

Household ID: 6Participant ID: 1

Activities and Expertise

This chart lists activities that people like you might be doing with technology. FOR EACH ACTIVITY, PLACE AN "X" IN THE BOX DESCRIBING HOW CONFIDENT YOU ARE ABOUT DOING THIS ACTIVITY/

	Very unconfident	Somewhat unconfident	Neither confident nor unconfident	Somewhat confident	Very confident
Using email					X
Using a digital camera					X
Using image editing programs (e.g. Photoshop, Illustrator, Paint)				X	
Figuring out what's wrong when the Internet doesn't work or is slow			X		
Setting up a new printer				X	
Setting up a home network					X
Understanding terms/words relating to computers				X	
Programming a computer			X		
Playing video games (or computer games)			X		X
Watching videos online					X
Playing music or other music files					X
Changing information on a wiki (e.g. Wikipedia)				X	
Chatting over the internet (e.g. using AIM, Google Talk, MSN)					X
Using social networking (e.g. Facebook, MySpace, LinkedIn)					X
Purchasing home electronics				X	
Making web pages			X		
Knowing what kinds of computers and electronics are best				X	
Explaining how computers work			X		
Understanding technical aspects of computers			X		
Undoing a mistake I made with a computer				X	
Using a smart phone (e.g. Blackberry, iPhone, Android)				X	
Protecting myself from computer viruses			X		
Teaching my family and friends how to use technologies				X	

Overall, rate the extent you agree with this statement: "I am extremely knowledgeable and have high expertise with computers." (check one box):

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
		X		

Household ID: 6.

Participant ID: 2

Activities and Expertise

This chart lists activities that people like you might be doing with technology. FOR EACH ACTIVITY, PLACE AN "X" IN THE BOX DESCRIBING HOW CONFIDENT YOU ARE ABOUT DOING THIS ACTIVITY/

	Very unconfident	Somewhat unconfident	Neither confident nor unconfident	Somewhat confident	Very confident
Using email					X
Using a digital camera					X
Using image editing programs (e.g. Photoshop, Illustrator, Paint)			X		
Figuring out what's wrong when the Internet doesn't work or is slow			X		
Setting up a new printer					X
Setting up a home network			X		
Understanding terms/words relating to computers			X		
Programming a computer	X				
Playing video games (or computer games)		X			
Watching videos online					X
Playing music or other music files					X
Changing information on a wiki (e.g. Wikipedia)			X		
Chatting over the internet (e.g. using AIM, Google Talk, MSN)					X
Using social networking (e.g. Facebook, MySpace, LinkedIn)					X
Purchasing home electronics				X	
Making web pages		X			
Knowing what kinds of computers and electronics are best				X	
Explaining how computers work	X				
Understanding technical aspects of computers	X				
Undoing a mistake I made with a computer				X	
Using a smart phone (e.g. Blackberry, iPhone, Android)					X
Protecting myself from computer viruses		X			
Teaching my family and friends how to use technologies		X			

Overall, rate the extent you agree with this statement: "I am extremely knowledgeable and have high expertise with computers." (check one box):

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
	X			

Household ID: 6

Participant ID: _____

Computer/Devices of the Home

#	Device	Location	Wired / wireless	Who normally uses this device?	When do they use it? (every day, occasionally, rarely?)	^{pandora} What do they use it for?	Who else uses this device, when and why?
1	Mariah's laptop	in her room (but moves around)	wi-fi	Mariah	Everyday	skype, facebook, email, work, photo editing, Netflix	Mariah, sometimes Logan
2	Christine's laptop	in her bedroom	wi-fi	Christine	Everyday	Basic personal use - internet	just Christine
3	(not Wii connected yet)	living room	wi-fi	Mariah, Christine, friends	whenever setup, occasionally for movie everyday	Netflix	friends
4	Mariah's iPad touch	in her room/purse	wi-fi	Mariah	Not very often, once a week	Music + podcasts, downloads	Mariah, just her
5	Christine's iPhone	on her all the time	wi-fi	Christine	All the time	calls, apps, games.	just Christine
6	Logan's laptop	Mariah's room or living room	wi-fi	Logan	Music streaming, gmail, gchat, internet surfing	→ Everyday use	just Logan

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Home Occupants

	Name	Age	Occupation	Which devices does this person use? (list the numbers)	Is this person a "computer guru" of the household? What is an example of something they do (or have done) that make them a guru?
1	Mariah	25	biologist	1, 3, 4, 6	-
2	Christie	24	baker	2, 3, 5	Yes. Tries to set things up, fiddler.

* Little Five Points before. lots of network problems there.

Plan-AT&T: 3MBps down
384Kbps up

- A copy of this questionnaire is attached as: "questionnaire.docx"

Semi-Structured Interview

Our interest here is to get a brief demographic picture of the household as it is reflected through the technology. Here are a set of sample questions that address the main themes that we are interested in. They will primarily be used as a guide, as the researcher will allow the flow of conversation to dictate the order in which the thematic areas are addressed. Additionally, if there are interesting details about particular incidents, the researcher may ask more questions about these incidents.

Network Habits

- Who set up the home network? *Christine setup account the Mariah setup router.*
- Who fixes problems when they occur? *Both, whenever they can. Not too many problems.*
- Do you work at home/do homework at home? What types of things do you usually do at home on the net? *Mariah sometimes works from home. Skype for calls (international), remotely see what others are doing, share documents. Logan downloads movies + music.*
- Restrictions on who uses network and where? *No privacy settings.*
- Last time you had a network problem? Describe the incident, and what you did to resolve it. *No problems so far.*
- Are there restrictions on your home network? (hardware/software and/or household rules)

Network Performance

- Do you know what speed you're supposed to be getting? *No.*
- What is the quality of your internet connection? How often does it break? When was the last time it broke? *Does everything they need.*
- Tell me about an incident when the Internet slowed down. Does this happen frequently? When? Why do you think that is? *Sometimes, not a big problem. Doesn't remember.*
- Tell me about ... bandwidth hogging?
- How satisfied are you with the internet performance at your house?
- How reliable is it? Can you compare it to your cell phone coverage, or your electricity? *Internet better than cellphone.*
- Is the internet suitable for your needs? *yes!*

Install NOXBox Internet Router

This process is a bit tricky, and requires the presence of the household "computer guru." Here, we attempt to mimic the settings of the existing home network. This setup has three or four relevant pieces:

1. Internet connection: mimic existing WAN connection (spoof MAC address if necessary, connect via DHCP or PPPoE, etc.)
2. Setup wired network: primarily, connecting existing LAN connections if there exist any. If the router setup they use has more ports than our NOXBox, then we may need to get a hub or a switch.
3. Setup wireless network: retain SSID (name of network), and existing encryption protocol (WEP, WPA, WPA2) and existing password
4. Finally, test on all the client devices that are present. Ensure that all existing devices that connect with the Internet can still connect with the Internet.