: Oh, oh they're not going to find it then. That's too bad.

Interviewee: Yeah.

Interviewer: What do schools do about something like that?

Interviewee: I mean, they checked the surveillance, but they couldn't find anybody.

Interviewer: Yeah, that's too bad. Who makes decisions about what the children are doing on the devices? So who decides how long they can be on the computer or how long they can use their phone?

Interviewee: I think we both just do that. Yeah. If he's there then he does it. If I'm there then I do it.

Interviewer: Do you discuss it together in terms of, our daughter's using the phone too much.

Interviewee: We do discuss that, yeah.

Interviewer: You do?

Interviewee: Yeah.

Interviewer: Which of these devices does your child, your 10 year old, use independently? So she uses by herself. Does she use the computer and the Kindle ...

Interviewee: She usually uses her Kindle. It's loved so much that it's broke and it's cracked. She even takes it to the bathroom.

Interviewer: Well, we take our smart phones.

Interviewee: Yeah, but I mean, she's not supposed to do that, and she sneaks it and she hides it in the towels.

Interviewer: It's funny what kids do, isn't it?

Interviewee: I know, yeah.

Interviewer: Do they use the PlayStation DVD players pretty independently as well?

Interviewee: Yeah they do. They know how to put the DVD in the Blu-ray. They know how to do that, then control it. I don't know how to do that.

Interviewer: That's the technology they're used to. And your older daughter, she has a smart phone. Otherwise, yourself and your husband have the other smart phones.

Interviewee: Mm-hmm (affirmative).

Interviewer: How about the desktop? Do they use that independently?

Interviewee: Yeah, they turn it on. They even have a game on there that they play.

Interviewer: So if they have to type a paper for school, they do that on their own?

Interviewee: They do that on their own. Yeah. Print it and everything, save it. They already know how to do that. Yeah.

Interviewer: When do you feel a need to guide your child's use of these different devices? Do you ever feel that you need to stop them from watching the television you'd mentioned earlier?

Interviewee: Yeah, I do. I do. I try to control it. Also, we have rules at our house that dinnertime is family time, and phones, everything electronic is banned from the table. Even when we go out to eat, we're not supposed to take anything out. That's one of our big rules in our home. And even when I see they're on their devices for a long time, I tell them, "Okay, no more." Or maybe it's one day that I say, "Okay no devices today. No TV. Go outside. Do something."

Interviewer: Do you use their devices as a reward? Or take them away as a result of consequences?

Interviewee: I do take them away when they don't behave, yes. Should I do that?

Interviewer: It's up to you and your family. There's a lot of advice documents out there, but everything is kind of conflicting in terms of how much screen time for this age group or that age group.

Interviewee: I take TV or ... Yeah, that's what we do, how we punish them.

Interviewer: I don't think you're alone in that. In what ways do you think you've provided guidance in how they use them? Another way to say that I guess would be, do you ... you say you set rules and there's family time, there's no screens during family time. Do you have, like, a limit of 30 minutes a day after all your homework's done? Or are you more-

Interviewee: I haven't really timed them. Just when I see that they've been on them for a while, then I just tell them it's time to stop.

Interviewer: Yeah, there are also I guess counters or programs you can set up that will limit the time. That's not something you would use?

Interviewee: No, I didn't know that it could do it.

Interviewer: Apparently you can do that on some tablets, and I know Kindle has something that you can limit screen time.

Interviewee: And it shuts down?

Interviewer: It will give them a little note that says-

Interviewee: A note warning.

Interviewer: A little warning that you have five minutes left or something like that.

Interviewee: Oh, that's good.

Interviewer: But again, it's really up to you and how you think you should be using, what and how they're using the technology.

Interviewer: Some ways that people guide children is related to content rather than time. So they'll say you can't use certain websites on your tablet or something like that.

Interviewee: Yeah, we have a ... what do you call it? They can't access certain things.

Interviewer: You have a filter on there?

Interviewee: Yes we do.

Interviewer: On your browsers?

Interviewee: Yeah, we do.

Interviewer: Okay. How do you make decisions about guiding your child's use of electronic devices? I asked you a little bit about this earlier. You talk with your husband about what they can do or when they can use their devices?

Interviewee: Mm-hmm (affirmative). Yeah.

Interviewer: Do you consider your own childhood experiences with media?

Interviewee: No. When I was younger, it was nothing like how it is today.

Interviewer: When you make decisions about guiding your child's use, do you think about how an activity could be educational or not? Is that at all important?

Interviewee: Yeah. I mean, most of the games that they have are educational games. Even the tablets that they get from the library, because they check out tablets from there, are educational. They have math games. They have reading games.

Interviewer: And how do you decide if an activity is educational? What about it helps you decide this is educational?

Interviewee: Something that'll make them learn.

Interviewer: Some games will say, this is educational versus entertainment. Is that something you pay attention to as well when you're downloading games?

Interviewee: Yeah. And I know the games they download because it's on my account.

Interviewer: Are there other purposes that you see your children using technology for, other than educational purposes?

Interviewee: They like to take pictures of themselves, like selfies. And if they're dancing, they record themselves dancing and make videos.

Interviewer: It's amazing what they can do with videos nowadays.

Interviewee: I know, yeah.

Interviewer: Are there any uses that you worry about?

Interviewee: Just the privacy. Sometimes when they're making those videos, I feel like if somebody else sees them and it gets out ...

Interviewer: Do they share them on YouTube or something?

Interviewee: No, they're not. They don't.

Interviewer: Okay so only on their own computer?

Interviewee: Mm-hmm (affirmative).

Interviewer: Are there any websites or magazines or television shows or resources you've used about use of electronic devices that have helped you decide how you want your children to use these devices?

Interviewee: No, I don't think so.

Interviewer: Have you received advice from anyone about guiding your child's use of these kinds of devices, such as professionals in your community, like your librarians or teachers, police officers, doctors, or anybody like that?

Interviewee: No.

Interviewer: No? Okay. Do the schools have any police officers come in and talk about internet safety and things like that?

Interviewee: No.

Interviewer: No? Okay. Every school district's a little bit different.

Interviewee: Do they do that?

Interviewer: They do in Norman. A lot of them, apparently they start really young and continue through high school talking about stranger danger online and things like that, bullying. Things like that.

Interviewee: Yeah I know in the school where they went to in Puerto Rico, they had somebody come in and talk about that cyberbullying.

Interviewer: Some pediatricians will even talk to you about screen media. It just, I think, depends on the pediatrician, how much they know you and how concerned they are about people using technology. Some pediatricians probably don't say anything.

Interviewer: How do you yourself know whose advice to follow, not necessarily about screen time, but advice in general? So if your doctor tells you something or your librarian tells you something, how do you decide for yourself that it's good advice?

Interviewee: Usually the advice I take is usually my mom's.

Interviewer: So personal network primarily?

Interviewee: Yeah, my mom.

Interviewer: How do you know that's good advice to follow?

Interviewee: I've always followed her advice and I look up to her. Maybe that's why.

Interviewer: In what areas related to screen media do you feel comfortable guiding your child? So we talked a couple. We talked about time. We talked about content. Are there other areas that you would feel comfortable guiding them? You've already said they're the ones-

Interviewee: Privacy.

Interviewer: Privacy? Okay.

Interviewee: Yeah.

Interviewer: Privacy and safety online?

Interviewee: Mm-hmm (affirmative) and safety.

Interviewer: And bullying?

Interviewee: Yeah.

Interviewer: Do you have concerns about their use of technology in those areas?

Interviewee: I think maybe my oldest a little bit more because she's on Instagram and she's come to me in the past, like maybe somebody has said something not very nice. She even had Snapchat and we deleted that. She can't have that.

Interviewer: Are there areas in which you have questions and would like further guidance about?

Interviewee: Maybe managing time. Like you said, resources. That'd be good to know. Where could I find the resources and what you said about the timing.

Interviewer: What are the main things you do with the technology? We talked a little bit through this already. So just communication, entertainment, for work? Oh, and your daughters do creative productions as well. They take videos.

Interviewee: They do, yeah. Slime videos.

Interviewer: Are there other uses you can think of that we haven't discussed?

Interviewee: Maybe communicating with family, because I have family far away and we use it to communicate?

Interviewer: Do you do, like, FaceTime?

Interviewee: Yes, we do.

Interviewer: In relation to each device that you've mentioned, would you describe yourself as an expert, beginner, or somewhere in between?

Interviewee: Probably somewhere in between.

Interviewer: Could you tell me about your child's other parent's experience with technology? Would you consider him an expert?

Interviewee: He's probably an expert.

Interviewer: An expert?

Interviewee: He knows more than I do.

Interviewer: What are the main things that your husband does with the technology? Any of these devices we talked about.

Interviewee: He doesn't watch TV. I mean, he works during the day so when he comes home, if he has some time to himself, he'll probably just play on his phone.

Interviewer: Plays games on his phone?

Interviewee: Mm-hmm (affirmative).

Interviewer: And you're not using the tablets that much.

Interviewee: Mm-hmm (negative). He doesn't even use the tablet.

Interviewer: Does he use the desktop?

Interviewee: Sometimes when he has something ... he does his training from work. Sometimes they have to do training. He has to do it online. He uses it for work.

Interviewer: Does he play games on the Xbox or the PlayStation?

Interviewee: No, he doesn't really have time. He would like to because he does have games, but yeah.

Interviewer: You think he would be an expert. Okay.

Interviewee: Mm-hmm (affirmative).

Interviewer: It'd be helpful for me to know some of the basic information about you and your family. How would you describe your ethnic background? So you said Puerto Rican?

Interviewee: Yeah, we're Puerto Rican.

Interviewer: And your child's other parent is also Puerto Rican?

Interviewee: Yeah, he's also Puerto Rican.

Interviewer: Could you tell me the highest level of education you have completed?

Interviewee: I have a Bachelor's. I'm a teacher.

Interviewer: And how about your husband?

Interviewee: He has some college but he didn't ... He has an Associate's.

Interviewer: In what area?

Interviewee: I think he was studying something with electronics.

Interviewer: And what are your professions? You said you're a teacher.

Interviewee: Mm-hmm (affirmative). He doesn't really have a profession. He works on base.

Interviewer: What does he do on base?

Interviewee: He works with airplane parts and everything.

Interviewer: So like a mechanic?

Interviewee: No, not a mechanic. They receive the parts and yeah. A materials handler.

Interviewer: Materials handler.

Interviewee: Yes, that's his job.

Interviewer: That's great, though. That sounds interesting. I think that's the majority of our questions. Is there anything else you'd like to tell us on this topic?

Interviewee: No. All I want to say is that I think it's become such a big thing. If you compare ... at least me, I'm 39, so even when I was in high school, I didn't even have a phone. The only way you could communicate is in letters or on the phone, and not cell phone. I mean house phone. And you didn't know if the person was going to be home.

Interviewer: Did you grow up here mainly or in Puerto Rico?

Interviewee: My dad was in the Air Force, so we moved around a lot. And then we moved back to Puerto Rico, and then we moved back here.

Interviewer: Did you move back here for your husband's job?

Interviewee: No, we just moved for better opportunities.

Interviewer: And to be closer to family probably?

Interviewee: Yeah, my dad. Well, my mom's in Puerto Rico, but my dad lives here. He retired here.

Interviewer: Well I'm going to go ahead and turn this off unless you have any other comments.

Interviewee: No, no.

Interviewer: Okay. Thank you for chatting with me today.

Interviewee: It was interesting. Thank you.