

## InM Opening Interview Script

### **High-level research questions to answer:**

1. *What are some common social support needs of individuals dealing with illness or bereavement?*
2. *In what ways do their current social interactions satisfy and fail to satisfy those needs?*
3. *How is technology involved?*

Thank you for taking the time to talk with me today.

During this interview, I will ask you a series of questions. Please take as much time as you would like to answer them. I'm here to listen to you, and answer any questions you have. If you don't want to answer any particular question, just say "let's skip this one" and we'll move on. If you want to end our discussion at any point, please just let me know. There is no penalty and there is nothing wrong with doing this.

Lastly, although this study aims to serve those who are dealing with dire situations, not every question in this interview has to feel dire for you. Please feel free to answer as truthfully and thoroughly as you are comfortable.

Do you have any questions before we start?

### **Part 1: Background**

1. [Repeat back some of the information from the opening questionnaire to verify.]
2. Please tell me about your close family and friends. Who are they and how do you interact?
  - a. How often?
3. Who else do you reach out to for guidance or support?
  - a. How often?

### **Part 2: Social Support Needs and Communication Topics**

1. What is the situation that motivated you to want to participate in this study?
  - a. [empathize as appropriate]
  - b. Please tell me about some of the stressors in your life.
2. [Ask this for each distinct group of people they talk to.] When you talk with [subset of people], what are some topics you most appreciate discussing?
  - a. With what frequency do these topics come up?
  - b. Are there any topics that fail to get communicated, and why?
3. To what degree are you aware of how your friends and family are feeling on any given day?
  - a. To what degree do you think they are aware of how you are?
  - b. If you currently communicate this information, how do you do it, and how often?
  - c. What value do you think this knowledge might have for you or your loved ones, if any?

### **Part 3: Meeting Needs**

1. How do you contact people when you feel like you need support?
  - a. Did it work?
  - b. Why?

**Part 4: Technology**

1. How comfortable are you with technology, in general?
2. Does technology currently play a role in your support network?
3. What do you use, in the course of an average week?

**Part 5: Motivation and Expectations**

1. Why did you decide you were interested in participating in this study?
2. What do you hope to get out of this experience?
3. Any final thoughts/questions?