

Investigating virtual communication model of distance separated grandchildren and grandparents

I. Questions for interview with grandparents

A. Demographics

A.2. Personal

1. What is your age?
2. What is your gender?
3. What is your occupation?
4. Are you retired or still working?
5. What is marital status?
6. Is your partner another grandparent of your grandkid(s)?

A.2. Children/grandchildren

1. How many children do you have?
2. Do you have any child at any age living with you?
3. How many grandchildren do you have? What are their ages and genders?
4. Are they your daughter's kids or your son's?
5. Is your grandkid's other parent (your daughter in law / son in law) has the same nationality as yours?
6. If not, could she/he speak with your language?

A.3. Distance separation

1. Where do your grandchildren live?
2. How long have you been living remotely from your grandchildren?
3. What is the reason for you being physically separated by distance?
- 4.
5. If you are working, is it full time or part time?
6. How much spare time do you have in a day?

A.4. Tech-savvy

1. How much are you familiar with new technology? (For example using tablet, touchpad, video chat, ...)
2. How much time do you usually spend using a computer?
3. How do you feel working with new device / software? (Do you find it very challenging or you could figure out how to work with it through manuals or tutorials)

B. Existing and Desired Communication Practices

B.1. Method

1. What is the most common way of your communication? (video chat, tel, email,...)
2. Is this the way that both of you would prefer? Tell me more about it if your answer is no.
3. Tell me a story about the last time you talked with your grandchild.
4. What was the most memorable time you had when talking with your grandchild over distance? Tell me about it.

B.2. Frequency/ Timing

1. How often do you visit your grandkids in person?
2. How often do you communicate with your distance-separated children and grandchildren in anyways? (Including phone, video chat, email)
3. How often do you like to communicate with your grandchildren?
4. How much time, do you like to spend with your grandchildren each time?
5. Are you living in different time zones? If yes, how much time difference do you have?
6. If yes, do you think it might affect the way that you are communicating?
7. Tell me about any challenge or experience that living in different time zone affect the way that you communicate with your grandchild or the content of your communication?
8. Do you think your communication would be different, if you live in the same time zone?

B.3. Content

1. What information do you like to get in updates about your grandkid(s)?
2. What are the topics that you like to talk about with your grandchildren?
3. What are the topics that you think you like but can't share with your grandchildren due to distance separation?
4. What are the issue and experience that you like to share with your grandchildren?
5. What are the topics that you like your grandchildren to talk about with you?

B.4. Age and Gender Differences

1. How different is your communication with your grandchildren at different age?
2. How different is your communication with your granddaughter and grandson?
3. How different are the topics that your grandson wants to talk with you rather

- than those that your granddaughter wants to talk with you?
4. How different are the topics that you want to talk with your grandson rather than those that you want to talk about with your granddaughter?

B.5. Mutual Interests

1. What are the topics that both you and your grand children like to talk about?
2. Tell me more about the topics that both you and your grandchild like to talk about.
3. Tell me more about the topics that you are interested to talk about but you feel they are boring for your grandchild?
4. What are the topics that your grandkid(s) is usually interested to talk about but you are not interested so much?

C. Interest in children's activity

C.1. Development/ Achievement

1. What are the children's activities in general that you are more interested to have information about?
2. What are the development stages of your grandkid(s) that you are more interested about?
3. What are the development stages that you would prefer your grandkid herself giving you information about? (This could involve height, weight, tooth, ...)
4. Is there anything about these stages that you would like to talk about with your grandchildren or give her/him some advice or prepare her for that?
5. What are the (school) achievements and improvements that you want your grandkids usually give you information about?
6. Is there anything regarding his progress that you would like to talk about with him?
7. Is there anything regarding his progress / achievements that you would like to share your own experience with him?

C.2. Story-telling/ Advice/ Training

1. What kind of stories you would like to tell your grandkid?
2. If you have grandchildren in different age groups, how different are the stories that you usually tell to any of these groups?
3. What kind of experience you would normally like to share with your grandchildren?
4. What kind of stories you feel your grandkids are more engaged?
5. Tell me about the topics that you find necessary to give advice about

6. How is your grandchild reaction to your advices?
7. Is there any particular topic that you feel your advice would be more influential or acceptable by your grandkids?
8. Is there any particular advice that you feel your grandkids hate it or get bored of it?
9. What kind of training or discipline about your grandchildren you would like to take part in?

D. Intergenerational cultural exchange

D.1. Language

1. Do you and your grandchild speak with the same language?
2. The following questions will be asked if they don't speak with the same language:
 - Is your grandchild able to speak with your native language?
 - If not, are you able to speak with his language?
 - If not, how do you usually communicate?
 - In case that you and your grandkid speak with different language but both of you can speak with the same language, which one do you prefer?
 - Which one do you think is more intimate regarding of both sides feeling?
 - Do you think the language that you would use, (either yours or his) could change the content of communication?
 - If yes, tell me about the difference of content in either form
3. The following questions will be asked if your grandkid doesn't live in your home country (This could be happen in several conditions and involve different situation such as both live in different country other than their home country, one side live in home country and one side live in another country, the grand kid was born in home country and immigrated to other country, the grandkid was born raised in another country, the grand kid is from other ethnic from the other parent side.)
 - Is there any tradition or ceremony that you want your grandkid have more information about?
 - Do you think it is necessary for your grandkid(s) to know about these heritage customs? Why?
 - Do you also like to know about different customs about the country that your grandkid is living?

- If yes, do you prefer him to talk about it or do you like to learn about it yourself?
- Did you experience any misunderstanding about these customs that caused you feel the need for getting to know about these customs?
- Did you experience any problem in your communication with your grandkid(s) due to the cultural differences? (Such as the way he talks to you, or the thing he might say)
- If yes, tell me more about it.
- Did you feel any misunderstanding or boredom from his side due to cultural differences? (He might get bored or doesn't engage to what you are saying due to these differences)
- Are there any cultural differences that might be interesting for you to know more about it?

E. Parents' role/ providing parental support

1. Is there any topic, advice, and training, etc. that you think his parents don't pay enough attention to it? (and you need you have to take part in that)
2. Tel me more about any topic that you feel his parents would like you to take part in?
3. Does your grandkids capable of communication / initiate communication without parental help? If not, how do they help? Do you think they help too much or too little?
4. If no, what level of support does he need? (Does he need help for initiation or he needs his parents around to continue communication?)
5. How different would be the communication at their parent's presence? (In terms of quality and quantity) (e.x. level of engagement, duration)
6. What are the topics you would talk or avoid if they are present?

E. Obstacle

1. What are the challenges you experience while communicating with your distance-separated grandkids?

II. Questions for interview with parents

A. Demographics

A.1. Personal

1. What is your age?
2. What is your gender?
3. What is your occupation?
4. What is your working status? (Full time/Part time/not working)
5. What is marital status?
6. How many children do you have? In what age and gender?

A.2. Distance-separation

1. Are you separated by distance from your own parents, your spouse's parents or both?
2. How far do you live from the remote grandparents? (Either your parents or spouse's parents or both)
3. What is the reason for you and your parents/spouse's parents being physically separated by distance? (Immigration to another country/ work/ studying/ your partner situation)

A.3. Tech-savvy

1. How much are you familiar with new technology? (video chat app, using tablet,...)

B. Children

B.1. Interests/ Daily routine

1. What does your kid usually do at home? How does she spend her time at home?
2. What are the topics that your kid(s) like to talk about with you?
3. Tell us about your kid(s)' daily routines and activity.
4. If any, what topics you are tired of talking about with your kids?
5. Have you ever tried to engage her to some activities or daily routines by telling him stories?
6. If yes, how was the result? Did she engage? Did this strategy work for her?
7. If yes, did you find it useful?
8. What are the topics your kid(s) usually initiate talking about?
9. What are the topics your kid(s) usually show more interest?

C. Existing and Desired Communication Practices

C.1. Existing communication pattern

1. How often do you communicate with the remote grandparents?
2. How is your relationship with the remote grandparents?
3. How is your spouse's relationship with the remote grandparents?
4. How much time do you spend communicating with the remote grandparents? ?
5. How often do your kid(s) meet their remote grandparents in person?
6. How often do your kid(s) communicate (including talking on the phone or doing video chat) with their remote grandparents?
7. How much time do your children spend communicating with the remote grandparents?
8. Do your children like to stay in touch with their remote grandparents?
9. Is she able to initiate a communication?
10. If not, does she ask you for starting a communication? Or you or the grandparents usually started asking them to communicate?
11. How do your kid(s) feel when you asked them talk on the phone with their grandparents or show up in the video chat?
12. Regardless of their reaction for starting the communication, how do they feel during the conversation?

C.2. Timing

1. What time would you prefer your kids to communicate with their remote grandparents?
2. Did you find any conflict between the time that you would prefer and the time that the grandparents might prefer?
3. Are you and the remote grandparents live in different time zone?
4. If yes, does this make any trouble?

C.3. Content

1. What are the topics that your kid(s) like to talk about with remote grandparents?
2. What are the things that you would like the grandparents get involved in?
3. What thing you don't like the grandparents get involved in?
4. Tell us about the last time your kid(s) had conversation with the remote grandparents?
 - What did they talk about?
 - What did you like them to talk about?
 - How long did it take?
 - Was your kid(s) engaged in the conversation?
 - After how long you felt she got bored?

C.3. Age and gender differences

1. What is the difference you feel in the communication of your kid(s) and his remote grandparents at different age?
2. If you have both daughter and son, tell me about the differences between their communications with their grandparents?
3. What are the topics that your daughter likes to talk about with her grandparents?
4. What are the topics you would like the remote grandparents talk about with your daughter?
5. What are the topics that your son likes to talk about with her grandparents?
6. What are the topics you would like the remote grandparents talk about with your son?

C.4. Mutual interests

1. What topics do you feel your kid(s) enjoy a lot when communicating with the remote grandparents?
2. What topics do you feel make your kid(s) bored when he is speaking with his grandparents?

D. Children's activity

D.1. Child development

1. What are the development stages of your kid(s) that you would like your parents (spouse's parents) have updated information about?
2. Is there anything about these stages that you would like the grandparents directly involved in it in sort of giving advice or prepare the kids for that?

D.2. Achievements

1. What are the progresses/ achievements about your children that you would like their grandparents get update about?
2. Do you like the grandparents encourage your kid about his achievements or his progress in anyways? (rewards, advice, share experience, ...) Or you would prefer they don't interfere in your disciplines?
3. Have you ever found them interfered in your disciplines when you or your child, give them information about the development, progress, etc.?
4. If yes, describe the situation with more details.

E. Grandparents' role

These are something that grandkids might like or might need to get from the grandparents but the question is that in what level it could be interesting, useful and productive and how it could be engaging

E.1. Stories

1. What kind of stories you would like the grandparents tell your kid?
2. What kind of stories you feel is more enjoyable for your kid(s)? (What kind of stories you feel your kids are more engaged?)
3. If you have children in different age groups, how different are the stories that are enjoyable for different age groups?
4. What kind of experience you would like the grandparents to share with your children?
5. What kind of experience you don't like the grandparents to share with your children?

E.2. Advice

1. Tell me about the topics that you would like the grandparents give advice about them to your kids?
2. Tell me about the topics that you don't like the grandparents give advice about them to your kids?
3. Have you ever found any kind of advice from the grandparents to be interfering? (or have any conflict with your disciplines)
4. Did you think their advice would be useful, and influential on your kid's attitude?
5. What kind of advice do you feel is more acceptable by your chance?
6. What kind of advice your kid hates to hear?
7. Did you feel any kind of advice would contradict with your disciplines?
8. Did you feel any kind of advice might have any negative impression on your kid(s)?

E.3. Training

1. What kind of training or discipline you would like the grandparents to take part in? (This could involve training about general and daily activities such as teaching kids how to brush their teeth, make their beds, clean up their room, pick up their toys, ...)
2. What kind of training or disciplines you don't like the grandparents to interfere with?

F. Cultural Exchange

F.1. Language

1. Do your children speak with different language than their grandparent(s)?
2. In case that they usually speak with different language than their grand parents: Are they able to speak with their grandparents' language? (Totally, little bit, can only understand but not speak)
3. In case that your kids difficulty speak with their grandparents' language:
 - Do you like your child improves or learn this language by communicating with his grandparents?
 - Do you feel your child can improve his language by communicating with their grandparents? Or you find it boring for your kid(s) to communicate with the language that she is not strong in it?
 - What do they usually talk about?

F.2. Tradition/ Ceremonies

The following questions will be asked if the kid doesn't live in his grandparents' home country [This could be happen in several conditions and involve different situation such as both live in different country other than their home country, one side live in home country and one side live in another country, the grand kid was born in home country and immigrated to other country, the grandkid was born raised in another country, the grand kid is from other ethnic from the other parent side.

1. Is there any tradition or ceremony that you want your kid have more information about?
2. Do you think it is necessary for your kid(s) to know about these heritage customs? Why?
3. Is there any tradition or ceremony that you want the grandparents give information about it to your child?
4. Do you also feel it is necessary for the grandparents to know about different customs about the country that you /your kid is living?

F.3. Cultural differences

1. Did you experience any problem in the communication between your kid and his grandparents due to the cultural differences? If yes, tell me more about it.
2. Did you feel any misunderstanding or boredom from his side due to cultural differences? (He might get bored or doesn't engage to what the grandparents are saying due to these differences)
3. Are there any cultural differences that you feel it would be necessary for your kid to know more about it?
4. Are there any cultural differences that you don't like the grandparents talk about it with your kids? (ex. Something that make your kids confuse)

G. Parents' role

G.1. Technical support/ Facilitating communication

1. Does your kids capable of communication / initiate communication with the grandparents without your support?
2. If no, what level of support does he need? (Does he need help for initiation or he needs you or your spouse around to continue communication?)
3. What kind of stuff, advice or experience do you think was necessary that your grandparents should have shared with you when you were a kid?

H. Challenges for families with more than one kid

H.1. Conflicts

1. Is there any conflict between your kids when they are communicating with their grandparents? (Describe it in more details if your answer is yes)

H.2. Expecting / Having (new born) baby

1. If you have a newborn baby at your home, what kind of training, advice or help do you think grandparents can have for your older kid(s)?
2. If you have a newborn baby what kind of responsibility about your older kid(s) do you like to put on the shoulder of the grandparents?
3. If you are expecting baby, what kind of preparation and help do you think the grandparents can do for your kid(s)?

G. Obstacles

1. What are the challenges you experience while your kid(s) are communicating with their remote grandparents?
2. Do you feel anything that annoys your kid or she doesn't like about communication with the remote grandparent?
3. Do you feel anything that annoys you or you don't like about communication between your kid(s) and the remote grandparent?