# Interview Form - DLBC Project

Scenario: Person experiencing Homelessness / Migrant Worker

## Notes on the Form

Thank you for helping us by asking people about their experiences with Digital Technology.

Please read the full document before you do the first interview. If you have any questions, please get back to us at [dlbcacademy@gmail.com](mailto:dlbcacademy@gmail.com).

Sections in this font (Arial 11pt) contain text that you can read out to participants. Sections *in italics* contain notes for you to help with the interview process. This includes prompts to help you dig deeper. When you note down people’s responses, try to include as much detail as you can.

Please email completed forms to [dlbcacademy@gmail.com](mailto:dlbcacademy@gmail.com). If you have thoughts or comments on the issues that arose during the interview, please put them into your email.

## Administration Notes

|  |  |
| --- | --- |
| Date: |  |
| Interviewer: |  |
| Person interviewed (*use a two digit number, not their name*): |  |

## Starting the Interview

As part of a project led by the IBM Global Academy, we’re trying to understand what makes it difficult for people to access technology. I will ask you some questions about yourself, your use of technology and your experience of (delete as appropriate) remote learning / home schooling / living on your own / working with those who are homeless or migrant workers during the Covid-19 pandemic.

Although this project was not reviewed by an independent Institutional Review Board or Ethics Committee, we will follow best practice in keeping your responses confidential. We will remove all identifying information, and store the anonymised data in a folder on a cloud system that only the members of the IBM Global Academy DLBC team can access.

You can stop the interview at any time, and you are free to choose which questions you answer.

Are you happy to proceed with the interview?

## Demographic Information

*Ask the person you are about to interview whether they’re happy to share their age, background, and location with you. They are free to be as vague or as precise as they like. Use the descriptions they provide.*

**Before we start, I would like to ask you for some information about yourself. You don’t have to answer any of those questions if you don’t wish to do so.**

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| --- | --- |
| Age / Age group: |  |
| As what gender do you identify? |  |
| As what ethnicity / race do you identify? |  |
| Occupation: |  |
| Highest level of education achieved: |  |
| Location (country / state / county):  *You can also provide part of a zip code/ post code,  e.g. only the first part of UK and Canadian zip code, first 5 numbers of US zip code* |  |

## General Technology Use Questions

*For each of these questions, we give you prompts, in case the individual you’re interviewing is not sure what you mean, or you want to probe for more details. If a question is applicable (e.g., person has a smartphone with a data plan), but they don’t know the answer to a question, tick the box “Interviewee doesn’t know”*

**Let’s now talk about the technology you use in your daily life.**

Mobile/Cell Phone Information

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| --- | --- |
| Do you have a mobile/cell phone? |  |
| If yes, what is it?  *Prompt: Ask for make and model. Check whether it is a smart phone. If the interviewee has more than one mobile/cell phone, ask them about their main phone.* |  |
| How many phone numbers do you have? |  |
| Do you use your smartphone as your primary phone? |  |
| If the interviewee has a smartphone, how do you pay for data on your smartphone?:  *Prompt: no data plan, pay for data used, pay for a fixed amount of data per month, unlimited plan,* Interviewee doesn’t know. |  |
| If the interviewee has a data plan,What is the speed of your mobile data?*:*  *Prompt: 5G, 4G/LTE, 3G, 2G,* Interviewee doesn’t know. |  |

Internet Access Information

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| Can you access the internet?: |  |
| If yes, through what type of connection?  *Prompt for home internet: Broadband, ISDN, Dial-up, Hotspot, Cellular/Mobile,Satellite, Wireless*  *Prompt for non-home internet: wireless in public, wireless at work, wired (ethernet), dial up,* Interviewee doesn’t know type of connection. |  |
| How fast and reliable is it?  *Prompt: very fast, somewhat fast, somewhat slow, very slow, very reliable, somewhat reliable, somewhat unreliable, very unreliable* |  |

Computer Information

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| Do you have access to a computer? |  |
| If yes, how many? |  |
| Can you tell me more about the computer(s) - desktop or laptop? Make / model? |  |
| Do you own the computer(s)? |  |
| Is it/are they provided by someone else?  *Prompt: owned, provided by friends / family, by library, by work, internet cafe* |  |

Other Computing Devices Information

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| --- | --- |
| What other devices do you use?  *Prompts: gaming console, eReader, tablet, smart speaker (e.g., Alexa, Google home), smart watch.* |  |
| What do you do if one of your devices breaks and it needs to be repaired?  *Prompt: Who can repair it? Can it be repaired at all? How expensive is the repair?* |  |

## Specific Questions about the Situation: Migration / Homelessness

### Who is answering the questions?

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| --- | --- | --- |
|  | Migrant Worker | |
|  | Homeless Person | |
|  | Social Worker / Outreach Worker | |
|  | Other |  |

**Let’s now talk about coping with homelessness / being a migrant during the pandemic**.

*For each of these questions, try to get the interviewee talking, ask for details, or ask them to explain particularly interesting aspects further.*

### Questions

How easy is it to access digital technology (phone, computers, internet etc.)?

Does anyone help with access?

How has COVID-19 affected access?

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What would be the main benefits of better access?

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What are the main downsides of lack of access?

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When it comes to figuring out how technology works, how often are you the one that other people ask for help?

And how often do you ask others for help?

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What technology are you most comfortable with?

*Prompt: Think cars, televisions, phones, computers, …*

Which ones make you feel uncomfortable?

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Are there any aspects of technology, or technologies themselves, that you find particularly confusing?

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How much do you trust technology?

Would you shop on the Internet?

What about Internet Banking?

What about driverless cars?

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What are you most looking forward to at the end of this pandemic?

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## Interviewer’s Thoughts: Home Schooling

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## Quotes from Interview: Home Schooling

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