

Mobile Phone Interview Schedule (Vodafone study)

Opening

Do you know your own number without having to look it up?

How does your mobile compare to the one's of other people at school – more, less features, like to have one like yours, or you would like to have one like there's? Why?

History of mobile acquisition

When did you first get a mobile and how old were you?

What led to you getting a mobile?

What things did you first mobile have on it ? (Camera?)

What led to that choice? Was it your request?

Have you got another mobile after the first one?

What led to this?

What things did it have on it that the first one didn't (e.g. music player, Bluetooth, infrared?)

If you get another phone, what would you like it to have on it?

Go through diaries

General communications

How many (voice) calls did you make in the last week?

And receive

Is this about normal? Does it vary?

Who to/from?

How many texts did you send in the last week?

And receive?

Does it vary?

Who to/from?

Texts

When do you call making a voice call, vs. text, vs. IM, vs. email (why)

IM vs Texting: Preferences? Why

Do other people at school sometimes send texts to make a joke (e.g. anecdote when children call to make the phone ring and get someone into trouble in class)

Can you give me an example of what happened?

Has anyone ever sent a text that was from someone hassling you, didn't like it?

What happened?

Did you talk about it with parents or friends?

Do you know of other people in school who have been hassled by texts, or pictures?

What happened?

Have they sent texts to other people that they did not want?

Change and difference

Since you first got a mobile, has the number of calls and texts changed, or who you send them to

Why this change?

(the costs of making calls, what you friends do, because you do different things now and so make fewer/more calls, texts)

Turned off

Are there times when you don't want to be disturbed by a call or text – so you turn it off?

When do you turn it off – or is it switched on all the time

Advice about use

Do you parents give you any advice?

a) about how much to spend on the mobile? Is that just calls, or other things you buy for the mobile?

Has this changed over time?

b) about carrying it? Ask you to take it with you sometimes? Or not to take it with you?

c) about leaving it switched on? (So that they can get in touch)

d) about when you can use it (e.g. no calls during dinner)

e) about who you can give your mobile number to?

Mobile number

How many of your friends have your mobile number?

When do you usually give it to them? (e.g. when arranging to meet?)

How many mobile numbers are in your directory
(Check)

Mostly friends? Who else?

Lost or stolen

Have you ever lost your mobile phone, or had it taken away?

What happened?

How did that feel? Was it a problem?

Did you ever go to use it and the battery had run out?

Was it a problem?

Cameraphone and video

Do you ever take pictures with the mobile?

Do you have a digital camera that you also use?

Do you ever make videos with the mobile?

Do you have a camcorder that you also use?

What pictures or videos have you taken recently? What was the last (what of, why)

When was the last time you took a picture with the mobile?

How often do you do that?

When do you take pictures – what is it that makes you decided to take a picture then?

When do you take pictures with the mobile vs the camcorder

When was the last time you made a video clip?

How often do you do that?

When do you make vidoes – what is it that makes you decided to make a video then?

When do you use the video on the mobile vs the camcorder?

Do you have some pictures on the mobile now?
(Can I see them)

Why do you keep them?

If you take a photo of someone, do you ask if it is OK with them?
(Some people like to be asked? Is it different with your friends?)

Do you ever show the pictures to others? (what type of ones)

Do you put them on your computer? (what ones)

Do you ever delete them? What proportion do you keep vs delete?

Have you ever sent pictures or video to someone's else's mobile with Bluetooth,
infrared

How difficult was it?

What was the picture/video?

Have you ever sent pictures by MMS (what was it /or why not)

Do you have a Bebo, MySpace or something like that?

Have you ever put pictures of videos on the Internet – such as Bebo, MySpace,
YouTube?

Can I see?

Why did you put them there?

Does anyone look at them? (Do you know who looks at them? How do you know?)

Have you downloaded other people's pictures or videos taken on a mobile?

What was this a picture/video of?

Pictures of self

Have you taken pictures of yourself with the mobile phone?

Did you show others, put onto Internet or give them to anyone else

Did someone took picture of you when did not want them to – e.g. because it was embarrassing?

What happened?

At school has that ever happened to anyone else you know?

What happened?

Were you ever showed or sent pictures you did not like?

Thinking of now compared to when you first got the camera, do you do any thing differently – taking pictures, or what do with those pictures?

Why the change?

Sound facility

Do you ever record any sound with the mobile (voice, music)?

What examples?

Have other people done that? Can you think of an example?

Do you put music on the mobile phone?

How (downloaded, copied from CD)?

Where downloaded from?

Have you made ringtones out of the music?

Do other people at school download free music?

Sometimes it is illegal – do people at school ever talk about this

What do they say/think about it?

Is it partly a dare?

When do you play/listen to music on the mobile (when was the last time you did this?)

Do others play their music at school – when?

Has your use of the audio changed over the last few years – if so why?

Internet and mobile

Do you have Bebo, MySpace – what's on there?

Have you downloaded anything (else) from the Internet?

Have you put anything onto you mobile?

Have to tried to get onto the Internet from your mobile phone

What is different from the internet that you get via the computer?

What would you like to access using your mobile if the cost of using your mobile phone to go online was not a problem? When we it be useful to do this?

TV and mobile

Have you seen TV on people's mobiles?

Would that be something useful to have or not really?

When might you want to watch something?

Games on the mobile

What games do you have on your mobiles - show

Have you ever played games on your mobile?

When did you last play? Why

And before that? Why?

In general, when do you play?

Do you play together, trying to get higher scores?

Are there games that you would like to have on your mobile that you have seen/tried on other people's mobiles – what led to this?

Have you tried online games on the Internet– competing with other players?

If this was possible on the mobile phone, would you play them?

Advice

Young, getting a mobile – giving advice (e.g. things found out) – what would you tell them, would have been useful if someone had told me (e.g. saved time, didn't know about)