

## Interview Protocol

*Thank you for agreeing to do this interview with me today. I am interested in learning about the lives of parents of special needs children and how Internet use relates to your daily life. If there are any questions you don't want to answer, you are welcome to skip them. If there is any terminology that you dislike or that you prefer we use to refer to you and your child, please let me know so that we can continue the conversation in a way that is comfortable for you.*

### Warm-up

1. Tell me about your family. Who lives in your home?
  - a. Are there other family members you keep in close contact with?
  - b. Who works full time/part time in the family?
  - c. Who usually takes care of the children?
2. What kinds of sites do you go to online?
  - . What kind of content do you like to read?
  - a. Do you post your own comments on any of these sites? What kinds of comments?
  - b. Do you share photos and/or video? When do you decide to post photos or videos?
3. Walk me through a day in your life and how and when people in your family use technology. Start from when all of you wake up until the time you go to bed.
4. [If not answered in 3] How do you usually access the Internet? [computer, tablet, phone]
  - . Where are you when you go online?
  - a. What about the rest of the family? How do they go online and from where?

### Special Needs

1. Tell me about your child with special needs. What are [his/her] needs?
2. When was [X need(s)] first diagnosed?
3. How has your life been impacted since learning of this diagnosis?
  - a. Tell me about when you first learned about the diagnosis. What did you do next? Who did you tell first?
  - b. Where did you go for more information?
  - c. Who did you go to for social support?
4. What kinds of tensions come up related to caring for your child with special needs?
  - . What kinds of episodes do you experience with your child?
  - a. What kinds of fights or arguments do you have related to caring for your child? [fights with spouse, other caregivers, special needs child, siblings]
5. Are there times you feel you or your family are being judged by other people?
6. Are there times you feel you or your family are being supported by other people?
7. Who do you trust to talk about your child's needs with?
8. What are the differences you have experienced between raising a child with special needs versus families of children without special needs?

## **Parent's Internet Use**

*This set of questions is about how you use the Internet related to your child's needs.*

1. What kinds of sites do you visit related to your child's needs? [get a list of sites]
  - a. Tell me about [each site]. Can you show me the site? [on their computer, phone, etc, if possible]
  - b. [If looking at a site] Can you show me some of the recent things you've done on this site? Any relating to your child's needs?
2. [If Facebook user and not already covered above] What kinds of things do you share on Facebook? Do you share stories about your children?
  - . Are there things that you would like to share on Facebook and then you decide not to? Why?
3. Do you trust the people you interact with on these sites? Are there sites where you don't trust people very much? Why?
4. Do you believe the information you find on these sites? Why or why not?

## **Child's Internet Use**

1. Walk me through a day in the life of your child. What does he/she like to do during free time? What is easy or hard for him/her?
2. What does your child like to do on the Internet?
3. Does your child like to use an iPad or cell phone or other mobile device? For what uses?
4. Who does your child talk to online?
5. Do you think that going online has offered your child any particularly positive benefits?
6. Do you have worries about the time your child spends online?
7. Do you and your child use the Internet or cell phones to keep in touch with each other?

## **Aspirations**

1. What resources do you wish you had access to that you don't currently?
2. Where do you feel like you need or want more support?
3. Are there sites or services online that you wish existed?
4. Are there sites or services online that you wish your child could use?
5. Is there anything else you would like to tell us?

*Thank you for your time!*