Digital Legacy Report

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A REPORT BY

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Executive Summary

The proliferation of technology-based social media content has the potential to result in confusion after a person passes away; i.e. how should survivors manage their loved one's multiple artifacts (digital photos, videos, documents, etc.) after their death. In this project, we explored user needs for a technology addressing this problem that considers the wishes of the deceased person. We began this project with scenario-based observations of eight participants. Our scenario asked participants to imagine themselves helping their critically ill aunt with their digital assets. We organized our notes from the observations using the AEIOU (activities, environment, interactions, objects, and users) framework.

After performing our observations, we recruited eight new participants to interview. We asked them questions about storing/sharing digital assets, potential preparations for assets after passing, and about any accounts they may have. We analyzed our interview by inductive coding methods, creating an affinity diagram on Mural.com, spectrums, and segmenting interviewees into potential personas.

In the final stage of our research, we surveyed 47 respondents. We asked about how their digital assets should be handled after they died, as well as their comfort level with someone else handling them. We also asked about their interest level in digital memorials created in their honor as well as their social media use. We learned that users preferred that their artifacts were handled by (in the order of preference): friends, siblings, then parents. While respondents liked the idea of memorials, they did not want to make one for themselves. Similarly, the management of their social media accounts was not considered very important.

Major implications of the design of our technology are as follows:

- 'How-to' guide – All users encountered difficulty when it came to finding information on how to organize social media presence. Based on this finding we would need to have precise instructions or recommendations on how to organize social media accounts when developing and designing this product.
- Consolidation feature –Several users wanted a feature to consolidate their social media accounts.
- Cloud service –All our participants stored their digital assets in the cloud. This finding indicated that our product would have to be a cloud-based product that is easily accessible from the participant's browsers.
- Dead man's switch –Users wanted a feature where preselected files and/or accounts will be deleted once they are gone. Any design will need to include a feature where users can select what files or accounts to keep or delete, and a private key that they or a designated individual can input to activate this feature.
- Memorial page creation – From our observations, and interviews we determined that participants had a favorable view towards online memorial pages, and many would like one created for them in the event of their passing. However, the surveys found that only half of the respondents would want to set up a memorial page for themselves. This indicated that our design should include an optional feature of creating a memorial page that will showcase and present digital artifacts that users designate.

Limitations affecting our study are a small sample size, the need for virtual observations during the Covid-19 shut-downs, and the sensitive nature of the subject matter regarding death of a family member or imagining the participants own passing (this was especially true in the interviews).

Introduction

The proliferation of technology-based social media content has the potential to result in confusion after a person passes away; i.e. how should survivors manage their loved one's multiple artifacts (digital photos, videos, documents, etc.) after their death. According to the Guardian, by 2100, there could be 4.9 billion dead users on Facebook (Cantor, 2019). The frequent use of technologies and social media have created a new category of artifacts called 'digital assets'. The role of digital estate planning is becoming increasingly vital to address people's digital assets and wishes when they are gone. Not doing so could result in loss of financial or sentimental valued digital assets that the remaining loved ones will not be able to access.

With the development of the Internet, "this digital legacy or digital asset is a reality that lies no longer solely on a hard disk, and may be available in a wide access network" (Gray & Coulton, 2013). In 2019, The Pew Research Center reported a continued increase in social media from 2012 to 2019; most (69%) use Facebook (Gramlich 2019). According to Domo's yearly research in 2019, an estimated 55,140 images are posted on Instagram every minute. (Domo 2019).

The current competitor landscape of digital estates space is limited; companies such as Once I have gone and After Vault provides limited options when it comes to educating, assisting, storing, and sharing of digital assets. An immediate need persists in streamlining and creating a solution to this problem. This project aims to understand the user's need for a technology-based solution to help them store, organize, and distribute digital assets post-mortem.

Methods

A. Observation

Participants

We recruited participants through social media and acquaintances. All our participants used social media; see Table 1 for participant's demographics.

Table 1

No.	Pseudonym	Age	Gender	Location	Occupation
1.	Christian	27	Male	Boston, MA	IT Infrastructure Manager
2.	Andre	28	Male	Boston, MA	Transportation Security Officer
3.	Jai	31	Male	Toronto, ON	Operations Manager PE

4.	Abhishek	38	Male	Toronto, ON	Region Head
5.	Larkesha	27	Female	Chicago, IL	Early Childcare Worker
6.	Lina	26	Female	Chicago, IL	Marketing
7.	Marcus	23	Male	San Jose, CA	Software Engineer
8.	Kail	30	Male	San Diego, CA	Imaging Technician

Data Collection

After receiving informed consent verbally (See Appendix A.), we asked warm-up questions regarding their social media usage and how they saved important digital content. We then sent each participant a document with written instructions and stock photos to for use in a solving a scenario-based problem:

> Imagine your aunt, an avid photographer and writer, is critically ill; everyone in the family is distraught and shocked at how swiftly her condition worsened. You, being the most versed in technology, are asked to help your aunt with organizing her digital assets and social media accounts so she can share her collected artifacts with her family and friends when she is gone.

After presenting the scenario, we gave them two tasks: (1) Please demonstrate, while sharing your screen, how you would store and share these sentimental digital files (the photos sent earlier) of your aunt's 50th birthday with her close family once she is gone; (2) Show how you would help her organize her social media presence?

After completing the tasks, we continued the session with a brief inquiry asking about their experience with the tasks.

We gathered data on task completion, the user experience, and the time it took for each participant to finish a task. We asked our participants to speak aloud while they went about the saving and sharing process. See Appendix B for the complete protocol. Observations lasted between 20-30 minutes.

Analysis

We organized our observations into the AEIOU framework to categorize our findings using storm board, an online affinity diagramming tool (see Appendix C). We then summarized common steps into a flow diagram.

B. Interview

Participants

We recruited participants through social media and acquaintances. All our participants used social media; see Table 2 for participants' demographics.

Table 2

No.	**Pseudonym**	**Age**	**Gender**	**Location**	**Occupation**
1.	Christian	27	Male	Boston, MA	IT Infrastructure Manager
2.	Mike	24	Male	Amherst, MA	Unemployed
3.	Paul	41	Male	Burlington, ON	Photographer
4.	Shruti	25-35	Female	Toronto, ON	Communication Manager
5.	Mika	32	Female	San Diego, CA	Attorney
6.	Gunther	24	Male	San Jose, CA	Software Engineer
7.	Yvette	26	Female	Chicago, IL	Spanish Teacher
8.	Kristina	25	Female	Chicago, IL	Motion Graphics Designer

Data Collection

We conducted interviews through zoom. We asked participants warm-up questions on their social media usage and how they organize their files such as photos, songs, and documents. We began by asking if the participants have viewed or created a memorial page and their thoughts on them. Our deep focus questions delve into the participants thoughts on their digital artifacts and how they will be shared or distributed after their passing. We concluded with our wrap-up and retrospective questions. See Appendix F for the complete protocol. Our interviews lasted between 20-30 minutes.

Analysis

We transcribed our interviews then uploaded them to Atlas.ti. We did structural coding, individual open coding, and organized our codes into themes using a Mural Board (See Appendix G). We also organized interview responses to discover salient themes reported by participants and rank our participants against these themes to create our characteristics spectrums and to build our draft personas (See Appendix H).

C. Survey

Participants

We recruited participants through the DePaul University CDM/COMM Participant Pool, and through friends and family on social media. To participate in the study, users had to be at least 18 years old, and must use at least one of the following social media accounts: Facebook, Instagram,

LinkedIn, Snapchat, Twitter, Reddit, or Pinterest. Forty-five participants completed the survey (28 female-identifying, 16 male-identifying, and 1 who identifies as other). The ages ranged from 19 to 55.

Data Collection

We used Qualtrics to develop and administer the survey. Survey results were collected between May 26, 2020 to May 28, 2020. The survey contained six sections:

Part 1: Intro - We asked screener questions to participants.
Part 2: Warm-up - We asked about social media usage and digital legacies.
Part 3: Preparedness - We asked about preparedness for their passing regarding their own digital legacies.
Part 4: Digital Artifacts & Deletion - We asked about comfort regarding participants' digital artifacts and the deletion of artifacts.
Part 5: Memorial Page - We asked about whether participants would want a memorial page to set up.
Part 6: Wrap-up - We asked questions about demographics.

See Appendix J for the complete protocol.

Analysis

We used Excel and R Studio to analyze our data. Based upon our observation and interview phases we formed four hypotheses for inferential statistical analysis:

1. People feel more comfortable with their loved ones accessing their digital artifacts compared to others.
2. Users have digital artifacts that they would like to be deleted upon their death.
3. Users feel more prepared for their death as they age.
4. The more social media accounts a user has the more likely they would want a social media deletion feature.

Findings

From our observations, interviews, and surveys, we identified three common themes in regard to users' digital artifacts and their plans on what to do with their artifacts when they pass:

A. **Digital Artifact Management:** how users store and share their digital artifacts
B. **Access:** Who users want to share their digital artifacts with
C. **Preparation:** how users would want to prepare their digital artifacts for death

We present our research findings along these themes in the following sections.

A. Digital Artifact Management

Cloud Storage

In our observations, all eight of our participants preferred to store their data in the cloud using a variety of storage systems such as Google Drive, Adobe, Dropbox, and Facebook. In addition, four participants (Larkesha, Marcus, Christian, and Lina) also stored their data in a secondary location, such as local or external drives. This insight was mirrored in the interviews as cloud storage was the most prominent method of saving artifacts. Gunther, Christian, Kristina, and Paul said that they store their artifacts in cloud systems such as OneDrive or Google Drive. Kristina, Gunther, and Christian said they use a portable hard drive as well. Christian said, *"I keep an extra backup on maybe a portable hard drive, such as a USB."* In our surveys, when asked as to the locations of their loved one's assets, 9 out of 11 participants answered that they were stored on a cloud service. There was also a majority of respondents that said their loved one stored their digital artifacts on their phone (see Figure 1).

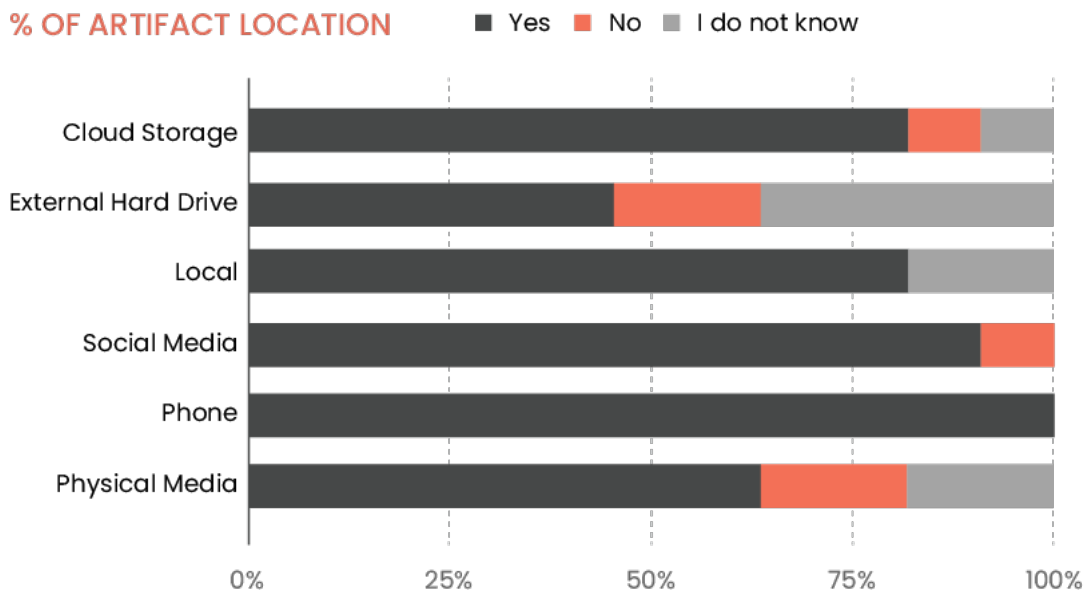


Figure 1

Organization of Digital Artifacts

During our observation, all but one participant (Larkesha) organized their photos given in the scenario by creating a folder to store them in. Marcus commented that he usually organizes photos by events and named the folder for this task "Auntie's 50th". Larkesha did not organize the photos and instead kept them grouped in one open folder. This was further explored in our interviews. Six participants (Christian, Kristina, Mika, Mike, Paul and Yvette) organized their digital artifacts in some way. Kristina, Mika, and Yvette said they chose to store their files chronologically. Mika said, *"Chronological is just the easiest way to find what I need. So if I want to go back to a certain trip, I just need to go back to the year and month that I took the*

trip." Christian and Paul use subdirectories to organize their data. Christian said, *"I typically store within a folder and depending on what type of item it is whether it's like music, pictures, videos, and sorts."* Gunther and Shruti reported that they have an unstructured organization.

Password Management

Three participants in our interviews (Mike, Paul, and Christian) reported that they store their passwords by either writing it down or using a password manager. Mika said, *"I had to write it down just because I can't remember all of my passwords."* Further insight revealed that Christian, Mike, Shruti, and Yvette use the same variations of the same word or phrase for their password. Yvette said, *"I have very similar passwords for a lot of things with just different variations of it."*

B. Access

During our observations, Andre stated that he would not close the aunt's accounts but would find someone in the family that wants to manage them. This was explored further in our interviews. In the event that they could not prepare their digital artifacts on their own, all participants in our interviews, except Shruti, stated that they would want a family member or a close friend to manage their digital assets after they pass. Kristina said, *"Definitely my sister… And then my boyfriend who I live with now."* Shruti stated that she would want *"somebody external and professional"* to avoid placing the responsibility of managing their assets on their husband or friends while they are grieving.

Survey respondents (n=45) were asked to rank their comfort on a Likert scale from 1-5 (1- Not Comfortable to 5- Very Comfortable) among three options of people to have access to their digital artifacts (a loved one, professional, or stranger). Loved one accessing their information was preferable overall, with a professional coming in second (see figure 2).

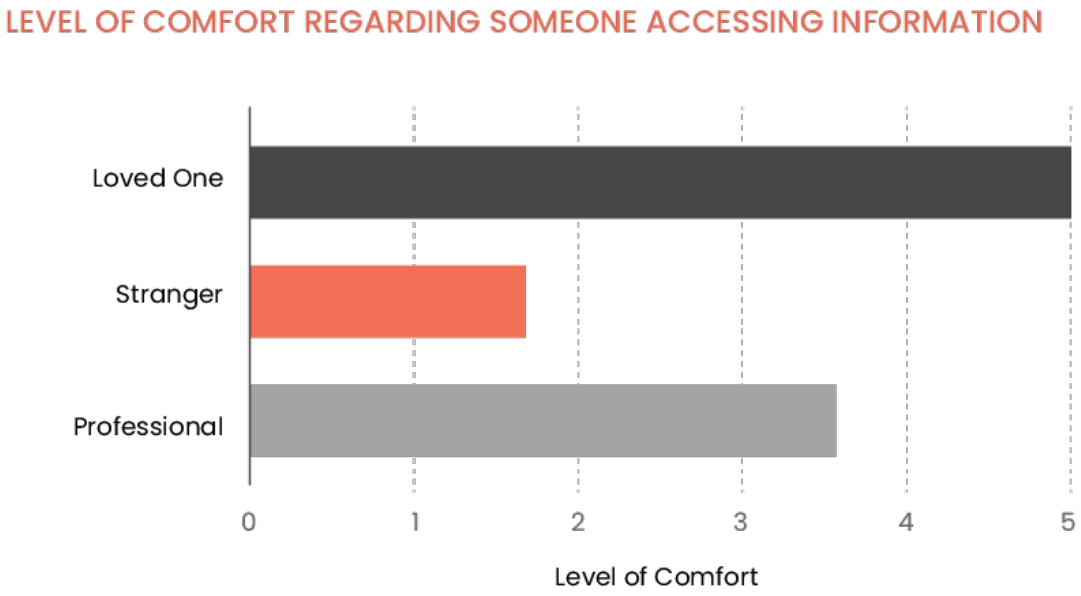


Figure 2
Similarly, respondents also ranked (Likert scale from 1-5) how comfortable they would be with one of the listed persons (parents, siblings, extended family, friends, professional) curating their digital artifacts after their passing (see figure 3). The results showed that respondents would prefer their siblings to curate their digital artifacts. Parents and friends were the second most preferred.

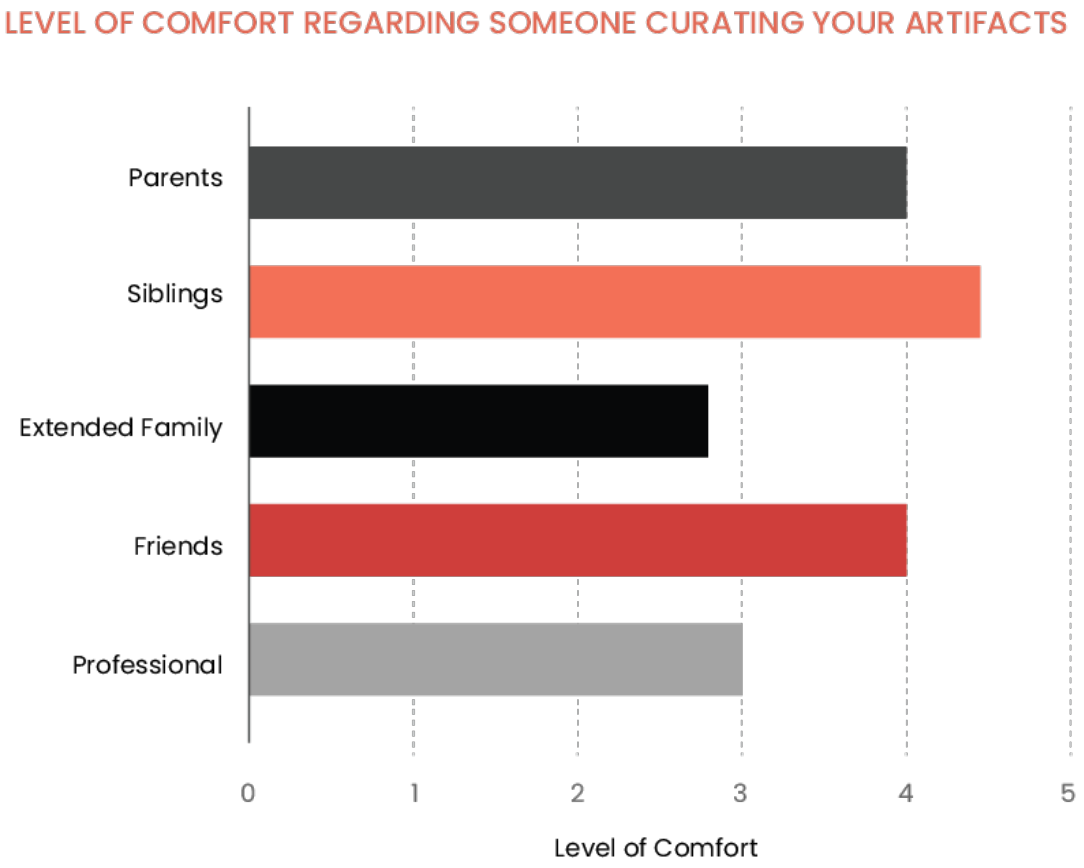


Figure 3

To explore our hypothesis that people feel more comfortable with their loved ones accessing their digital artifacts compared to others, we conducted a one-way ANOVA and found a statistically significant differences among group means at alpha level .05 ($F_{(2,132)}$=35.7., p=<.05) η^2=.035. There are significant differences between loved ones and strangers, and professionals and strangers.

C. Preparation

Level of Preparation

Our observation participants demonstrated some confusion when presented with the task of organizing their aunt's social media presence to prepare for their passing. Kail asked "*What is considered social media presence?*" when pondering where he has all his digital assets stored. Three participants, Larkesha, Kail, and Marcus, had trouble finding a starting place for this task. When asked for their thought process during this task in the wrap-up, Kail, Abhishek, and Marcus mentioned that they never thought about what they would want for their digital assets after death.

Survey respondents were asked if they ever had a conversation with their loved one regarding distribution of their own or their loved one's artifacts after death: Most (35 of 45) have not have this conversation. Similarly, most (34 of 45) participants also did not know their loved one's wishes regarding their digital artifacts and 23 of 45 participants were not sure of the location of their loved one's artifacts (see figure 4).

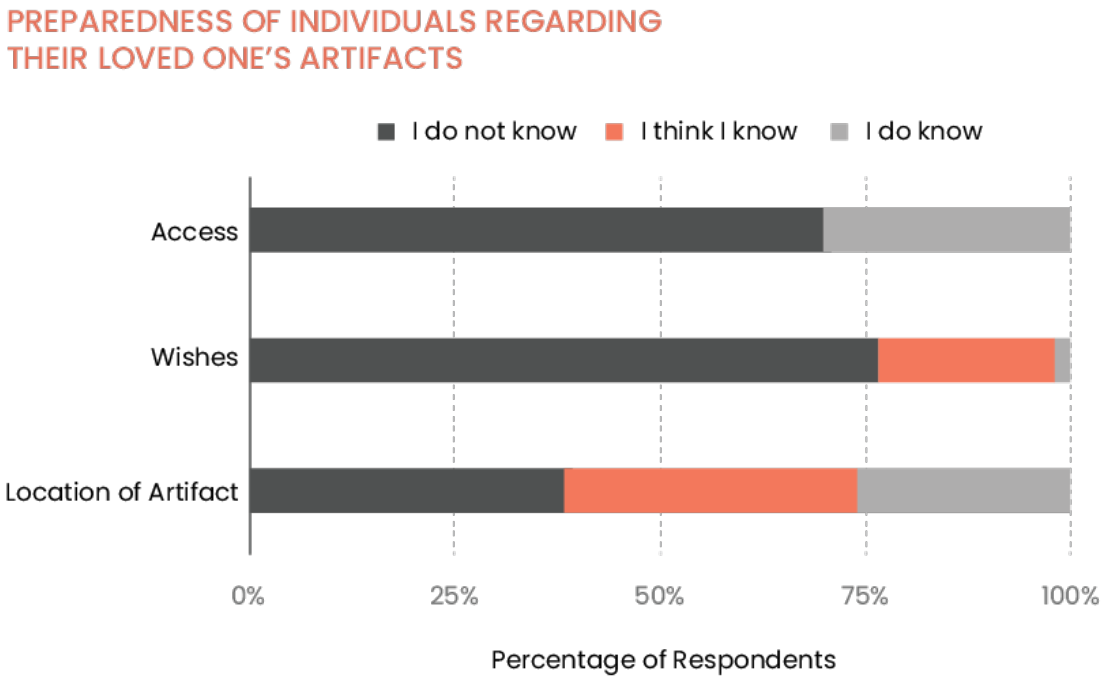


Figure 4

When asked on the level of preparedness they felt regarding their own digital artifacts. 30 out of 45 participants did not feel confident as their plan for their digital assets. To explore our hypothesis that people who are older are more prepared for their passing, we used a CHI square test and we found no significance, we determined that age was not a factor, X^2 (120, $N = 45$) = 106.43, $p = .81$.

Digital Artifact Distribution

All participants in our observation reached a solution as to what they would do with their aunt's social media presence. Three participants, Larkesha, Lina, and Jai, expressed that their first steps would be to go through their aunt's social media and to decide which digital assets should be kept and which should be deleted. Christian would pull all the digital assets into the cloud so they can share it with everyone. Andre would not close the accounts, but instead find someone in the family that wants to manage them. Marcus would email the digital assets if the aunt wanted certain items to go to specific people.

In our interviews, four participants, Kristina, Mike, Shruti, and Yvette stated that they desired to leave behind some form of instruction for their loved one to dictate what they should do with their digital assets. Paul, Shruti, and Yvette specifically mentioned that they would leave behind instructions on what should be deleted after they die. Paul said, *"All the information that's not really me anymore, I don't want that to be a part of anyone's knowledge."* Kristina, Mika, and Paul also said they would want the option to have preselected files or accounts to be deleted.

This insight regarding deletion of artifacts in preparation for death was further explored in our surveys. Of 45 participants, 25 said that they do have files they would want deleted in the event of their passing. In addition, 24 participants said they would be interested in an automated deletion of artifacts, however only 17 participants were interested in automated deletion of their social media accounts. A Kruskal-Wallace test comparing the number of social media accounts a participant stated they owned and their willingness for an automatic deletion of social media was not significant, $H(1) = 1.62$, $p=.81$.

When it came to researching how to organize digital assets in preparation for death, four participants, Lina, Kail, Marcus, and Jai, used Google to get an idea of where to start. Jai mentioned that they wanted to find a checklist on what they should do. Kail clicked on a link to an article on Washington National titled, *"How to handle social media accounts of deceased loved ones"* and spent a minute skimming through it. The idea of a checklist or instructions was mentioned by Kristina, Mike, Shruti, Paul, and Yvette in our interviews. In the beginning of our survey, participants were asked how prepared they feel of their plans for their digital artifacts once they pass and those that gave a low rating (not prepared) were asked what could be done to feel more prepared. Out of 37 participants, 21 mentioned either having a checklist or a plan that they could follow would be helpful to them.

Memorial Page Preference

During our observations, participants decided to share or present their aunt's artifacts instead of distribution. Christian would pull all the digital assets into the cloud so people could access it and view through the artifacts. Kail would create a memorial page on Facebook.

During our interviews, most participants expressed positive views about memorial pages. Shruti said that she found the memorial page she saw to be *"heartwarming"* and *"beautiful"*. Mike, Shruti, and Yvette said that memorial pages facilitated connections between people. Mike, mentioned the continued activity on a memorial page. *"People were still actively posting, saying how much they missed her and actively acknowledged her life. And her Facebook page is alive and ever changing."* Yvette also mentioned that a memorial page gives the people who can not attend the funeral a chance to *"see and remember the person"*.

Three participants, Gunther, Mika, and Kristina expressed differing opinions. Mika said that the memorial page she viewed seemed, *"impersonal"*, while Gunther said, *"It didn't really look like anything. It just looked like a frozen social media page."* Krista mentioned that she never clicks on the links she finds in her social media feed directing to memorial pages as she did not personally know the person it was created for.

In our survey, 28 out of 45 participants responded that they do not want a memorial page set up after their passing. The 17 participants that did want a memorial page were asked to rate (on a Likert scale from 1-5) which feature they would like to have on their memorial page (see figure 5). Respondents rated photos and videos highly. Having participant's life's work, biography, mementos, and posting features was also seen as important features to present.

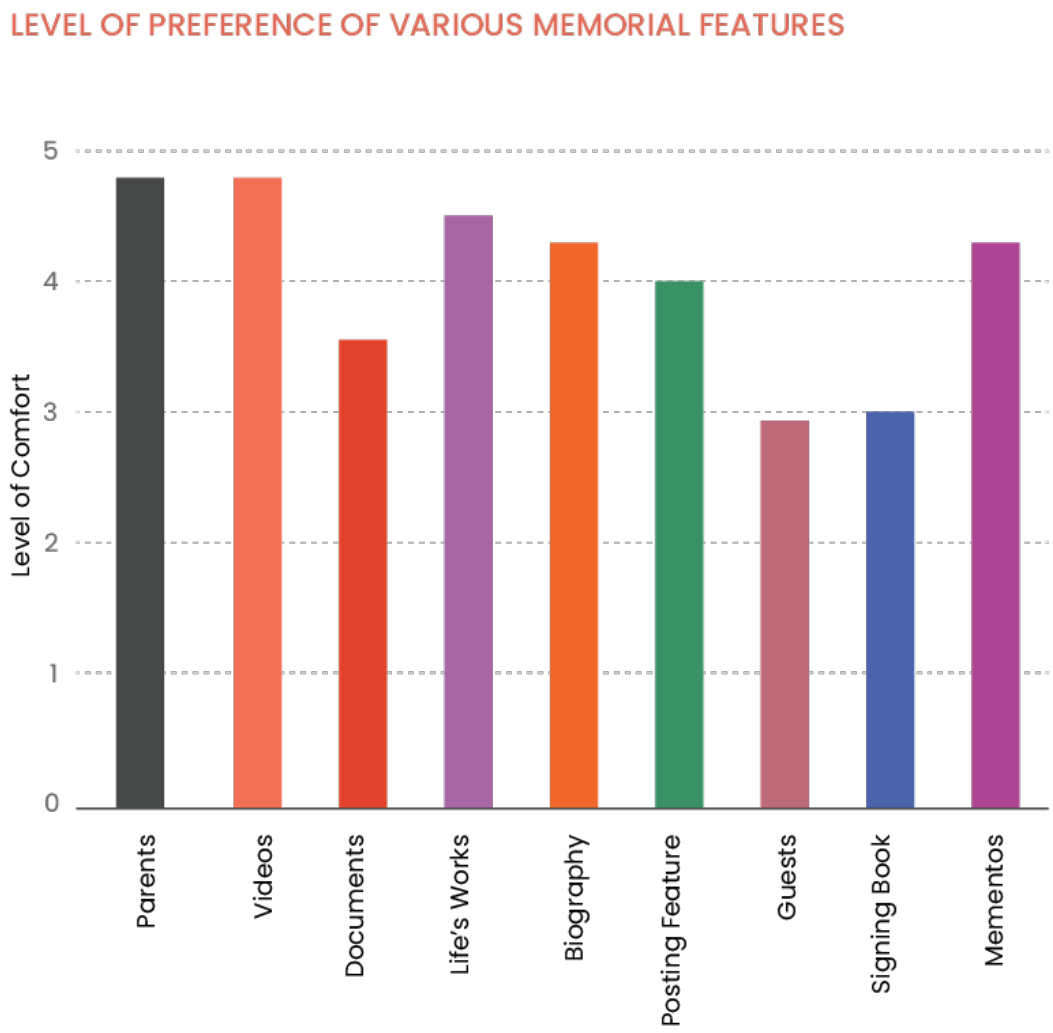


Figure 5

D. Feature Matrix

User Types:

- All: Features that can apply to all users

- Preparer: Users that are setting up their own digital legacy package. They have a lot of digital assets stored across various locations.

- Organizer: Users that are setting up a digital legacy package for another person. They will have to find and upload digital artifacts that this person wants in their package.

- Social: Users that want to showcase their digital artifacts with others after they pass.

- Old-school: Users that have physical artifacts that they want to include into their digital legacy package such as printed photos, written words, and anything that can be easily digitized.

No.	Feature	Priority	Impact	Feasibility	User Type
1.	Cloud-Based storage for files.	High	High	High	All
2.	How-to-guide for uploading files and which to choose.	High	High	High	All
3.	A way to consolidate digital accounts (such as social media or bank accounts) into one user profile.	High	High	High	All
4.	Memorial Page Creation	Medium	High	High	Social
5.	Live chat feature for professional help.	High	High	Low	Organizer
6.	Artifact Organization	Medium	Medium	High	All
7.	Assigning Curators	High	High	High	All
8.	Ability to scan or upload physical artifacts	Low	Medium	High	Old-school
9.	Ability to delete digital artifacts and accounts	Medium	High	High	All

E. User Scenario

Gloria's Scenario

A few months ago, Gloria was diagnosed with stage four breast cancer and has since spent a lot of time reflecting on her life and her relationships. She worked as a surgeon for many years and fears since she dedicated so much of her time to serving her patients, she may have neglected her closest loved ones. Due to this concern, she turns to her photos and videos that she has across various web platforms of moments spent with family and friends. As she browses through hours of cherished mementos, she notices that she did in fact spend a lot of time with those she loved most. Photos and videos full of smiles and laughter. In an old document on her Google drive was the speech she wrote for her youngest daughter's wedding. She realized that though these are memories shared by many, she is the only one in possession of these artifacts.

One morning, a friend comes over for lunch and as they sit drinking tea, she expresses her concerns about this. Her friend suggests that she tries a website called Cloud 9. They talk about the company's services for a bit and after her friend leaves, she decides to look them up on Google. She types Cloud 9 into the search bar and their website pops up with the first few listings. She clicked on the link then began to look through the information on the site. She notices that they will aid you in the compiling, storing, and sharing of your personal digital artifacts in preparation for your passing. They also offer services to create memorial pages in your honor and will allow you to assign a curator to handle your digital estate. She likes what she sees so she sets up an account.

Cloud 9 offers a checklist to help Gloria stay organized during the process of handling your files. The checklist also gives insight into what potential files Gloria might need to address, such as important documents pertaining to banking. She uses the checklist to quickly upload the digital artifacts by connecting to her Google Drive and local storage. She then organizes the artifacts as needed in the Cloud 9 site based on the type of artifact they are (photo, documents, videos, etc.) and set up for them to be shared through Cloud9.

After finishing up with her files it was time to assign a curator. Gloria is nervous that whomever she chooses might not feel comfortable with the duty. Thankfully, she notices that Cloud 9 allows you to select more than one person as a curator. After thinking it over, she puts all three of her children on the list and sends the package invitation to her children's emails. The children accept and are given an access key to which they can use to view her digital package on Cloud 9. She also includes in her package the list of people she wants her digital artifacts to be sent to.

Three months after using the Cloud 9 site, Gloria dies in her sleep. The children are able to access the digital package created by Gloria on the Cloud 9 site and are able to select the option to send Gloria's digital legacy to the people she designated. The recipients were able to share in the memories Gloria has shared with them and grieve properly without the stress of worry.

Bridgette's Scenario

Bridgette has always been the one to turn to when you need something planned. She is great at handling complex situations and coming up with solutions that pleases everyone involved. Bridgette works for a local hospital as a nurse and has been serving her community for four years. Once she graduated from college she started working immediately and works hard every day to ensure the safety of her patients. After working a 12hr shift one evening she received a call from her grandmother. Her grandmother explained how she became knowledgeable of a site called Cloud 9 and how they help users prepare for the handling of their digital assets in the event of their death. Her grandmother is not the most tech-savvy person so she wanted to know if Bridgette could assist her in handling the process.

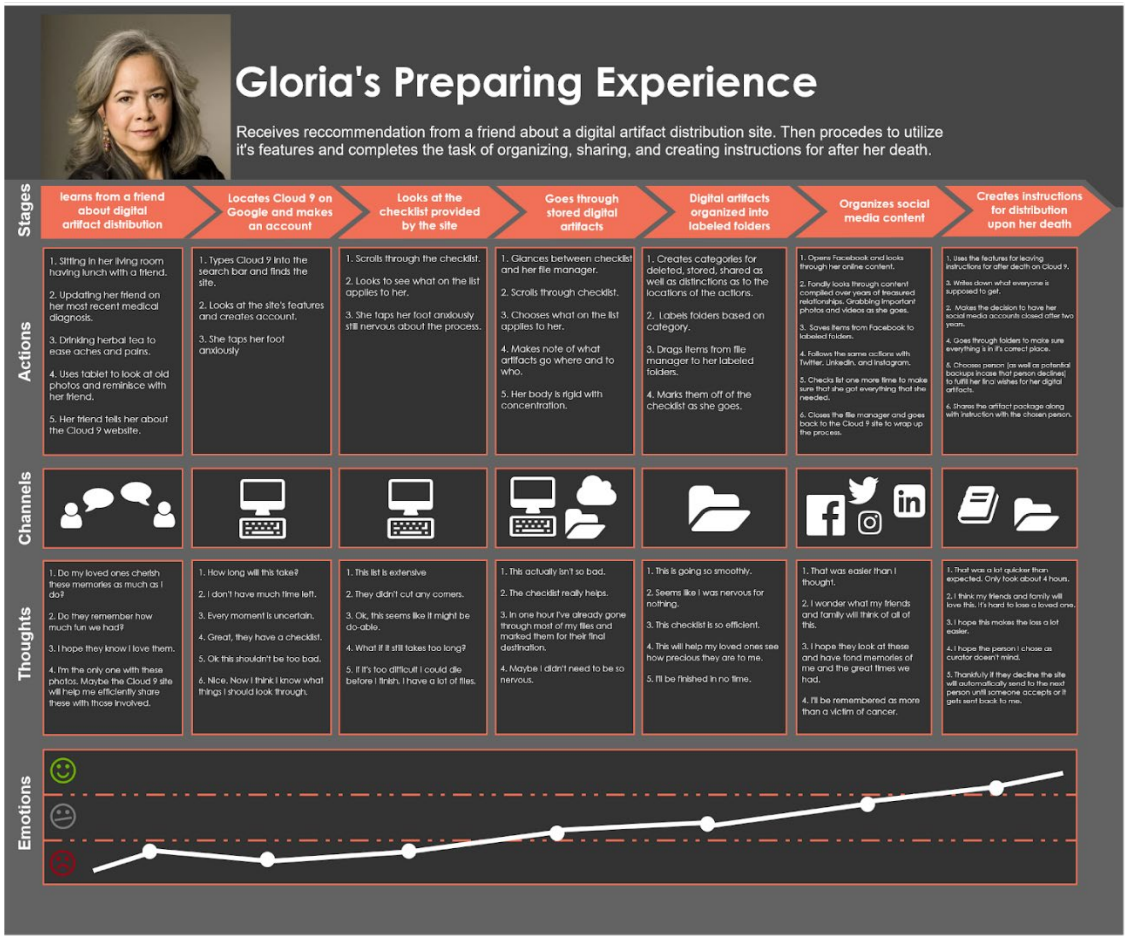
Hearing this, Bridgette immediately becomes anxious. She knows that her grandmother is getting older and these types of preparations are a necessity, but she is uncomfortable thinking about that reality. Despite this she agrees to help her and heads over to her grandmother's house the following morning. They sit down at the kitchen table and begin to do research on the site.

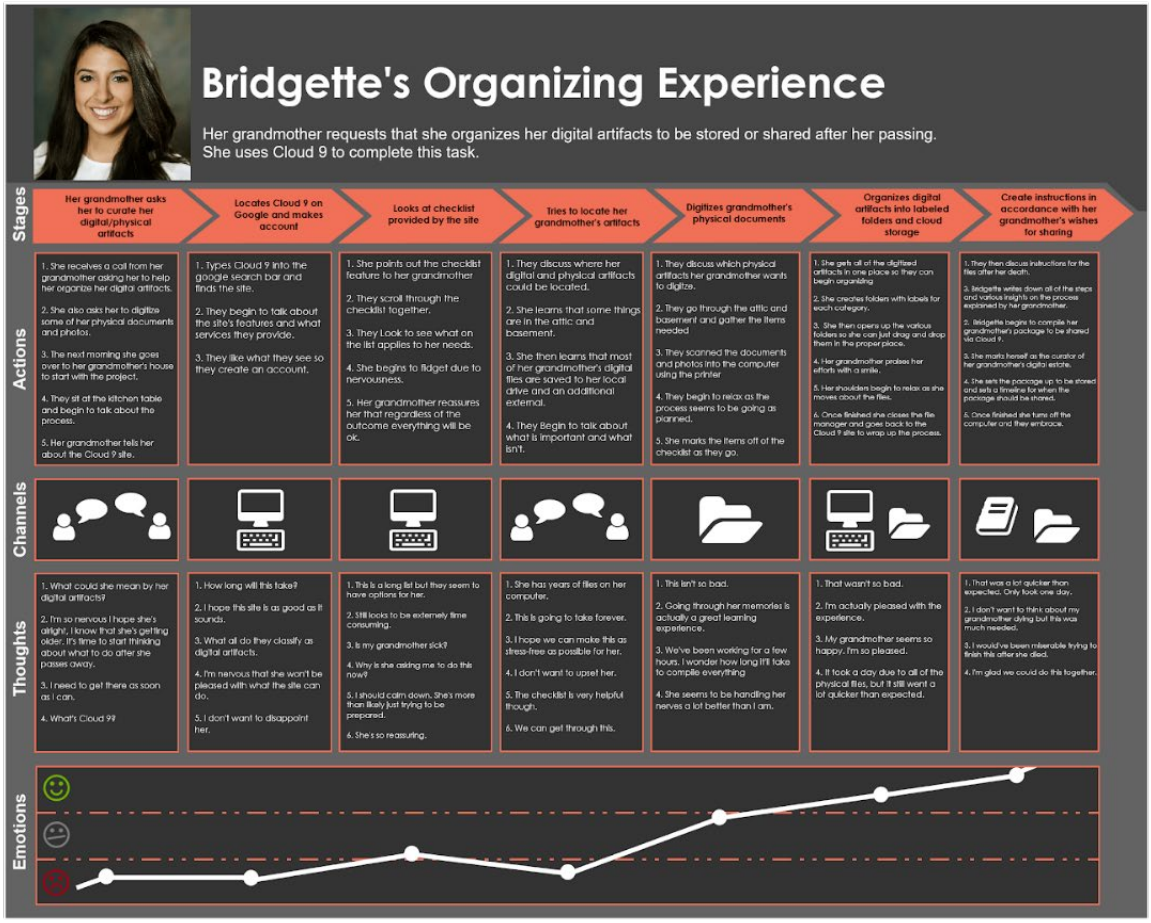
Bridgette types Cloud 9 into the search bar and clicks on the first listing that appears. They go through the site seeing what the company offers and learns that they aid in the sharing and storing of digital artifacts. Confused, she does more research and learns that digital artifacts are photos, videos, documents, and any other digital file that is important but does not necessarily hold monetary value. The site also offers a feature called a checklist that aids users with the whole process. On the list are suggested items that one might wish to be handled along with the feature of checking items off as you go.

Pleased with what they see, Bridgette creates an account. Bridgette at this point is nervous that this ordeal will take a long time. Her grandmother has decades of documents and files to organize. Her grandmother, sensing her unease, reassures her that they can do this together and that everything will be alright. Feeling a little more confident about the process, they then discuss what all her grandmother wishes to place in her Cloud 9 package. Her grandmother tells her that she has some photos on her computer, but that she also has physical photos and documents that she wants to include in her digital legacy package. Bridgette opens up the files on her grandmother's computer and uploads all the photos to Cloud 9. They go through the photos to figure out what photos her grandmother wants to keep to distribute and what to delete. Next, they begin collecting the physical artifacts her grandmother wants to add to her digital legacy package. Her grandmother had various documents and photos due to her freelance photography career. They worked together to scan the items into Cloud 9.

They have been working for half the day and are almost finished. Bridgette realized that this process did not take as long as she feared it would. After organizing the last document her grandmother asks for her to be the curator of her digital estate. Bridgette of course accepts and they set up the destinations for her package as well as when they will be sent out. They are to be shared through Cloud 9, with links to access the digital legacy package sent through email and Facebook within three weeks of her grandmother's death – which Bridgette will need to use her curator access key to confirm when the time comes. Bridgette is sure when her grandmother passes, she will not have the mental state to handle such an ordeal. She is reassured that she will be able to quickly take care of her grandmother's wishes once the time comes and is she was able to go through this process while her grandmother was still here to help. She can feel the anxiety leaving her body as she watches the package finally be processed by the Cloud 9 site. Her grandmother turns to her and thanks her with an embrace.

F. Experience Map





Discussion

The proliferation of technology-based social media have created a new category of assets; i.e. digitally-based. Additionally, with the development of the Internet, "this digital legacy or digital asset is a reality that lies no longer solely on a hard disk, and may be available in a wide access network" (Gray & Coulton, 2013). It was our aim in this project to understand the user needs for a technology-based solution to help them store, organize, and distribute digital assets after they have passed. We conducted eight observations and followed with eight interviews. We then conducted a survey with 45 participants. We organized our findings into three categories: digital artifact management, access, and preparation. The findings had several implications for design that are discussed in the following sections.

A. Top Level Findings and Implications for Design

Cloud-Based

There was a prevalence of the use of cloud services in our study. Participants in our observations, stored their digital assets in the cloud using Google Drive, Dropbox, or other services and they shared these assets by generating a link to send to others. This was supported in our interviews as half of the participants mentioned using the cloud to store their digital artifacts. Survey results also showed that respondent's loved ones store their digital artifacts on the cloud. All the services listed are web-based and do not require a program to be downloaded. This implies that a product geared towards storing and sharing digital assets will be cloud-based and accessible from a web browser.

How-to Guide

We found participants encountered difficulties finding information on how to organize social media presence. Jai and Paul both remarked that they would like a checklist of what they should do and of files that they should prepare in case of death. These comments implied that users would benefit from a product that has clear instructions and recommendations on how users can prepare their digital artifacts before death.

Consolidation

Any solution should also consolidate and access all of a user's accounts from one place. One of our participants, Kail, mentioned how it would be difficult to manage all his accounts. Four participants during the interviews mentioned that their vision for a product would include a way to input their various accounts such as social media or banking information. This would also include a way to consolidate password information so that loved ones will have a way to access digital accounts.

Dead Man's Switch

Many of our interview participants mentioned that they have files they would want to be deleted once they passed. Gunther mentioned a dead man's switch or some type of private key that a designated individual could use to send out notifications of their death and to delete files. More than half of our participants (n=25) in our interviews said that they have digital artifacts they would want to be deleted after they pass. This indicated that our design should include a feature to allow users to select which of their files should be kept and shared and which files should be deleted.

Memorial Page Creation

From our observations, and interviews we determined that participants had a favorable view towards online memorial pages and many would like one created for them in the event of their passing. The survey results showed less than half of the respondents (n=17) wanted a memorial page for themselves. This indicated that apart from creating a digital artifact package to be distributed, users would also benefit from having a choice to display chosen artifacts with friends and family. Based on the findings from the surveys the memorial should have features such as guest posting, signing book, and ways to add photos and videos.

B. Limitations and Future Work

The small sample size of observation and interview portions created limitations in our study. We were also limited in our ability to only record desktop observations because many digital assets are stored and shared through people's phones. Also, our ability to only connect to our participants through video made it difficult to create a more conversational approach in our recordings, leading to a more regimental interview.

Future work may involve research into additional features. Collaboration and facial recognition of photos to help distribute artifacts to specific individuals were mentioned by our participants during our research and could be looked into to gather more key insights in our product.

Bibliography

Armstrong, A., & Rivers, C. (2018, August). What Happens to your online assets after your demise? Digital Estate Planning. *Financial Planner*.

Cantor, Matthew (2019, April 30). Facebook could have 4.9bn dead users by 2100, study finds, The Guardian, http://www.theguardian.com

Domo - Data Never Sleeps 7.0. (2019). Retrieved May 16, 2020, from https://www.domo.com/learn/data-never-sleeps-7

Gramlich, J. (2019, May 16). 10 facts about Americans and Facebook. Retrieved from https://www.pewresearch.org/fact-tank/2019/05/16/facts-about-americans-and-facebook/

Gray, S.E., & Coulton, P. (2013). Living with the Dead: Emergent Post-mortem digital curation and creation practices. Digital Legacy and Interaction: *Post-Mortem Issues, Human–Computer Interaction Series*. https://doi.org/10.1007/978-3-319-01631-3_2

Appendix

A. Observation Informed Consent

ADULT CONSENT TO PARTICIPATE IN RESEARCH

Digital Legacy

Principal Investigator: Samantha Wanamaker (Graduate Student), Tamae Burton (Graduate Student), Marquis Lawton (Graduate Student), Rahul Kapoor (Graduate Student)

Institution: DePaul University, Chicago, Illinois, USA

Department (School, College): Computing and Digital Media
Faculty Advisor: Cynthia Putnam, Ph.D. - CDM, DePaul University

What is the purpose of this research?
We are asking you to be in a research study because we are trying to learn more about how people store and curate their prized digital possessions. We are also looking to understand how technology can assist people in choosing how they would share these sentimental digital files with their loved ones when they are gone. Samantha Wanamaker, Tanae Burton, Marquis Lawton, Rahul Kapoor are conducting this study at DePaul University as a requirement to obtain their master's degrees. This research is supervised by Professor Cynthia Putnam. We hope to include eight (8) people in the research.

Why are you being asked to be in the research?
You have been asked to participate in this study because you have expressed an interest in learning about the idea of digital legacy. You have been selected as a potential participant because you are 18 years old or older.

What is involved in being in the research study?
Your participation in this study will require you to complete a brief interview about how you store and curate your prized digital possessions and a 20-30 minute interactive task where you will be given a scenario and a couple of tasks which we will observe you complete. This will be followed by a short wrap-up interview about the observation.

The interview may be voice/audio/video recorded and your computer screen will be recorded during the observation. We will transcribe our interview questions and responses into written notes to get an accurate record of what you said. We may use a portion of video footage for a portfolio video that describes our overall process.

How much time will this take?
This session should take approximately 30-40 minutes without interruptions.

Are there any risks involved in participating in this study?

The risks involved in participating in this study are minimal. Potential risks of participating may include feelings of discomfort when asked to answer questions about death and other morbid topics about your digital legacy once you are gone. As a participant in this study, you reserve the right to decline to respond to any question that you do not feel comfortable answering.

Are there any benefits to participating in this study?
The benefits of participating in this study are minimal. Potential benefits associated with your participation may include increased knowledge or awareness of the digital legacy ecosystem and personal insights gained from sharing your habits and routines.

Can you decide not to participate?
Your participation in this study is voluntary. You may choose at any time not to participate in any activities associated with this research. You will face no consequences, penalties, or loss of benefits if you decline to participate in this study or withdraw from this study at any time.

Who will see my study information and how will the confidentiality of the information collected for the research be protected?
The research records will be kept and stored securely and we will make all efforts to prevent anyone who is not involved in this research to see your results. Your responses will be combined with information from other people taking part in the study. When we write about the study or publish a paper to share the research with other researchers, we will write about the combined information that we have gathered. We will not include your name or any information that will directly identify you. In the case that our records are reviewed by individuals or institutions that ensure that we are following the required rules, laws, and regulations, your information will be kept confidential.

Who should be contacted for more information about the research?
Before you decide whether to accept this invitation to take part in the study, please ask any questions that might come to mind now. Later, if you have questions, suggestions, concerns, or complaints about the study or you want to get additional information or provide input about this research, you can contact the researchers:

Samantha Wanamaker
swanamak@mail.depaul.edu
619-597-9474

Tanae Burton
t.m.g.burton@gmail.com
708-743-2052

Marquis Lawton
mlwtn24@gmail.com
857-869-7256

Rahul Kapoor
rahulkapoor@gmail.com
416-46-4307

You may also contact the faculty advisor:
Cynthia Putnam
cputnam@cdm.depaul.edu
312-362-5854

You may also contact DePaul's Office of Research Services if:

- Your questions, concerns, or complaints are not being answered by the research team.
- You cannot reach the research team.
- You want to talk to someone besides the research team.

You will be given a copy of this information to keep for your records.

Statement of Consent from the Subject:

I have read the above information. I have had all my questions and concerns answered. By signing below, I indicate my consent to be in the research.

Signature: _____

Printed name: _____

Date: _____

B. Observation Protocol

Equipment
Computer with screen capture software
Internet connection
Pen & Paper
Step 1: Introduction
Introduce yourself and the project

Hello, my name is [insert name]. Thank you for meeting with me today. My team and I are working on a project which involves asking people about how they store their prized digital possessions.

Explain the purpose of the project
We are trying to understand how people store their digital artifacts, such photos, videos, songs, any other type of media.

Explain what will happen
Your participation in this project today will consist of the following activities. We will begin with our warm-up questions then move on to a reading of our scenario. I will ask you to perform a couple of tasks based on the scenario. While you perform the steps, I will be monitoring your actions and writing down any comments. We will conclude with wrap-up questions. The activity should take around 30-40 minutes to complete.

Informed consent
This activity is voluntary. You have the right not to perform any activity or answer any question, and to stop the interview at any time or for any reason. Your actions and responses will be confidential and used together with this project. Only your first name will be used to identify you. If you wish, you can use a pseudonym rather than your real name.
Get verbal consent over video app

STEP 2: WARM-UP
1. Do you have social media? [If no proceed to question 2]
    a. When was the last time you used social media?
    b. How frequently do you use social media?
    c. How much time in total do you spend consuming social media?
    d. While using social media, approximately how long does each session last?
2. How do you organize your digital assets, photos, videos, music?
3. If you have social media or digital assets do you have a plan for your accounts after your passing?

Step 3. OBSERVATION
Send over photos and the scenario to the participant.
Onto the activity, this should take roughly 20-30 minutes and you can use any website or tools on your computer to accomplish the task. It would be helpful for us if you spoke your thought process out loud so we can also gain an understanding of how you would organize and share the photos.

Imagine your aunt, an avid photographer and writer, is critically ill; everyone in the family is distraught and shocked at how swiftly her condition worsened. You, being the most versed in technology in comparison to the rest of the family, are asked to help your aunt with organizing her digital assets and social media accounts alongside her so she can share her collected artifacts with her family and friends when she is gone.

Could you please demonstrate, while sharing your screen, how you would store and share these sentimental digital files of her 50th birthdays (the photos sent to you earlier) with her loved ones once she is gone? Could you also show how you would help her organize her social media presence?

STEP 4: WRAP-UP
Okay once you have finished the task, I have some follow-up questions for you:

[First, ask any questions regarding specific actions that were different than what was expected]

You started by doing [blank], why was that?
You did x instead of y, can you explain how you made your choice?

1. Did you have any trouble figuring out where to share her digital assets?

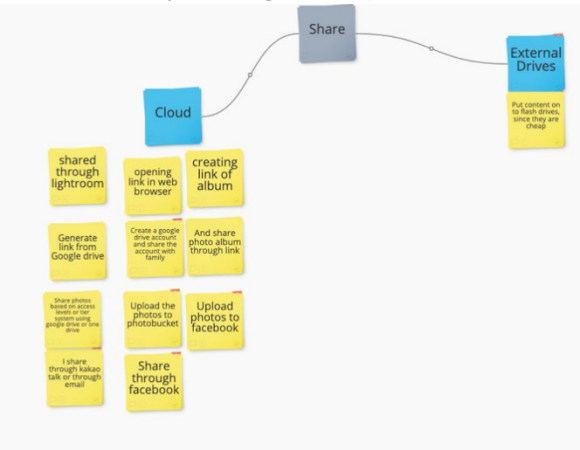
2. What was your thought process as you were deciding to store her files?

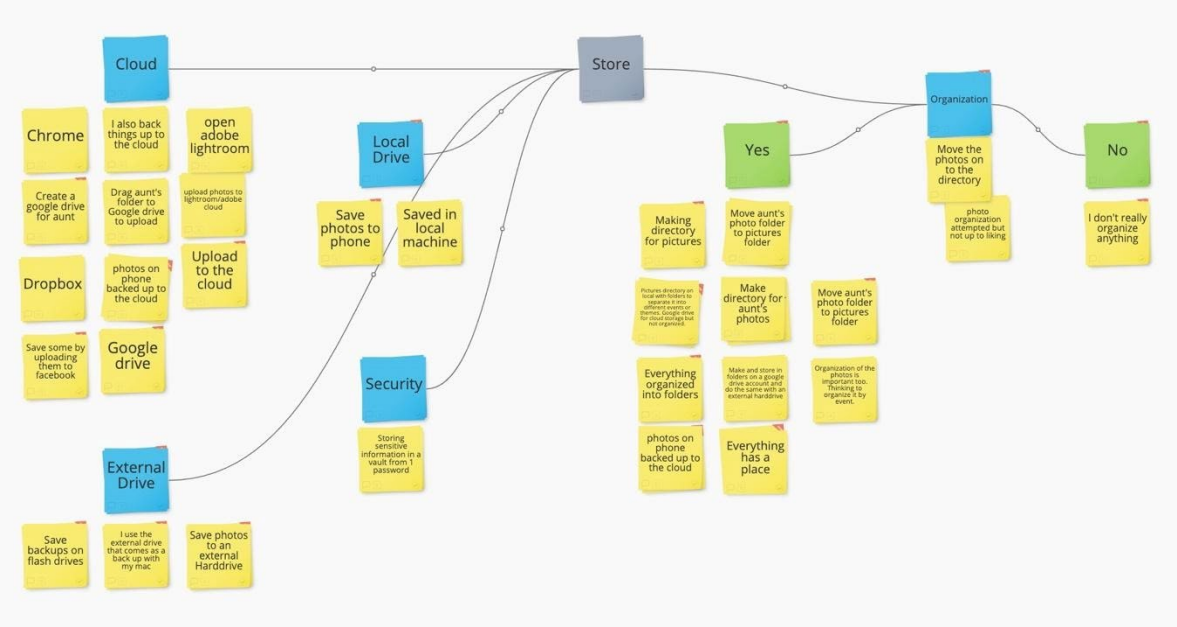
3. Do you have a specific location to store photos and other digital media?

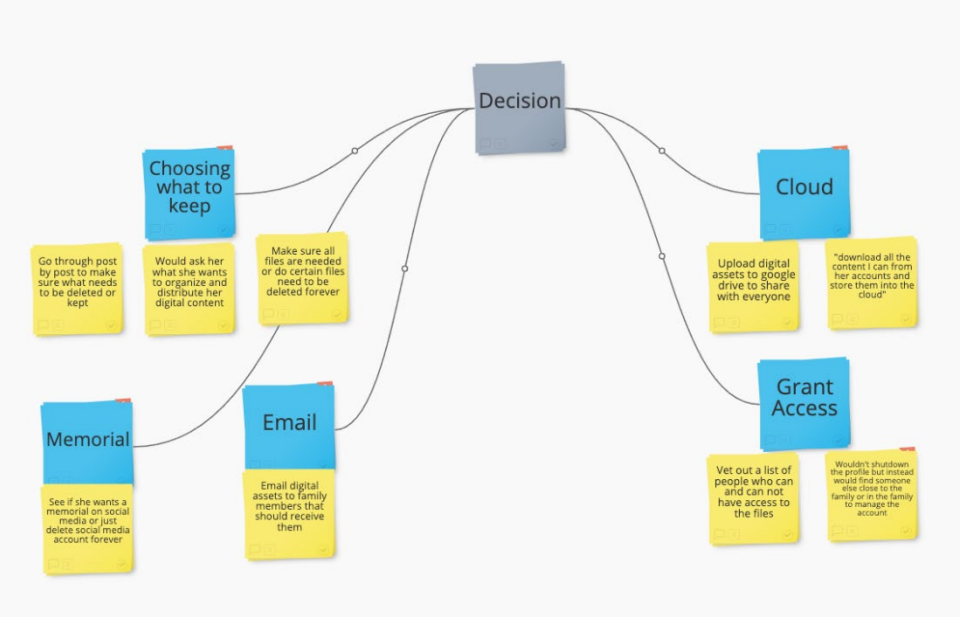
4. Lastly, what is your age and profession? If you would like to use a pseudonym let me know now.

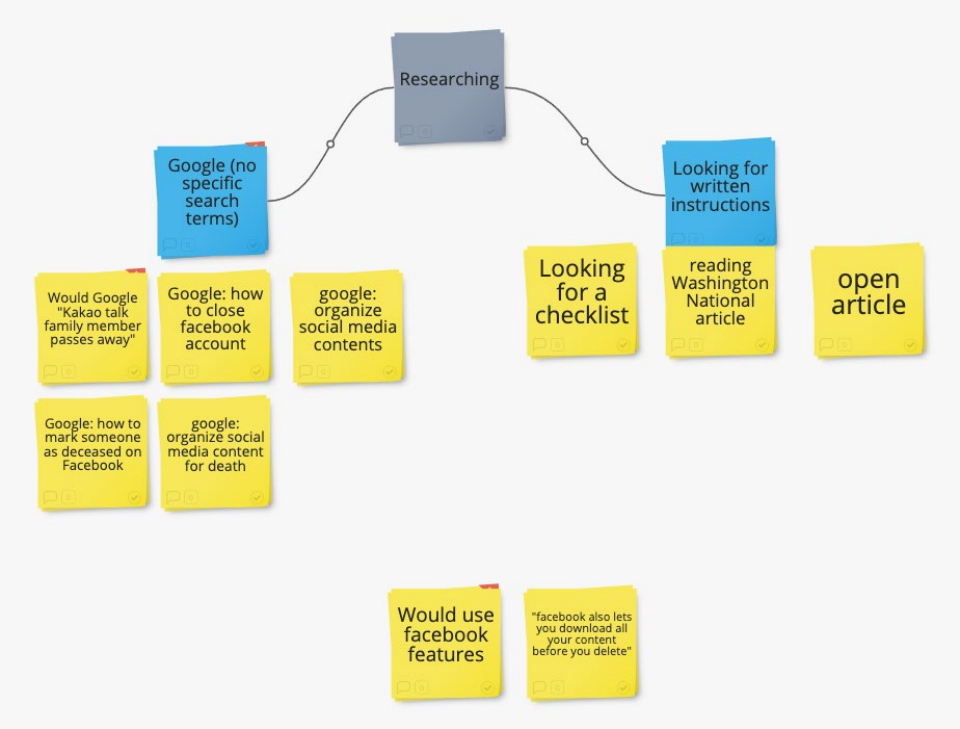
That is the end of our activity, thank you for meeting with me. Would it be alright with you to contact you again if I had any follow-up questions in the next few weeks?

C. Affinity Diagram (Observations)

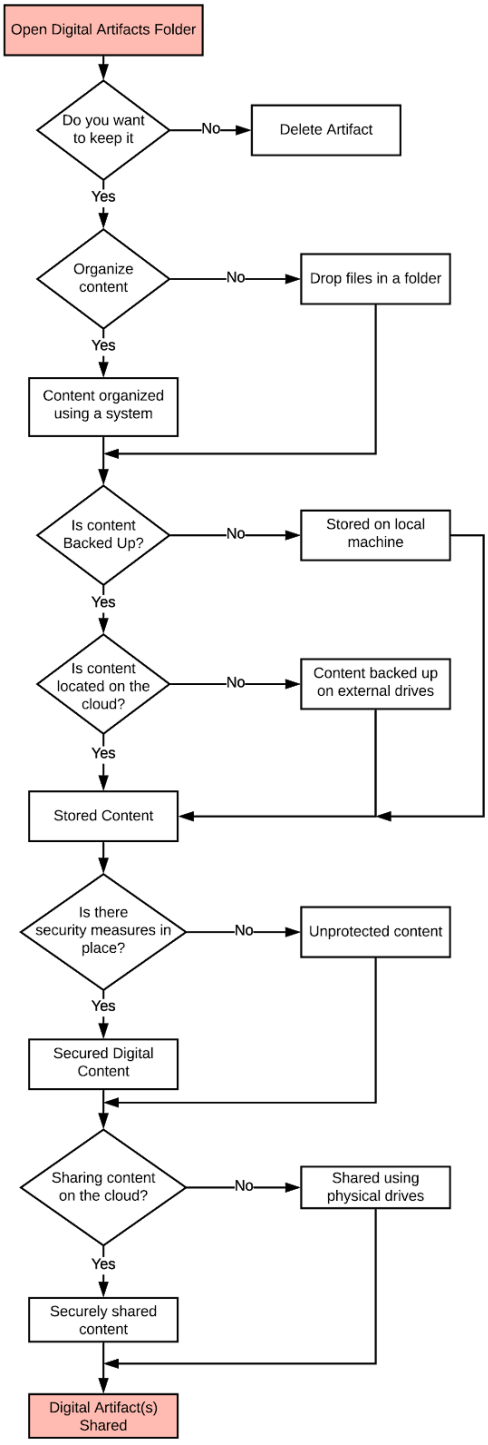



Cloud
Chrome
I also back things up to the cloud
open adobe lightroom
Create a google drive for aunt
Drag aunt's folder to Google drive to upload
upload photos to lightroom/adobe cloud
Dropbox
photos on phone backed up to the cloud
Upload to the cloud
Save some by uploading them to facebook
Google drive
External Drive
Save backups on flash drives
I use the external drive that comes as a back up with my mac
Save photos to an external Harddrive
Local Drive
Save photos to phone
Saved in local machine
Security
Storing sensitive information in a vault from 1 password
Store
Organization
Yes
Making directory for pictures
Move aunt's photo folder to pictures folder
Pictures directory on local with folders to separate it into different events or themes. Google drive for aunt's photos but not organized.
Make directory for aunt's photos
Move aunt's photo folder to pictures folder
Everything organized into folders
Make and store in folders on a google drive account and do the same with an external harddrive
Organization of the photos is improvised too. Thinking to organize it by event.
photos on phone backed up to the cloud
Everything has a place
Move the photos on to the directory
photo organization attempted but not up to liking
No
I don't really organize anything


Decision
Choosing what to keep
Go through post by post to make sure what needs to be deleted or kept
Would ask her what she wants to organize and distribute her digital content
Make sure all files are needed or do certain files need to be deleted forever
Memorial
See if she wants a memorial on social media or just delete social media account forever
Email
Email digital assets to family members that should receive them
Cloud
Upload digital assets to google drive to share with everyone
"download all the content I can from her accounts and store them into the cloud"
Grant Access
Vet out a list of people who can and can not have access to the files
Wouldn't shutdown the profile but instead would find someone else close to the family or in the family to manage the account


Researching
Google (no specific search terms)
Looking for written instructions
Would Google "Kakao talk family member passes away"
Google: how to close facebook account
google: organize social media contents
Looking for a checklist
reading Washington National article
open article
Google: how to mark someone as deceased on Facebook
google: organize social media content for death
Would use facebook features
"facebook also lets you download all your content before you delete"

D. Flow Diagram



E. Interview Informed Consent Form

ADULT CONSENT TO PARTICIPATE IN RESEARCH
Digital Legacy Interview
Principal Investigators: Samantha Wanamaker, Tanae Burton, Marquis Lawton, Rahul Kapoor

Institution: DePaul University, Chicago, Illinois, USA
College: Computing and Digital Media (CDM)
Faculty Advisor: Cynthia Putnam, Ph.D. – CDM, DePaul University
Key Information:
What is the purpose of this research?
We are asking you to be in a research study because we are trying to learn more about How can a technology-based solution helps users consolidate, store, and share their or loved ones' digital artifacts in preparation for their passing? Samantha Wanamaker, Tanae Burton, Marquis Lawton and Rahul Kapoor are conducting this study at DePaul University as a requirement to obtain their master's degrees. This research is supervised by Professor Cynthia Putnam. We hope to include eight (8) people in the research.
Why are you being asked to be in the research?
You have been asked to participate in this study because you have expressed an interest in learning about the idea of digital legacy. You have been selected as a potential participant because you are 18 years old or older.
What is involved in being in the research study?
Your participation in this study will require you to complete a 30-40 min interview about: How would you share information or artifacts of a passed loved one? Have you done any preparation in regard to your digital artifacts when you are gone? What kind of digital assets would you want to share with your loved ones' when they have passed?
This will be followed by a short wrap-up and retrospective questionnaire about the interview. The interview may be voice/audio/video recorded and your computer screen will be recorded during the observation. We will transcribe our interview questions and responses into written notes to get an accurate record of what you said. We may use a portion of video footage for a portfolio video that describes our overall process.
Are there any risks involved in participating in this study?
You may feel uncomfortable or embarrassed (or sad or angry) about answering certain questions. You do not have to answer any questions you do not want to. There is the possibility that others may find out what you have said, but we have put protections in place to prevent this from happening.
Are there any benefits to participating in this study?
The benefits of participating in this study are minimal. Potential benefits associated with your participation may include increased knowledge or awareness of the digital legacy ecosystem and personal insights gained from sharing your habits and routines.
How much time will this take?
This study will take 30-40 minutes to complete the interview.
Other Important Information about Research Participation:
Can you decide not to participate?
Your participation is voluntary, which means you can choose not to participate. There will be no negative consequences, penalties, or loss of benefits if you decide not to participate or change your mind later and withdraw from the research after you begin participating.

Who will see my study information and how will the confidentiality of the information collected for the research be protected?

The research records will be kept and stored securely. Your information will be combined with information from other people taking part in the study. When we write about the study or publish a paper to share the research with other researchers, we will write about the combined information we have gathered. We will not include your name or any information that will directly identify you. Some people might review or copy our records that may identify you in order to make sure we are following the required rules, laws, and regulations. For example, the DePaul University Institutional Review Board. If they look at our records, they will keep your information confidential.

To prevent others from accessing our records or identifying you should they gain access to our records, we have put some protections in place. These protections include using a pseudonym (an arbitrary ID number in place of your name) for you and other people in the study and keeping the records in a safe and secure place (a password protected computer). Handwritten notes will be destroyed after the study once they are converted to a digital format. Audio and/or video recordings will be kept until accurate transcriptions have been made.

Who should be contacted for more information about the research?

Before you decide whether to accept this invitation to take part in the study, please ask any questions that might come to mind now. Later, if you have questions, suggestions, concerns, or complaints about the study or you want to get additional information or provide input about this research, you can contact the researchers:

Samantha Wanamaker
swanamak@mail.depaul.edu
619-597-9474
Tanae Burton
t.m.g.burton@gmail.com
708-743-2052
Marquis Lawton
mlwtn24@gmail.com
857-869-7256
Rahul Kapoor
rahulkapoor@gmail.com
416-46-4307

You may also contact the faculty advisor:

Cynthia Putnam
cputnam@cdm.depaul.edu
312-362-5854

You will be given a copy of this information to keep for your records.

Statement of Consent from the Subject:

Do you give us your verbal consent?

F. Interview Protocol

Background

Research Question

How can a technology-based solution help users consolidate, store, and share their or a loved one's digital artifacts in preparation for their passing?

- How do users share information or artifacts of a passed loved one?
- What have users done to prepare their digital artifacts for their passing?
- What kind of digital assets would they want to share with their loved ones' when they have passed?

Screener Questions

1. Are you over the age of 18?
    a. If no
        i. Disqualified

b. If yes

.Qualified to be a participant in the study

Introduction and Informed Consent

My name is [X]. Thank you for taking the time to meet with me. I'm working on a research project that seeks to understand how a technology-based solution helps users, such as yourself, consolidate, store, and share your or a loved ones' digital artifacts in preparation for (death)passing.

Today's interview should take approximately 30-40 minutes. Please refrain from using your mobile phone and from using your computer during the interview, but feel free to use it if it will aid you in your explanations. During our conversation, I will be taking notes about your answers or anything I want to follow up about. I will also be recording our audio and video through Zoom so that I can reference our conversation later. Is this okay with you?

Please review the informed consent form and ask me any questions that you may have. Do you give us your verbal consent?

Warm-Up Questions

[Once the participant gives verbal consent, start recording the audio and/or video. If the participant does not agree to audio/video recording on the consent form, proceed without recording.]

Ok great, I will begin recording now.

[Make the conversation as natural as possible to encourage through answers and a conversational tone]

Our group is researching how users would prepare their own or their loved ones' digital artifacts in preparation for death. Digital artifacts include songs, social network profiles, games, emails, and passwords. Let's get started.

1. Do you use any social media?
    a. If yes
        i. What are the different kinds of services do you use?
        ii. How do you use social media?

b. If no OR the only social media they use are things that do not allow sharing of photos (e.g. Linked in)

.How do you share photos with your friends and family currently?

2. How do you organize your personal files on your computer? Personal files include photos, videos, documents, etc.

. Why do you choose this method?

3. How do you organize and keep track of your passwords?

General Issues

1. Have you ever created a memorial page or an obituary for a passed loved one?

a. If no

i.Have you seen one, and what were your thoughts on it?

2. b) If yes

. Tell me about the last one you saw.

a. Could you walk me through the steps you took to create the last one?

b. How did you decide what information to include in it?

3. Have you ever attended a funeral or memorial?

. If yes

.Tell me about the last time.

i.(Probe for) - How were you notified of the funeral or memorial proceedings?

Deep Focus

1. How do you feel about your digital artifacts and records being organized by someone else after you have passed?

a. Among the people you currently know, who do you want to settle your digital artifacts, assets and records after you pass?

2. Could you walk me through how you would go about organizing your artifacts, records and assets to share with [who they mention]?
3. Has a loved one had a conservation about their legacy and physical possessions? Could you walk me through that conversation?
4. If there was a tool that could help people organize their digital assets, artifacts and records in preparation for passing, what features should that tool include?
5. Understanding the goals of our project, what should have I asked that I didn't?

Wrap-Up and Retrospective

1. What is your age?

a. 18-25

b. 25-35

c. 35-50

d. 50-65

e. 65+

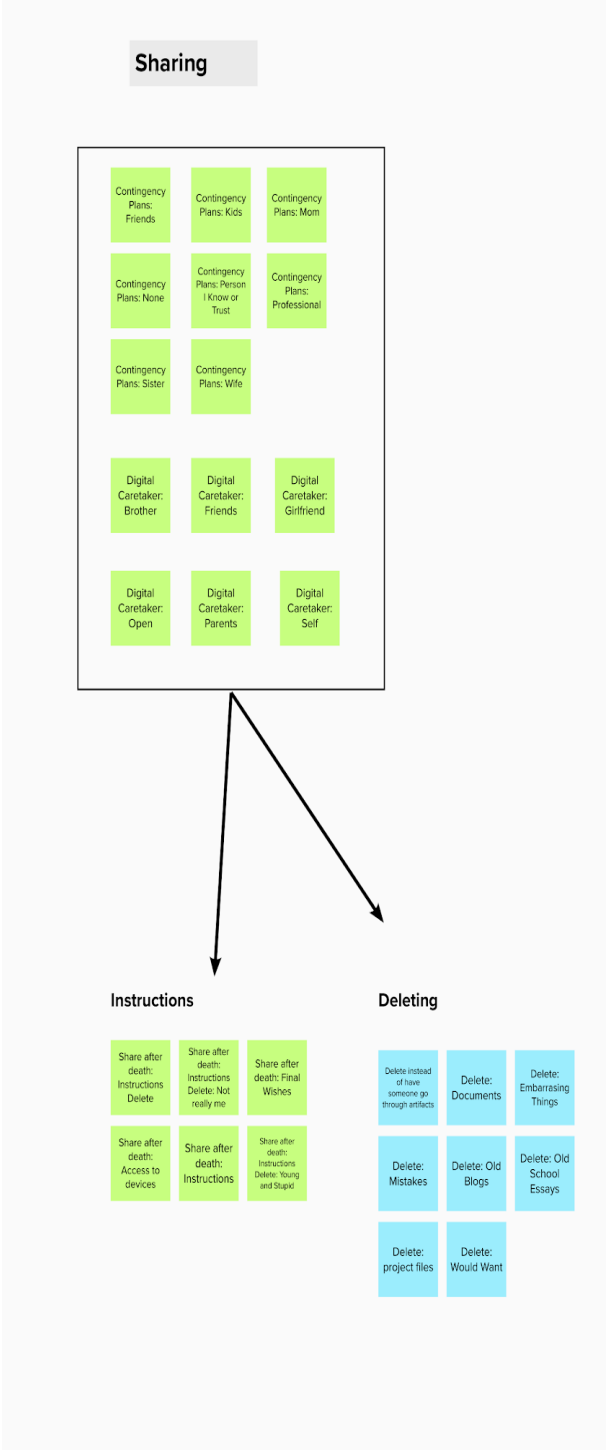
2. What gender do you identify with?
3. What is your profession?
4. Tell me your experience with the interview?

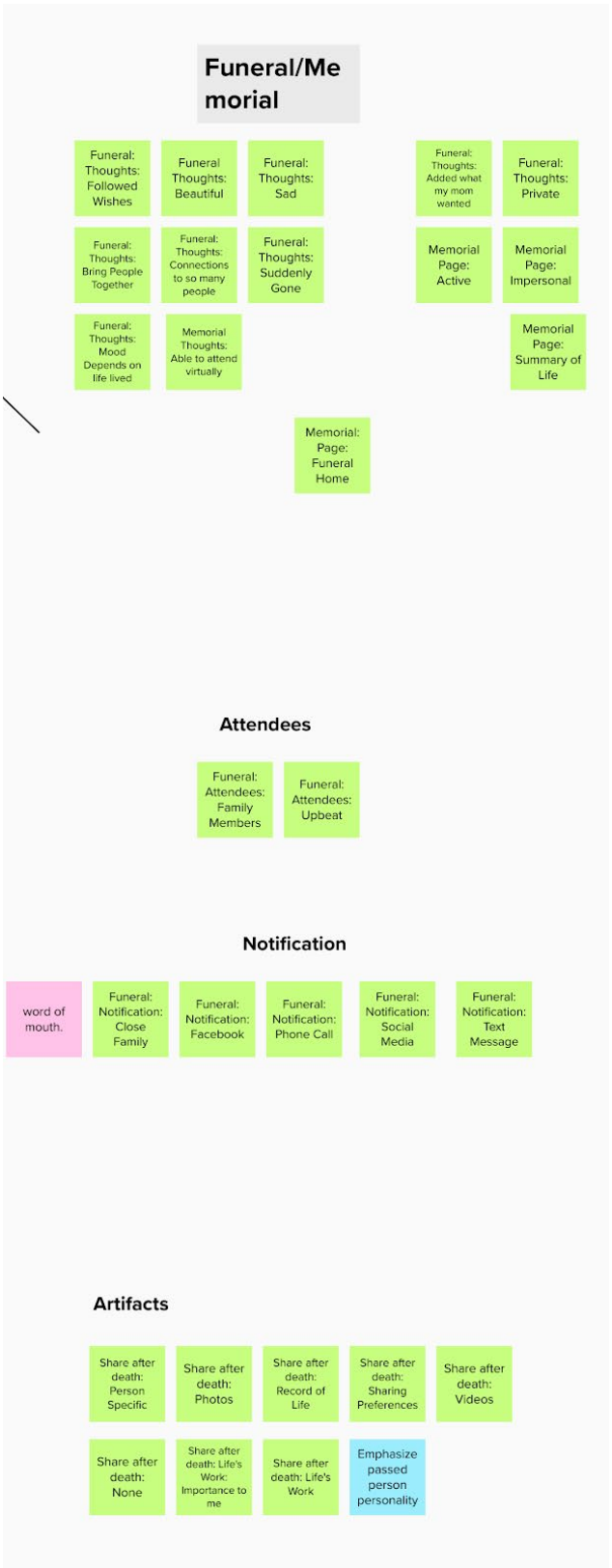
. Was there something I could have done differently?

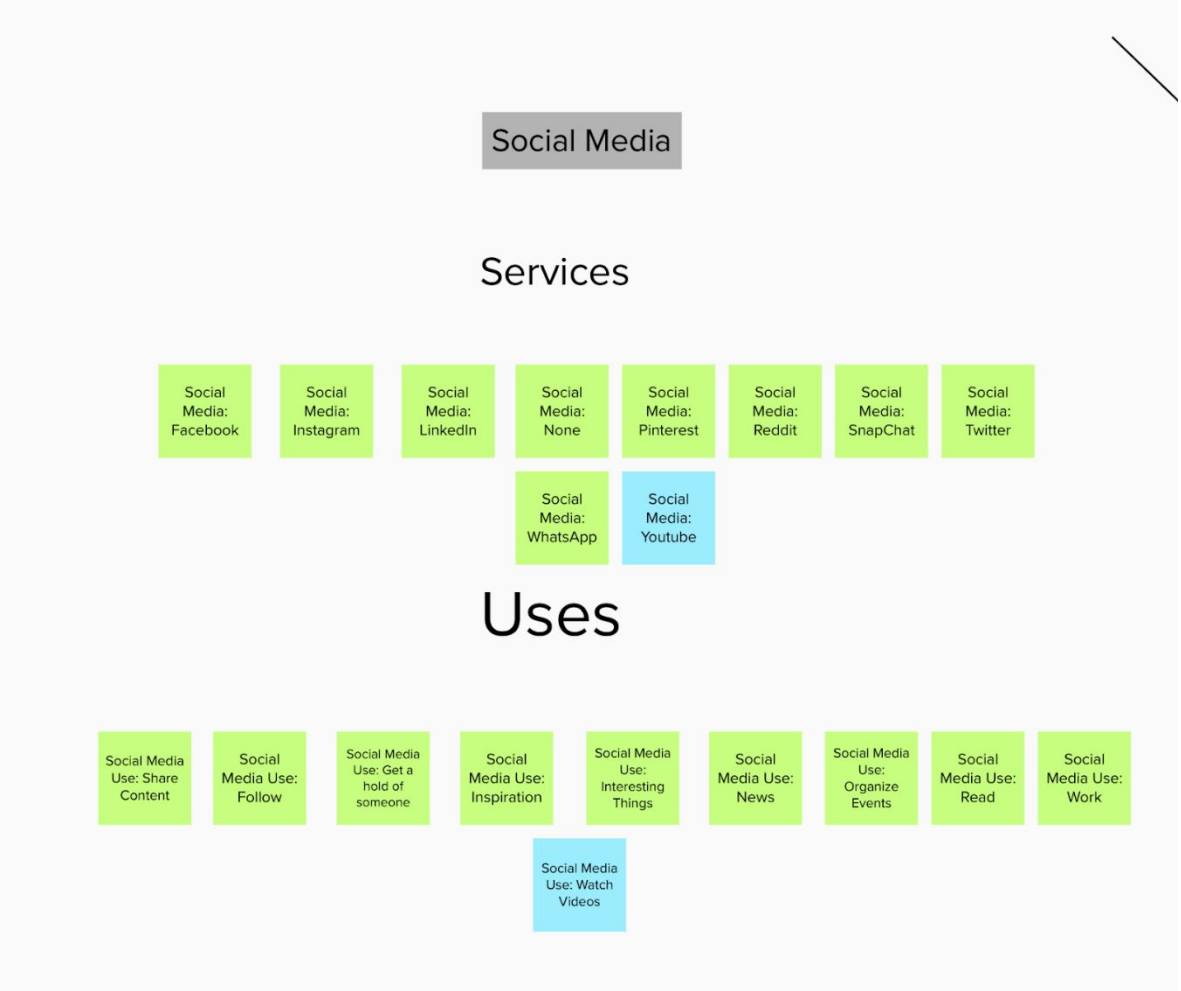
5. Do you have any questions/comments for me at this time?

This concludes our interview. Thank you for your time and for meeting with me.

G. Affinity Diagram (Interviews)

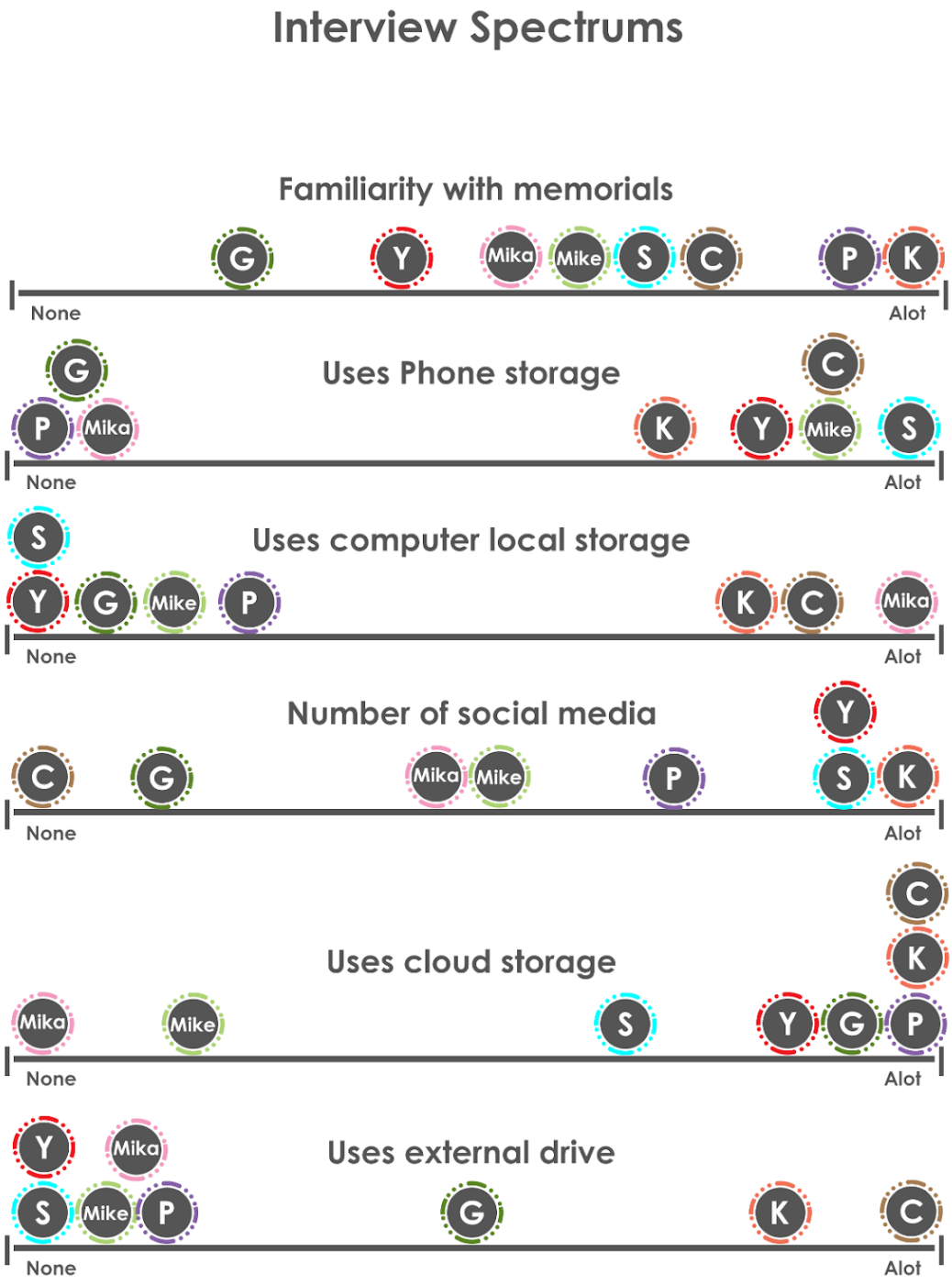

Sharing
Contingency Plans: Friends
Contingency Plans: Kids
Contingency Plans: Mom
Contingency Plans: None
Contingency Plans: Person I Know or Trust
Contingency Plans: Professional
Contingency Plans: Sister
Contingency Plans: Wife
Digital Caretaker: Brother
Digital Caretaker: Friends
Digital Caretaker: Girlfriend
Digital Caretaker: Open
Digital Caretaker: Parents
Digital Caretaker: Self
Instructions
Share after death: Instructions Delete
Share after death: Instructions Delete: Not really me
Share after death: Final Wishes
Share after death: Access to devices
Share after death: Instructions
Share after death: Instructions Delete: Young and Stupid
Deleting
Delete instead of have someone go through artifacts
Delete: Documents
Delete: Embarrasing Things
Delete: Mistakes
Delete: Old Blogs
Delete: Old School Essays
Delete: project files
Delete: Would Want


Funeral/Memorial
Funeral: Thoughts: Followed Wishes
Funeral Thoughts: Beautiful
Funeral: Thoughts: Sad
Funeral: Thoughts: Added what my mom wanted
Funeral: Thoughts: Private
Funeral: Thoughts: Bring People Together
Funeral: Thoughts: Connections to so many people
Funeral: Thoughts: Suddenly Gone
Memorial Page: Active
Memorial Page: Impersonal
Funeral: Thoughts: Mood Depends on life lived
Memorial Thoughts: Able to attend virtually
Memorial Page: Summary of Life
Memorial: Page: Funeral Home
Attendees
Funeral: Attendees: Family Members
Funeral: Attendees: Upbeat
Notification
word of mouth.
Funeral: Notification: Close Family
Funeral: Notification: Facebook
Funeral: Notification: Phone Call
Funeral: Notification: Social Media
Funeral: Notification: Text Message
Artifacts
Share after death: Person Specific
Share after death: Photos
Share after death: Record of Life
Share after death: Sharing Preferences
Share after death: Videos
Share after death: None
Share after death: Life's Work: Importance to me
Share after death: Life's Work
Emphasize passed person personality


Social Media
Services
Social Media: Facebook
Social Media: Instagram
Social Media: LinkedIn
Social Media: None
Social Media: Pinterest
Social Media: Reddit
Social Media: SnapChat
Social Media: Twitter
Social Media: WhatsApp
Social Media: Youtube
Uses
Social Media Use: Share Content
Social Media Use: Follow
Social Media Use: Get a hold of someone
Social Media Use: Inspiration
Social Media Use: Interesting Things
Social Media Use: News
Social Media Use: Organize Events
Social Media Use: Read
Social Media Use: Work
Social Media Use: Watch Videos

Product Features
Tool Features: BackUp Protocols
Tool Features: Centeralized Accounts
Tool Features: Cloud
Tool Features: Deadman Switch
Tool Features: Delete or Keep
Tool Features: Human Touch
Tool Features: Checklist
Tool Features: Scan memories
Tool Features: Security
Tool Features: Private Key
Tool Features: Stylize memories to specific people
Tool Features: Self Assessment Questionaire
Tool Features: Tutorials
Tool Features: List of Accomplishments, Goals, Aspirations
Tool Features: Log of all possessions
Tool Features: Password Manager
Tool Features: Photo recognition
Match with an advisor (Tinder)
Suggestion: able to be managed by interested strangers
Passwords Creation: Encrypted: Banks
Passwords: Password Manager
Suggestion: auto delete
Suggestion: auto- fill Form be cloud based
Comfort Sharing Files
Organzied by someone: Simple
Organzied by someone: Feeling: Iffy
Organzied by someone: Feeling: Uncomfortable
Organzied by someone: files: sensitive information
Organzied by someone: No
Mediums for Sharing
File Sharing: iMessage
File Sharing: WhatsApp
File Sharing: Cloud
File Sharing: Facebook
File Sharing: Text Message

H. Spectrum



I. Personas

PREPARER

"My family needs to know that I cherished every moment with them"

DEMOGRAPHICS

Age: 68 Occupation: Surgeon Archetype: preparer of assets

Name: Gloria Location: Houston, TX

BIO

Prior to retirement Gloria was a surgeon in the houston Metro area for thirty-five years. During her time as a surgeion Gloria was very busy. Not having much time to spend with loved ones but when she did, she was most happpy. Now that she's been diagnosed with cancer she has a limited time to refelect on her life. She wishes to let her family know she loves them even after she's gone. She's always taken the lead on things and likes to be prepared, so she is interested in sharing her digital assets with those she holds dearest.

SOCIAL MEDIA USE

Facebook
Instagram
LinkdIn
Twitter

STORAGE PREFERENCE

Local
External hard drive
Cloud
Google Drive

MOTIVATIONS

Efficiency
Ease of use
Quick
Convenience

GOALS

- To ensure that her digital assets are shared with the right people.
- To make sure her family and friends can see the memories they share from her perspective.
- To organize assets efficiently and conveniently.

FRUSTRATIONS

- When she doens't know how to easily share content.
- When newer software isn't very senior friendly.
- When there aren't enough instructions on how to fulfill tasks on websites/apps.
- When there isn't an option to share information with one's contacts.
- When sites don't offer an offline checklist.

ORGANIZER

"I want to make sure her legacy passes on"

DEMOGRAPHICS

Age: 32 Occupation: Nurse Archetype: Manager of assets

Name: Bridgette Location: Houston, TX

BIO

Bridgette has been a Nurse in the Houston Metro area for 4 years. She's very organized and likes to be prepared for the unexpected. She's been helping her grandmother around the house when needed and often assits her with any technologicsl needs. She's extremely tech savy and spends a lot of time on her tablet. She is a frequent user of social media and often shares aspects of her life with ther followers.

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MOTIVATIONS

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GOALS

- To ensure that her grandmother's digital assets are shared with the right people.
- To fulfill her grandmother's last wishes.
- To find the location of and sort her grandmother's digital assets.
- To digitize physical documents and photographs.

FRUSTRATIONS

- When it takes too many steps to fulfill one task.
- Not enough features to accommodate needs.
- When there isn't an option to share information with one's contacts.

J. Survey Protocol

Research Question:

How can a technology-based solution to help users store, organize, and distribute digital assets after they have passed?

Guiding Questions:

1. Do users have digital assets that they would like to be deleted upon their death?
2. How comfortable are people with other people accessing their digital artifacts?
3. How prepared are users for the handling of their digital assets?

Introduction

We are asking you to participate in this survey to better understand how a technology-based solution could help users, such as yourself, consolidate, store, and share your or a loved ones' digital artifacts in preparation for passing. This study is being conducted by Samantha Wanamaker, Tanae Burton, Marquis Lawton, and Rahul Kapoor. Our faculty advisor, Cynthia Putnam, is supervising this research.

The survey will take about 20 minutes of your time. All of your responses will be confidential, and no personal information will be collected that can identify you. Participation in this survey is voluntary. You may discontinue the survey at any time by closing your browser. Thank you for your participation!

If you have any further questions, please contact:

Name	Title	Contact
Samantha Wanamaker	Researcher	swanamak@mail.depaul.edu
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Marquis Lawton	Researcher	mlwtn24@gmail.com
Rahul Kapoor	Researcher	rahulkapoor@gmail.com

Cynthia Putnam Faculty Advisor cputnam@cdm.depaul.edu

You must meet the following requirements:

1. You must be 18 years old or older
2. You must use at least one of the following social media accounts: Facebook, Instagram, Snapchat, Twitter, Reddit, Pinterest.

By clicking next, you are agreeing to the requirements for this survey.

Warm-Up

How many social media accounts do you have?	-1-2 -3-4 -4-7 -10 or more
How often did you use the following social media accounts last month?	-0 -1 hr -1 – 2 hr -2 - 3 hr -4 - 5 hr -5+ hr -I do not use this social media platform
In the past five years do you know someone who has passed away?	-Yes -No
Tell us about those people you know who have passed away in the last five years.	Text Entry
How were their digital legacies handled?	Text Entry
Have you or a loved one had a conversation about the distribution of either your or their artifacts in preparation for death?	-Yes -No
Tell us about the last time you had a conversation about the distribution of either your or their artifacts in preparation for death?	Text Entry
Having a conversation with a loved one about their artifacts after their passing can bring on a range of emotions. How did the conversation make you feel?	Text Entry

Preparedness

For the next set of questions, we want you to think about ONE person that you are very close to. What is the relationship of that person to you?	Husband/Wife/Partner Parent Sibling Child Cousin/Aunt/Uncle Friend
Thinking about that person.... Do you know where your loved one's digital artifacts are stored or located?	I do know I think I know I do not know
Thinking about that person... Do you know what your loved one's wishes are regarding their artifacts?	1 - I do not know 2 3 - 4 5 – Yes, I know exactly what they want
Do you know how to access those artifacts if needed?	Yes No
Where are these artifacts located? SKIP IF PREVIOUS ANSWER WAS NO	Yes No I do not know
How prepared do you feel in regards to having a plan for your artifacts?	1 - Not at all prepared 2 3 4 5 - Very prepared No opinion
You answered that you did not feel very prepared in regards to having a plan for your artifacts? What would make you feel more prepared? SKIP IF PREVIOUS ANSWER WAS 3 OR ABOVE OR NO OPINION	

Accessing Digital Artifacts and Deletion

Thinking about the loved one you identified earlier in this survey… How would you feel if the loved one you identified accessed your personal digital artifacts once you were gone? For example: Going through your emails or logging into your accounts	1 – Very Uncomfortable 2 - 3 - 4 - 5 – Very Comfortable Not Sure
How would you feel if a stranger accessed your personal digital artifacts once you are gone? For example: Going through your emails or logging into your accounts	1 – Very Uncomfortable 2 - 3 - 4 - 5 – Very Comfortable Not Sure
How comfortable would you feel talking to a professional in the field of organizing digital artifacts about your artifacts in preparation of your passing?	1 – Very Uncomfortable 2 - 3 - 4 - 5 – Very Comfortable Not Sure
Do you have any files that you would want deleted on your passing?	Yes No
Are you interested in an automated deletion of designated artifacts upon your passing?	Yes No
Are you interested in an automated deletion of designated social media accounts upon your passing?	Yes No

Memorial Page

Are you interested in having a memorial page set up in a social media venue for public viewing upon your passing? SKIP TO NEXT SECTION IF ANSWERED NO	Yes No
From the list below, what kinds of artifacts would you like to have on your memorial page? Photos Videos Documents Life's work Biography Posting Feature (Guests to post) Signing book Mementos	1 - I would not want this on my memorial page 2 3 4 5 - I would very much like this on my memorial page
How comfortable are you with one or a combination of these people curating content for your memorial page?	1 – Not Comfortable 2 – 3 – 4 – 5 – Very Comfortable
How long would you like your memorial to be active for?	1 – Days 2 – Weeks 3 – Months 4 – Years 5 – Indefinitely Not sure
Is there something that you would like to have on your memorial page that we did not ask about?	Text Entry

Wrap-up

What is your current age?	Text Entry
What gender do you identify as?	-Male -Female -Non-binary/gender non-conforming -Other[text entry]
What is your profession?	Text Entry