

A.1 Experience using Family Portals

We would like to start by learning how your family used the Family Portals in this last week.

General questions

1. How did you use it in the last week? (e.g stand in front of it and wave at distant family member)
2. Tell me about the most memorable usage of the Family Portals this week.
3. Have you used the Family Portals when both remote families were online? How often? How did you use it?
4. In this last week, did you supplement the Family Portals with any other technologies? (e.g. phone, three way calling)

A.2 Communication, connectedness and awareness

Now that you and your family have used the Family Portals for more than a month, we would like to talk to you about your communication and feelings of connectedness with both the remote families.

Communication with distant family

Give Communications Questionnaire.

1. Do you think that you communicated more with Family 1 using Family Portals? Family 2?
2. (If communication increased) In the last few weeks, was Family Portals your primary medium of communication with Family 1 or did you supplement Family Portals with other technologies? Family 2?
3. Has using Family Portals increased or decreased your communication with Family 1 using other technologies? Family 2?
4. Did you feel obligated to communicate with Family 1 using Family Portals? Family 2?

Connectedness and awareness

Give Usage of Family Portals Questionnaire.

1. Did you feel more connected to Family 1 while using Family Portals? Family 2?
2. (If felt more connected) Why did you feel more connected?

3. Who did you feel more connected to? Who would you like to feel more connected to?
4. How aware were you about events in Family 1's life before using Family Portals? Family 2? (e.g. nephew's soccer game, knowing about grandma's health)
5. How aware were you about Family 1's everyday life before using Family Portals? Family 2? (e.g. what they did in a day, what's for dinner?)
6. How aware were you about events in Family 1's life while using Family Portals? Family 2?
7. How aware were you about Family 1's everyday life while using Family Portals? Family 2?

A.3 Feedback about design

Next we would like to ask you some questions about the design of Family Portals and features in the system.

Writing

1. Did you use the writing feature? Was it a useful feature?
2. What did you like?
3. What didn't you like?

Shared space vs. private space

4. Did you leave messages in the shared space and in a family's private space?
5. Was it useful to have a shared space and a private space? Why?
6. What didn't you like about having a shared space and a private space?

Full screen

7. Did you use the full screen feature? Was it a useful feature?
8. What did you like?
9. What didn't you like?

Save image

10. Did you use the save image feature? Was it a useful feature?

11. What did you like?

12. What didn't you like?

Feedback view

13. Did you use the feedback view? Was it a useful feature?

14. What did you like?

15. What didn't you like?

Upload picture

16. Did you use the upload picture feature? Was it a useful feature?

17. What did you like?

18. What didn't you like?

Knocking

19. Did you use the knocking feature? Was it a useful feature?

20. What did you like?

21. What didn't you like?

22. Did you use the multi-family knocking feature? Was it a useful feature?

23. Would you like a personalized knocking sound for each family? Why?

Blinds

24. Did you use the blinds? Was it a useful feature?

25. What did you like?

26. What didn't you like?

27. Did you use the multi-family blinds? Was it a useful feature?

Other features

28. What additional features would you like in Family Portals?

29. Would you like to record and leave voice messages for one or both families?

30. Would you like to record video in your home and allow the remote families to watch the video when they are available?

31. Would you like to record video in the remote families and watch it when you are available?