

## Start recording

Family: \_\_\_\_\_

### A.1 Demographic Information

We will begin by asking you some questions about your family to help us understand your household. We define household to mean any children and adults you live with.

1. What is your age and what do you do for a living?
2. How old is your spouse and what does he/she do for a living?
3. What are the names and ages of your children?

### A.2 Current Pattern of Communication

We would like to talk to you about your extended family where an extended family member is defined as any immediate family member or relative (including in-laws) who does not live in the same household as you. For example, a mother-in-law, an uncle, a daughter, or a brother who does not live in your household would be considered an extended family member.

#### Connectedness and awareness of extended family

1. Can you tell me about your extended family? (i.e. how many siblings, where they live, parents, in laws)

*Give Extended Family Questionnaire.*

2. Who do you feel connected to and who would you like to feel more connected to?
3. When you talk to extended family members, what do you talk about? (Ask specifically about individuals mentioned in 1).
4. How do you communicate with extended family members? (e.g., face to face, phone, email, IM)
5. Do you think that you communicate enough with your extended family? If no, why not?
6. Do you think you have the time to communicate more with them?

## Communication with FP-family

We will now shift gears and talk to you about the families you will be communicating with using Family Portals. We will refer to these families as Family 1 and Family 2.

1. Why did you decide to connect to Family 1 using Family Portals? Family 2?
2. Who in Family 1 will you communicate with using Family Portals? Family 2?

*Give Family 1 and Family 2 Questionnaire (about communication, connectedness, awareness and obligation).*

3. How often do you communicate with them now? Why?
4. Has this changed at all in the recent or distant past? (e.g., moving, death in the family, marriage, having children, etc) Why?
5. Currently, how do you communicate with Family 1? Family 2? (e.g. telephone, email, video conferencing) Why did you choose this method?
6. Have you faced any challenges using said technology to communicate with Family 1? Family 2?
7. What do you like about using said technology to communicate with family 1? Family 2?
8. Where do you usually communicate from?
9. Who usually initiates communication? How is it done?
10. (If using phone or video conferencing) How long do you talk to them for?
11. When you talk to them, what do you talk about? What information do you share? (e.g., activities, health, relationships)
12. How often do you meet them in person?
13. In your estimation, how often do Family 1 and Family 2 communicate with each other?
14. How long has it been since you lived any member of Family 1? Family 2?
15. Think about the last time you communicated with them. Can you walk me through what happened starting with when and why you decided to communicate? Who initiated? What did you talk about? How long? How did it end? Where were you?

## A.3 Experience with video conferencing

We would now like to ask you about your experience using video conferencing tools to communicate with your extended family.

1. (if video conferencing is not mentioned above) Have you used video conferencing to communicate with distant family? What tools do you use? (e.g. Skype, Google Talk or Windows Live Messenger)
2. How long have you been using video conferencing?
3. (if video conferencing is not mentioned above) Who do you communicate with using video conferencing?
4. How often do you communicate using video conferencing?
5. Why do you use video conferencing tools?
6. (if video conferencing is not mentioned above) Who usually initiates communication? How is it done?
7. Do you usually have a set time that you communicate or is it impromptu?
8. Do you have to turn on your computer each time you use video conferencing or is your computer always on?
9. (if video conferencing is not mentioned above) Each time you have a conversation, how long do you talk?
10. How do you know when a conversation is over? How do you end a conversation?
11. Have you ever left a video call on for an extended period of time (eg. a few hours)? Why?
12. Do you multi-task on your laptop/desktop while video conferencing?
13. Do you perform tasks around your home while video conferencing?
14. How does video conferencing compare to having a conversation face to face?
15. (if video conferencing is not mentioned above) What do you like about using video conferencing to communicate with your extended family?
16. (if video conferencing is not mentioned above) Have you faced any challenges using video conferencing to communicate?
17. Think about the last time you communicated with them. Can you walk me through what happened starting with when and why you decided to communicate? Who initiated? What did you talk about? How long? How did it end? Where were you?

### Weekly schedule

1. What are your work hours?
2. When are you at home?
3. When are you out for social activities?
4. When are you home on weekends?
5. Will you be going on vacation during the next 5 weeks?