

Qualitative exercise

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Task 1

Question 1

“When you talk to parents in your local community, what are their comments on the dangers of the internet and how has their experience with their children been regarding internet culture? Do kids reach out to their parents when they think they’ve found something interesting or do they rather keep it for themselves?”

The question is improved by numerous points. The first one is that more stories and the broader context of the parent’s awareness are achieved and if they’ve got any personal stories to share. Furthermore, the context is expanded into the kids’ behavior with internet culture and if the kids integrate their experience of the internet with their parents just as they would with their normal social life in the community e.g. the playground or school

Question 2

“How have schools in your area took steps towards parental control to ensure safety for children on the Internet? If so, can you tell me a little bit more about what solutions have been used and in what way they’ve been effective or not?”

This question is written in a more general way to siphon a few key data points. The first one would be if the user surveyed was aware of that schools in his area are aware of the matter, how they’ve applied them and if they’ve reached out to the community that they are taking steps towards the problem. Another interesting data from this is the amount of information that the schools provide to the community about their success and also if they are helping others identify which solutions are effective and which aren’t.

I think both questions should be asked and provide important information. However, one could argue that the second question shouldn’t be specifically targetted at schools but rather local community daycares such as the local football team, local grocery store etc. This could be further improved by asking something related other parents in the community so everyone one would be aware of the problem to help to monitor.

Both questions could be formulated better for improvement to match the survey. For the first question, the question could something like *“Have you ever experienced inappropriate content on the internet that you thought was problematic or even traumatizing for your kid?”* while the second one could simply be improved with *“..of children? If so, which of the following methods (A, B, C etc..) are you familiar with and how effective are they?”*

Task 2

1. Tell me about the first time you remember yourself using a word processing program and why you were using it.
2. What type of word processing programs do you use today? (If more than one, A and B) In what scenarios do you prefer using A over B?
3. How would you react if the price of the word processing software would double in the upcoming month, do you think it's fair based on the features provided? If so, what features are essentials to your work?
4. To follow up on the pricing, would you consider switching to an alternative word processing program if it was free, leaving all of your knowledge of features from the former one behind?
5. Finally, if you'd know that your friends and family would be using another type of word processing program, would you try to persuade them to change to the one you are using? Is there any feature that you think is essential in that software?